



# BRIGHTON HOUSING **AUTHORITY**

2024 ANNUAL REPORT BRIGHTON, COLORADO



# FINANCE

#### **Financial Efficiency**

- · Clean audit of BHA financials for 2023
- Expenditure of roughly \$4.43 million in housing assistance payments (HAP), providing an estimated 3,464 unit months leased (UML)

#### **HCV (Housing Choice Voucher) Program**

- Maximized HUD utilization requirements within constraints of congressional funding and occupancy compliance standards
- 9.77% of HAP utilized for Moving to Work (MTW) activities, including services programs and development projects
- Prepared for awarding of 11 project-based vouchers (PBVs) for Hughes Station
- Updated the Administrative Plan to comply with current rules and regulations set forth by the U.S.
   Department of Housing and Urban Development (HUD)

#### **Expanded Capacity**

 Brought on additional capacity to manage accounts payable and accounts receivable needed to streamline and improve efficiencies, which also allowed for expanding of scope to include management of Hughes Station property

#### Moving to Work (MTW)

- Hosted first-ever HUD MTW Expansion agency meeting with 5 MTW housing authorities and 18 HUD staff
- Developed MTW Annual Supplement for 2024 & 2025

# COMMUNITY SERVICES

#### **Department Expansion and Definition**

- **Expanded scope** of "Services" to include community relations, communications, and strategic planning
- Increased capacity to meet organization needs by bringing Grants Coordinator into department and hiring Community Relations Specialist

#### **Direct Services to Residents (approximate numbers)**

- 150 households served with Housing Navigation assistance
- 638 households served with Basic Needs Assistance
- 650 households served through events
- Activated Hughes Station Community Room space by partnering with three different agencies, enabling them to host 8 different programs
- Launched Services Closet program to increase contact with community and availability of services

#### **Services Grants Awarded**

- 50% increase in CHIP funding received (\$30,000)
- \$305,000 received for next round of Tenant-Based Rental Assistance (TBRA)

#### Strategic Plan development

- Worked with consultant to summarize board and staff reflections and develop overarching goals
- · Held action planning sessions with staff
- Held an Affordable Housing workshop and shared overarching goals with community partners

#### **Resident Committees**

 Organized two meetings with Libretto residents to gather feedback for development projects and improve understanding of resident perspectives



# HOUSING PROGRAMS

#### Housing Choice Voucher (HCV) Program

- Released 36 Housing Choice Vouchers to eligible individuals or families, giving recipients the opportunity to secure housing by selecting a private rental unit of their choice within the jurisdiction of the housing authority.
- 25 households successfully leased up in Brighton out of the 36 total vouchers released
- 4 HCV Recipients Ported to Another Public Housing Authority (PHA), meaning they moved to a different PHA jurisdiction

#### **Project Based Vouchers (PBV) Programs**

 Ensured that RAD units remained occupied and accessible to eligible tenants, while streamlining the application process with an updated waitlist

#### **Increased Capacity**

 Promoted staff member internally to Certification Specialist II

# Tenant-Based Rental Assistance (TBRA) Program

 In collaboration with our Community Services Department, successfully completed program to support 40 families in our short-term program

# **OPERATIONS**

#### **Team Expansion and Role Optimization**

- Successfully hired 3 new staff members within the department and onboarded 7 new employees across the organization, contributing to an overall expansion to 17 BHA employees
- Streamlined roles and responsibilities, ensuring efficient handling of payroll, Human Resources (HR), grants, procurement, insurance, and development, which has led to cost savings and improved operational efficiency

#### **Operational Efficiency**

- Transitioned Office Manager to Finance department, enhancing efficiency of accounts payable and receivable processes and streamlining overall financial operations
  - Facilitated Project Manager's move to the Asset and Property Operations Department, enhancing cross-departmental collaboration

#### **Cross Department Collaboration**

- Supported transition of an Operations Coordinator to Community Services Department
- Fostered collaboration across departments, leading to improved IT solutions, enhanced training programs, productivity, job satisfaction, and career development

#### **Focus on Core Operations**

**Consolidated team** to focus on payroll management, HR operations, benefits administration, policies and procedures, and board coordination, IT solutions, and facility management



# ASSET 8 PROPERTY OPERATIONS

#### **Maintained Property Quality**

 Proactively managed and maintained current properties, addressing any issues promptly and ensuring quality living environments

#### **Evaluated Portfolio for Sale**

 Reviewed and assessed portfolio status, performance, and market conditions for potential sale

#### **RAD Phase II Project Completed**

- Fully leased up North 5th property
- Majority of South 18th property leased up by end of 2024

#### **Built Capacity for Property Management**

- Completed a reorganization of the department to improve efficiency and allow for additional capacity to manage Hughes Station
- Hired Property Operations and Asset Manager
- Brought in key consultants to build capacity in property management

#### **Jessup Leasing Success**

 Achieved significant leasing success for unit turns at Jessup apartments

# HOUSING DEVELOPMENT

#### **Built Capacity**

 Built out a development consultant team to enable BHA to be a guarantor and assume role of developer of affordable housing projects in Brighton

#### Improved Resource Utilization (MTW)

 Expanded upon flexibilities as MTW agency to improve fungibility to utilize our housing assistance payments (HAP) to fund gap financing for development projects

#### **Community Engagement**

 Brought on consultant to guide communication with the public about development projects and exceed requirements for approval processes

# Progress on 4 Housing Development & Rehabilitation Projects

- Hughes Station (120 units) moved this major rehabilitation project much closer to fruition in 2024, overcoming obstacles to successfully close on January 24, 2025
- RAD Phase II (13 units) completed rehabilitation project and leased up majority of units by end of 2024
- Adams Point (180 units) rezoned property to enable future development of affordable housing
- Ravenfield (92 units) rezoned property to enable future development of affordable housing



# ORGANIZATION -- WIDE

#### Strategic Partnerships

- Developed partnerships and engaged in processes to support affordable housing in the Brighton community and regionally, including:
  - Brighton Downtown Development District Representing BHA due to current and future developments being located in the vicinity
  - Family Justice Center participated in planning efforts due to BHA's experience working with domestic violence survivors, recognizing that it's the number one cause of homelessness in Adams County
  - City of Brighton working alongside the City on two rezoning projects, Hughes Station rehabilitation, and affordable housing policy and advocacy

#### **Increased Staff Capacity**

- Refined organizational structure to align with department and organizational needs
- Grew capacity in the areas of operations, services, and communications



# FINANCE

#### **Hughes Station Property Management**

 Integrate Hughes Station into BHA operations and financial controls following assuming property management at the end of 2024

#### **Maximize Financial Resources**

- Maximize Housing Choice Voucher (HCV) financial potential based on funding
- Bring Project-Based Voucher (PBV) units on line – at Hughes Station, and at additional projects as needed
- Utilize MTW local non-traditional opportunities to maximize funds available for development, while continuing to meet HUD requirements

#### **Financial Strengthening**

- Further develop and implement cash flow procedures and budgetary projection models to ensure sufficient cash flow for development
- Improve vendor and contract review to ensure compliance and optimization to meet BHA needs

# COMMUNITY SERVICES

#### **Continue to Fine Tune Direct Services**

- Engage >3 new partners for services programs, while maintaining relationships with existing partners
- Maintain client satisfaction rate of at least 90%
- Launch new Tenant-Based Rental Assistance (TBRA) program in partnership with Occupancy Department

#### **Increase Communication with Community Partners**

- Restart monthly newsletter
- Maintain and enhance new website and social media presence to best disseminate information

#### **Ensure program sustainability**

- Seek additional funding for services programs, with at least 3 new sources identified in 2025
- Expand data collection to assist with program development as well as grant seeking

#### **Strategic Plan Implementation**

- Complete action plans for each overarching goal and provide structure to assess progress
- Report status and outcomes of goals and action plans regularly
- Provide opportunity for assessment and adjustment annually

#### Formalize Resident committee structure

- Establish at least one resident committee and meet regularly
- Formalize structure, including purpose and expectations



# HOUSING PROGRAMS

#### Moving to Work (MTW)

- Develop and implement multi-year MTW strategic plan outlining key goals, initiatives, and actions to be taken over a multi-year period, designed to improve program efficiency, expand affordable housing options, and enhance services for our clients
- · Implement tiered rents program

#### **Capacity Building & Administrative Updates**

- Onboard and train new Certification Specialist to enhance team's capacity
- Implement the Housing Opportunity Through Modernization Act (HOTMA) regulations across our housing assistance programs by adopting new regulatory changes, procedures, and strategies that align with HOTMA's goals of modernization and improved service delivery

#### Participant Satisfaction

 Implement client satisfaction survey to ensure continuous improvement and best meet the needs of our participants as a key component of our ongoing commitment to service excellence

#### Partnership/Collaboration

 Launch and manage the third iteration of our Tenant-Based Rental Assistance (TBRA) program, in coordination with the Community Services department, to expand access to affordable housing and provide critical support to eligible lowincome individuals and families

# **OPERATIONS**

#### **Implement Cultural Awareness and Understanding Efforts**

- Develop and integrate policies that promote cultural awareness and understanding into all aspects of operations
- Conduct training programs for all employees to foster an inclusive workplace culture
- Establish a committee to oversee and promote efforts related to cultural awareness and understanding

#### **Enhance Operational Processes**

- Expand use of Payroll and HR management systems to improve efficiency, accuracy, and retain employee records
- **Develop and update policies** and procedures to align with best practices and regulatory requirements

#### **IT and Digital Upgrades**

- Integrate better IT solutions to streamline operations and improve cross-departmental communication and virtual meetings
- Improve accessibility, optimize storage solutions, enhance data security, ensure data integrity, and maintain compliance with regulation

#### **Employee Development and Training**

- Create a robust training and development program to upskill employees and foster career growth
- Provide opportunities to attend regular workshops and seminars related to Housing and best practices

#### **Facility Management Collaboration**

- Strengthen collaboration with the City to ensure efficient use of resources and maintenance of office infrastructure
- Develop strategies for efficient resource management, operational efficiency, employee satisfaction, and safe and positive work environment

#### **Departmental Audit**

- Complete audit of all departments with a consultant to identify areas for improvement.
- Implement recommendations from the audit to enhance efficiency and maintain competitiveness



# ASSET 8 PROPERTY OPERATIONS

#### **Refine Property Management Practices**

- Continue to set ourselves apart by managing a personalized and resident-focused approach
- Focus on proactive resident outreach department and connections to Community Services department

#### In-House Management of Hughes Station

- Manage transition challenges and stabilize the property
- Ensure optimal occupancy is maintained
- · Focus on resident satisfaction

#### **Prepare for Growth with Ravenfield & Adams Point**

 Begin building the necessary resources and systems to effectively manage the developments as they come online

#### **Strengthen Resident Engagement**

- · Start gathering feedback from residents
- Work with Community Services department to establish a Resident Committee and strengthen community ties

#### **Continue Development Pipeline**

- Continue to increase affordable housing options
- Continue forming new partnerships to best serve our residents

# HOUSING DEVELOPMENT

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#### **Expand Development Partnerships**

 Evaluate our role and partnership opportunities with other affordable housing projects, whether that be home ownership, Accessory Dwelling Unit (ADU), or other strategies to support diverse housing stock to meet needs outlined in Brighton 2023 Housing Needs Assessment

#### **Housing Projects**

- Hughes Station Rehabilitation fulfill project goals and stay on schedule
- Adams Point submit Low Income Housing Tax Credit (LIHTC) application
- Ravenfield submit LIHTC application

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# ORGANIZATION - WIDE

#### **Capacity Building**

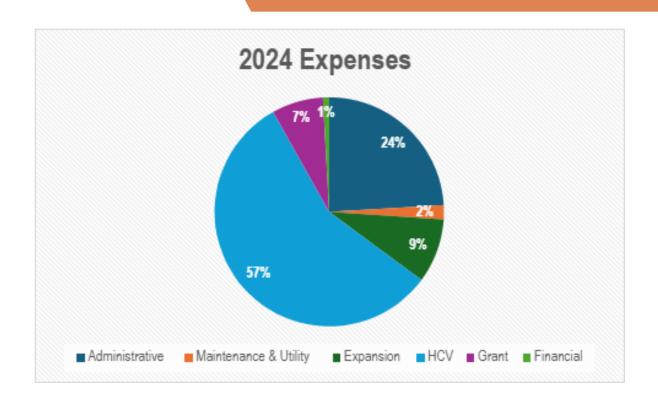
- Develop succession plans and leadership pathways for positions and staff
- Refine organizational processes to accommodate growth
- Strengthen leadership roles to encourage and support the cultivation of affordable housing professionals and create opportunities for growth

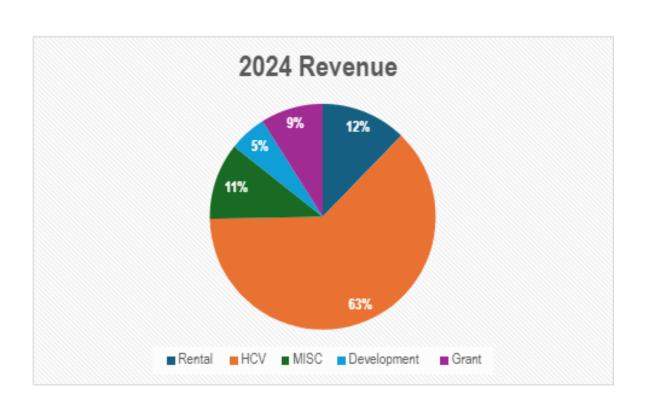
#### **Regional Participation**

 Engage in discussions about expanding housing opportunities, maintaining strong relationships with other housing authorities and identifying possible solutions replicable in Brighton.



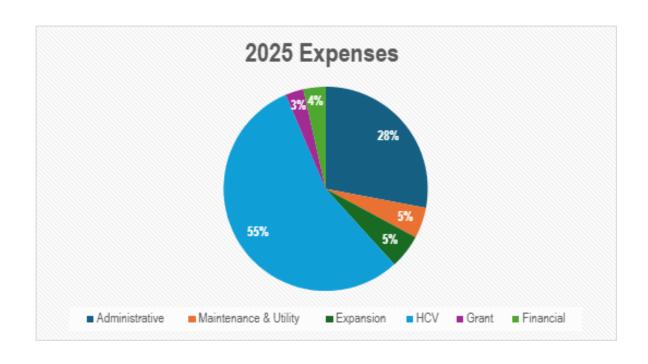
# 2024 ACTUALS

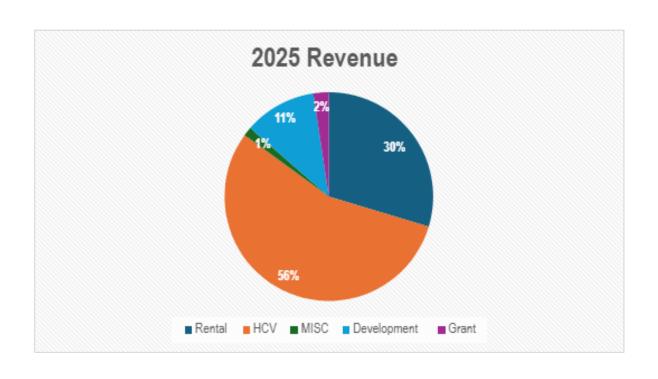




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# 2025 BUDGET







# 2024 SERVICES DATA

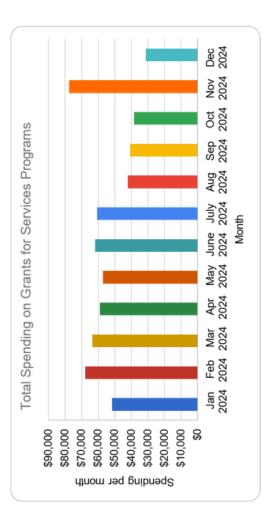
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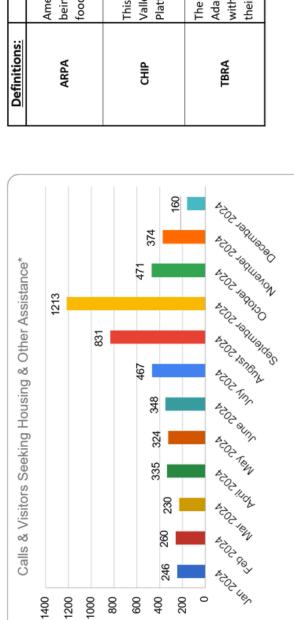
Program/Project	Description	# households served in Q1 2024		# households served in Q3 2024		Total # households served in 2024
Tenant Based Rental Assistance (TBRA)	Case management services are provided through this program to our Tenant-Based Rental Assistance (TBRA) families. The goal is to support these clients to take steps toward housing stability. Using a strength-based approach and motivational interviewing techniques, the Services Coordinators meet with clients monthly to help them to design their own goals and set milestones and connect them with resources.	42	42	31	22	42
CHIP4 Project	Provides financial assistance to households below 60% AMI in the Platte Valley Medical Center Service area for housing-related expenses (security deposits, application fees, moving cost, rental or utility), transportation-related expense (car repair, gas cards, vehicle registration), basic needs-related expenses (toiletries, prepaid phones, school supplies), and additional miscellaneous expenses (such as storage unit payments or funeral cost). This assistance allows households who face a hardship to receive immediate assistance as they wait for other assistance or additional income.	9	18	9	13	49
ARC Voucher Project	This project provides vouchers to households that were successful in securing housing to assist with obtaining household items such as kitchen utensils, furniture, blankets, and more.	18	14	41	39	112
Emergency Food Voucher Distribution Project	This project, launched in February 2024, aims to provide emergency food vouchers to households experiencing sudden financial hardship and/or awaiting SNAP benefits and offers immediate relief, flexibility, and dignity while also serving as a bridge to long-term support.	16	16	103	0	135
Services Closet	Operating as a satellite resource center within our Hughes Station Community Room location in partnership with A Precious Child, this project offers access to adult, children, and baby clothing, coats, shoes, personal hygiene items, baby diapers, baby wipes, and other essentials. Community members shop for the essentials they need in a welcoming store-like setting, all provided at no charge.	17	165	35	27	244
Housing Navigation	Supporting households in finding suitable and stable housing options tailored to their needs and circumstances. This project aims to provide guidance on available housing resources and assistance with housing identification.	34	17	19	12	82
Career and College Launch	In partnership with 27J Schools and Custom Built Futures, BHA administers a program for high school students to investigate financial aid, explore post secondary school and program options, and an opportunity to receive a scholarship through competitive process within BHA's Future Focus Scholarship Initiative. BHA delivers this program in multiple ways, with in person one-on-one sessions and group sessions, all with virtual options.	70	333	93	79	575
Senior Commodities	In partnership with Food Bank of the Rockies, BHA receives and distributes food boxes to income-qualifying individuals (60 years old or above) within our Brighton Village and Libretto properties.	39	37	36	37	39

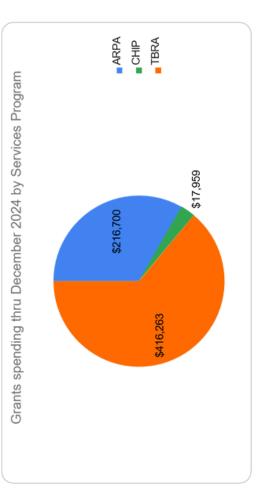
Housing Satisfaction Survey Resp	oonses 2024 Data				
	Quarter:	Q1	Q2	Q3	Q4
	Total Number of Surveys Distributed:	82	72	0	36
	Do you feel more empowered to secure housing or remain in your current housing after receiving				
	services today?				
	(YES)		100%	0%	80%
	(NO)		0%	0%	3%
	(Not Applicable)	8%	0%	0%	17%
	Do you feel more stable after receiving services today?				
	(YES)	96%	100%	0%	78%
	(NO)	0%	0%	0%	3%
	(Not Applicable)	4%	0%	0%	19%

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# 2024 OPERATIONS DATA







Definitions:	
ARPA	American Rescue Plan Act funds provided through Adams County are being used for housing navigation and stabilization, as well as supporting food access activities out of our Hughes Station community room.
CHIP	This Community Health Investment Program grant provided by Platte Valley Medical Center provides basic needs support to residents of the Platte Valley Medical Center service area experiencing a crisis situation.
TBRA	The tenant-based rental assistance program funded by HOME funds from Adams County assists Adams County residents at risk of homelessness with up to two years of rent subsidy and optional support to help improve their self sufficiency.

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# 2024 HOUSING DATA

# CURRENT NUMBERS

Rental Assistance Federal Section 8 Vouchers Tenant Based Rental Assistance Total Families Assisted



# Affordable Housing Units Tax Credit Properties (BHA Owned) BHA Owned and/or Managed\* Total Units

\*this number includes 8 units owned by ECLT and 1 unit owned by the City of Brighton that BHA manages, as well as 13 units constructed in 2024. 5 of ECLT's 8 units are vacant per ECLT's request.

August

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May

April

YEAR-TO-DATE NUMBERS

Federally-funded Vouchers (Section 8): Total Voucher Assisted Families RAD Participant Families Project-based Participant Families Elderly Former Public Housing All Other Voucher Families Ported-out Families Ported-in Families MTW Families

HAP Issued

\$357,252

\$374,918

\$375,044

\$363,452

\$353,269

\$342,686

\$337,827

\$332,080

\$319,339

\$306,568

\$319,396

\$310,725

11 100.00%

100.00%

Unrestricted Leased BHA Owned and/or Managed Units: Units in Active Inventory: Occupied Units: Occupated Units: Occupancy Rate:

RAD BHA Owned and Managed Units: Units in Active Inventory. Occupied Units: Occupancy Rate:

RAD2: Units in Active Inventory: Units Under Construction: Units Under Lease: Vacant Units:

Occupancy Rate:

Tenant-based Rental Assistance: Total TBRA Families: Subsidy Issued:

100.00%	13	0	13	0	100.00%	
100.00%	13	b	9	7	46.15%	
100.00%	13	6	4	0	100.00%	
100.00%	13	11	2	D	100.00%	
100.00%	13	11	2	0	100.00%	
100.00%	13	11	2	0	100.00%	
100.00%	13	11	2	0	100.00%	
75.00%	13	11	2	0	100.00%	
96.67%	13	11	1	0	20.00%	
100.00%	13	13	0	0	0.00%	
100.00%	13	13	0	0	%00'0	
100.00%	13	13	0	0	0.00%	

Occupancy Rates\*\* - Tax Credit Properties (Owned not Managed)

	Number of Units	January	February	March	April	May	June	Anr	August	September	October	November
Brighton Village I	99	100%	%86	100%	%56	%26	93%	%56	926	92/6	926	93%
Brighton Village II	63	100%	100%	100%	926	97%	95%	%26	%86	98%	%86	98%
Libretto II	28	100%	100%	100%	100%	%96	93%	% <del>96</del>	% <del>96</del>	100%	100%	100%
Libretto II	42	%86	%86	%86	%86	%86	92%	%86	%86	100%	100%	100%
Windmill Ranch	96	%56	%56	%56	%96	%56	92%	%46	%96	%96	%56	95%
Hughes Station***	120	74%	73%	74%	73%	71%	73%	73%	72%	9899	989	9889

98% 100% 100%

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Please note that occupancy rates change from month to month and are impacted by several factors.
 \*\*\* Hughes Station's occupancy is lower due to preparation for major rehabilitation expected mid to late 2024.

# DEFINITIONS

<u>Affordable housing</u>: The United States Department of Housing and Urban Development (HUD) defines affordable housing as a dwelling that costs 30% or less of a household's income, including utilities.

<u>Housing Choice Voucher (HCV, formerly Section 8)</u>: The housing choice voucher program is the federal government's major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses, and apartments.

<u>Low-Income Housing Tax Credit (LIHTC):</u> Awarded by Colorado Housing and Finance Authority (CHFA), these are dollar-fordollar tax credits purchased by investors for affordable housing investments.

<u>Moving To Work (MTW)</u>: An initiative through the United States Department of Housing and Urban Development (HUD) that enables public housing authorities to create and test innovations in the Housing Choice Voucher and Public Housing programs. Brighton Housing Authority was selected as one of only 138 Moving to Work agencies nationwide.

<u>Project-based Voucher (PBV)</u>: A component of a public housing agency's (PHA's) Housing Choice Voucher (HCV) program where rental subsidies are attached to specific apartment units within a building, meaning the voucher stays with the unit rather than moving with the tenant.

<u>Public housing authority (PHA)</u>: A public entity that is authorized to engage or assist in the development or operation of low-income housing under the United States Housing Act of 1937.

<u>Tenant-based rental assistance (TBRA)</u>: BHA runs a TBRA program using Home Investment Partnership (HOME) funds from Adams County. This program provides a direct subsidy to a household, not tied to a specific property. It is limited to one or two years of assistance.

