

# 2020 ANNUAL REPORT



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# 2020 AT AMHA

*Letter from Brian Gage, AMHA Executive Director*

We entered the year with a bright outlook for the new decade with high hopes and expectations, only to end up having to spend the year shifting to deal with unprecedented new challenges.

Finding ourselves faced with a global pandemic, racial upheaval, and social unrest, we also knew that AMHA was providing essential services for high-risk populations in our community. Our job at the Housing Authority became more challenging than ever before, but our work would also prove more critical than ever before.

In 2020, there was truly no place more important than home.

Home became a safe-haven for us - a sanctuary, a classroom, an office. The world started to revolve around being home.

We’ve always known the importance of housing, but the reality of the past year has made it clearer than ever that the work we do is deeply personal, important, and urgent.

In a year of uncertainty, we are immensely proud and humbled to have been able to offer our residents not just the security of home, but also the

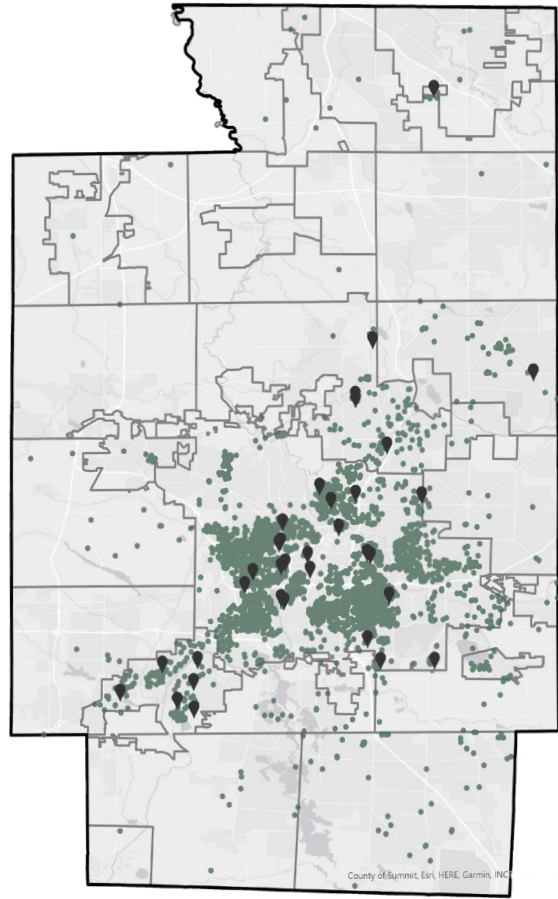
resources, services, and opportunities to meet the challenges of the past year.

We have accomplished more than what we could have hoped for. Not only did we survive through the year, but we were able to thrive. This annual report documents our challenges, our response, and our innovations. I could not be more proud of the AMHA community for our commitment to keep our families and employees healthy and safe.



# AMHA AT A GLANCE

**25,000+**  
AMHA  
RESIDENTS  
IN SUMMIT  
COUNTY



**4,321**  
Public Housing  
Units

**5,366**  
Housing Choice  
Vouchers

**500**  
Other Affordable  
Housing Units

Average Annual  
Income **\$11,103**



**8,423**  
Children

**1,710 FEMALE  
HEADS OF HOUSEHOLD  
WITH CHILDREN**

## RACE

**62%**  
Black

**35%**  
White

**3%**  
Other

## DEMOGRAPHICS

**7%** SENIORS

**16%** SENIORS WITH A DISABILITY

**27%** FAMILIES WITH A DISABILITY

**50%** FAMILIES

# COVID-19: AMHA'S RESPONSE

In March of 2020, our entire world changed. When news of the Coronavirus (COVID-19) reached AMHA, our response was swift, calculated, and aimed to protect our residents, staff, and the greater Summit County community. Like many, we did not expect a year-long response to this disease, but as the gravity of the situation continued to make itself known, we continued to adapt, evolve, and make sure that we were able to offer ongoing support and services to the citizens of Summit County. Now, as vaccines become available, we are extremely hopeful for the future. COVID-19 had an impact on almost everything we accomplished in 2020; we had successes, triumphs, community, and joy. We hope you enjoy reading about our response.

HOW WE TOOK ACTION ➡



## SAFETY PROTOCOL

*We immediately put safety precautions in place for basic housing authority processes, which allowed us to continue services from the onset.*

Implemented safe document delivery featuring drop boxes and electronic submissions. Converted to electronic resident recertification process. Implemented virtual unit showings, using videos shown to prospective residents.



## 220 DISTRIBUTIONS

*Despite significant changes to the way we delivered our services, we remained committed to providing critical support to those we serve.*

AMHA immediately partnered with 12 local organizations to provide residents with food and supplies. Throughout the year 2020, over 220 distributions were held at 29 AMHA locations.



## FACE MASKS

*AMHA recognized the barriers to purchasing masks, and found ways to distribute PPE to residents throughout our housing.*

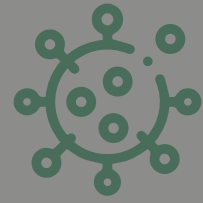
Masks were made available to all AMHA residents, thanks to donations by the Council of Large Public Housing Authorities, United Health Care, Cleveland Clinic and Akron Urban League.





## RENTAL ASSISTANCE

Assisted 148 households in receiving \$139,971 of CARES Act rental assistance.



## COVID-19 TESTING

Facilitated on-site COVID-19 testing for 270 residents, focusing on seniors.



## SENIOR PPE

Provided 4,800 health and wellness bags of personal protective equipment (PPE) to senior residents.



## BUILDING MODIFICATIONS

Installed plasma ionization in the heating system at the central office, Reach Opportunity Center and senior buildings.



## VIRTUAL SESSIONS

Programs including AMHA's Early Childhood Initiative and the AMHA Community Action Network transitioned to virtual meetings.



## RESIDENT DISTRIBUTIONS

Worked with schools and community organizations to facilitate distributions, including 4,045 items, 66,992 school lunches, & 3,169 meals/food bags.



# COVID-19 FOOD BOXES

In 2020, AMHA Resident Services Department had the opportunity to partner with community agencies to provide food boxes to those most at risk of COVID-19.

Through donations from the Akron-Canton Regional Foodbank, Summit County Executive Ilene Shapiro's Department of Job and Family Services, Mobile Meals,

and the Summit County Prosecutor's Office, over 830 senior food boxes and 1,900 personal protective facemasks, hand sanitizer and resource bags were distributed to our senior highrises to assist with basic needs.



# AMHA COVID-19 RESPONSE A NATIONAL BEST PRACTICE

In 2020, Christina Hodgkinson, Director of AMHA Resident Services, presented to the national Council of Large Public Housing Authorities on the approach that AMHA has taken to work with our education partners to care for our families and children.

Specifically, she presented our ConnectHome Akron Hotspot Lending Program, which distributes hotspots to individuals and families in AMHA housing for free

wireless internet.

During COVID-19, priority was given to households with school-aged children to ensure students could get access to their digital schoolwork while staying at home. Additionally, she outlined our partnership with local school systems to assist in distribution of food to school-aged children in our developments.



## COVID-19 TESTING

In August, Summit County Public Health visited AMHA senior buildings to offer free COVID-19 testing. We greatly appreciate their continued commitment to the safety of the Summit County community during this time of uncertainty.

AMHA Resident Services staff was able to facilitate COVID-19 testing for over 270 senior residents right in the safety of their own building.



### BFT COVID-19 ACTION FUND

AMHA'S nonprofit arm, Building for Tomorrow (BFT) raised over \$40,000 for emergency assistance for AMHA clients and residents. For more information on BFT, see the BFT Impact Report.



### SENIOR RESOURCE BAGS

The Resident Services team assembled bags of face masks for our senior buildings. Over 2,000 of our most vulnerable residents received PPE, safety information and other community resources.





# SPARK TEAM CONNECTS WITH FAMILIES FROM AFAR

During months of quarantine, the Supporting Parents to Assure Ready Kids (SPARK) staff worked to come up with creative ways to stay engaged with their families.

First, the team took inspiration from the children's book "Flat Stanley" in which a child becomes flattened, and his family then helps

him go on adventures that you could only have if you were flat. They send him in the mail, make him into a kite, etc.

The SPARK staff made their own "Flat Parent Partners" that they then mailed to their SPARK families, encouraging the children to read to them or to have them help with their

work.

Next, the SPARK team held a socially distanced parade to see families from a safe distance.

Throughout 2020, the SPARK staff continued to hold home visitations via video sessions to ensure kindergarten readiness was met!



Alexis Peake



# JOBS PLUS PROGRAM

*Akron Metropolitan Housing Authority Awarded \$2,300,000 HUD Jobs Plus Program Grant to Help Summit Lake Public Housing Residents Become Economically Empowered*

On February 14, 2020, AMHA became one of nine public housing agencies in the country to be awarded the prestigious Jobs Plus Program grant. AMHA received \$2,300,000 to help public housing families at Summit Lake increase their earned income and become self-sufficient. AMHA leveraged over \$13 million dollars from

over a dozen local partners to implement the program. AMHA along with our partners will work to combine traditional employment, financial literacy, training and job placement services with a rent incentive and a place-based investment in building community support for work.

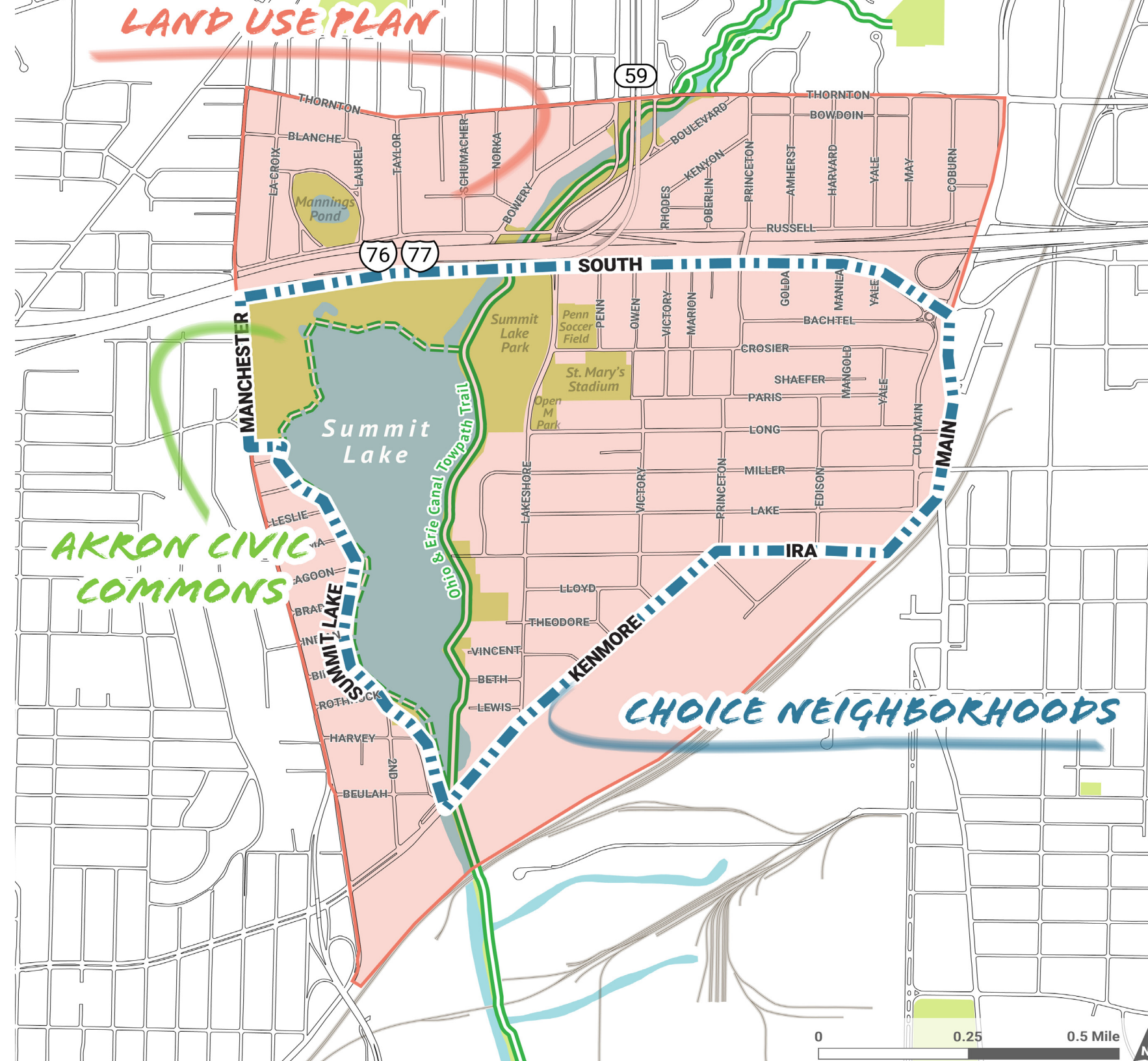






## INVESTMENT IN SUMMIT LAKE

The Choice Neighborhoods Planning Grant is AMHA's second federal grant directed towards the Summit Lake neighborhood. The other is the Jobs Plus Grant.



# CHOICE NEIGHBORHOODS

AMHA receives prestigious Choice Neighborhoods Planning Grant Totaling \$450,000

On Wednesday, December 16, 2020, AMHA and the City of Akron received one of eleven HUD Choice Neighborhoods Planning Grants. AMHA was awarded \$450,000 to develop a comprehensive, resident and community led plan to revitalize and transform AMHA's Summit Lake Apartments and the surrounding Summit Lake neighborhood.

"AMHA is extremely honored for the opportunity to work with residents and community partners to preserve affordability and create further meaningful change in Summit Lake. We know that Summit Lake is a vibrant community with a rich history and passionate residents. This is absolutely an investment well spent," said Brian Gage, Executive Director of the Akron Metropolitan Housing Authority.

HUD's Choice Neighborhoods program leverages public and private funding to develop local solutions to address struggling neighborhoods with distressed HUD assisted housing.

"By investing directly into the neighborhood, these HUD Choice Neighborhoods Planning grant funds will help to enhance the lives of Summit Lake residents," said Akron Mayor Dan Horrigan. "With the unified efforts of our community partners and the direct involvement of our residents—on projects like this, and the Summit Lake Vision Plan—Summit Lake can once again begin to reach its full potential as a destination in the City of Akron, and most importantly, as a healthy and welcoming place for Akron families to call home."

# 2020 LIPH PROGRAM HIGHLIGHTS



## INTERIOR/ EXTERIOR IMPROVEMENTS

Invested \$3 Million on site, interior, and exterior improvements in more than 50 units at 11 developments.



### ENERGY IMPROVEMENTS

Leveraged \$6.3 Million of private capital for energy improvements throughout the portfolio.



### HIGH PERFORMER

High Performer for 19th Consecutive Year.



### FINANCIAL INCENTIVES

Extended \$1.7 Million of energy related financial incentives for 5 years.

# 2020 HCVP PROGRAM HIGHLIGHTS

### MOBILITY PROGRAM

Expanded the HCVP Mobility Demonstration program from 7 to 15 new Zip Codes of opportunity.



### INCREASED ASSISTANCE

Increased voucher assistance payments by \$1.6 Million serving over 5,300 families.



### HIGH PERFORMER

High performer for 16th Consecutive Year.



## RECEIVED 162 ADDITIONAL VOUCHERS

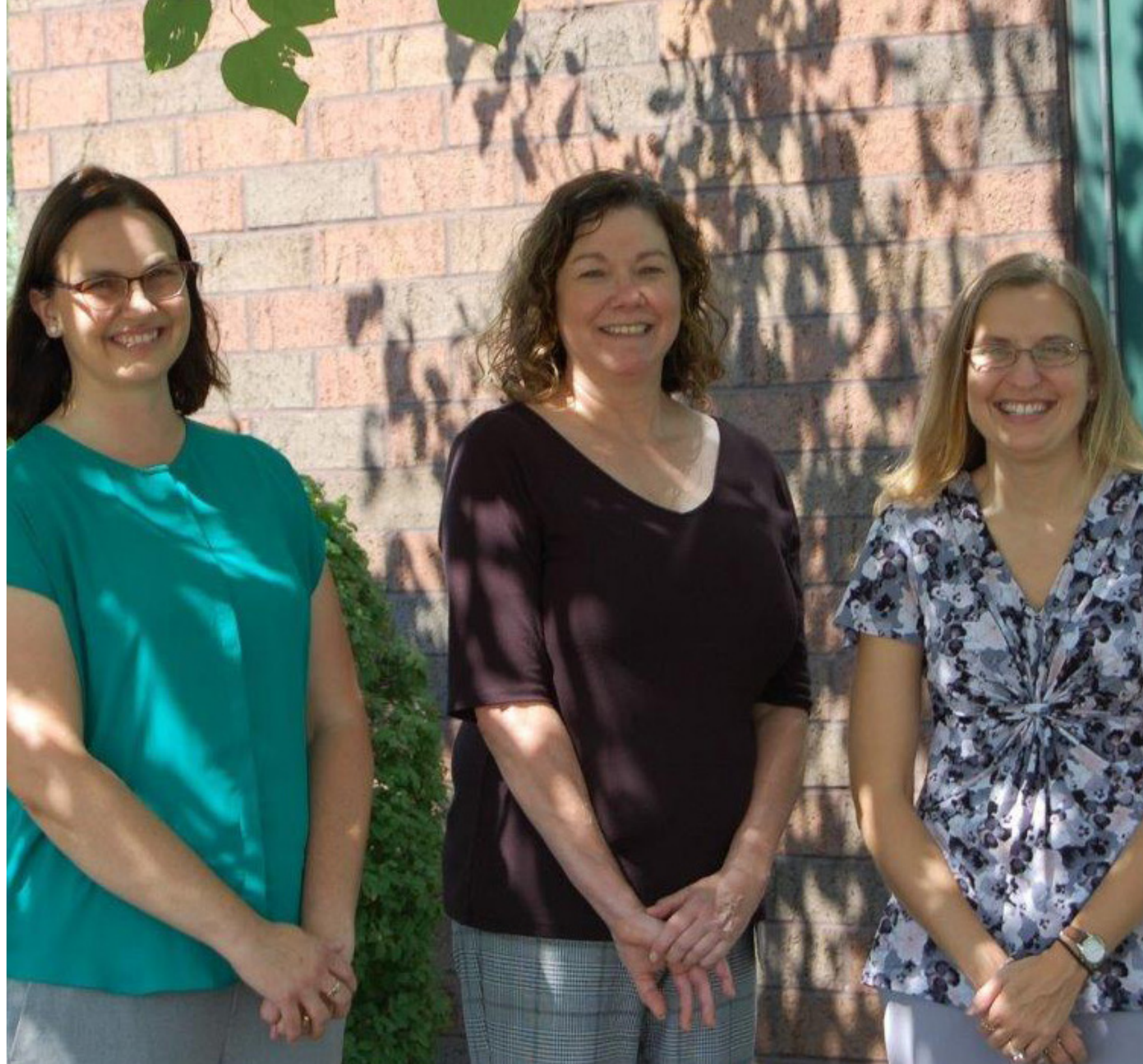
26 Veterans Affairs Supportive Housing (VASH), 37 Family Unification Program (FUP), 99 Mainstream (Non-Elderly/Disabled).





## FINANCE AWARD OF DISTINCTION

Representatives from the Ohio Auditor of State office visited AMHA to present the Award of Distinction to Cathy Watson and the AMHA Finance Department for the 2019 Comprehensive Annual Financial Report.



# EMPLOYEES OF DISTINCTION

Three AMHA employees honored at 2020 Goodwill Employee of Distinction Awards.

Kellie Morehouse, Eileen Chambers and Jennifer Kollar were honored at the 2020 Goodwill Employee of Distinction Awards on Wednesday, September 9, 2020.

Kellie Morehouse, Jobs Plus Program Manager, was nominated by Christina Hodgkinson because “Her initiative and leadership to move ahead with partnerships and work through any barriers has been of great help to our programs and most importantly to our residents. She has been willing to push out of her ‘comfort zone’ and create lasting relationships with residents and partners to meet and exceed our strategic goals.”

Eileen Chambers, Accounting Manager, was nominated by Cathy Watson because of “Eileen’s strong work ethic and dedication to the agency, always

looking for ways to improve processes through efficiencies (such as on-line rent payment for our tenants), as well as accommodating her staff so that they can telework effortlessly.”

Jennifer Kollar, Lead Property Manager, was nominated by Debbie Barry because: “Without hesitation she has jumped in on special projects, picked up the workload when team members have been off, and strategically thought outside the box during the pandemic.”

Jennifer and Kellie were also among all of Goodwill’s top winners and received special recognition.





# FAMILY SELF SUFFICIENCY

In 2020, the FSS program saw 24 FSS graduations, \$151,326.40 escrow disbursements, and submitted a successful grant renewal of \$349,899.

On Friday, February 14th, 2020 AMHA resident and Family Self Sufficiency (FSS) program client, Shirley Brittingham graduated from the program after six years of setting goals and overcoming barriers. During her five-and-a-half years in the FSS program, Brittingham overcame a house fire, a job transfer to Cleveland, and a car accident, all while raising three children. Ultimately, she increased her earnings of \$54,744/year to a total household income of \$70,848/year. After graduation, Brittingham plans to continue pursuing promotions at her job and return to nursing school.



# STONEY POINTE COMMONS II

*STONEY POINTE COMMONS II IS  
LEASING UP!*

Akron Metropolitan Housing Authority awarded 45 project-based vouchers to Stoney Pointe Commons II, located on Vernon Odom Boulevard.

Tober Building Company served as the design-builder for the ground-up construction and the property is in the process of being leased.

Each of the approximately 600 sqft one-bedroom apartments feature a contemporary design to accommodate various needs.

Stoney Pointe's amenities include a 24-hour front desk staff, comprehensive social services provided by Community Support Services, computer lab, training kitchen, community

pantry, on-site laundry, enclosed bike storage, and a great room.

A special thanks to Valerie Kirkland, Katie Malloy, Christyne Mullins, Shela Oberlin, Clyde Elkins, Robin Boso, Kathy Patton, Troy Sutton, Todd Covert and Shary Page for all their hard work, flexibility and diligence in assisting with lease up.



# CHILDREN'S CENTER AT VALLEY VIEW

The Children's Center at Valley View (CCVV) officially opened its door to 11 students on February 3, 2020.

The new preschool, housed in the AMHA building at Valley View, is off to a spectacular start.

Currently CCVV is serving 3 to 5 year-old students in a blended classroom environment. A play-based, individualized learning approach has been implemented to ensure each child's individual needs are assessed and met.



The children have become friends fast and have been diving into art and science focused projects.

## FAMILY SELF SUFFICIENCY FUNDING

AMHA received an award of almost \$350,000 for the Family Self Sufficiency program to continue programming through 2020. This was the second largest grant award in the State of Ohio.

## HUD WAIVERS

In April, HUD issued waivers to various administrative requirements in the HCV and Public Housing programs to minimize public contact during the COVID-19 crisis. As a part of the waiver actions, SEMAP, PHAS and REAC property inspections were placed on hold.





## GIRL SCOUT COOKIE DISTRIBUTION

Thanks to a partnership between First Energy and Girl Scouts of America, AMHA received a donation of 500 cases of Girl Scout cookies.

AMHA staff jumped at the chance to spread some joy, distributing Girl Scout cookies to residents throughout our properties.



## AKRON CHILDREN'S HOSPITAL SUMMER POP-UP EVENTS

AMHA and Akron Children's Hospital (ACH) partnered to host six pop-up events throughout Summit County at AMHA properties. These events were held in Twinsburg, Cuyahoga Falls, Barberton, and the Sherbondy Hill neighborhood in Akron. For these events, ACH shared Summer Fun Bags to all children in attendance. These bags were designed to keep children active in the summer and included Frisbees, jump ropes, beach balls, cones, chalk and water bottles. Bag recipients were encouraged to use the items to play traditional games such as hopscotch.

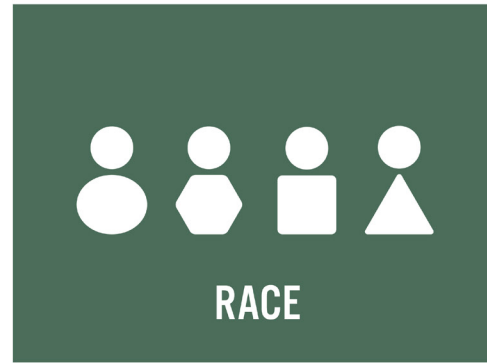




ABILITY



SEX



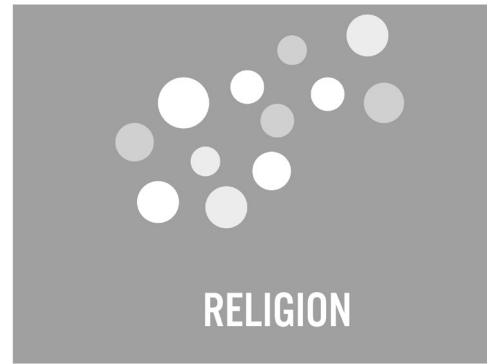
RACE



AGE



GENDER IDENTITY



RELIGION

# DIVERSITY, EQUITY AND INCLUSION

In 2020, AMHA convened the AMHA Diversity Committee, which consists of staff members from all departments who are committed to intentional implementation of initiatives that will enhance,

improve, and expand the inclusivity of the agency. The committee will work to define the direction the agency will go in expanding our diversity initiatives.



# BLACK LIVES MATTER

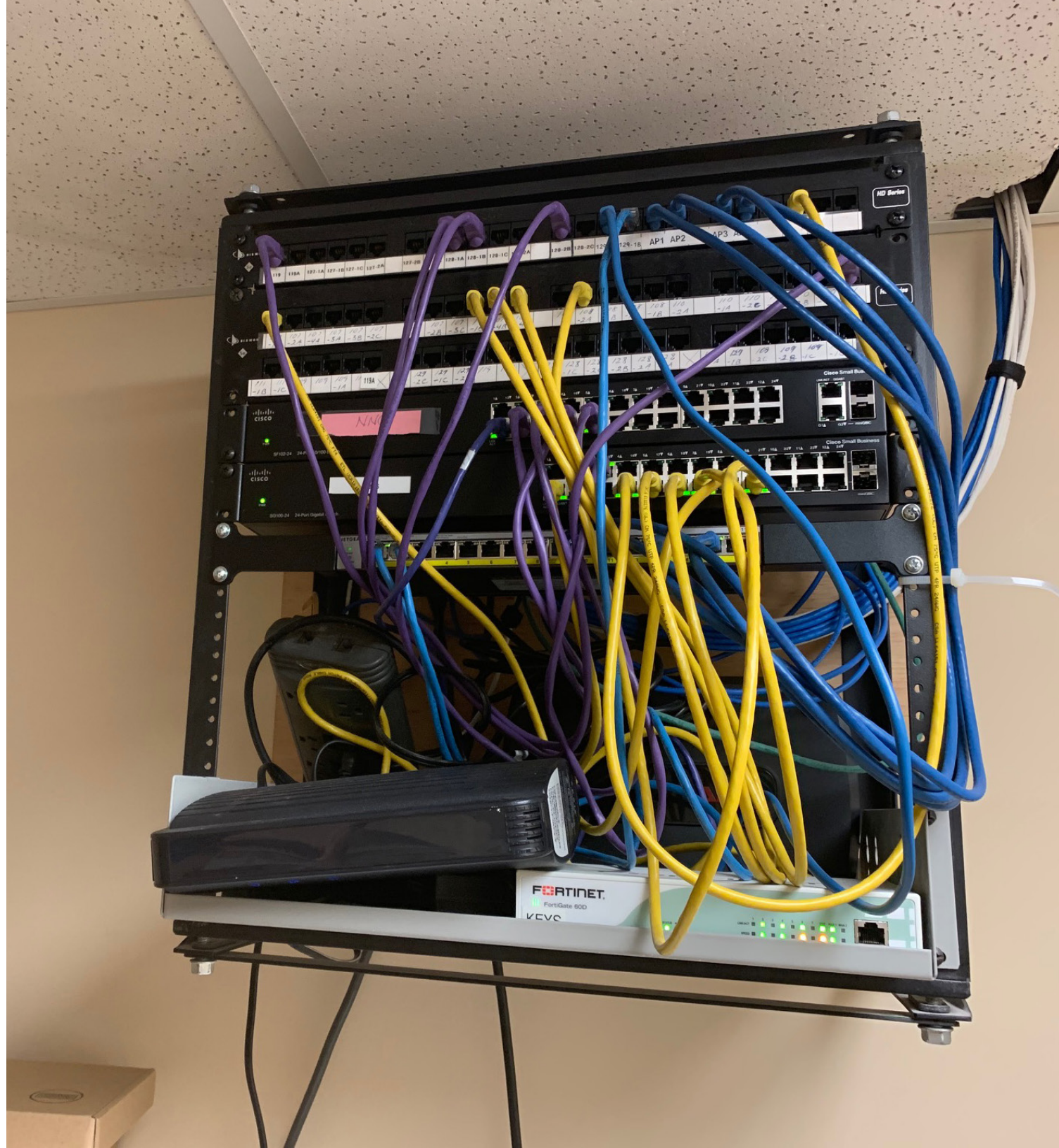
At the urging of the participants in AMHA's bi-weekly Social Climate Discussion, AMHA sponsored a Black Lives Matter sign contest. The purpose of the contest was to gather submissions from employees, their families and residents to illustrate that AMHA supports the concept of Black Lives Matter. The signs were displayed at the Central Office, the Service Center and the REACH Opportunity Center.





## HOTSPOT LENDING PROGRAM

ConnectHome Akron continued its Hotspot Lending program, exhausting its 200+ supply of devices. The program is now completed, and data will continue to be collected in order to evaluate programmatic success.



# AMHA WI-FI ZONE INITIATIVE

In 2020, AMHA and Building for Tomorrow (BFT) launched AMHA Wi-Fi Zones, which will provide all AMHA public housing units with in-unit Wi-Fi by 2022.

In 2020, AMHA and Building For Tomorrow's (BFT) ConnectHome Akron Initiative started a long-term initiative to bring no cost, quality internet service to Summit County's most underserved communities through high speed, community "Wi-Fi Zones." The Wi-Fi Zone project has been made possible through a network of partnerships including Community Development Block Grant (CDBG) funds from both the City of Akron and County of Summit, and Ohio Capital Impact Corporation (OCIC) Funds, in addition to CARES Act funding and capital contributions by AMHA.

The project has the potential to impact approximately 9,000 individuals who are currently in

AMHA public housing programs and an additional 11,000 individuals who are on public housing waitlists. Wi-Fi Zones will give residents in AMHA public housing full access to wireless internet services right in their residential units.

"COVID-19 heightened the public's awareness about the need for reliable, affordable internet, but this is not a new problem," said Brian Gage, AMHA Executive Director. "We learned with COVID that common area Wi-Fi only helps so much, and is certainly not a permanent solution to the barriers our residents face."

In September, the housing authority launched its first two Wi-Fi Zones: one at Stephanie

Keys Towers in Stow, and one at Pinewood Gardens in Twinsburg. Upcoming projects include Paul E. Belcher Senior Apartments and Edgewood Village in Akron.

"AMHA's goal is to have all of its public housing developments and buildings equipped with the necessary infrastructure to sustain long-term Wi-Fi Zones by the end of 2022," said Jason Colón, AMHA IT Director.

Since 2017, ConnectHome Akron—a partnership among AMHA's nonprofit subsidiary Building for Tomorrow, AMHA, and HUD—has worked to tackle the "digital divide" in Summit County.





## TECHNOLOGY UPGRADES

In 2020, AMHA deployed a massive technology upgrade, with the IT Department deploying new Dell laptops and docking stations to all AMHA computer users at both the central office and all developments. The laptops allow remote access to AMHA servers,

making them highly versatile and mobile. These technology upgrades were made possible through Federal CARES Act funding to allow AMHA employees to work remotely during COVID-19.

# AMHA FINANCIALS

## 2020 MONETARY REPORT

Statement of Revenues, Expenses and Changes in Net Position for the Year Ended December 31, 2020

**AKA THE NUMBERS** ➡



OPERATING REVENUE		
	PRIMARY GOVERNMENT	COMPONENT UNITS
TENANT REVENUE	\$ 17,719,222	\$ 1,762,037
GOVERNMENT OPERATING GRANTS	\$ 65,200,877	--
OTHER REVENUE	\$ 4,543,762	\$ 371,720
TOTAL OPERATING REVENUE	\$ 87,463,861	\$ 2,133,757

OPERATING EXPENSES		
	PRIMARY GOVERNMENT	COMPONENT UNITS
ADMINISTRATIVE	\$ 16,129,433	\$ 518,946
TENANT SERVICES	\$ 3,483,777	--
UTILITIES	\$ 5,600,260	\$ 258,838
MAINTENANCE	\$ 13,742,554	\$ 561,888
PROTECTIVE SERVICES	\$ 2,056,567	--
GENERAL	\$ 2,582,815	\$ 129,860
HOUSING ASSISTANCE PAYMENTS	\$ 32,132,090	--
INSURANCE	\$ 1,646,865	\$ 122,367
DEPRECIATION AND AMORTIZATION	\$ 11,614,010	\$ 2,074,772
TOTAL OPERATING EXPENSES	\$ 88,988,371	\$ 3,666,671
OPERATING INCOME (LOSS)	(\$ 1,524,510)	(\$ 1,532,914)



NON-OPERATING  
REVENUES  
(EXPENSES)

	PRIMARY GOVERNMENT	COMPONENT UNITS
INTEREST AND INVESTMENT REVENUE	\$ 1,089,368	\$ 5,850
CASUALTY GAIN/ (LOSS)	(\$ 422,285)	--
INTEREST EXPENSE AND AMORTIZATION COST	( \$391,731)	(\$ 202,074)
GAIN (LOSS) ON SALE OF CAPITAL ASSETS	(\$ 29,275)	
TOTAL NON-OPERATING REVENUES (EXPENSES)	\$246,077	(\$ 196,224)
INCOME (LOSS) BEFORE CAPITAL CONTRIBUTIONS	(\$1,278,433)	(\$1,729,138)

CAPITAL  
REVENUE

CAPITAL CONTRIBUTIONS	\$ 5,280,014	
TOTAL CAPITAL REVENUE	\$ 5,280, 014	
CHANGE IN NET POSITION	\$ 4,001,581	(\$ 1,729,138)
NET POSITION, BEGINNING OF PERIOD, RESTATED	\$ 181,240,628	\$ 6,364,096
TOTAL NET POSITION, END OF PERIOD	\$ 185,242,209	\$ 4,634,958



# 2020 IMPACT REPORT

Building For Tomorrow is AMHA's Nonprofit.



# WE ARE MORE THAN JUST HOUSING

*The Akron Metropolitan Housing Authority (AMHA) provides an essential service to 25,000 Summit County residents each year – helping them find a stable home they can afford. Putting a roof over our neighbors' heads is the first important step in helping families thrive. While a safe, affordable home is important for our families, it is not enough. The barriers to upward mobility are complex, and we need a realistic narrative that will help lead to the greater economic and social independence of our neighbors.*

*At Building for Tomorrow, the non-profit arm of AMHA, we believe in meeting families where they are at and providing comprehensive wrap-around support. We believe in the resiliency,*

*talent and perserverence of our families. Our families deserve equal access to education, childcare, job training, transportation, quality of life services and more. We are committed to providing the services and support AMHA residents need for their families to thrive.*

*We offer education, health and wellness, community building and financial self-sufficiency programming that provides AMHA residents with the skills they need to create individualized narratives for themselves and their families. We accomplish this with the diverse and generous support of our many community partners, foundations, vendors, volunteers, individual donors and staff.*



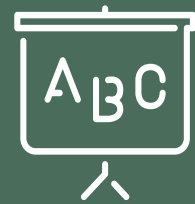
## THE YEAR OF BFT

At Building for Tomorrow, 2020 was the year of neighbors overcoming the hardest of circumstances; building each other up and coming to each other's aid; sharing with each other the tools needed to navigate new experiences and new hardships. 2020 was The Year of Giving, The Year of Getting, The Year of Building, The Year of Listening, The Year of Creativity, and The Year of Community.

2020 could have been the year of COVID-19, but in our minds, it was: The Year of BFT.



# THE YEAR BY THE NUMBERS



375

Families participated in either Parents as Teachers or SPARK home visitation programs through our early childhood initiative.



230/235

Free Sprint hotspots distributed to AMHA residents.



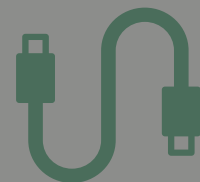
66,992

School lunches distributed at AMHA properties and Reach Opportunity Center.



571

Residents attended 12 Early Childhood Family outreach events.



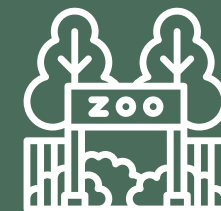
\$90,000

Raised for Wi-Fi Zone Projects through grants from Summit County, the City of Akron, and OCIC.



\$40,397

Donated to the Building for Tomorrow COVID-19 Emergency Action Fund to assist families with rent, utilities, and COVID-19 related expenses.



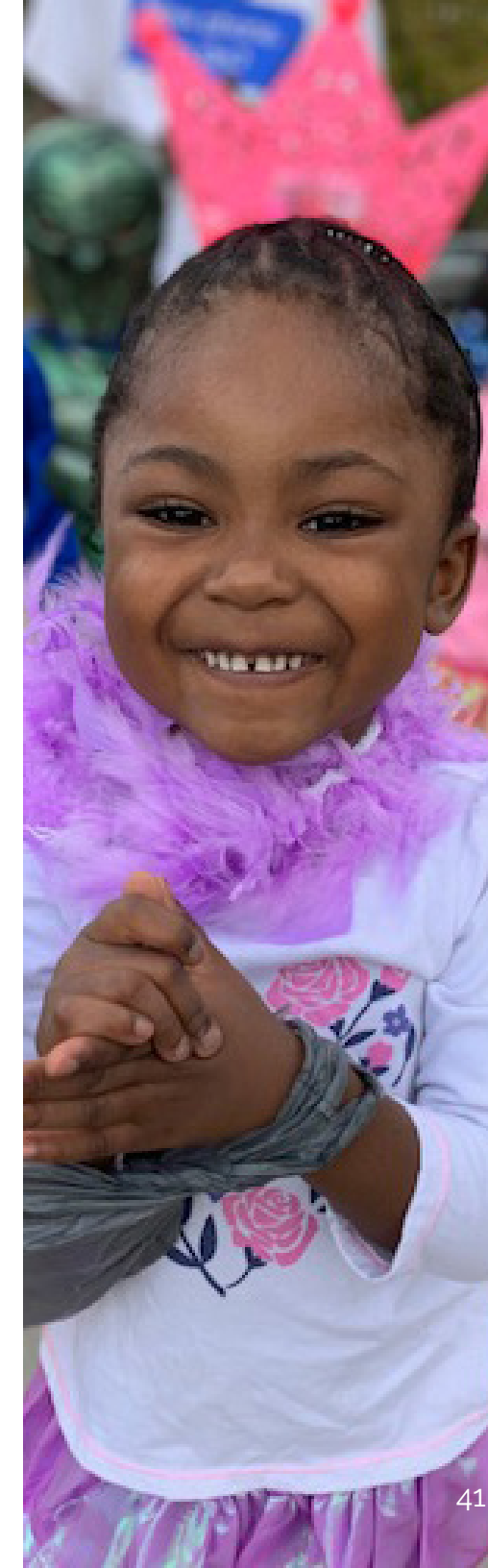
18

AMHA residents participated in virtual summer camp at the Akron Zoo. Summer Camps are made possible through OCIC grants.



71

Children graduated from BFT's SPARK Kindergarten Readiness program in 2020.





# THANK YOU NEIGHBORS

## COVID-19 Action Fund

Over \$40,000 in emergency funding was raised from individual donors and organizations. The funding is being distributed to AMHA residents who have a significant need due to circumstances of the Coronavirus. Building For Tomorrow launched the COVID-19 Action Fund as a way to ensure that our clients and neighbors had the necessary support to overcome any challenges associated with the virus.

## Reach Virtual Breakfast

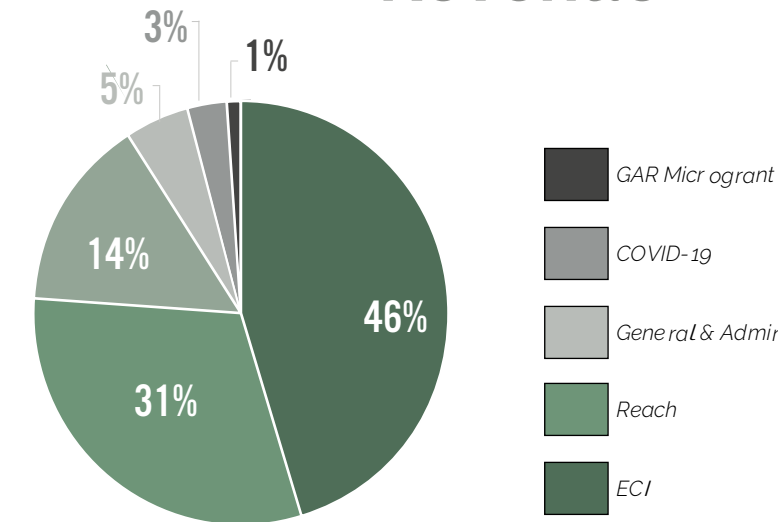
Thank you to our wonderful donors who participated in our "Coffee on Us" virtual breakfast fundraiser benefiting the Reach Opportunity Center at Summit Lake. Thanks to you, we raised \$20,325 for our Reach Members!

## AMHA Staff Campaign

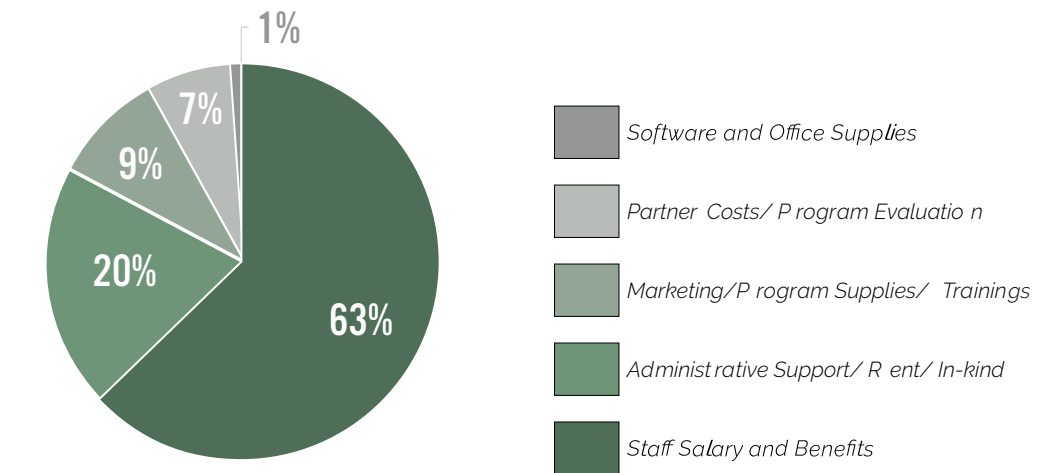
In 2020, we launched our first ever Building For Tomorrow AMHA Staff campaign! Thanks to generous donations from AMHA staff members across the agency, we raised \$6,195 towards resident programming and sustainability. Thank you, AMHA Staff!

## BFT 2020 FINANCIALS

### Revenue



### Expenses



## 2020 Supporters

Akron Community Foundation  
FirstEnergy Foundation  
GAR Foundation  
KeyBank Foundation  
Lehner Family Foundation  
Mary S. and David C. Corbin Foundation  
Ohio and Erie Canal Coalition

PNC Bank  
Sisler McFawn Foundation  
Stark County Family Council, Ohio Children's Trust Fund  
Summit County Executive Ilene Shapiro's Department of Job and Family Services  
United Way of Summit County  
Ohio Community Impact Cooperation

And all of our amazing individual donors and staff!





100 W. Cedar St. Akron, OH



[www.akronhousing.org](http://www.akronhousing.org)



330-762-9631