



20/20 VISION

BOLDLY PLANNING FOR THE FUTURE OF AFFORDABLE HOUSING

2015-2016 ANNUAL REPORT



Home Opportunities Made Easy, Inc.



FROM THE DIRECTOR | *April 2017*

Working in the affordable housing movement has always been an adventure. Through the years we have seen ebbs and flows in funding and need, but as we move into our 50th year of service, there is one thing that has remained constant.

Quality, affordable housing is the foundation that allows families to increase income, improve health and enable children to achieve their educational goals.



As the oldest non-profit housing agency in Des Moines, we have seen our fair share of change. HOME, Inc. has been blessed with a Board of Directors who understand the challenges and opportunities of affordable housing and work closely with our staff to tweak or create new products and services designed to meet the housing needs of our low-income clients.

For that reason, we have created a strategic plan for the next four years that we call our 20/20 Vision. Because development of quality housing is the cornerstone of revitalizing neighborhoods, we are focused on encouraging private development of affordable units — both rental and owner-occupied — in low-income neighborhoods. We'll accomplish this by continuing to provide homeownership and rental counseling and education to thousands of Central Iowans each year, as well as proceeding with an aggressive development plan that will result in 37 affordable units by 2020.

The development of these units will be strategic. We're focused on neighborhoods targeted for development and that are part of a collaborative effort for revitalization.. We'll work closely with the neighborhoods to ensure any new construction fits with the existing homes.

We're also examining how we better address affordable housing needs by providing a continuum of housing — rental, lease/purchase and turnkey — based on the needs of our clients. Providing more in-depth services to families residing in our housing will ensure they develop skills that will stabilize their situation and improve their income and health.

After 50 years we know our model works. Throughout the rest of this report, we'll provide both the numbers that demonstrate the success of our work and stories from our clients. From a family purchasing their first home to a single mother who is working hard to stabilize her housing situation, our counselors are here to ensure those who are willing to work for quality, affordable housing have an advocate.

We look forward to another 50 years of making a difference in Greater Des Moines. We hope you'll continue to join us as we make affordable housing a reality for the most vulnerable members of our community.

— **Pam Carmichael**, Executive Director

NEIGHBORHOOD REVITALIZATION

- Infill Housing Development
 - Acquisition and Rehabilitation
 - Owner-Occupied Repairs
-

HOMEOWNERSHIP OPTIONS

- Single Family Sales
 - Townhomes
 - Condo Association
 - Lease to Purchase
-

RENTAL HOUSING OPTIONS

- Single Family Homes
 - Duplexes
 - Supportive Housing
-

COUNSELING & EDUCATION

- Tenant Counseling
- Landlord Counseling
- Stable Families Homeless Prevention
- RentWise for Renters
- Homeownership Readiness
- Homebuyer Certification

20/20 Vision

The 20/20 Vision plan was created to celebrate our 50 years of accomplishments while drawing attention to the increasing need for affordable housing in our rapidly growing community. Over the next four years the **\$7.76 million public/private partnership will ultimately fund 37 affordable housing units.** Specifically, it will help offset costs for the following projects:

FY2016	FY2017	FY2018	FY2019
8 single family units in Birdland/ Capitol Park	8 rental units in Birdland/ Capitol Park	8 units targeted in Capitol Park	13 townhouses in Birdland



The funding will also help with building capacity for future project by

- Developing new long-term relationship with area funders.
- Establishing a proactive fund development program.
- Creating a \$250,000 revolving equity fund pool for property development.
- Identifying additional funding opportunities through the collection and analysis of client outcomes.

Why the 20/20 Plan?

We know that public/private partnerships are key to creating and maintaining affordable housing. Ours is a proactive plan that will help to bring stability to two historic Des Moines neighborhoods. The long-term benefits are significant.

For the Community

- Increase affordable housing
- Use local banks and locally sourced contractors
- Increase tax base
- Increase values in communities

For the Families

- Safe, affordable place to live
- Stabilize families
- Build equity
- Improve health
- Improve education

Homeownership

VERONICA + DOLA'S STORY

This family's story is representative of families HOME, Inc. serve every day.

The couple, along with their two children, arrived in Iowa five years ago from Kenya. Veronica is an adjunct professor at DMACC and works with a local program that assists refugees. Dola is a customer service rep and is going to school part-time. They are doing what they can to support their sons and provide a stable home. Two years ago, the family approached HOME, Inc. to enter the homeownership counseling program.

They were ready to purchase a home, but with their income and debt load it just wasn't possible. To prepare for homeownership, the couple worked for two years to improve their credit score and increase their savings. They also participated in a homeownership program where they learned skills like budgeting, owning a home and being a good neighbor.

In June 2016, the family of four — almost five with a baby due in July — moved into their new four-bedroom, two-bathroom home — which was within walking distance of their children's school. The home was a new construction project HOME, Inc. developed in partnership with the City of Des Moines, Bankers Trust, Wells Fargo Housing Foundation, the Polk County Housing Trust Fund and the Capitol View Neighborhood Association.



2015-2016 HOMEOWNERSHIP ACCOMPLISHMENTS

ACQUIRED PROPERTIES: **4**

NEW CONSTRUCTION: **5 UNITS COMPLETED**

NO. OF UNITS DEVELOPED: **5**

MANAGED CONTRACT PROPERTIES: **7**

MAINTAIN RENTAL PROPERTIES
FOR SUPPORTIVE SERVICES: **6**

COMPLETED 21 MHIP PROJECTS THAT HELPED
LOW-INCOME ELDERLY AND DISABLED HOMEOWNERS
MAKE CRITICAL IMPROVEMENTS TO THEIR PROPERTIES

Supportive Services

KATRINA'S STORY

Through our supportive services, we work with our clients to provide the education and counseling necessary to create a foundation that allows them to move closer to becoming successful homeowners and tenants. Katrina's story demonstrates how our Stable Families program helps families in need while working with them to develop the skills necessary to better manage their income, housing and family situations.

KATRINA IS A SINGLE MOM OF TWO CHILDREN. She moved to Des Moines a few years ago after a divorce and worked for a local school district as a bus aid for two years before she was laid off. Katrina was eligible for unemployment, but like it is for many, it wasn't enough to make ends meet. She searched for a new job but was unsuccessful. After being unemployed for three months and living on unemployment income and limited child support, Katrina fell behind on her bills. Katrina came to Stable Families with a three-day eviction notice from her landlord. Stable Families was able to provide emergency financial assistance so Katrina wouldn't be evicted from her apartment and her utilities wouldn't be disconnected.

She continued her job search and finally secured a job with her previous employer. She was contracted to go back in September and would be making \$16.65/hour and working around 30-40 hours a week. She continued to work with the Stable Families Case Manager on her family goal plan. She identified her

primary goals as keeping up with her monthly bills, on time payments, budgeting and credit repair. Eventually, she hoped to purchase a home.

Then came a new challenge. A month after starting back to work, Katrina found out that she needed to have surgery. Her doctor told her she would not be able to work for six weeks. This was going to be a problem because she would only have \$100/month in child support as income since she did not qualify for any assistance programs. Having battled back from her previous challenges, Katrina was concerned that she would not be able to pay her bills, especially her rent and utilities during this time. Once again, she worked with her Stable Families Case Manager, and with some planning she figured out how to take medical leave and maintain her housing and the kids' school stability all while being on medical leave as a single mother. The solution: Stable Families was able to pay rent for two months so Katrina could work on her health and not worry

2015-2016 SUPPORT SERVICE ACCOMPLISHMENTS

GENERAL COUNSELING (ALL CLIENTS)

3,882 NEW CLIENT CONTACTS

94.4% found our counseling helpful

CASE MANAGEMENT

83 PARTICIPANTS

64 Homeownership readiness participants

13 Homeownership counseling participants

6 Supportive housing participants

Support Services

about rent. She worked with our case manager to work on a budget to save for the holidays and the bills that were still due while she was out on medical leave. She was also referred to IMPACT for the energy assistance program.

Katrina is back at work and has caught up on her bills. She says her Stable Families experience has taught her about the many resources available around the community. She also credits the case manager's guidance as the reason she was able to maintain her current housing situation and begin planning for her future. She loves working for the school district and makes enough income to cover her bills. She continues to work with the Stable Families Case Manager and has added the goals of finding summer employment as well as saving money from her tax return to begin building a safety net.

Katrina says her Stable Families experience was taught her about the many resources available around the community. She also credits the case manager's guidance as the reason she was able to maintain her current housing situation and begin planning for her future.

RENTWISE

106 PARTICIPANTS

HOMEBUYERS EDUCATION

114 PARTICIPANTS

STABLE FAMILIES

55 PARTICIPANTS

Metro Home Improvement Program

ANITA'S STORY

The following letter is from a participant in MHIP. The Metro Home Improvement Program is a program that helps low-income elderly and disabled homeowners make needed repairs to their homes. The program helps people remain in their homes and helps to maintain and improve affordable housing stock. It is a collaboration between 11 suburban governments that financially support the program, the City of West Des Moines that acts as the administrator for the program, and HOME, Inc. that acts as the general contractor overseeing subcontractors and ensuring that the work is completed properly. Since its inception in 2000 until the end of the 2015-2016 FY HOME, Inc. has made repairs to the homes of 287 households and made \$3,315,534 worth of improvements to the affordable housing stock in suburban communities.

DEAR HOME, INC.,

I want to thank you so much for everything. Your patience and expertise that you shared so freely has been simply wonderful. The repairs and improvements the program made to my home has been a God send for me. Most of the repairs would have taken years, if ever, to be accomplished on my limited income and it's so nice to know my home should be in good condition for years to come because of the work the program allowed to be done. I can't thank you and the entire group of people involved enough.

Meeting you has also been a great experience and has restored my faith in mankind with your generosity of spirit. I appreciate the free advice you gave as well as all you did on my behalf while involved in this project. I wish you continued success and happiness both in your personal and professional life.

As I said, this program has been phenomenal for me and I hope that others won't hesitate to take advantage of all the program has to offer. While a good dose of patience has been a helpful asset I can't really think of anything else that could have been more awesome in the entire experience. Thanks again for everything!

Sincerely,
Anita | *Johnson, Iowa*

Contributors

2015-2016 CONTRIBUTORS

Karl Althaus
Barbara J. Ashton
Dale Baldwin
Bankers Trust In Honor of Jennifer Cooper
Ngoc Thao, Thi Huyn & Thieu Bao
Jean Basinger In Memory of Bill Basinger
Ben & Wendy Bellus Jr.
James & Delores Benbow
Richard Bloxham
Church of God Boiling Springs
William Brauch & Karen Miller
Bob & Donna Brown
Marylyn Bruce
Debra Buenting
Dan Caffrey
Pam Carmichael
Alicia & David Claypool
Catherine Cody
James & Roxanne Conlin
Jennifer Cooper
Vincent & Susan Boesen Cople
Don Corrigan
Eloise Cranke
Kenneth & Esta Deever
Charles & Tammera Denton
Kristine & Tim Frakes
Garrett Development Group
James A. Giles
Deric Gourd
Ron & Glenna Grohe
Alan & Mary Gross
Carrie & Joe Hall
Matthew & Paula Haney
Scott Hartsook
Lance & Joleen Henning
Amy K. Hensley
Trudy Holman
Jacquie Holm-Smith

Rebecca Hughes
Charlotte P. Hutchison
Karen Jeske
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Melinda D. Karl
Cindy K. Klaassen
Jodi Kness
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Bob & Sheila Koppin
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Sam & Bobbye Scheidler
Steve Jayne & Karen Shaff
Anne M. Spina

St. Stephen Lutheran Church
Marilyn & Lawrence Staples
Paul Strayer Jr.
Harold & Wanda Swanson
Willa Tharp
Willa Tharp In Memory of Mary Harris
Stan & Dotty Thurston
Phuc Vinh Le & Hoang Truong
Carol Vavra
Mary J. Vogl
Gayle Welter
Adam & Jessica Whitney
Windsor Presbyterian Church
Catherine M. Witte
Susan Wright

Funding Partners

City of Des Moines
HUD Housing Counseling
Iowa Finance Authority
Metro Home Improvement
Polk County Housing Trust Fund
Seimer Institute for Family Stability
United Way of Central Iowa

In-Kind Donations

ASK Studio
City of Des Moines
Dennis Puckett, Sullivan and Ward, PC
Flynn Wright
Greater Des Moines Habitat for Humanity
Polk County
Scuba Creative
The Haney Family

Financials

Statements for July 1, 2015– June 30, 2016

Balance Sheet

June 30, 2016

Assets

Cash	\$337,048
Accounts Receivable	108,480
Prepaid Expenses	6,990
Contracts Receivable	471,074
Homeownership Properties	279,604
Restricted Cash	157,185
Office Equip-Depreciation	691
Rental Property-Depreciation	781,211
Total Assets	<u>\$2,142,283</u>

Liabilities

Accounts Payable	\$ 55,685
Prepaid Rent	0
Custodial Funds	29,750
Deferred Grant Revenue	0
Mortgages, Notes, & Liens	1,395,476
Total Liabilities	<u>\$1,480,911</u>

Net Assets

Unrestricted Fund Balance	\$ 496,721
Temporarily Restricted	164,651
Total Net Assets	<u>\$661,372</u>

Total Liabilities and Fund Net Assets	<u>\$2,142,283</u>
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Revenue and Expense Statement

For the Period From July 1, 2015 to June 30, 2016

Revenue

Contributions	\$ 53,968
Gifts In Kind	22,235
ESGP Grant	12,926
HUD Housing Counseling	17,993
CHDO Operating Grant	38,468
CHDO Proceeds	157,185
PCHTF Grants	16,667
United Way CHSP Grant	284,000
United Way-Stable Families	113,308
United Way-HOPE	13,198
Homeownership Counseling	2,400
RentWise	200
Other Grants	0
Homebuyer Education	18,747
Development Fees	77,358
General Fees	31,684
Contracting	40,669
Product Sales	0
Property Sales	(58,451)
Rent & Late Fees	33,532
Contract Interest	10,579
Interest	373
Miscellaneous	1,280
Total Revenues	<u>\$888,319</u>

Total Revenues	\$ 888,319
Total Expenses	912,609
Current Surplus/(Deficit)	<u>\$(24,290)</u>

Expenses

Salaries	\$ 513,617
Payroll Taxes, WC, & Fees	60,249
Employee Benefits	59,650
Office & Staff Supplies	3,734
Postage	1,747
Office Rent	29,755
Equipment Rental	4,034
Equipment Repairs	0
Office Printing	1,769
Fund-raising	40,694
Marketing	5,530
Depreciation	32,456
Audit	20,200
Attorney Fees	5
IT Support	3,728
Program Supplies	6,193
Equipment	568
Tools	386
Communication	7,229
Subs-Pubs-Dues	368
Mileage	7,897
Staff Training	659
Miscellaneous & Recruiting	1,154
Business Insurance	19,581
Gain/Loss Sale of Assets	0
Grants to Families	125
ESG & Stable Families Aid	63,378
Vacancy Loss-Bad Debt	2,925
Property Insurance	5,259
Mortgage Interest	7,722
Property Repair, Util., & Misc.	8,557
Contracting & Warranty	150
Property Taxes	3,290
Total Expenses	<u>\$912,609</u>



Board + Staff

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Kris Saddoris, Vice-President
Jeni Cooper, Treasurer
Gayle Welter, Secretary
Kathy Kahoun
Jack Daugherty, Past Pres.
Aaron Barnum
Ben Bellus
Victoria Facto
Kathleen Koenig
Todd McBride
Brent Schipper

STAFF

Pam Carmichael, Executive Director
Dale Baldwin, Construction Supervisor
Molly Bennett, Administrative Assistant
Dan Caffrey, Property Manager
Sharon Dress, Administrative Assistant
Kathleen Hanika, Program Assistant
Sadie Hildebrand, Stable Families
Case Service Manager
Lynn Lamb, Homeownership Coordinator
Pam Logsdon, Housing Counselor
Diana Mata-Corvera, Housing Counselor
Sherice McCamey, Senior Housing Counselor
Diana Rezac, Homebuyer Educator
Lindsey Smith, Intern



Home Opportunities Made Easy, Inc.

For more information

Please contact Pam Carmichael, Executive Director
at 515-243-3522 x216 or pscarmichael@homeincdsm.org.