

# City of Lawrence CDBG/HOME Programs Grant Application

Revised 12/2024

Organization Name:					
Mailing Address:					
Agency Address (if different than above):					
SAM.gov Unique Entity ID:					
Contact Name:				Phone:	
Contact Title:					
Email:					
Organization Mission Statement:					
Proposed Program or Activity Name:					
Proposed Program Address:					
Brief Summary of Proposed Program or Activity:					
Funding Requested:	\$				
Request is:		% of project budget and		% of organization budget	
<p>Certification:</p> <p>"I certify that I have reviewed this application and that, to the best of my knowledge and belief, all of the information provided is true and correct. I also certify that I am officially authorized to represent the submitting organization by its governing board in the filing of this application."</p>					
Signature:	<i>Jallal Obeid</i>			Date:	
Print Name and Title:					
<b>FOR HOUSING INITIATIVES STAFF USE ONLY</b>					
Date Received:	Application :		Complete <input type="checkbox"/>		Incomplete <input type="checkbox"/>
Received by:					
Method Received:	Mail <input type="checkbox"/>		Hand Delivery <input type="checkbox"/>		Electronic <input type="checkbox"/>

# City of Lawrence CDBG/HOME Programs Grant Application

Revised 12/2024

## I. Narrative

Please use attachments to answer the following questions in the order presented. If you are requesting funds for more than one program or activity, please address the following questions for each one.

1. What is the situation, problem, or opportunity this grant will address?
2. How will the program or activity address one of the outcome areas identified in the [City's Strategic Plan](#)?
3. How will the program or activity address priority needs outlined in the [Consolidated Plan](#)?
4. How will the program or activity address one of the five work areas in the [A Place for Everyone Plan](#)?
5. How will this grant support the mission of your organization?
6. How many people will be served by this grant and what percentage are low- and moderate-income (describe method of verification)?
7. What resources are currently available to dedicate to the program or activity, including staff, volunteers, existing funds, and community partners?
8. How is this approach to the issue unique or collaborative and what gives it a high likelihood of success?
9. How will success be measured and how will you continue to fund this project once grant funds are expended?
10. What is the organization's timeline for achieving the objectives of the grant?
11. What other funding sources have been approached and what have the responses been?

## II. Program/Activity Budget

Please provide an itemized budget detailing **all program/activity expenses** on the attached Proposed Project/Activity Budget template.

Any proposal containing rehabilitation, improvements, construction, demolition, acquisition or disposition of real property must include a detailed description including:

- project location and scope
- line-item budget
- timeline for program/activity

All HOME funded projects involving acquisition, construction, or rehabilitation require additional underwriting procedures. Please contact city staff to obtain the appropriate underwriting documentation based on the scope of work (single-family vs. multi-family).

## Proposed Project/Activity Budget

Explanation should describe how you arrived at amounts. See example.

Budget Items	Explanation	HOME Funds	Other Funds	Total Funds
<b>ACTIVITY COSTS</b>				
<b>PERSONNEL COSTS</b>				
(Ex. Project Director)	(ex. 70 hours @ \$20/hour)			
Other (specify below)				
<b>DEVELOPMENT COSTS</b>				
Property Acquisition				
Infrastructure Costs				
Permits, Inspections, Insurance, Other Fees				
Financing Fees				
Other (specify below)				
<b>CONSTRUCTION COSTS</b>				
Hard Construction Costs				
Contractor Fees				
Developer Fees				
Other (specify below)				
<b>OTHER COSTS (specify below)</b>				
<b>TOTALS</b>				

Any proposal containing repair, rehabilitation, improvements, construction, demolition, acquisition or disposition of real property must include a detailed description including:

- project location and scope
- line-item budget
- timeline for program/activity

All HOME funded projects involving acquisition, construction, or rehabilitation require additional underwriting procedures. Please contact City staff to obtain the appropriate underwriting documentation based on the scope of work (single-family vs. multi-family)

## I. Narrative

### 1. What is the situation, problem or opportunity this grant will address?

This grant will address the housing needs of individuals and families experiencing homelessness who need support services to become stably housed. Generally, participants in this program are not eligible for other local housing assistance. The Lawrence-Douglas County Housing Authority's (LDCHA) HOME TBRA Transitional Housing Program is the largest program in Lawrence that provides the opportunity for permanent housing assistance to homeless individuals and families. To qualify for the program, families must be homeless according to the federal definition of homelessness provided in 24 CFR 91.5.

This application, if granted, will serve approximately **20 households** experiencing homelessness **for 24 months** of rent assistance and deposits. There are currently 84 households on the waiting list for this program. **This is a 127% increase from last year, where only 37 households were on the waitlist.**

### 2. How will the program or activity address one of the outcome areas identified in the City's Strategic Plan?

This program directly impacts several city outcome areas: LDCHA supports **Strong, Welcoming Neighborhoods** by directly addressing the city's commitment to equity and inclusion by providing vouchers to folks experiencing homelessness. The Transitional TBRA program will directly "Create lasting solutions to connect people to housing to make homelessness a rare, brief and one-time experience". **Safe and Secure** community is supported by this program in our partnership with social service providers. By supporting clients with case management services, we can ensure access to "trusted public and community based safety resources". This program aims to lower the barrier of obtaining housing to those experiencing homelessness and supporting the city's goal of **Prosperity and Economic Security** for all community members. By providing vouchers to assist with the cost of housing and case management services from our partnering agencies, we can support "economic security and intentionally acknowledges, removes, and prevents barriers created by systemic and institutional injustice".

### 3. How will the program or activity address priority needs outlined in the Consolidated Plan?

This program addresses the current Consolidation Plan by directly addressing the Transitional and Permanent Housing needs in Lawrence. HOME TBRA funds will support those who have higher barriers and who may not qualify for our agencies general housing programs. These funds will support a population in our community who maybe precluded from other housing options (20 households). Additionally, this program provides 24 months of rental assistance with case management and the opportunity to graduate from the program into a permanent voucher through our Housing Choice Voucher (HCV) program, ensuring the client has an opportunity for permanent housing beyond the transitional voucher. The 82% success rate is a testament to the collaboration of the City, LDCHA and all our community partners offering case management and making referrals.

**4. How will the program or activity address one of the five work areas in the A Place for Everyone Plan?**

The *A Place for Everyone* (APFE) Plan emphasizes the critical need for access to affordable housing in our community. The Housing Needs Continuum outlined in the plan highlights the importance of offering a wide range of sheltering options to meet the diverse needs of individuals, including Transitional Housing. The HOME City TBRA program, as the largest transitional housing program in Lawrence, plays a vital role in this continuum by providing a primary pathway from homelessness to permanent housing.

LDCHA's commitment to the APFE Plan is demonstrated through its active efforts to secure and maintain affordable housing opportunities for all participants. By addressing barriers to housing stability and facilitating long-term solutions, the program aligns directly with the APFE Plan's goal of ensuring access to affordable, safe, and stable housing for everyone in the community.

**5. How will this grant support the mission of your organization?**

The LDCHA mission is to preserve and expand affordable housing and provide opportunities for participants to thrive through services and partnerships. The LDCHA is the public agency charged with developing and administering affordable rental housing programs to address the needs of low-income persons. HOME TBRA funds will be used to provide rent and deposit assistance for Transitional Housing or for deposit-only assistance to enable eligible households experiencing homelessness to lease a unit.

**6. How many people will be served by this grant and what percentage are low moderate income (describe method of verification)?**

This request will be able to support rent and deposit assistance for approximately **20 households per year for two years**. The average household size ranges from 2-3. **Since 2014, 179 households have been served in this program (370 individuals of which 181 were children)**. After the successful completion of the 24 months of transitional housing program, eligible families are transferred to a permanent voucher through the Housing Choice Voucher program also known as Section 8. This provides the opportunity for permanent affordable housing for each household. These projects will be carried out in conformance with the existing agency procedures for family public housing, the HCV program and the Moving to Work (MTW) Program. For rent assistance, at application, admissions, and annually thereafter all beneficiaries must declare their total household composition, income, list income sources, and provide documentation which is then verified by LDCHA staff. **To date 96% of households have income below 30% of Area Median Income (AMI)**. The next 20 households on the waitlist have a total of **30 individuals** with all having an AMI below 30%.

**7. What resources are currently available to dedicate to the program or activity, including staff, volunteers, existing funds and community partners?**

This program is carried out in conformance with existing agency procedures for the public housing

## 2024 City of Lawrence CDBG/HOME Programs

### Grant Application

and Section 8 HCV and the MTW program. These program functions are shared by three LDCHA departments, General Housing (4) and Program and Property Management (3), and the Resident Services Office (6), for a total of 15 staff. In 2012 LDCHA created a housing stabilization initiative through its MTW Plan called Homeless to Housed which enabled the hiring of a Support Services Coordinator to provide case management for Transitional Housing participants who do not receive case management from a community provider, and to maintain a referral program for homeless families. Additionally, LDCHA hired a Landlord Liaison that has assisted in recruiting, training and incentivizing landlords to expand our network of Section 8 Voucher acceptance. The Landlord Incentive program is also available to households on this program, making their likelihood of finding safe and affordable housing very high.

Coordinate with Other Community Development Efforts: The LDCHA has a long history of partnering with other agencies and entities in order to bring the full range of health, mental health, education, job preparedness and other human services to participants. These entities include 11 public and private organizations that provide services and/or funding to address the full scope of issues that confront individuals and families in the course of their lives. The Transitional Housing program participants will also have access to support services provided by 4 employees from LDCHA Resident Services Office and the Transitional Housing self-sufficiency plans administered by support service agencies listed below.

Demonstrate Fiscal Success of Program: The LDCHA has administered this program for more than 25 years, accounting for all funds. The LDCHA receives federal subsidies directly from HUD to support the rents of low income families participating in the Section 8 program and public housing. As administrators of various housing programs the LDCHA earns administrative fees from HUD which pays for the personnel and operational costs to run those programs. The agency operates in a fiscally conservative manner and has never completed a grant year or fiscal year with an operating deficit. The LDCHA has been designated a High Performing agency since 1992.

This program serves as a highly collaborative project between the City of Lawrence and LDCHA, where its existence is largely due to the funding the City has provided through the HUD HOME program in prior years. **This is one of the primary project being utilized to address the City's priority to provide transitional housing. This program not only serves as a platform for transitional housing, but it offers extremely low-income households (often at 30% or below AMI) the opportunity to attain permanent affordable housing assistance by transitioning to a Section 8 voucher.** With a success rate of 82% this program is positively impacting the City of Lawrence's strategic plan.

#### **8. How is this approach to the issue unique or collaborative and what gives it a high likelihood of success?**

The LDCHA provides rent assistance, security and utility deposits, while the partnering social service agencies provide the support services that a family or individual needs to help them overcome the problems that contributed to them becoming homeless in the first place. This collaboration of housing assistance and support services keeps a focus on the family and individual to encourage them to learn new skills and behaviors that will help them maintain

stable housing. Considering that families and individuals who are unhoused can have multiple issues, this approach has a greater success rate than in programs where no support services are offered. The HOME TBRA Transitional Housing Program is the only program in Lawrence that provides a clear route and opportunity for permanent housing to those experiencing homelessness.

The LDCHA has been receiving HOME TBRA funds since 1995. Currently, 39 households are active in our program with 3 households still searching. This fully obligates all available funds. Our partnerships and program have kept this program maintain its success with over 80% of households moving on to receive a permanent voucher.

**9. How will success be measured and how will you continue to fund this project once grant funds are expended?**

Since this program was first funded by the city in 1995, LDCHA has measured success by the number of families and individuals who keep and maintain their housing assistance. The success rate of households completing this program between 2008-2025 is 82%, which is the average success rate based on the number of families that successfully complete the 24-month program and transfer to permanent housing or exit favorably.

LDCHA's HOME TBRA Transitional Housing Program is the only program in Lawrence that provides transitional housing with access to continued permanent housing assistance. If this grant is not renewed current participants would complete the program and be transferred to permanent housing. However, this would eliminate the agency's and community's primary homeless housing program and prevent anyone from the waitlist from being housed.

**10. What is the organization's timeline for achieving the objectives of the grant?**

HOME TBRA rent assistance funds are time limited and usually sufficient to support a household for 24 months. All funds used for deposit only assistance are provided as a one-time grant. Funds are obligated within 6 months of the award date and often funds are expended within 2-3 years. A 5% admin fee is charged to the grant for program operations.

**11. What other funding sources have been approached and what have the responses been?**

The LDCHA receives federal rent subsidy directly from HUD to support the rents of low income families participating in the Section 8 program but the number of vouchers is static. The LDCHA makes frequent grant applications for additional tenant based rent assistance. In 2013, 2014, and 2015 LDCHA applied for Veterans Affairs Supportive Housing (VASH) vouchers, received and has issued 45 VASH vouchers in Douglas County. Between 2019-2021 LDCHA received 70 Mainstream Vouchers, specific to households with an adult member who is non-elderly disabled and in 2021 received 31 Emergency Housing Vouchers, and in 2023 5 stability vouchers that support the housing of households experiencing homelessness. Additionally, with its MTW funds, the LDCHA created vouchers for special populations: 5 for Re-entry in partnership with the Sheriff's Department, 20 vouchers for victims of domestic violence, and 5 for youth exiting

foster care. Additionally, at the request of the City and County in 2016, the LDCHA created and has administered a similar program (New Horizons) to house families who are guests of the Lawrence Community Shelter or Family Promise of Lawrence. This program is funded with special funds from the City of Lawrence/Affordable Housing Trust Fund and Douglas County. While the LDCHA has been able to attain more funds and vouchers to support the community's high need for affordable housing, the need continues to grow, with a total of 673 households on LDCHA program waitlists (a 127% increase in applicants since last year). This transitional TBRA program has been crucial to those who are experiencing homelessness in Douglas County and offers a solution that both matches the city's priorities and LDCHA's mission and vision.

#### **II. Proposed Project/Activity Budget**

LDCHA will retain 5% of the grant amount for administrative costs. The costs outlined in the Proposed Project/Activity Budget show the amount that LDCHA will contribute to the project and the 5% cost will help alleviate such costs.





**LAWRENCE-DOUGLAS COUNTY HOUSING AUTHORITY  
BOARD OF COMMISSIONERS  
2024-2025**

Chair

**Wallace W Meyer, Jr.**

KU School of Business

Director of Entrepreneurship Programs,

Lecturer

Lawrence, KS 66045

816-305-3503

wmeyerjr@ku.edu

June 2026

(2nd Term)

City of Lawrence Appointee

Vice Chair

**Lindsey Hoover**

Compliance Strategist

2206 Country Drive

Eudora, KS 66025

785-766-9279

linzy8@msn.com

June 2026

(1st Term)

Douglas County Appointee

**Mariel Ferreira**

Business Manager at TheCaseMade

1307 W 22<sup>nd</sup> St.

Lawrence, KS 66046

620-682-5216

mferreiro60@gmail.com

June 2025

(Fulfilling Jamie Davison's term)

Douglas County Appointee

**Leigh Housman**

Assistant Director at Douglas County

Youth Services

330 Industrial Lane

Lawrence, KS 66044

785-331-5156

lhousman@douglascountyks.org

June 2027

(1st Term)

City of Lawrence Appointee

**Richard McNabb**

Retired

800-E N. 7<sup>th</sup> St.

Lawrence, KS 66044

785-423-4667

rickmcnabb40@gmail.com

**June 2028**

(1st Term)

City of Lawrence Appointee



# 2023 Annual Report

Lawrence-Douglas County Housing Authority



# Greetings from the CEO



**Shannon Oury**

*Chief Executive Officer*

The Lawrence-Douglas County Housing Authority entered 2023 with a new ambitious Strategic Plan to double the number of households served by 2028.

Simultaneously, the agency worked with Douglas County, the City of Lawrence, and our community partners to develop the community initiative “A Place for Everyone” to address the current affordable housing and homeless crisis in our community.

The LDCHA, as Moving to Work agency, is in a position to significantly shape the future of affordable housing in Douglas County due to the flexibility the agency has to use our funding. In 2023, we made significant progress to expand our senior housing by beginning the process of building 32 new units, Delmar Place, which should be completed in 2025.

As we seek to serve more, we continue our commitment to serving our current participants in ways that promote client self-sufficiency, financial independence and healthy quality of life.

In this report, you will find information about the people we serve, the programs we administer, new housing opportunities and the success that families have had through our MTW program.

My sincere thanks to the LDCHA Board of Commissioners and the staff of LDCHA for their dedication and commitment to the success of those we serve.



## LDCHA Board of *Commissioners*

Wallace Meyer, Jr, Chair

Lindsey Hoover, Vice Chair

Maria Duran, Commissioner

Mariel Ferreiro, Commissioner

Leigh Housman, Commissioner

# Our Mission:

To preserve and expand affordable housing, and provide opportunities for participants to thrive through services and partnerships.



In 1999 we were one of the first agencies accepted into the new **Moving To Work** program. As an MTW housing authority, we are able to innovate, become more cost efficient, create more affordable housing choices, and help move our participants toward self-sufficiency.

## MTW: *It's Why We Can!*



# What We Do

## Our Programs



### Public Housing

Public Housing is owned and managed by LDCHA, and renters lease directly from us. HUD provides a subsidy for each unit to keep the rent affordable. We own 369 units, including Edgewood Homes, Babcock Place, and apartments and houses scattered throughout Lawrence.



### Housing Choice Vouchers

Section 8 Housing Choice Vouchers (HCV) are used for renting from private landlords. The lease is between the renter and the private landlord, and each signs a contract with us. We pay the difference between what the household can afford and the actual unit rent.



### Transitional Housing

Transitional Housing vouchers are funded by federal, state, & local sources and house homeless individuals & families for 2 years. If they successfully finish the program, they qualify for a permanent HCV voucher. This is the largest homeless housing program in Douglas County and has a success rate of over 80%.



### VASH, Mainstream, EHV

HUD rarely issues new conventional HCV vouchers, but has more recently issued vouchers for specific populations. Mainstream vouchers serve non-elderly, disabled renters, VASH vouchers serve homeless veterans, and EHV is for emergency housing. Each type of voucher has specific rules.



### MTW Special Vouchers

As an MTW agency, we are able to create vouchers for people in specific circumstances. We partner with agencies such as Willow, Bert Nash, and Douglas County Corrections to provide vouchers for people fleeing domestic violence, youth aging out of foster care, people released from jail with nowhere to go, and more.



### Lawrence Expanded Housing

LEH is a small collection of properties purchased by or donated to the LDCHA, for which there is no federal subsidy of any kind. Rent is charged on a sliding scale to keep it affordable. We are able to manage and maintain these properties due to the economies of scale of our regular operations.

**\$5.2 Million**

paid to private landlords in 2023!



**369** Public Housing Units

Edgewood Homes: 130 units  
Babcock Place: 120 units  
Scattered Sites: 94 units  
Peterson Acres I: 25 units

Occupancy Rate: 99%



**744** Housing Choice Vouchers

**45** Vash Vouchers

Occupancy Rate: 96%



**70** Mainstream Vouchers

**28** Emergency Vouchers

Occupancy Rate: 100%



**60** Transitional Housing Vouchers

**32** Special Vouchers

**13** New Horizon Vouchers

Occupancy Rate: 100%

**15** Lawrence Expanded Housing Units

Occupancy Rate: 100%

**58** Multifamily Housing Units

Occupancy Rate: 97%

**10** Permanent Supportive Housing Units

Occupancy Rate: 100%

# Serving our Community

2,805

INDIVIDUALS SERVED

1,508

HOUSEHOLDS SERVED

904

CHILDREN SERVED

235

Households were  
homeless at  
admission

138

Individuals and families  
from our waitlists were  
successfully housed.

2.8%

Increase in number of  
households served.

*LDCHA provides the greatest  
access to permanent housing  
for homeless households in  
Douglas County.*



# LDCHA 5-Year Strategic Plan



## Goal 1:

Double the number of households served by 2028 through acquisition and development



## Goal 2:

Provide creative opportunities and supportive services that promote client self-sufficiency



## Goal 3:

Become a best-in-class employer by building and sustaining an engaged, well-developed staff



## Goal 4:

Utilize innovative technology to increase efficiency and enhance customer service



## Goal 5:

Expand strategic partnerships to achieve elevated outcomes

## Strategic Plan *Goal 1*

DOUBLE THE NUMBER OF HOUSEHOLDS  
SERVED BY 2028 THROUGH  
ACQUISITION AND DEVELOPMENT

LDCHA is building a **new 32-unit affordable apartment** building for seniors on land we own along Clinton Parkway, thanks to a \$3 million ARPA grant from Douglas County and funding from our MTW reserves.

## Delmar Place



### *Fun Fact*

The name  
**Delmar Place**  
was chosen by  
LDCHA's  
employees, who  
overwhelmingly  
voted to name it  
after long-time  
staff member  
**Delmar Jackson.**

In 2023, LDCHA obtained all necessary permissions, conducted the environmental survey, and released an RFP for the design and construction of Delmar Place. Groundbreaking is in early summer 2024.

## We Served More Households in 2023:

**2.8%**

Total  
increase in  
households

**13**

More Mainstream  
Voucher  
Households

**74**

More individuals  
were housed

**52%**

Increase in  
Transitional  
households housed

**95%**

Emergency  
Housing Voucher  
utilization  
(up from 79%)

“

Working with the staff at the LDCHA is always a joy. I appreciate the positive impact they have on our community and seeing them help individuals in need makes me happy.

”



**Zach Andregg**

*Douglas County Landlord*

LDCHA is a proud participant in the “A Place for Everyone Plan” adopted by the City and County to address housing needs. We are the community leader in providing affordable housing and Goal 1 of our Strategic Plan will help address this crucial need. <https://lawrenceks.org/homeless-solutions/>



## Strategic Plan *Goal 2*

PROVIDE CREATIVE OPPORTUNITIES  
AND SUPPORTIVE SERVICES THAT  
PROMOTE CLIENT SELF-SUFFICIENCY

### Academic Pathways



- Partnerships with educational institutions
- Academic planning assistance for youth and adults
- Comprehensive list of post-secondary scholarship opportunities
- Assistance with FAFSA and scholarship applications
- Financial assistance for exam, licensing, and GED fees

### Employment Program

135

households  
served

7%

Increase in Gross  
Income for MTW  
households over  
2022 !



Our Resident Services Office offers supportive services and creative programs designed to meet the needs of our diverse resident population. Through our Resident Opportunity and Self-Sufficiency Programs, we help participants work toward financial independence .



#### Keshia Anderson

*LDCHA Housing Choice Voucher Recipient*

The LDCHA has helped my family in multiple ways. Communication has been key in understanding the needs of my family. They always evaluate my situation and give me options. Resident Services has also been a huge help in my family's development and keeping us safe. They have motivated us to seek higher education and employment opportunities. And the staff has helped us be more involved with our families, and be better members of our community.



## Vehicle Repair Program

**22** households

received car repair, enabling those families to get to jobs and classes. We provided a total of \$9,910 in assistance with repair costs averaging \$450.

## Homeownership Program

**105**

residents have purchased homes!



### Expanded Homeownership programming in 2023:

- streamlined and expanded outreach
- added 3 new workshops
- developed 2 new partnerships
- increased grant opportunities



### Nathan Martin

*LDCHA Public Housing Tenant*

The LDCHA Resident Services Office has helped my family significantly. They have connected me to resources that I didn't even know existed. They have helped me build my resume and provided guidance on job searching and interviewing. My daughter and I moved into Edgewood Homes several years ago, and everyone I've met, all of my neighbors, are just great people. I wave to them and they wave back. It's so nice to have that for myself and my daughter. We feel safe here.



## Strategic Plan

# Goal 2

NEW



## Early Literacy Program

- Reading incentive program
- Reading nooks and free books
- "Read with RSO" monthly newsletter
- Storytime at the Huppee
- Dottie the Book Bus visits
- Birthday cards with a free book
- Parent workshops



## Full Circle Youth Program

Our Full Circle Youth Program provides social, educational, health, and recreational opportunities for households with children.

**128** Youth served

**78** Youth scholarships provided



## Aging in place

In 2023, the LDCHA senior support services team expanded programming to increase social engagement and promote physical, mental, and emotional health among our senior residents. This programming used feedback from senior resident surveys conducted at Edgewood Homes and Babcock Place.

### Programming

- Music therapy
- Poetry readings
- Book Club
- Gardening Club
- Painting classes
- Cooking classes
- Walking group
- Chair exercises
- Blood pressure clinics
- Public Health screenings
- Bingo
- Karaoke





# Strategic Plan

## Goal 3

BECOME A BEST-IN-CLASS EMPLOYER  
BY BUILDING AND SUSTAINING AN  
ENGAGED, WELL-DEVELOPED STAFF



## Professional Development

The LDCHA placed a strong focus on professional development in 2023. 22 staff completed leadership training at the Kansas Leadership Center. 4 staff from the executive leadership team attended the NAHRO conference in New Orleans and the MTW Conference in Washington, DC. Other trainings included HUD NSPIRE, Nan McKay Public Housing Management, Compassion Fatigue, and NARCAN administration.

## New Organizational Structure



The LDCHA's organization was simplified early in 2023, creating a more streamlined agency with the same staff but fewer direct reports. The simplified structure was instituted with no disruption to daily operations.





## *More Flexible Hours*

LDCHA staff may now opt to work four 9-hour days and 4 hours on Friday, or the conventional five 8-hour days. Staff may also opt to start work as early as 7:30 am. Both options have proven to be very popular options.



## *More Health Plan Options*

The agency instituted both health savings accounts and the option of a lower premium/higher deductible health insurance plan giving staff more options in 2023.



## *Employee Advisory Committee*

A new Advisory Committee was created to research and recommend improvements to the staff experience at LDCHA. Representatives from each department serve on the committee and plan staff trainings and events.

## Strategic Plan *Goal 4*

### UTILIZE INNOVATIVE TECHNOLOGY TO INCREASE EFFICIENCY AND ENHANCE CUSTOMER SERVICE



#### Electronic Work Orders

Paper work orders have been eliminated, improving efficiency, timeliness, and accountability.



#### Online Fillable Applications

Applying for housing assistance has been made more accessible with fillable applications available through our website, removing a barrier for applicants with little access to printers.

#### ACH for Landlords



Electronic bank-to-bank deposits of Housing Assistance Payments to Landlords guarantees payments from LDCHA arrive on time at the beginning of each month.

#### Key Fob System

Safety and security are enhanced at Babcock Place with an easy-to-use key fob entry system. Only residents and staff have access to the building after hours, and it can be monitored remotely.



## zoom

Zoom has enabled staff to easily attend meetings and efficiently collaborate with partners. We are supporting residents by providing our Renter's Education classes via Zoom. We have tripled attendance and removed multiple barriers.

## DocuSign®

DocuSign has dramatically increased our capacity to provide excellent customer service. The ability to send a document to a resident for a signature has enabled us to reduce the number of required office visits, thus removing transportation barriers.



# Strategic Plan Goal 5

## EXPAND STRATEGIC PARTNERSHIPS TO ACHIEVE ELAVATED OUTCOMES

*Dert Nash*

United Way  
[S]UCCESS [B]Y [6]

The LDCHA works with  
over 100 community  
partners to provide  
the best tenant  
outcomes  
possible.

 City of Lawrence

 COMMUNITY  
CHILDREN'S CENTER

 LAWRENCE PUBLIC  
LIBRARY

 VISITING NURSES

 COTTONWOOD  
INCORPORATED

 willow  
Domestic Violence Center

 DOUGLAS COUNTY  
KANSAS



“Gabi Sprague

*Douglas County Housing and  
Human Services Program Manager*

The LDCHA and the Resident Services Office work  
incredibly hard to ensure every client need is met  
—their commitment to their residents is  
unmatched. I am incredibly grateful for their work  
and collaboration with the HSC and the Douglas  
County community at-large.

”

 ballard  
center

 just  
food

 Family  
Promise  
of Lawrence



“Dana Ortiz

*Family Promise of Lawrence  
Executive Director*

Family Promise of Lawrence works closely with LDCHA and  
they are a tremendously creative partner in facilitating  
families getting back into housing. Our partnership results  
in one of the key success paths in helping families  
stabilize and remain housed following a housing crisis with  
transitional and creative voucher options and wrap-  
around case management stabilization supports in our  
community.

”

 GROWING  
fOOD  
GROWING  
health  
LAWRENCE, KANSAS

 Van  
G

# Agency Achievements

1,946 Non-Emergency work orders

106 Emergency work orders

54 Public Housing turnovers



## MAINTENANCE TEAM ACCOMPLISHMENTS



1,274

Annual inspections of public housing and voucher rental units

### Landlord Incentives:

- One-time additional HAP payment for both new & current landlords for signing up
- Damage claim fund
- Security deposit program
- Opportunity to rate tenants on move-out to prevent "landlord hopping"

### New Landlord Partnership Program!

In 2023 HUD approved a new LDCHA MTW activity: the Landlord Partnership Program. We offer special incentives for Landlords both joining and already participating in our voucher programs. We even have a Landlord Liaison to help facilitate it all!



## Award of Excellence

The LDCHA received the NAHRO Award of Excellence for our The Cottages at Green Lakes project. This project added 10 units of permanent supportive housing at the Douglas County Behavioral Health Campus. CEO Shannon Oury presented a copy of the award to the Douglas County Commissioners, our partners on the project.



## 26th year

of being designated a high performing agency by HUD – every year since the rating began!

## 81%

of LDCHA's 2023 Strategic Plan goals were accomplished.



## Employee Spotlight

### Gallal Obeid

*Vice President of Program Operations*

Gallal came to LDCHA as an AmeriCorps volunteer while pursuing a clinical therapy degree. As he became immersed in a wide range of affordable housing issues, he found he loved the work and the opportunity to make a difference both in policy and in so many lives. He changed to an administrative systems degree, was hired full time, and has held positions in several LDCHA departments, learning much along the way. He is now a vital part of our executive leadership team, and we are so fortunate to have him here!

# Financial Report

Source	Revenue	Percentage
Housing Choice Voucher Subsidy	\$5,992,218	59%
Public Housing HUD Subsidy	\$1,053,196	10%
Public Housing Rent	\$1,492,543	14%
EHV, Mainstream, and VASH Subsidy	\$1,156,034	11%
Clinton Place HUD Subsidy	\$276,443	3%
Lawrence Expanded Housing Rent	\$70,362	1%
Clinton Place Rent	\$196,884	2%
Total	\$10,237,680	100%

Expenses	Cost	Percentage
Housing Choice Vouchers	\$6,041,086	58%
Public Housing	\$2,781,659	27%
EHV, Mainstream, and VASH Vouchers	\$1,141,528	11%
Clinton Place	\$330,709	3%
Lawrence Expanded Housing	\$73,216	1%
Total	\$10,368,198	100%



**LDCHA Language Assistance Plan  
Resolution 2017-15  
August 28, 2017**

Lawrence-Douglas County Housing Authority (LDCHA) is committed to ensuring equal access to its programs and services by all residents, regardless of primary language spoken. Title VI of the Civil Rights Act and Executive Order 13166 require recipients of federal financial assistance to take reasonable steps to ensure meaningful access to their programs and services by Limited English Proficient (LEP) persons. Persons who do not speak English as their primary language and who have a limited ability to read, write, speak, hear, or understand English can be considered LEP persons.

**Goals of the Language Assistance Plan**

The goals of LDCHA's Language Assistance Plan include:

- To ensure meaningful access to LDCHA's affordable housing programs by all eligible individuals regardless of primary language spoken.
- To ensure that all LEP individuals are made aware that LDCHA will provide free oral interpretation services to facilitate their contacts with and participation in Agency programs.
- To ensure that LDCHA staff are aware of available language assistance services and how these services need to be used when serving LEP individuals.
- To provide for periodic review and updating of language assistance plans and services in accordance with community needs.

**LEP Individuals Who Need Language Assistance**

The 2011-2015 American Community Survey found that English is spoken only or “very well” by 96.6% of Douglas County residents. Of those who speak another language, 67.2 also speak English “very well.” None of the most commonly spoken languages other than English approaches 5% or 1000 of eligible persons to be served or likely to be affected or encountered by LDCHA programs or staff.

<b>Douglas County, Kansas</b>	<b>Estimated Population</b>		<b>Speak English only or speak English “very well”</b>		<b>Speak English “less than very well”</b>	
Total Population 5 years & over	108,945	(X)	105,269	96.6%	3,676	3.4%
Speak only English	97,751	89.7%	(X)	(X)	(X)	(X)
Speak a language other than English	11,194	10.3%	7,518	67.2%	3,676	32.8%

### Speak a Language Other Than English

<b>Spanish</b>	3,749	3.4%	2,660	71.0%	1,089	29.0%
<b>Other Indo-European languages</b>	2,273	2.1%	1,884	82.9%	389	17.1%
<b>Asian &amp; Pacific Island languages</b>	3,735	3.4%	1,875	50.2%	1,860	49.8%
<b>Other languages</b>	1,437	1.3%	1,099	76.5%	338	23.5%

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

### Types of Assistance Needed by LEP Persons

While LDCHA staff very rarely encounter LEP persons, when they do it is at meetings, via written communications and phone calls where information is exchanged. Oral interpretation services may be needed for these contacts.

#### Language Assistance Provided

In order to promote equal access to LDCHA programs and services by LEP individuals, the LDCHA will implement the following language assistance services:

#### 1. Identification of LEP Persons and Notices

Use of "I Speak Cards": In order to help identify LEP individuals and determine the appropriate language assistance, LDCHA posts and makes available "I Speak Cards" at its central office waiting room. Applicants, housing residents and Housing Assistance voucher participants can use these cards to indicate their primary language. LDCHA staff at the point of entry then makes appropriate arrangements for interpretation services, using a telephone interpretation service. These flash cards can be accessed at <https://www.lep.gov/ISpeakCards2004.pdf>.

Once a LEP individual's primary language is identified, LDCHA staff will assess the feasibility of providing written translation service and/or oral interpretation assistance.

#### Language Assistance Measures

1. Telephone Support: LDCHA uses the services of a professional telephone interpretation service whenever requested by an LEP individual and/or when an LEP person uses an "I Speak" card to signify that they speak a non-English language. When these contacts involve review of LDCHA forms and procedures, the agency will schedule the call so that the telephone translator has the opportunity to first review the relevant form or procedure. LDCHA will only utilize interpretation services which demonstrate a high degree of training and professionalization among the interpreter staff.



2. In the event LDCHA should receive a request for assistance in a language other than English, staff members will take the name and contact information of the person. If the person speaks Spanish, LDCHA may be able to use employees who speak Spanish as interpreters. For languages other than Spanish, LDCHA will use a free online written translator website or may contact a local volunteer, if one is available. The University of Kansas, through its various language departments, may also provide assistance. Finally, if the required language is not available and formal interpretation is required, staff shall use the telephone interpreter service, Language Line, at 1-800-752-6096
3. Use of other interpreters not provided by LDCHA: As noted above, LEP individuals are informed that the Agency can provide them with free access to oral interpretation services via telephonic oral interpretation as needed. If the LEP individual requests their own qualified, trained interpreter, this is allowed at the individual's own expense. Use of family members and friends, especially minor children, as interpreters is generally discouraged. Exceptions are made where the contact with the LEP person is of a routine nature, one that does not involve confidential matters, or significant/complex matters impacting the applicant or resident's housing status, rent payments, or lease compliance issues. Staff is advised to be alert to the potential for any conflict of interest or competency issues that may arise from the involvement of family or friends.
4. The LDCHA assessed the need for assistance to non-English speaking applicants in Douglas County, Kansas and determined that vital LDCHA documents be made available in Spanish to enable persons with limited English proficiency to access LDCHA programs. Basic LDCHA information handouts, residents' handbooks, contracts, and forms have been translated into Spanish and are available at the LDCHA Administrative Offices. LDCHA staff will obtain translations and translation services to assist applicants or program participants speaking languages other than Spanish through the appropriate University of Kansas language program office. Translation services are available when necessary through the LDCHA Resident Services Office.
5. If there is an expressed need for other translation methods such as Sign Language or Braille materials, LDCHA will determine the feasibility and possibilities of providing these services as well. LDCHA may be able to use certified staff members, or Independence, Inc. may be able to provide braille services and the LDCHA has an account for this service. Within its limited budget and capabilities, LDCHA pledges that it will, to the best of its abilities, provide meaningful access to all persons.
6. Outside of those services, because LDCHA staff is small and does not possess in-house translation capabilities or expertise, LDCHA staff can only assist LEP persons, but cannot accurately assess or guarantee the accuracy of translation services provided by others.

## **Staff Training and Coordination**

LDCHA provides training on LEP awareness and required assistance actions under the Language Assistance Plan for employees. This includes:

1. Mandatory trainings: Scheduled for all employees to review the Language Assistance Plan elements, review procedures related to the LAP, and to inform staff of their responsibilities relative to LEP persons.
2. LEP Coordinator: LDCHA has a designated LEP Coordinator, who is responsible for updating the LEP analysis, addressing staff and public questions and other issues related to LEP matters.

### **Providing Notice to LEP Persons**

LDCHA ensures that LEP persons are aware of the language services available to them by:

- Posting LEP notices in LDCHA's offices and on website, and
- Partnering with community agencies

LDCHA is in regular contact with local community agencies who work with LEP persons to inform them of the Agency's policies regarding language services to LEP persons; and to solicit their assistance and cooperation in communicating LDCHA's policies and providing assistance to LEP persons.

### **Monitoring and updating the Language Assistance Plan**

On January 22, 2007, the U.S. Department of Housing and Urban Development (HUD) issued Final Guidance to recipients of HUD funding concerning compliance with the Title VI prohibition against national origin discrimination affecting LEP persons. HUD's Final Guidance defines a four-factor self-assessment method, which assists agencies receiving HUD funds in determining the extent of their obligations to provide LEP services.

Using the LEP self-assessment as a guide, the LDCHA prepared this Language Assistance Plan (LAP), which defines the actions LDCHA takes to ensure Title VI compliance with respect to LEP persons. The Agency will periodically review and update this LAP in order to ensure continued responsiveness to community needs and compliance with Title VI.