

# *From Our Board Chair and Executive Director*

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Dear Friends,

On behalf of the Board of Commissioners of the Appleton Housing Authority, we are pleased to present this Annual Report for 2002. Consistent with our mission and the recommendations of the Blueprint to Affordable Housing Study, we spent the last 12 months examining the condition of affordable housing in our community.

We strengthened our efforts to move forward in addressing the critical shortage of affordable housing through unique collaborations with other agency partners in order to maximize social and economic opportunity for the families and people we serve.

Once again, we seen significant changes over the past year. We made great strides in our potential for growth and development. We celebrated the acquisition of Washington Place, preserving affordable housing for 70 seniors. We applauded as residents moved into homes purchased through the Authority's Homebuyer Program. We expanded our service to clients by relocating our Section 8 and Administrative offices to a customer focused location.

By the end of 2002, we reached a major milestone in the history of our agency with the help of a special partnership with the Outagamie County Housing Authority that allowed us to expand our rental assistance program service area county-wide.

Each of these Housing Authority activities are examples of our true commitment in providing residents with housing that is safe, well-maintained and affordable. With our seasoned staff and the dedication and commitment of our Board of Commissioners, we will continue to work to accomplish the many tasks necessary to serve our community so that everyone will have a place to call home.

*Lisa Maloney  
Board Chair*

*Debra Dillenberg  
Executive Director*

# *Appleton Housing Authority Board of Commissioners*

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Raymond Barlow  
Commissioner

William Hodgkiss  
Treasurer

Katherine Kamp  
Commissioner

Judith Stadler  
Vice-Chair

Lisa Maloney  
Board Chair

## **Responsibilities of the Board of Commissioners**

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The Appleton Housing Authority Commissioners meet monthly with staff to set policy for all Housing Authority operations, monitor program performance and promote the goals and mission of the Authority in the community. These meetings are open to the general public and are held on the third Tuesday of every month. The five member governing Board of Commissioners, are appointed by the Mayor of the City of Appleton to serve a five year staggered term. Housing Authority Commissioners are advocates for decent housing, safe communities, fiscal responsibility, and in the final analysis, productive human lives.

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## **Building Strong Ties with Residents**

Our residents are partners in making public housing a great place to live. A strong resident council encourages communication between management and residents. The Oneida Heights Resident Council provides input to the Executive Director & Board of Commissioners, works with staff on common interests, and coordinates resident activities throughout the year.

### **Resident Council Officers**

President.....Lois La Chapelle	Member....Betty Nieland	Member.....Beryl Le Fever
Vice-President.....Harold Page	Member...Willa Griesbach	Member.....Karen Rider
Secretary.....Dorothy Hartford	Member..Sr. Anne Authur	Member....Larry Baudhuin
Treasurer.....Vera Tesnow	Member..Theresa Senecal	Member.....Lorraine Clifton

## *The Fox Cities Housing Coalition*

The Fox Cities Housing Coalition (FCHC) was established in April 1995 as a voluntary partnering of twelve service agencies. Today, the Fox Cities Housing Coalition is 25+ organizations strong. Together they have formed a comprehensive Continuum of Care model, and continue to collaborate on numerous grants, sponsor informational forums & training opportunities, hold annual meetings, and help to generate awareness of housing and related supportive service needs in our community.

The mission of the FCHC is to promote the most efficient and cooperative use of resources by area non-profit agencies and local units of government for the benefit of persons in need of housing and the Fox Cities Community as a whole.

The Appleton Housing Authority is a proud member of the Fox Cities Housing Coalition and an active partner working with various agency members in successful collaborations.



Victoria lives in affordable housing at Washington Place. Victoria is a receptionist for the Fox Valley Literacy Coalition which is also located on the first floor of Washington Place.

## *Award Winning Partnership*

Like some non-profit agencies, public housing authorities are competitive by nature. It's not entirely our fault, mind you. It traces back to high stakes "competitive" grant applications at the federal level. Each of us vying for the same federal grant dollars. Politics!

Much of that has changed through the years. Most grants are now based upon a HUD formula allocating a "fair share" to public housing agencies.

However, those grant dollars have become scarce. Local coordination is eminent between agencies for the continued development and creation of affordable housing opportunities. Under

State Law, public housing authorities have clear & defined operational jurisdictions. The Appleton Housing Authority has City jurisdiction while the Outagamie County Housing Authority operates county-wide outside of the City limits.

In 2002, a unique partnership was formed between the two Housing Authorities in order to expand the AHA's Voucher Program. In doing so, families are allowed to utilize their voucher anywhere in Outagamie County. The AHA still administers the voucher program, but the families have freedom of choice where they choose to live. Perhaps it's closer to their work, school, or a better neighborhood. In any case, it's an award winning partnership in the history of our community. I applaud the leadership of the Outagamie County Housing Authority for eradicating the boundary that separated our client service area.

# Affordable Homeownership

## It Doesn't Have To Be A Dream

For the past ten years, the Appleton Housing Authority has helped dozens of families realize the American dream of owning a home.

Through its Homeownership Program, hard working families are given the opportunity to end a cycle of renting that for some has lasted for generations.

Each applicant is thoroughly screened through a six week process of both classroom instruction and one on one meetings with the program manager. As a result, each participant is well prepared for the home buying process and fully understands the responsibilities that come with owning a home. This pre-

purchase counseling is a key factor for the success of this program.

With most of the program participants purchasing older homes, a considerable amount of effort is put in to bringing these houses up to quality standards. This is vital to maintain affordability for the families.

By following up after the purchase with any needed repairs or rehabilitation work, the new home owner will not have to worry about trying to make costly repairs and improvements. They are able to enjoy safe quality homes that add value to their neighborhood.



"Previously, I had been renting for the last 18 years and had no means to come up with enough down payment for a house. The grants and loans I have received made the difference."

*In 2002 the Appleton Housing Authorities Homeownership Program helped 33 low income families realize the American dream of owning a home.*

*Rehabilitation of these homes returned \$175,000 back into the local economy through the hiring of area contractors and the purchase of building materials.*

## It Takes Working Relationships

Through funding provided by the State's Division of Housing and Intergovernmental Relations and the City of Appleton, money for down payment and repairs is made available. It takes much more than this.

Without solid working relationships between area

banks, contractors and building supply companies, the creation of affordable home ownership would be very limited. Together, these professionals form a tremendous consortium that is determined to find new ways to create affordable homeownership. With-

out this commitment the gap between the haves and the have nots would grow to a point that can no longer be bridged. Thank you to all who have given of their time and talents.

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# *Modernization and Capital Improvement*

In 2002, the Public Housing Modernization Budget received a HUD Capital Fund Grant of \$320,000 to improve the physical condition of our existing units and to enhance management operations. The major accomplishments achieved by Modernization include:

- Repair of the exterior façade of Oneida Heights ten story building.
- Computer technology upgrade.
- Installation of 152 new wall-mounted Thermostats at Oneida Heights.
- Renovation of the Lobby & Sunroom at Oneida Heights.
- New appliances, furnaces, cabinets & flooring at various scattered site properties.
- Energy saving lighting installed at Washington Place & Oneida Heights.

- New brick entry & circular drive at Oneida Heights.



Oneida Heights

Our Maintenance Department's own labor force performs a variety of work in the upkeep and repair of our inventory of 286 units, resulting in a significant savings over work by outside contractors. Having developments that are well-maintained and attractive, will help to build a sense of pride and interest in the community.

Dan's the man! Oneida Heights has a new On-site Caretaker on patrol. Dan Drinkall joined our team this past fall, responding to evening & weekend inquiries by the residents and making sure all is well.

Little does he know that he is outnumbered by the women at least 4 to 1.

Dan takes his job seriously however, in watching out for the welfare of the residents.

## *New On-site Caretaker*



Dan, trying to outsmart three residents of Oneida Heights in a game of cards.

# Rental Assistance Hits Record High

The federal Section 8 program began in 1975 as a way to assist low-income families, elderly and people with disabilities to rent decent, safe and affordable housing.

Families receive a “Voucher” which is also referred to as “rent assistance” or “rent subsidy”. The Voucher covers a portion of the rent and the tenant is expected to pay the balance. These vouchers allow families to choose their own housing unit from a community’s private housing market.

The Section 8 rental assistance program is one of the most successful federal housing programs and has played a key-role in our community for many years.

In 2002, the Appleton Housing Authority provided rental assistance for over **547** families per month generating **1.622 Million Dollars** into Appleton’s economy as a direct result. Combined with the past-through of HCRI Rental Assistance dollars from the State of Wisconsin and subcontracted to Salvation Army and Housing Partnership, it brings the total to

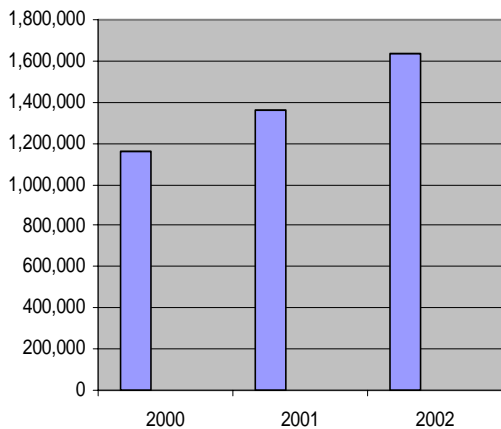


Cynthia is the Home/School Coordinator for the Appleton Area School District. Cynthia is a single mom raising 3 children. With the help of a voucher, Cynthia and her family live in affordable housing.

**1.727 Million Dollars**

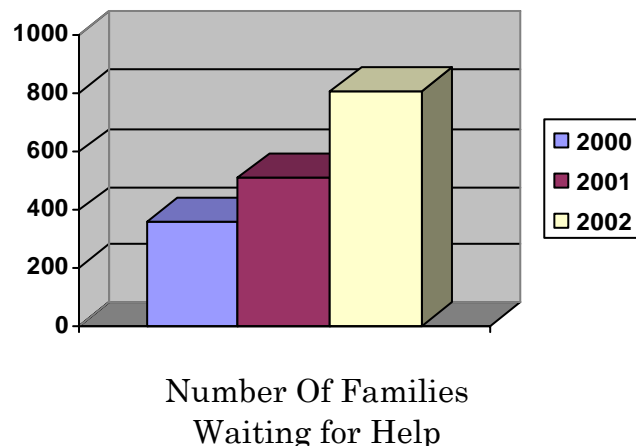
## Rent Assistance Payments Takes a Big Jump

Housing Assistance Payments to area landlords



## Waiting List Doubles in Size

Rental Assistance Waiting List



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## Working Doesn't Always Pay for a Home

The need for affordable housing for working families is especially acute in communities such as ours with a high service industry. Households with only one full-time wage earner, such as single-parent families or families in which one parent does not work outside the home, face particular difficulty finding an affordable home.

Even with two family members working full-time in jobs that pay close to minimum wage (\$8.50/hour), a family cannot afford the typical two-bedroom apartment or three bedroom house.

Many workers in the Fox Cities earning low wages are providing essential services for members of our community, such as—child care, food service, health care, education and retail service are an example. These workers are often priced out of a home in the same community where they want to live and work. Working full-time does not guarantee access to affordable housing.

In this report you will notice several pictures of people who live & work in the Fox Cities. The majority of families who receive rental assistance under our program are the working “poor”. These families work hard and are major contributors to our community.

### **These are the Faces of Affordable Housing**

Housing has become a critical workforce issue. The lack of affordable housing can negatively affect local employers if their workers do not have a place to live and ultimately affect the entire community.

Jerry works at Comfort Suites where he has been employed for 7 years. Jerry is the Head Bellman and lives in affordable housing at Washington Place.



Tina is employed as a CNA at the Colony Oaks Care Center. Tina is a single parent with 4 children and lives in affordable housing with the help of the voucher rental assistance program.

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## *Appleton Housing Authority secures the fate of the “Conway Building”*

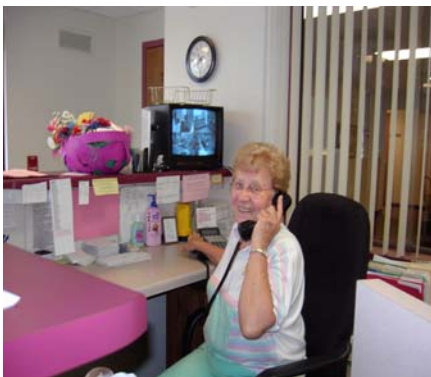
On November 20, 2002, the Appleton Housing Authority held a Ribbon Cutting Ceremony celebrating the acquisition of the Conway Building. Renamed “Washington Place” by the Authority, the acquisition preserves affordable housing for 70 senior residents.

Honorable guests included Mayor Timothy Hanna and Delbert Reynolds, Director of the Milwaukee Department of Housing and Urban Development. The AHA Board of Commissioners, several City staff, other HUD representatives and members of the Fox Cities Housing Coalition were present to take part in the festivities. The residents were thrilled! Some have lived there for 20 years and were afraid of losing their home when the previous owner wanted to opt out of the program with HUD.

The Appleton Housing Authority worked closely with HUD for several months in arranging for the acquisition. Under the new ownership of the Appleton Housing Authority, Washington will remain as affordable housing for seniors as it has since 1976.

Given a new name, a little facelift for pride, the residents feel secure, re-energized and valued. Washington Place is also home to the Fox Valley Literacy Coalition and soon to come, Harmony Café of Goodwill Industries.

## **Public Health Nurse Keeps Seniors Healthy**



Sr. Anne Arthur lives in affordable housing at Oneida Heights. Here she is working at the Emergency Shelter, one of her many volunteer jobs.

The Wellness Office located inside Oneida Heights, provides limited services to help the residents remain living in their apartments by staying healthy and independent.

In a joint partnership between the Appleton Housing Authority and the City of Appleton Health Department, Pam Wampole, RN, Public Health Nurse is available three days a week to assist residents with their needs. In 2002, Pam was the recipient of a City of Appleton Outstanding Service Award. A total of 2,004 service contacts were made by Pam and over 1,700 office visits by residents.

## *Families Reaching for Independence...through FSS*

The Family Self-Sufficiency Program is offered at the Appleton Housing Authority. Designed to promote and lead the way toward Independent Families, the FSS program allows families to receive rental assistance in safe and affordable housing while working on their goals for independence.

FSS is an incentive program that provides case management style to lead and guide families in the right direction, linking them with area services to become financially independent of all subsidy within a five-year goal contract.

An attractive benefit of the FSS Program is the Escrow Account established by the AHA for each family working towards their goals and increasing their earned income during the course of their contract.

The plan is designed over a five-year time frame, and as earned income increases, the families escrow account will grow. Once the family has met all their goals, and are free of subsidy, the family is eligible to receive all monies accumulated in their Escrow Account.

In 2002, the FSS Program had the opportunity to successfully graduate 7 families with Escrow Accounts ranging from \$1,600 to \$17,300. The Escrow is tax free to the recipient. These families work hard in their path to Self-Sufficiency. The AHA works closely with the Housing Partnership in streamlining the case management and goal completion for mutual clients.



Lynndale will celebrate 13 years at Piggly Wiggly this July. Lynndale is enrolled in the Family Self-Sufficiency Program and hopes to become a homeowner with the help of the AHA.

Currently 48 families are enrolled  
in the FSS Program.

Thirteen of these families  
started their goal contracts  
in 2002.

The FSS Program is an excellent  
opportunity for families to believe in  
themselves and fulfill their dreams.

Escrow Accounts have been used for  
downpayment on a home,  
to purchase a reliable vehicle or to  
further one's education.

The Appleton Housing Authority invests in the economy of our community! \$ 44,398 was paid to the City of Appleton for Payment in Lieu of Taxes for our public housing developments. Another \$ 19,765 of direct taxes went to the City on behalf of Washington Place.

Through the utilization of local contractors and vendors for the use of goods and services, payroll, program funds and general operations, the AHA invested over **\$ 4.288 Million Dollars** in the Fox Cities during 2002.

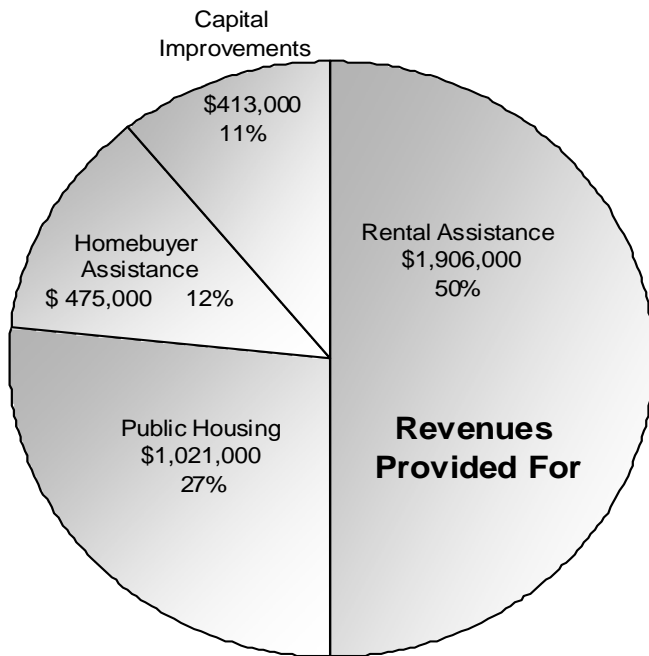


Appleton Housing Authority Main Office

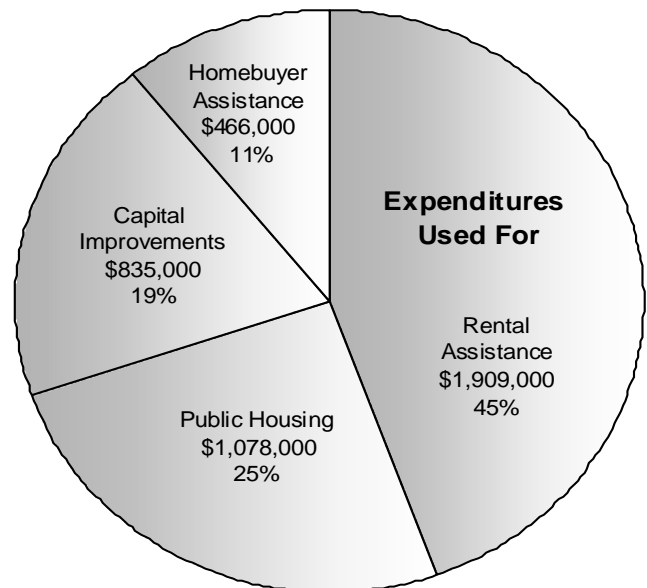
In December of 2002, the AHA expanded service to the community by acquiring a new building. The new facility houses a classroom in a comfortable environment that allows for training and educational growth of our clients. The classroom is used for Homebuyer Counseling, Rent Smart Training, Voucher Briefings, Landlord Seminars, and other community meetings and gatherings. It is our plan to offer additional training & classroom opportunities.

The Appleton Housing Authority is listed on the Fannie Mae website as an accepted Homebuyer Counseling Agency for lender referral in our region.

### 2002 Revenue Sources



### 2002 Expenditures



APPLETON HOUSING AUTHORITY  
FINANCIAL INFORMATION

	<u>Year Ended December 31,</u>	
	2002	2001
<b>REVENUES</b>		
Operating grants:		
Rental assistance	1,858,496	1,646,574
Capital funds	412,975	163,462
Homebuyer	398,387	183,634
Public housing	161,794	112,938
Section 8 Rehab	92,749	92,749
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Total grants	2,924,401	2,106,608
Revenue from tenants	694,651	591,127
Homebuyer loan repayments	66,879	63,370
Other	138,491	91,643
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Total revenues	3,824,422	2,852,748
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<b>EXPENSES</b>		
Housing assistance payments	1,727,817	1,365,585
Administration	650,270	549,881
Rehabilitation expenses	308,070	195,548
Maintenance	295,724	192,060
Utilities	164,499	143,485
General expenses	156,342	88,859
Tenant services	52,404	61,870
Depreciation	421,808	308,239
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Total expenses	3,776,934	2,905,527
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## Appleton Housing Authority Staff

Debra Dillenberg.....Executive Director	Donna Eggert.....Property Manager
Richard Knudsen.....Finance Manager	Judy Armstrong.....Occupancy Specialist
Jeff Gill.....Home Buyer Manager	Chad Dillenberg.....Maintenance Tech
Lori Ratzburg.....Operations Manager	Brad Baake.....Maintenance Assistant
Kim Pappé.....Section 8 Assistant Manager	Greg Reischl.....Maintenance Assistant
Aaron Hilbert.....Occupancy Specialist	Pam Wampole.....Public Health Nurse
Rebecca Scheibe.....Student Intern	Louise Wilde.....Temp Employee
Katie Hammen.....Intake Receptionist	Dan Drinkall.....On-site Caretaker

## Office Locations

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Main Office-Rent Assistance	Oneida Heights	Washington Place
925 W. Northland Avenue	525 N. Oneida St.	103 Washington St.
Appleton, WI 54914	Appleton, WI 54911	Appleton, WI 54911
Phone (920)-739-6811	Phone (920)-882-2100	Phone (920)-733-5046
Fax (920)-739-6817	Fax (920)-882-9428	Fax (920)-733-0644

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The Appleton Housing Authority operates the following inventory:

Oneida Heights Low-Rent Housing	152 (one bedroom)
Oneida Heights Annex	6 (one bedroom handicap)
Scattered site duplex's & family homes	57 (all bedroom sizes)
Washington Place	70 (one bedroom)
Section 8 Vouchers	<u>547 (all bedroom sizes)</u>
<b>Total affordable units</b>	<b>832</b>

