

# HOUSING AUTHORITY OF THE COUNTY OF DEKALB

## BOARD AND STAFF SURVEY

16 total respondents

**1. The mission of the Housing Authority of DeKalb County is to provide clean, decent, safe, affordable housing for lower income families and individuals throughout DeKalb County. Do you think this mission will be relevant to the needs of the community 10 years from now? Be sure to also provide your reason why or why not, and any additional comments about the mission, in the space provided.**

100% Yes

0% No

- a. I see the need increasing. Cost of living will continue to increase and a rate higher than wage increases. The number of people who are not able to work due to mental or physical disabilities seems to be increasing. These are the folks we want to serve and assist.
- b. I believe affordable housing will always be a national and local issue.
- c. The needs of the community for clean, decent, safe and affordable housing will always be there- irrespective of the changing times; as a matter of fact, these needs might even increase and even more complicated.
- d. The need for affordable housing will always be needed, people that are unable to work or have jobs that are not paying enough to support families need the extra support.
- e. The housing Authority has been maintaining its high performance for many years.
- f. I think it will be even more so 10 years from now and beyond
- g. Lower income families will likely still have a need for clean, decent, safe, affordable housing 10 years from now.
- h. These are important "basics" that will always need to be met.
- i. Until there are sufficient employers within the county paying livable wages and mental health facilities, there will always be a need for subsidized housing.
- j. Everyone I know lives paycheck to paycheck. Add any sort of unexpected large expense to the mix and the next thing you know, you are in debt and can't catch up. The need will always be there.
- k. The need for this program continues to grow, with many people needing housing.

**2. When considering the authority's mission to provide clean, decent, safe, affordable housing for lower income families and individuals in the county, where would you rank the importance of each of these programs.**

- |      |  |
|------|--|
| 5.88 | Low Income Public Housing                                      |
| 5.00 | Housing Choice Voucher   |
| 4.75 | Continuum of Care / Shelter Plus Care Program for the Homeless |
| 4.31 | VASH Vouchers for Veterans                                     |
| 3.25 | Multi-Family Project Based Assistance (Shabbona)               |
| 2.50 | Rural Development (Hinckley)                                   |

**3. Identify the most important external factors / issues / opportunities / threats that will impact the Housing Authority and its clients in the next 5 years.**

- a. population shifts
- b. Decrease in HUD funding for admin support of programs and capital funds for buildings. HUD seems to be providing adequate funding for PH oper subsidy and HCV HAP for our agency. Utilizing DCRDC for acquisition of another low income property is an opportunity to serve more folks in the county.
- c. Uncertainty of federal government influences/control. National budget situation and impact on HADC.
- d. Competition for funding, economic climate, demographics of audience served, organizational competitors, societal issues, lifestyles, politics or govt. emerging trends in key markets are some of the threats that will impact the HA of DeKalb County.
- e. Economic climate, and funding to programs.
- f. Government funding; Government regulations; Public perception/reputation/image; Economy; Labor market;
- g. Government cut funding
- h. Certainly competition for funding as well as the economic climate are two of the biggest factors.
- i. politics or government - funding cuts; economic climate; technology
- j. Economic climate, Funding, Politics, Government Technology, Population
- k. Decline in community mental health assistants
- l. Presidential election
- m. Continued escalation of complex rules and regulations. Uncertainty and variability of funding. Increased dependence of population on public entities.
- n. Mental Health Facilities declining, funding declining, economic climate, housing market remaining stagnate
- o. demographics of audience served...seems like we are a middle man for those living in Chicago who want to get into housing through our county so they can actually move to Chicago - would be nice to be helping those that have lived in our area longer than one year.
- p. The economy and competition for funding.

**4. Identify the single greatest internal strength of the Housing Authority.**

- a. We care about our tenants.
- b. The staff makes it all happen. We have a few new case managers and a new property manager, who are doing great, but for the most part we have seasoned staff who have experience and a great work ethic. The Leadership that our ED has exhibited has made a HUGE impact on the Housing Authority. We have made huge strides in Community outreach with other agencies, fire and police dept, landlords, and have great relationships with our sister PHAs in Illinois. The Culture has changed for the better and we are very progressive and open to embracing change and trying new things because of our stellar leadership. Resistance from staff to change is handled and fostered in a way that promotes goodwill and determination to make things better for the good of the agency and to fulfill our mission.
- c. Abilities and ethics of staff. Relative financial position and sources of revenues.
- d. The leadership of the Director and the rest of the administrative staff working cohesively as a team represents the greatest internal strength of the HA.

- e. everyone from the top person all the way down takes pride in what they do, many time go above and beyond what is called for to assist tenants.
- f. Good Management
- g. the people that work here
- h. The team! The true desire to carry out the "mission" on an ongoing daily basis. The desire to truly make a difference in someone's life.
- i. dedicated staff
- j. Helping people get housing that would other wise be homeless!!!! Making people smile, so they feel good about their self. Team Work!!!!
- k. Desire to provide a home to people in the community.
- l. Team communication
- m. Strong, knowledgeable, leadership with sincere concern for the mission.
- n. Working as a team to do what is moral and ethical for the those unable to always do for themselves.
- o. teamwork and positive attitudes
- p. Excellent staff and customer service.

**5. Identify the single greatest internal weakness of the Housing Authority.**

- a. Not enough money for staff to have the amount of staff to do an even better job serving our tenants.
- b. Work burnout is always something that needs to be monitored. Several staff positions involve daily contact with clients, the public and some very tough situations. This can be very draining and wearing. Making sure that staff has adequate admin support is important. Cross training admin support and maintenance staff will keep them sharp and will provide a fresh perspective. HR dept will be meeting with staff in early October for a one on one to get feedback from staff on job satisfaction, support, goals, etc.
- c. Inability to control future revenue streams that are dictated by the governemnt.
- d. Reduction of government funds to some of the programs of the HA which will paralyze the operations.
- e. Not really weaknesses here.
- f. Budget cuts
- g. On-going training. Making sure everyone is on the same page.
- h. lack of sufficient funding to retain good paying jobs with benefits, and to provide necessary training for staff
- i. None. We all work as a Team!!!!
- j. ■■■with out a 4-year degree of education.
- k. Phone system / Updating computer equipment
- l. complexity of federal rules and regulations and their related reporting requirements.
- m. Fear of doing wrong or contradictory
- n. technology, which I know is \$\$\$

**6. If you could unilaterally determine a "shoot for the moon" game-changing idea for the organization, what would it be?**

- a. More funding to help keep the great staff and add more staff.
- b. Utilize Central office reserves to invest in another "Briarwood" type property. We need to find other revenue streams because HUD funding is uncertain. We need to continue to set our agency apart from other agencies in case an opportunity presents itself for us to be the regional agency and absorb the workload of agencies that may be dissolved. Complacency is not an option, we need to strive to improve in every area that we can. Streamline processes, eliminate duplication of efforts, utilize HAB system to the fullest, minimize waste of time by planning ahead, and encourage good communication among staff. These are all things that we currently strive for and work to achieve on a daily basis.
- c. Ability to run independently from federal or state entities.
- d. Generous funding to support the various programs of HA.
- e. get more funding not only for housing authority, but for additional programs, including job and skill training for people that live in system and want to use this as a stepping stone to get back on there feet.
- f. Expansion by/Renovation
- g. base rent portions on a tiered basis rather than strictly 30% of income.
- h. To be the very best organization in helping people find a real home and not be homeless.
- i. Hire persons with a degree in Psych/Mental Health as part of our base structure.
- j. Paperless
- k. Incorporate more vocational and societal education into the housing component.
- l. To have a staff member dedicated to assisting tenants with social service needs. Housing opportunities for the hard to house.
- m. getting rid of a lot of the paper....make everything more digital - mass texting capabilities would be beneficial for contacting many of the tenants at once
- n. Ample funding that would allow for additional staff and resources. Case load for current staff is almost unmanageable.

**7. Add any additional comments you have about the programs, services or facilities provided by the Housing Authority of DeKalb County.**

- a. Keep in mind that we are here for the tenants no matter how bad our day is going.
- b. The HA Authority of DeKalb County has tremendously improved - in its programs, services or facilities by leaps and bounds for the last few years.
- c. We provide a very safe, clean, healthy and decent affordable housing. Very blessed and grateful for the services we provide, so that we may help others.
- d. Great people great place to work
- e. Seems to be very well run with a strong concern for efficiency.
- f. HACD does great work but with additional funding our scope of work would increase; housing more people
- g. Very impressed by the condition of our housing authority properties. Love the upbeat attitudes of our leaders.
- h. We really need some additional staff, at least some part-time people. It's difficult to complete many projects in a timely manner due to workload.