



BREMERTON HOUSING AUTHORITY 2021 ANNUAL REPORT



MESSAGE FROM THE DIRECTOR



Jill Stanton
Executive Director
Board Secretary

Dear Community,

As we all continue to try to find normalcy during uncertain times and through an ongoing pandemic, BHA remains committed to finding innovative ways to face the challenges of our work. Our vision and our mission to house people in safe, quality, and affordable housing is unwavering in spite of a rising rental market, a housing shortage crisis, significant barriers to utilization of our vouchers, and federal funding challenges. Although we still have a long way to go, I want to take this time to highlight some of our accomplishments from 2021 while we continue to look ahead.

My journey with BHA started in January 2021. As I reflect on that foundational year, I am amazed at the many changes that have taken place. We have new leadership throughout the agency and two new key positions, a Landlord Liaison and a Communications Manager. Having individuals in these roles ensures our approach to service focuses on our customers as we strive to better understand and meet the needs of our residents, voucher program participants, landlords, and community stakeholders. We also started a Resident Advisory Board so residents of our properties can help us identify their needs and provide us with direct feedback. We recognize that our number one partnership is with those who we are here to serve. We have adopted customer service standards built on the values of respect, compassion, responsibility, and professionalism and have committed ourselves to improving how our customers experience working with us.

With this in mind, we know we wouldn't be able to serve without an engaged workforce. Our diversity, equity, and inclusion (DE&I) initiatives were expanded to include an ambassador team who is active not only within BHA's scope of work but throughout the community. They are constantly reviewing and improving our policies and creating ways for our staff to connect on a more meaningful level. Members of this team have presented our work to our Board of Commissioners and other community partners. They also work closely with our agency-wide engagement committee to connect staff with more opportunities to serve the community. As we learn more about ourselves through a DE&I lens, we will be able to work better together and be intentional about our impact as we fulfill our mission.

I also can't say enough about how our community partnerships are one of our most valuable assets. BHA continues to build strong alliances with local agencies and non-profits such as Housing Kitsap, Kitsap Community Resources, Kitsap Mental Health Services, Kitsap Public Health District, Kitsap Regional Library, several other non-profit organizations, local churches and local government agencies including the City of Bremerton and Kitsap County. As we move towards the goals that we have set for ourselves, we know that our accomplishments will happen faster and better when we work with our community. We participated in several large projects in 2021 and I know these wouldn't have been possible without our partners.

I know our list of goals and projects we want to accomplish is ever-growing. There are so many things we want to do that often exceed our available capacity. I want to thank our residents, our voucher holders, our program participants, our community partners, our employees and our Board of Commissioners for working with us and for trusting in us.

CUSTOMER SERVICE VALUES

We are committed to serve you with:

Respect

We will use appropriate language in all our communications, honor the feelings of others, and deal peacefully with anger, insults, and disagreements. Because the work we do is serious, we seek to create an atmosphere of teamwork and mutual support.

Compassion

We are kind to others and provide housing assistance and self-sufficiency support to those in need within the scope of our mission. We take the time to listen to others with empathy.

Responsibility

We are accountable for our choices, giving our best at all that we are supposed to do. We are careful stewards of the public and private financial and environmental resources entrusted to our care.

Professionalism

We have a clear sense of purpose, perspective, and direction in the work that we do. Our support of continuing education and training reflects our commitment to professionalism.

BOARD OF COMMISSIONERS



Joan Hanten
Chair



Jeffery Flood
Vice Chair



Stanley (Bo) Palmer



Jaime Forsyth



Ryan Burton



Andre Henderson

2021 ANNUAL REPORT

BREMERTON HOUSING AUTHORITY

INCREASE TO FAIR MARKET RENTS 20% GIVING VOUCHER HOLDERS MORE BUYING POWER

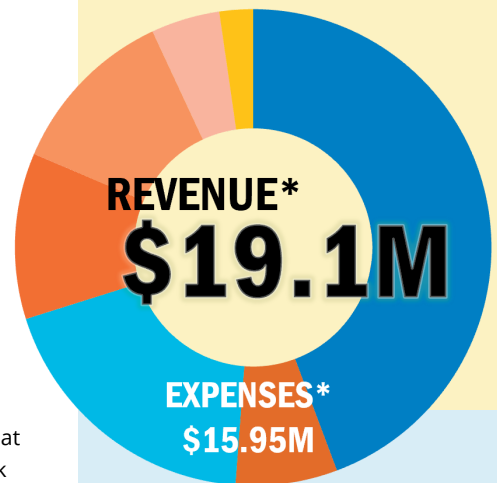
One of the most important steps BHA took in 2021 was to appeal the Fair Market Rent (FMR) calculation that the U.S. Department of Housing and Urban Development (HUD) bases our standard of subsidy payment on each year. If the FMRs are too low, our Housing Choice Voucher holders are much less likely to find an affordable unit in the private market. To give them more opportunity, in partnership with Housing Kitsap and Washington State University, we conducted a rent survey and submitted the results to HUD. Since then, HUD has approved our request and increased FY2021 Kitsap County FMRs from the original 2% to nearly 20% across all bedroom sizes. This was a major win for the community as the buying power of Housing Choice Voucher holders increased significantly. Now, they can qualify for more homes that fit their needs and have more options to find stability. In addition to the increase, we also applied to HUD for permission to implement a waiver to set our payment standards at 120% of the FMR which further raises the amount of money that we can pay for voucher rental assistance in Kitsap County. In the coming years, FMRs will be calculated based on the success of our appeal and we will see the benefits for years to come.



2021 FINANCIALS

- CMS ADMIN FEES - \$8.5M
- HOUSING ADMIN FEES - \$1.3M
- TENANT RENTAL INCOME - \$3.6M
- OTHER INCOME - \$2.2M
- OPERATING GRANTS/SUBSIDY - \$2.2M
- CAPITAL GRANTS - \$900K
- CARES ACT FUNDING INCOME - \$435K

**EXCLUDING HOUSING ASSISTANCE
PAYMENTS (HAP) AND PUBLIC BENEFITS
BOARD (PEBB) NON-CASH*



EMERGENCY HOUSING VOUCHERS 38 TO HOUSE THOSE WHO ARE HOMELESS OR AT RISK OF HOMELESSNESS

BHA was allocated 38 Emergency Housing Vouchers in 2021. This was the first program of its kind that provided additional funds for housing location and focused on housing the homeless or those at risk of homelessness. This program required that we partner with other agencies to ensure that the vouchers are equitably distributed and provided to underserved populations. By holding information sessions and collecting survey data, we were able to work together to identify which organizations would refer households into the program. Those organizations took the lead on providing housing navigation and case management. We are now in the process of evaluating the successes and the challenges of this program so we can better support all of our voucher holders in finding homes.

NEW SINGLE-FAMILY HOMES 5 FOR LARGER FAMILIES TO STAY TOGETHER



As we noticed our large families, particularly in our Emergency Housing Voucher program, were experiencing additional challenges in finding units to rent that fit their needs beyond cost, we identified a grant opportunity to increase the amount of larger bedroom units in our portfolio. We took an innovative approach to increasing our affordable housing stock by purchasing 5 large newly built homes in the Bay Vista Development. We were successful in obtaining \$1.5 million dollars from the Washington Department of Commerce and we were able to contribute an additional \$1 million dollars from our reserves for this important project. The families were able to move in almost immediately and are thriving in their neighborhoods.

VISION

BHA envisions a future where everyone has the opportunity for a home that is safe and affordable; people are treated with respect regardless of their income level or background; and a person's income level cannot be identified by the neighborhood in which they live.

MISSION

BHA provides high quality, stable and sustainable housing and related services to people who have limited financial means. Our work is to help our clients to become economically self sufficient, while at the same time strengthen communities. We will use our public and private resources efficiently and effectively.

Mailing Address: 600 Park Avenue, Bremerton, WA 98337

Lobby Hours: 9:00 am - 3:00 pm Monday, Tuesday, Thursday, Friday. Closed to Public on Wednesdays.

Contact: 360-479-3694 or bremertonhousing.org | facebook.com/BremertonHousingAuthority

Telecommunication for hearing impaired TRS dial 7-1-1



Bremerton Housing Authority
600 Park Avenue
Bremerton, WA 98337

