



ANNUAL 2022 REPORT

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2022 OVERVIEW FROM THE EXECUTIVE DIRECTOR



Tha Chhan – Executive Director/Chief Executive Officer (CEO)

On behalf of the Lowell Housing Authority (LHA), it is with great pleasure that I submit my first annual report as the Executive Director/Chief Executive Officer (CEO). This report highlights the challenges and accomplishments of the LHA over the past year (FY 2022) and the projected goals for our future. With the commitment and dedication of our LHA team, we have proven that our greatest strength is working together. My commitment as your CEO is to continue to build upon this strength which reflects our commitment to the residents we serve.

In my first 2 months as CEO, the Authority has endured numerous unexpected issues of operation and public safety. A catastrophic flood at City View Towers displaced 180 residents and destroyed all power to the building. In addition, multiple elevators failed throughout the properties due to aged equipment, resulting in the temporary relocation of residents. Through these crisis's, The LHA team has emerged as a full-strength response team dealing with emergency situations in an orderly and timely manner.

I cannot thank the LHA team enough for stepping-up and delivering this response that not only ensured our residents safety and well-being, but also organized structural improvements to our properties. My career at LHA has been a journey of passion and commitment that we share together and has enhanced my appreciation for every one of our team members.

This upcoming year promises to be another exciting year for us. However, the LHA holds great hope and optimism for the challenges and opportunities that lie ahead especially for fellow residents and program participants. Your continued support is needed. After all, our aim is to continue to strive to improve the quality of life for our residents and program participants.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tha Chhan', written in a cursive style.

Tha Chhan, Executive Director

BOARD OF COMMISSIONERS



Chairperson – Philip L. Shea

Philip L. Shea is a proud Lowell native with a lifetime of accomplishments. Shea grew up in Lowell's public housing in the Acre's North Common Village. Shea possesses a BA in Accounting from Bentley College. He served in the Lowell City Council, the Massachusetts House of Representatives, and the State Senate. Shea finished his career as Chief Financial Officer under Secretary William Galvin. Throughout his career, Shea was instrumental in developing federal, state, and local partnerships to revitalize Lowell, and is widely recognized for his leadership and mentoring of young public servants to ensure they reach their full potential.



Vice-Chairperson – Mony Var

Mony Var joined the Board in 2021 and currently serves on the Finance Subcommittee. Mony is a longtime resident of Lowell and President and Owner of Money Var Insurance agency, servicing Boston and Lowell. Mony previously served on the Lowell Election Commission.



Commissioner – Joanie Bernes

Joanie Bernes is the Lowell Housing Authority's Tenant Representative on the Board of Commissioners. Joanie has held various positions throughout her professional career including hospitality, and customer service, and was part owner of a small business. Joanie is an active participant of the City View Towers Tenant Council, and a volunteer with Community Teamwork Inc.



Commissioner – Matt Marr

Matt Marr is a lifelong resident of the City of Lowell, and current resident of the Centralville section of the city. He comes to the Authority with 15 years of experience in masonry construction and has performed work at several high-profile sites across the city. Matt currently serves as an Executive Officer for the Massachusetts Bricklayers and Allied Craftsmen, and as delegate for the Central Labor Council. Since 2004, Matt has also been a member of the Greater Lowell Technical high School Advisory Board Committee.



Commissioner – Rodney Elliott

Rodney Elliott, a lifelong resident of the City of Lowell joined the Board in 2021. He was recently elected to represent the 16th Middlesex District in the State House of Representative and formerly the Mayor of Lowell and City Councilor. Prior to being the State House Representative, Rodney was the Assistant Regional Director with the State Department of Conservation and Recreation (DCR). He also served for the U.S. Environmental Protection Agency (EPA) for over 25 years as Director of Brownfield's Redevelopment, Superfund Community Involvement Coordinator, Congressional Liaison, and Program Analyst. Rodney holds a bachelor's degree from Plymouth State University, a Master of Public Administration from Suffolk, and a Master of Arts in Political Science from Catholic University in Washington, D.C.

EXECUTIVE SENIOR STAFF



Tha Chhan – Executive Director/Chief Executive Officer (CEO)

Tha Chhan is the Executive Director/Chief Executive Officer (CEO) of the Lowell Housing Authority (LHA). He started his career at LHA in 1988 holding various positions from a Clerk/Interpreter, 1989 Housing Inspector, 2002 Assistant Director of Leased Housing programs, 2008 Director of Leased Housing, and most recently appointed in 2023 as LHA's Executive Director/CEO. Tha holds a Master's of Social Work from Boston University and a Bachelor's of Science degree from Franklin Pierce College.



Sherry Giblin – Chief Financial Officer

Sherry Giblin joined Lowell Housing Authority as a staff accountant in 2014 with extensive years of audit, tax and accounting experience from a Lowell based CPA firm. In 2016 she was promoted to Chief Accountant. With her commitment, accuracy and attention to detail Sherry earned the promotion to CFO in 2019. Sherry holds a Bachelor's Degree in Business Administration with a concentration in accounting from the University of Massachusetts Lowell.



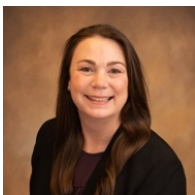
Andrew Rocha – Chief Executive Assistant

Andrew Rocha joined Lowell Housing Authority in 2016. He is an Executive Assistant with Lowell Housing Authority, responsible for providing administrative support for the executive office and managing the agency's digital and print communications. Andrew has a Master's in Public Administration from Bridgewater State University and a Bachelor's in Political Science from University of Massachusetts Dartmouth.



Jonathan Goldfield – Capital Asset Manager

Jonathan Goldfield is a Capital Asset Manager with the Lowell Housing Authority. He joined the LHA in 2013 as the Chief Procurement and Compliance Officer. He moved into Capital Asset Management in 2015; in this role, he manages major building and site improvement projects and manages the U.S. HUD and state grants that fund them. Jonathan has over thirty years' experience serving in state and municipal department roles, including procurement, finance, and public building projects. He holds a Juris Doctorate Degree and is admitted to the Massachusetts Bar and the Federal District Court for the District of Massachusetts, a Master's in Public Administration and Bachelor's of Art in Mass Communication. He maintains the Massachusetts Certified Purchasing Official (MCPPO) designation and a Massachusetts Construction Supervisor License.



Laura Watts – Capital Asset Manager

Laura Watts joined Lowell Housing Authority in February 2018. She is a Licensed Construction Supervisor with extensive field and administrative experience in construction project management and design. Laura's education includes a Master's Degree in Design for Human Health and a Bachelor's of Design Degree in Architectural Technology, both from Boston Architectural College. She further serves the community as a volunteer and voting board member of Lowell Parks and Conservation Trust. Laura maintains the Massachusetts Certified Purchasing Official (MCPPO) designation and a Massachusetts Construction Supervisor License (MA CS-104748).

EXECUTIVE SENIOR STAFF (continued)



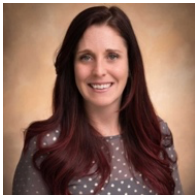
Rita Brousseau – Chief Procurement Officer

Rita Brousseau joined Lowell Housing Authority in 2019 serving as the Chief Procurement Officer with over 25 years of experience in municipal accounting and procurement and considerable knowledge of Massachusetts laws pertaining to municipal procurement. She holds an A.B.S., in Business Science and Management from Castle College, and is MCPPO Certified.



Brian Moriarty – Superintendent of Facilities

Brian Moriarty serves as the Superintendent of Facilities for Lowell Housing Authority. He joined the agency as a custodian in 1985 working his way through the ranks. Promotions include: 1995 Maintenance Supervisor, 2005 Property Manager and in 2011 Superintendent of Maintenance, overseeing all properties, Property Managers and Maintenance Staff. Brian is a NAHRO certified Public Housing Manager, OSHA certified, and holds certificates as Manager of Maintenance and as a Housing Specialist.



Alisen Purtell – Interim Chief Admissions Officer

Alisen joined Lowell Housing Authority in 2011 as the Public Housing Family Self-Sufficiency (FSS) Coordinator. She has been awarded multiple promotions over the years. 2015 Data Analyst/Systems Administrator, 2018 Assistant Property Manager, 2019 Section 8 program Specialist/System Administrator, 2021 Assistant Chief Admissions Officer. In 2023 Alisen was appointed Interim Chief Admissions Officer for Section 8. Alisen holds a Bachelor's Degree in History from the University of Massachusetts Lowell.

ADMINISTRATIVE STAFF Total = 48

EXECUTIVE

Tha Chhan	Executive Director/CEO
Andrew Rocha	Executive Assistant
MaryAnn Maciejewski	Special Projects Consultant
Donna Toohey	Human Resource Generalist
Mary Alice McParlane	Program Outreach/Marketing
Alina Sakun	Data Analyst

FACILITIES

Brian Moriarty	Superintendent of Facilities
Brian Dean	Asst. Superintendent of Facilities
Sam Talbot	UPCS Inspector

FINANCE

Sherry Giblin	Chief Financial Officer
Rachel Spero	Chief Accountant
Brenda O'Keefe	Accounts Payable

CAPITAL ASSET MANAGEMENT

Jonathan Goldfield	Capital Asset Manager
Laura Watts	Capital Asset Manager
John Tsoumas	Construction Project Supervisor

PROCUREMENT

Rita Brousseau	Chief Procurement Officer
Evelyn Canela	Asst. Chief Procurement Officer

PUBLIC HOUSING

Kevin Forsley	Public Housing Program
Po Olney	Housing Technician

LEASING & OCCUPANCY

Alisen Purtell	Interim Chief Admissions Officer
Tracie Morgan	Administrative Aide
Kathy Fineberg	Administrative Aide
Carol Martin	Payroll Clerk
Melissa Sinuon	Housing Technician
Ken Khirv	Office Coordinator/ESG
Janice Gomes	Section 8 Program Specialist
Marianliz Ruz-Quintero	Housing Technician

RESIDENT SERVICES

Andrea Hall	Resident Service Coordinator
Naida Gonzalez	Resident Service Coordinator
Kelsey Tauer	Family Self Sufficiency Coordinator
Katie Sadlier	JobsPLUS Director
Heather Barker	JobsPLUS Program Case Manager
Liliane Kaitare	JobsPLUS Program Case Manager
Kiss Quick	JobsPLUS Community Outreach Sp.
Madeline Colon-Rivera	JobsPLUS MassHire Career Advisor
Carlos Cruz	Office-Courier

LHA PROPERTIES AMP1 *North Common Village*

Amy Dalton	Property Manager
Shawn O'Neill	Assistant Property Manager
Rosa Gil	Housing Technician

LHA PROPERTIES AMP2 *Highland Parkway*

Sarita Berrios	Property Manager
Michael Misiano	Assistant Property Manager

LHA PROPERTIES AMP3 *South Common Village*

Dennis Mercier	Property Manager
Virak Vong	Assistant Property Manager

LHA PROPERTIES AMP4 *City View Towers, Belvidere Heights, Francis Gatehouse, Centralville Gardens*

Denise Ryan	Property Manager
Erica Bradford	Assistant Property Manager
Ashley Bernard	Assistant Property Manager

STATE

Mark Briere	Property Manager
Adrianna Binet	Assistant Property Manager

EMPLOYEE TRAINING COMPLETED 2022

LHA offers training to managers and employees of all federal agencies working in a variety of areas. Available training includes Web-based, self-teaching tools, nationwide on-site events, and annual conferences. The following list contains completed course in 2022.

No. Attendees	Name of Training
1	2022 Empower Leadership Training Program
1	2022 Fall Conference MassNAHRO
1	Admissions and Occupancy - Sec 504 & Fair Housing Compliance
1	California Healthy Minds, Thriving Kids Project
1	CIP Process Overview
1	Conducting Job Interviews
1	CORI Training
1	Creating Projects in CPS
1	Cyber Awareness Challenge
1	Emphasys Summer Training Symposium
1	Employee Handbook 2022 Training
1	E-Verify Knowledge
1	Family Self-Sufficiency Certification
1	Humanize HR
1	HVAC-R Program
1	Introduction to CPS
1	LIVE - BIPOC Mental Health Awareness Part 1
7	Mass Hoisting License
1	Moving Forward Together Conference
1	New Employee Orientation for Public Housing & Housing Choice Voucher
1	Pillar of Your FSS Program
1	Preventing Child Sexual Abuse in My Youth Organization
1	Promoting Procurement Diversity Using Chapter 30B
1	Public Housing Management Certification
1	Public Housing Rent Calculation Certification
1	QPR Gatekeeping Suicide Prevention Training
1	REAC
1	School Project Designers & Owners Project Managers Certification
2	Social Media Strategies Summit
1	Tools & Strategies for Increasing Housing Production
1	Understanding REAC Inspections 2022
1	Updating Inventory, Closing & Archiving CPS
2	Updating PHA Admissions & Cont'd Occupancy Policy
3	Working with Thoroughly Disagreeable, Even Dysfunctional Co-workers
1	Youth Mental Health First Aid USA

EMPLOYEE TRAINING COMPLETED 2022 (continued)

No. Attendees	Resident Services Training
1	3-year renewal of Certified Senior Advisor Certification
1	HUD/SAMSHA National Mental Health Awareness Web Series
1	Unwinding the Public Health Emergency: Stragies for Advocates to Protect Beneficiaries
1	HUD ROSS Reporting
1	Human Connection: Building Rapport with Client for Forever Relationships
1	Client & Aging Parents: Elder Mediation & Tools for Navigating Family Conflict
2	RAFT Portal
2	Conflict of Interest
2	Domestic Violence
2	Mental health 101
2	RSC Workshop
2	Greater Lowell Health Alliance

No. Attendees	Capital Asset Training
1	Recertified MA Construction Supervisor license
1	Renewed MCPPO Designation
1	HUD Regulatory Environmental Review
1	Historic Preservation
1	HEROS - Web based reporting system
2	Day/Night Noise (DNL) Reporting
2	Capital Fund Guidebook/Obligations & Expenditures
1	State DHCD Captial Project System (CPS) Training

AGENCY GOALS 2022 UPDATE

A. IMPROVE AUTHORITY'S PHAS INDICATOR RATIOS

2022 Financial Indicator Score: During an era of subsidy reductions, sequestrations, reserve recaptures and full recognition of our long-term employment liabilities, the Authority saw a dramatic decrease in reserve levels during the period of 2012 to 2014. During this period, services were maintained, investments in our developments continued and reductions to our workforce was avoided. Sustaining our operational normality resulted in a 70% reduction to reserve levels and a material decrease to our public housing assessment score (PHAS). In 2015, the Authority's finance sub-committee established a long-term commitment to rebuild our financial stability and unrestricted net position. The stated five-year goal of the Authority was three part to include:

1. Maximize our PHAS "Quick Ratio" financial indicator
2. Maximize our PHAS "Months Expendable Net Asset Ratio" (MENAR) indicator
3. Achieve and maintain a financial score of 90% or greater

The Authority continues to maintain a maximum Quick Ratio. In addition, the financial score of the Authority continues to exceed 90% reaching 96% as of 9/30/2022.

The MENAR measures our ability to operate using available unrestricted resources without reliance on any additional funding. The MENAR ratio indicates the number of months we could survive financially with no additional funding. A result of four (4) months must be achieved to maximize points. All four Federal AMPs have achieved the four-month indicator maximizing their MENAR ratio.

2022 Physical Indicator Score: As part of the overall PHAS score, the Authority is rated on the physical condition of its properties. HUD has admittedly seen a huge backlog in the amount of capital improvements needed to sustain public housing units. Although capital funds have begun to increase the past couple of years, it is not an adequate amount to address the aging infrastructures of our buildings. In addition, the COVID 19 pandemic made it very difficult for the Authority to perform routine repairs and maintenance of units. During the COVID 19 pandemic, HUD suspended all physical inspections from 2020 – 2021. HUD resumed its physical inspections in 2022. Despite the challenges encountered during the pandemic, the Authority was able to maintain its weighted average physical score. The Authority had all four of its federal AMPs inspected in 2022 and received a weighted average score of 33 out of a possible 40 points. AMP 1 scored the highest with an 86, followed by AMP 4 with an 83, AMP 2 came in at an 80 and AMP 3 had a 76. The Authority's goal is to increase its physical scores to at least a 36 out of 40 points, or a minimum of 90 per AMP.

B. AFFORDABLE HOUSING DEVELOPMENT

The Lowell Housing Authority and its affiliate non-profit Revitalization Effort towards New Urbanism (RENU) have focused on two affordable housing development goals in recent years. A major funding source for these developments was made possible by the sale of eighty-five units of scattered site family housing. There is one, two-unit building remaining on West Fourth Street that is currently available for sale. Total sales proceeds are expected to be near \$9.5 million. This puts the Authority in a strong financial position to begin housing and economic development activities in the City of Lowell. LHA and RENU are currently focused on two specific development opportunities:

AGENCY GOALS 2022 UPDATE (continued)

AFFORDABLE HOUSING DEVELOPMENT (continued)

Hadley House Reinvention: RENU acquired the Hadley House on Broadway Street on October 30, 2019. This historic property abuts the Lowell Housing Francis Gatehouse Mill development. While the building is owned by RENU, the property currently sits on land owned by the Commonwealth of Massachusetts Department of Environmental Management. Legislation has been approved that would allow for the transfer of the land to the Lowell Housing Authority who, in turn, would enter a ground lease with RENU for development. The goal is to create four to five units of veterans housing in the Hadley House with on-site service provision. RENU has engaged an engineering firm to perform a MEPA review to facilitate the transfer of the land. When the land is secured, the next phase will be a full structural review and cost estimating to determine project viability and scope.

Merrimack Street Corridor: The Mercier Center site on Merrimack Street is the focus of a mixed-use affordable housing and economic development project. The Mercier Center site is controlled by the LHA and will be deemed surplus to allow for the development of the land. LHA and RENU have purchased or taken several adjacent parcels on Decatur Street and Merrimack Street in the prior three years. Three of the parcels have been demolished to date with the other one pending. The project is expected to involve tax credit financing to create a mix of one- and two-bedroom affordable units along Merrimack Street. The development will be mixed-use with commercial space at street level and workforce housing units above. It is estimated that forty to fifty units can be developed on the site.

Rivers Edge on the Concord (Julian D. Steele Reinvention): In addition to the development goals of the Authority and RENU, the Lowell Housing Authority is also party to a redevelopment agreement at Rivers Edge on the Concord, the former site of the Julian D. Steele low-income public housing development. The City of Lowell and the MA Department of Housing and Community Development are the other two parties to this agreement. Residents First Development Corporation, a single purpose non-profit entity, is the developer of the site, with LHA named as its Technical Advisor.

The redevelopment plan calls for a minimum of 180 units on site. To date, 155 have been built and sold. The current proposal will provide for up to 28 additional units based on financial feasibility and affordable housing needs in the City of Lowell. Former unit estimates were higher to financially balance the project. The availability of a Commonwealth Builder Grant, provided through MA Housing, allowed for a material reduction in the proposed unit count. These will be duplex style homes in the same style as the existing homes in the neighborhood. The redevelopment statute requires certain sales and rental be made to individuals and families within a certain percentage of the area median income (AMI). 3 of these units will be rentals supported by a project-based Section 8 voucher to satisfy the remaining 50% of AMI requirements. It will be proposed that two of the home sales will be made to those at 80% of AMI to satisfy the remaining 80% of AMI sales requirement. 20 homes will be sold at 120% and 3 homes will be proposed for sale to those at 150% of AMI. The home sales at 80% and 120% of AMI would qualify for subsidies under the Commonwealth Builder Grant program.

C. STAKEHOLDER ENGAGEMENT TECHNOLOGY

Digital Signage Monitors

The Housing Authority completed the installation of 27 digital signage messaging screens across all agency properties through our partnership with Visix Inc. The digital displays feature custom templates to align with the agency's branding. The agency has developed engaging content for our diverse audience.

AGENCY GOALS 2022 UPDATE (continued)

Broadcasted messages have included health and wellness information, safety alerts, community events, tenant council content, and COVID-19 resources. The Housing Authority has received positive feedback from residents. The installation has helped streamline message delivery, and fresh content is developed weekly to keep our residents engaged.

Digital Filing

In 2022, the agency digitized all files for Section 8 and Public Housing programs. In 2023, the agency will digitize waiting list files, and will begin digitizing property management files starting with Highland Parkway.

Telephone and Service contract update

In 2022, the agency audited all telephone numbers and service contracts and established a new relationship with telephone communications management company, New Horizon Communications (NHC). The agency telephone communications are now centralized under one partner for service and support. NHC has provided the agency with modernized equipment, replacing aging phones. NHC also offers a more user-friendly, end-user experience for account administrators and staff, which assists the agency in streamlining phone management through their convenient dashboard.

TAAG SMS Implementation for real-time communications

In 2022, the agency implemented an SMS system through TAAG, the organization's case management software utilized by our JobsPLUS Program. This became an invaluable tool for the agency during the flood disaster at City View Towers. LHA was afforded the opportunity to reach residents with expediency, sharing up-to-date information while residents were displaced from their homes and residing temporarily in hotels. We received positive feedback from our residents who were pleased at the regular communication they received using SMS. In 2023, we hope to continue developing this tool with TAAG to improve functionality.

D. STAFFING

The Housing Authority welcomed the following employees in 2022. Our new employees come to the Authority with diverse backgrounds and experience. Most importantly, our team brings with them a daily commitment to those we serve. We are excited for them to grow with the agency, and for the many contributions they will make to the LHA in 2023.

Executive:

Donna Toohey, Human Resource Generalist
Evelyn Canela, Assistant Procurement Officer

Resident Services:

Kelsey Tauer, Family Self-Sufficiency Coordinator
Liliane Kaitare, JobsPLUS Program Case Manager

Public Housing:

Ashley Bernard, Assistant Property Manager AMP 4

Leasing & Occupancy:

Marianiz Rulz-Quintero, Housing Technician

AGENCY GOALS 2022 UPDATE (continued)

STAFFING (continued)

Maintenance:

Tyler Jezak, Jr. Electrician

Rayan Vimolseng, Maintenance AMP 3

Nation Panguere, Custodian AMP 4 / JobsPLUS Program Participant

Francisco Flores, Custodian AMP 4

E. STAFF DEVELOPMENT & ACCOUNTABILITY

The Lowell Housing Authority (LHA) encourages participation in professional development training programs and higher education. We offer these development opportunities to enhance operational efficiency, ensure compliance, improve safety in the work environment and improve service delivery to our residents.

In 2022, standard training requirements for all employees was implemented by the administrative, property management and maintenance staff to improve operational efficiency, program compliance, asset preservation, public safety, and resident services. These training standards proved particularly important for new hires to the Authority. In 2022, a new Human Resource Generalist position was created. This position has taken on training and development responsibilities in 2022 working closely with managers to assign and track training and development. Training in the areas of preventative maintenance, work standards, scheduling and quality control monitoring are most important. A Project-Based Maintenance Management certification course, offered by Nan McKay and Associates, is now a standard requirement for our property management and facilities team members. While it was difficult during the past two years of COVID to identify valuable training opportunities, we were able to continue professional development efforts during 2022. Trainings were held both in person and virtually, including trainings and certifications in areas of procurement compliance, HUD hiring regulations, public housing manager certifications, physical inspection standards, construction supervision licensing, sensitivity awareness, mental health, domestic violence, and fair housing law.

F. DIVISION OF LEASED HOUSING & ADMISSIONS OFFICE RELOCATION

In March 2022, the Lowell Housing Authority's Division of Leased Housing & Admissions staff successfully moved offices from 350 Moody Street to 89 Appleton Street and is in full operation. This location provides better access to residents of our community who are seeking to apply for public housing or other rental assistance.

RESIDENT SUPPORTIVE SERVICE PROGRAMS

RESIDENT SERVICE PROGRAMS

Resident Service Programs include: Grants Awarded, Resident Service Coordinator Initiatives, JobsPLUS Program, Federal Family Self-Sufficiency Program and State Self-Sufficiency Program.

A. GRANTS AWARDED FY 2022

2022 Lowell Housing Authority Grant History					
	Grant Name/ Program	Grant Program Location (State Public Housing, Federal Public Housing or both)	Amount Secured	Implementation	Summary
1	Self-Sufficiency Program (SSP)	State Public Housing	\$ 70,000.00	Awarded	Grant funds an SSP Coordinator for our state program, who is responsible for providing employment, education, or other internal or partnership supports to promote self-sufficiency.
2	Resident Opportunities for Self-Sufficiency (ROSS)	Federal Public Housing	\$ 511,500.00	Awarded	Grant is for continued funding for the roles of our Residents Service Coordinators, serving our properties at CVT, BH, CG, FGM, SCV, HP. Provides funding for an additional Resident Service Coordinators and other resident initiatives currently being explored by the leadership team.
3	Family Self-Sufficiency (FSS)	Federal Public Housing & HCVP	\$ 136,705.00	Awarded	Grant is for continued funding for the role of our FSS Coordinator.
4	Radon	Federal Public Housing	\$ 186,293.00	Awarded	Mitigation and remediation at Highland Parkway (HPW).
5	Lowell Cultural Council	Federal Public Housing & State Public Housing	\$ 5,000.00	Awarded	Grant awarded for sculpture project "Celebrating the Diversity that Surrounds Us". Sculpture designed by local artist that represents the nationalities of the LHA population.
	Total Secured		\$ 909,498.00		

RESIDENT SUPPORTIVE SERVICE PROGRAMS (continued)

B. RESIDENT SERVICE COORDINATOR INITIATIVES

Provided over 7200+ services* to 91.1% of tenants at City View Towers, Francis Gatehouse, Belvidere Heights, Centralville Gardens and South Common Village. All resident programs utilize marketing communication to advertise events including: LHA Website, Facebook, digital signage, flyers, banners, and robo-calls and mass emails. Provided all communication material in three languages (English, Spanish, Khmer)

**Service areas include:* Advocacy, Assessments, Benefit/Entitlement Benefits, Case Management, Conflict Resolution, Crisis Intervention, Education/Employment, Fair Housing/Civil Rights, Family Support, General Info & Referral, Health Care Services, Home Management, Homemaking, Isolation Intervention, Lease Education, Legal Assistance, Meals, Mental Health Service, Monitoring Services, Outreach, Resident/Tenant Council, Substance Abuse, Tax Preparation Services, Transfer to Alternative Housing, Translation, Transportation, Other/Misc.

Secured \$339K in matching support from community partners for FY 2022 Ross Grant Renewal. Grant required 25% matching support and we met that goal with 66.2% matching support. Awarded 3 year - FY2022 Ross Grant for \$511,500.

Coordinated Resident Needs Survey for ROSS FY22 Grant renewal at CVT, FGH, BH, CG and SCV. Grant renewal required a minimum of 20% survey completion. Goal was 20% of 1101 Residents (1101x 20% = 220 Surveys). Goal completed with 21% (231 surveys completed).

In collaboration with Greater Lowell Health Alliance - Health Needs Assessment - plus lunch, bingo, prizes at each AMP. State survey to determine resident health needs. 35% of residents participated.

Assisted the Lowell Senior Center in the distribution of outreach material (flyer) for the annual Senior Farmers Market coupons to approximately 800 tenants at CVT, FGH, BH, CG, SCV. Resident Services assisted in distributing coupons to tenants at the Senior Center. Approximately 100 LHA senior tenants received coupons.

Spoke at a CTI Senior Companion meeting held at the Lowell Senior Center in October to talk about how important their role as Senior Companions were in helping to prevent isolation during the COVID pandemic. Spoke to approximately 20 tenants.

COVID/FLU Clinic - Distributed over 600 Covid tests directly to tenants, and assisted more tenants in ordering their free COVID test online from the Federal Govt.

Health Fair for Adults in Collaboration with Lowell General Hospital. Residents received Health Screening, Health Counseling, COVID 19 Vaccine/Booster Clinic. Community Supporters include the following: Greater Lowell Health Alliance, Lowell Health Center, Middlesex Community College. 55% of residents participated.

Health Fair for Youth at Highland Parkway, including North Common Village. Free health and wellness for grades K thru 12, COVID Booster Clinic, Games, Prizes, Food and Fun. Community Supporters include the following: City of Lowell, The YMCA, The Boys & Girls Club, Middlesex Community College, Lowell Fire Department, Lowell Police Department, Community Team Work, Greater Lowell Health Alliance, Youth Build, Mill City Prevention Network, Team Micky Ward Charities, Lowell Public Schools, Lowell Health Department, The center for Hope and Healing, Cataldo Ambulance Service, My Life My Choice, Greater Lowell Personal Development Center LLC, Lowell Recreation Department. 65% of residents participated.

RESIDENT SUPPORTIVE SERVICE PROGRAMS (continued)

RESIDENT SERVICE COORDINATOR INITIATIVES (continued)

CVT Flood efforts provided by Residence Service (RS) team, LHA staff and volunteers spanning 3 weeks:

- Resident Services led Crisis Management response efforts by working closely with Local Health Dept., Red Cross, MEMA, and LHA staff.
- Resident Services organized relocation and temporary housing for over 180 residents throughout Massachusetts.
- Secured meals 3x daily, transportation, vouchers, and Market Basket gift cards.
- Ensured mental/behavioral health needs were managed and available. Led daily communication via personal phone calls, robo calls, text, and emails. Organized follow-up post-crisis sessions for all residents having any concerns or needs.

C. JOBSPLUS PROGRAM (JPP)

The JobsPLUS Program (JPP) develops locally based, job-driven approaches that increase earnings and advance employment outcomes through work readiness, employer linkages, job placement, educational advancement, technology skills, and financial literacy for residents of public housing. After a successful launch in 2021, the JPP was able to produce great results in year two. With a target goal of 107 participants by the end of year two, the JPP wrapped up 2022 with 202 active participants and a 62% employment rate. Most impressively, JPP participants completed the year with a cumulative JobsPLUS Earned Income Disregard (JPEID) of \$484,930, far surpassing HUD’s suggested projections.

	Quarter	YTD
Y1Q1	\$961	\$961
Y1Q2	\$3,573	\$4,534
Y1Q3	\$14,100	\$18,634
Y1Q4	\$33,872	\$52,506
Y2Q1	\$79,420	\$131,926
Y2Q2	\$106,126	\$238,052
Y2Q3	\$121,415	\$359,467
Y2Q4	\$125,463	\$484,930

During 2022, the JPP added a third Case Manager. The agency benefited from this individual’s experience in public housing management, administrative experience in occupancy, compliance, rent calculation, and resident services, and certifications in Public Housing Occupancy and Fair Housing. The addition brought the JPP team to a total of 3 Case Managers, 2 Community Outreach Specialists, and a program Director.

RESIDENT SUPPORTIVE SERVICE PROGRAMS (continued)

JOBSPLUS PROGRAM (JPP) (continued)

The JPP model comprises three core components: Employment-Related Services, Financial/Rent Incentive – Jobs (JPEID), and Community Support for Work. Agencies are encouraged to develop key partnerships to connect participants with any other needed services to remove barriers to work. To do so, the JPP spearheaded the following programs/partnerships:

Community Partner	Program	Purpose/Goal
Abisi Adult Education Center	Adult Education	ESOL and HiSET/GED classes.
Alternative House	Domestic Violence Assistance	Host a discreet weekly drop-in location, under the guise of JobsPLUS' Career Circle, for victims of domestic violence (and their children) seeking help.
Cambodian Mutual Assistance Association of Greater Lowell	Service Coordination	Translation services, civic engagement, and citizenship assistance.
Coalition for a Better Acre	AcreFest	Fun filled resource fair for families living in the Acre section of Lowell.
Coalition for a Better Acre	National Night Out	Community-building event that promotes police-community partnerships and neighborhood camaraderie to make our neighborhoods safer, more caring places to live.
Community Teamwork	Service Coordination	Childcare and early education, employment training, energy and utilities assistance, financial education, behavioral health services, and youth programming.
Jeanne D'Arc Credit Union	Financial Literacy	One-on-one financial coaching and online, self-paced learning modules.
Kids-in-Tech	After-School Tech Club	After school educational programming, geared toward 8–14-year-olds, exposing low-income children to high-earning STEM fields.
Lowell Parks & Conservation Trust	Earth Day	Games and giveaways for elementary school kids, encouraging family bonding and "green" activities.
Lowell Police Department	Ironstone Farm Horse Program	Summer program teaching horsemanship skills in a context of building relationships in ways that support health and healing of self and others.
Lowell Youth Activities Program	Scholarships	Academic scholarships for residents, between the ages of 18 and 24, attending a 2- or 4-year college.
MassHire Lowell Career Center	Job Fairs	Exposing residents to hiring employers and open positions.

MassHire Lowell Career Center	Workforce Development	Contracted MassHire employee offering daily, on-site job training, job search assistance, and resume writing.
Merrimack Valley Food Bank	Summer Eats	Summer lunch program providing healthy and free lunches to children under the age of 18.
Merrimack Valley Food Bank	Community Markets	Monthly community markets, from June through November, at North Common Village. Residents receive produce and non-perishables at no cost.
Middlesex Community College	Academic Advising	Referrals to the appropriate individuals with regard to academic programs, finances, and other support services.
Mill City Grows	Farm Shares	Residents receiving SNAP benefits can have locally grown, fresh produce delivered to their doorstep, at no cost, during the Summer (weekly) and Winter (bi-weekly) months.
The Wish Project	Assistance Programs	Provide low-income individuals with 4 major programs: Mother's Day gift bags, back-to-school backpacks, educational and developmental bags for toddlers, and Christmas gifts.

D. FAMILY SELF-SUFFICIENCY (FSS)

The Family Self-Sufficiency (FSS) Program is a voluntary program designed to help HUD assisted families achieve increased economic self-sufficiency. An important feature of the FSS program is the establishment, by each participant, of a set of goals that they seek to achieve in the program. Participants are connected to the resources and supportive services needed to help them reach their goal of self-sufficiency. While in FSS, participants have the unique opportunity to accrue wealth through a Managed Savings Account/"Escrow Account" based on increases in earned income.

As of December 2022:

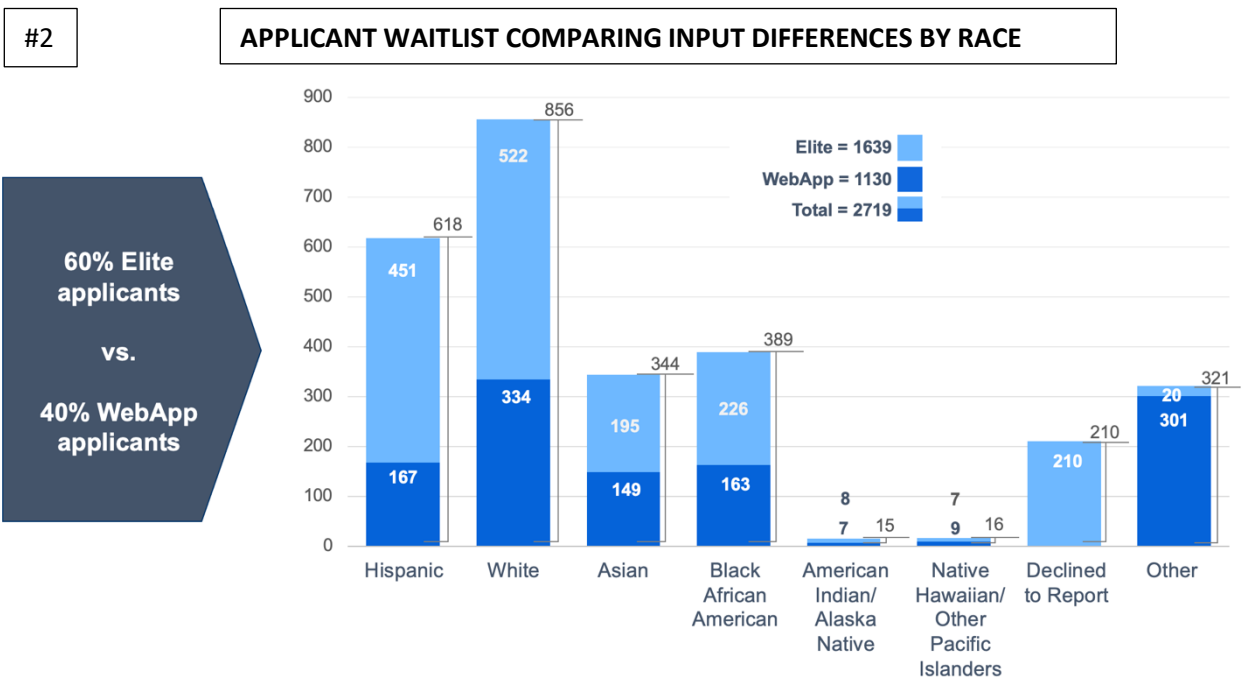
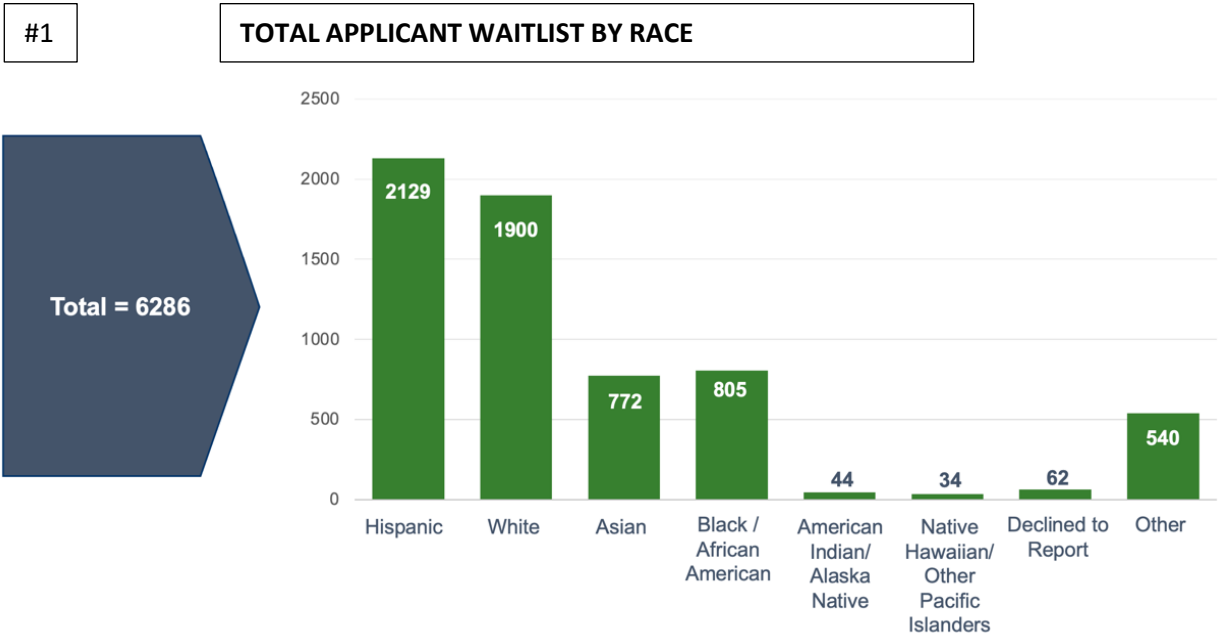
- Twenty-seven (27) participants had escrow accounts.
- Four (4) Low Income Public Housing residents.
- Twenty-three (23) Section 8 participants.
- Five (5) families successfully completed the program and received their final escrow disbursements, totaling \$101,742.09.
- One (1) family purchased a home and moved out of low-income housing.
- Three (3) families have been pre-approved and are in the homebuying process.

E. SELF-SUFFICIENCY PROGRAM (SSP)

In 2022, 8 participants were enrolled in the State Self-Sufficiency Program. This program offers support to those State Public housing and Massachusetts Rental Voucher Program residents seeking a better life for themselves and their families. The Lowell housing Authority is pleased to offer this innovative program to the families we serve.

CURRENT RESIDENT AND WAITLISTS DATA

- #1. Total applicants waitlist by race.
- #2. Applicant waitlist comparing Elite applicants with Web APP applicants by race.
- #3. Family status waitlist.
- #4. Bedrooms requested waitlist.
- #5. Leased Housing residents by race.
- #6. State & Federal Housing residents by race

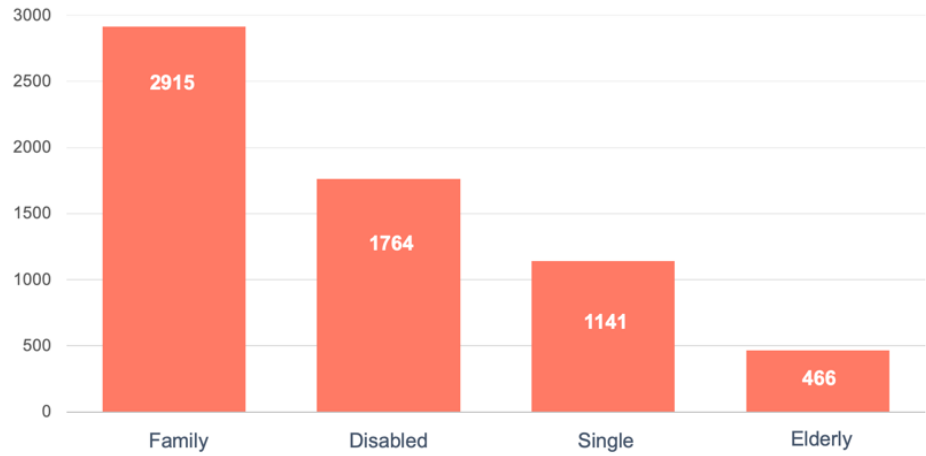


CURRENT RESIDENT AND WAITLISTS DATA (continued)

#3

APPLICANT BREAKDOWN BY FAMILY STATUS

Total = 6286



#4

APPLICANT BREAKDOWN BY BEDROOM SIZE REQUEST

Total = 6286

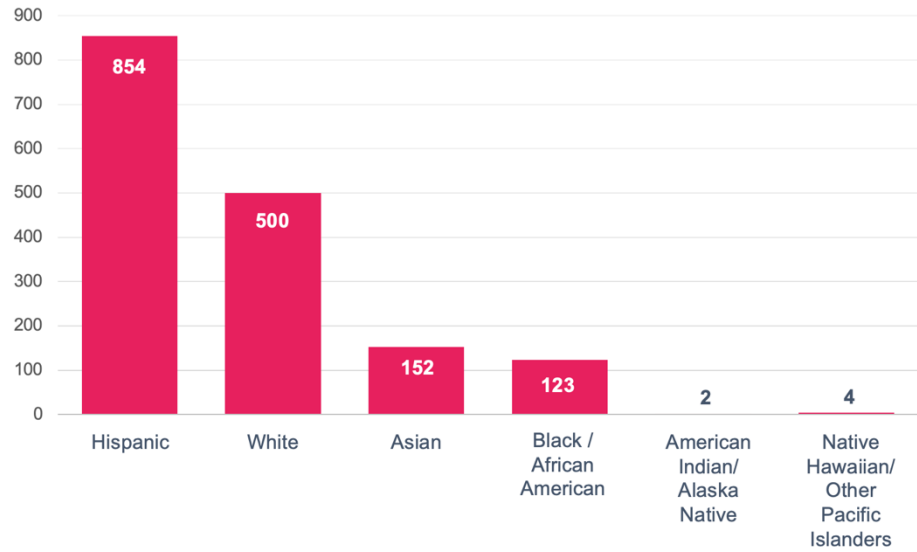


CURRENT RESIDENT AND WAITLISTS DATA (continued)

#5

LEASED HOUSING RESIDENTS BY RACE

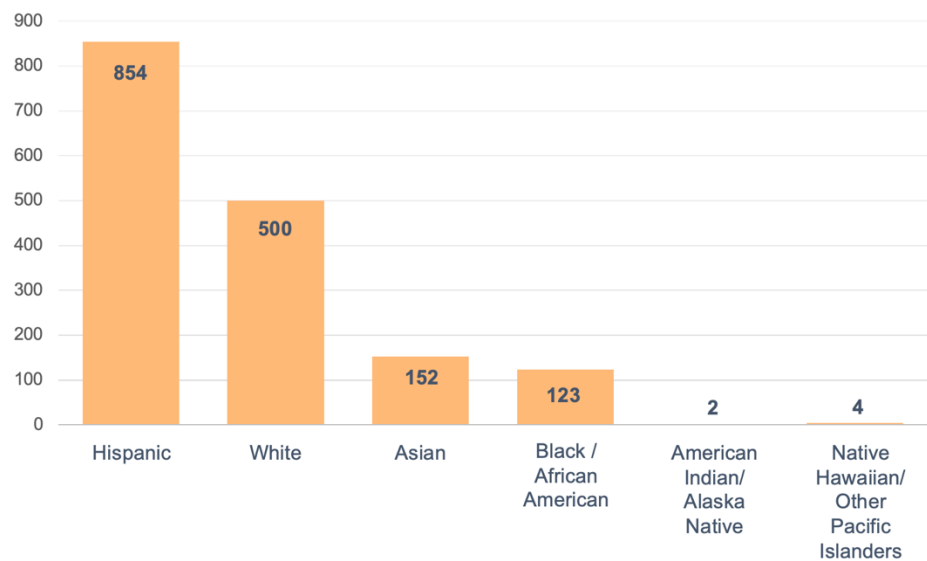
Total = 1626



#6

STATE & FEDERAL RESIDENTS BY RACE

Total = 1696



CAPITAL ASSET MANAGEMENT STATUS REPORT

Reporting:

HUD Semi-Annual Labor Standards Enforcement Report filed by CAM in October and April. Agency underwent a Monitoring Review (Audit) from the Boston HUD Field Office. This involved the Finance Department, Facilities Department, and Capital Asset Management. Overall, results were good. The approach is instructive, and there is no negative result from any findings. That said, there was one (1) finding among the three projects for which every weekly certified payroll was reviewed: A state compliance form was used by a subcontractor rather than the federal form.

Projects in CY2022:

Electrical Redistribution, Phase 2 South Common Village High Rise Buildings (6). Designer selection, design, bid and contracting for South Common Village Electrical Redistribution (Phase 2, IFB2021-15). 294 apartments in the six high-rise buildings. Phase 1 took place in 2014 and included new underground power lines and transformers connecting the buildings to the grid. Phase 2 is installing two new main distribution panels (MDP's) in each building and running new power lines to each apartment and new load centers (circuit breaker boxes) installed. This is intended to bring the units closer to code compliance. A Phase 3 is contemplated that will require each apartment to be rewired and new receptacles (outlets) installed. The Phase 2 original budget is \$1.8M. Work was delayed due to a basement wastewater flood in 145 Gorham Street but is expected to be complete by March 2023.

43 Summer Street Elevator replacement (IFB2021-20): Underway with substantial completion & operation this spring, with final completion upon installation of the emergency generator, which had a 52-week lead time. We planned for this delay and have a backup power supply and lowering device that will allow the state to certify the elevator and have it go into operation before the generator arrives. We did this with all our high-rise building elevators at South Common Village so far.

50 Summer Street Elevators. This project is not in construction yet as parts and equipment are all on order. We expect to mobilize in mid-April. There is a two-stop hydraulic elevator and the seven-stop traction (high-rise) elevator to be replaced. Both will be done simultaneously.

227 Gorham Street Elevator. Bidding was concluded in February 2023, and once a contract is awarded, (probably by April 2023), we will present the schedule. Generally, there is an approximately nine-month order-to-construction-completion window for these elevators. 227 Gorham Street will move faster than the others, as work can commence as parts arrive - the elevator is already out-of-service due to its failure in July 2022. With active elevators, we do not take the car out-of-service and start work until 100% of the components are received; the work and commissioning will take another 10-12 weeks to complete. We hope that this car will be running by October 2023 rather than January 2024.

572-590 Lakeview Ave received a combination of State (\$2M) and Federal (\$1.25M) funds for the modernization of (20) existing kitchen and bathrooms, the conversion of one studio into a one-bedroom ADA unit, and construction of a brand-new ADA unit beside it, both utilizing the same ADA ramps. Improvements to the site include the addition of two waste and storm water retention systems, new underground electrical and tele-communication services, a new electrical transformer to support the conversion of gas stoves to electric, ADA accessible pathways, a dedicated ADA parking, designated resident drop off and pick up area. The property was also gifted 29 trees and bushes by Verizon and the Arbor Day Foundation, planted by volunteers from those organizations to provide a visual screen and sound buffer to the VFW Highway along the rear property line. The project will be completed in the Spring of 2023.

CAPITAL ASSET MANAGEMENT STATUS REPORT (continued)

City View Towers Balcony Repairs PH2 were performed on the South and East elevations immediately following the completion of PH1 (North and West elevations). The 7 stories of balcony on all four sides of City View Towers serve as an emergency egress for residents. Repairs were made to both the steel structural supports and concrete decking. A three-coat protective system was used to seal the repaired decking and steel T beams were painted. The completed project gave the building a fresh, modern look.

City View Towers Maintenance Shop, located on Moody Street, was redesigned to provide safer access to the building. The existing egress had a 17% slope from the city sidewalk to the garage door and was the catalyst for several worker comp claims over the years. The entry was redesigned to provide safer accessibility utilizing a set of stairs and switch-back ramp, as well as provides a mechanical lift that can receive pallets of material at street level without having to break them down to get them inside the building. The project was substantially completed at the end of February 2023 with an anticipated ship date of April 4, 2023, for the mechanical lift.

Radon Mitigation, Amp 2: Lowell Housing Authority received a grant to mitigate high levels of radon gas found in Amp 2 buildings at both Highland Parkway and 25-35 Temple Street. According to the CDC, the average radon level in American homes is 1.3 pCi/L, the EPA recommends a mitigation system for any home with a radon level exceeding 4.0 pCi/L. Professional tested revealed 26 buildings exceeding that threshold, and three additional buildings above 3.0 pCi/L. Through our efforts, the agency was able to bring all radon levels of 35 building below 2.0 pCi/L.

The 50 Stackpole St., Concord River Mill elevator replacement is privately financed. Since it is a Section 8 “New Construction” building, it must be self-supporting; it receives no federal or state subsidy. This elevator was one of the first that required replacement per the commissioned NV5 2019 Feasibility Study (NV5 Global, Inc. engineering), requiring replacement by the 2022 timeframe. The 2018/2019 cost estimate for this car was \$442,979. The contract dated 9/21/22 is for \$468,360 with Enterprise Equipment Co., Inc. plus design cost with GGD Consulting Engineers, Inc. for \$62,860.

Ameresco:

City View Towers. ESCO contract. Replaced the single 3,000-gallon hot water tank with six 200-gallon high efficiency storage tanks and replaced the two hot water boilers as well. This provided more than enough hot water with no shortages, something that the residents have greatly missed as the old system was unable to keep up with demand. Unfortunately, the city water main flood of November 28, 2022, ruined the new equipment. The boilers were replaced through the Facilities Department’s efforts, but the domestic hot water storage tank capacity is greatly diminished.

Common area air-handling / cooling systems are newly installed at Francis Gatehouse Mill (AMP4) and 198 South Street office and community room (AMP3). Work is expected to be completed this spring. A number of components are not available due to supply chain issues and have delayed completion.

CVT Flood

A Request for Qualifications was drafted and released in the fall for engineering services that will create the design and bidding documents for the City View Towers basement and building electrical system replacement. Evaluation will take place in February/March by a five-member selection committee.

Dublin St. Federalization

40-58 Dublin Street apartment federalization. Kitchen and bath upgrades, ADA unit ramp, railings and other site work were completed at this 10-unit development in the summer/fall of 2022. We now are preparing to start the federal certification process to transfer the property to the AMP1 portfolio.