

ACCOMPLISHMENTS



HOUSING
AUTHORITY of
BALTIMORE CITY

2021

Invest



Inform



Inspire

TABLE OF CONTENTS

A SPECIAL MESSAGE FROM OUR CEO.....	2
INVEST	3
From Commitment to Community Hollander Ridge	4
Rental Assistance Demonstration (RAD) 2021 Stats	4
Providing Housing Stability through the Housing Choice Voucher Program (HCVP):.....	5
Investing in Ourselves and Our Staff.	6
INFORM	7
Rent Assistance Outreach.....	7
Keeping Communities Safe.....	7
What's APPening?	7
COVID-19 Education, Testing and Prevention Measures.	7
INSPIRE	8
Economic Mobility and Self-Sufficiency.....	8
A MISSION THAT INSPIRES US.....	9
Bedtime in a Box.....	10
Bridging the Digital Divide.....	10
Outfitting for Success.....	10
Helping at the Holidays	10
BUILDING OUR FUTURE GOALS FOR 2022.....	12
BOARD MEMBERS	13
TRIBUTE TO COMMISSIONER DR. BOWYER FREEMAN	14
STATEMENT OF GRATITUDE.....	15

A MESSAGE FROM OUR CEO



Dear Friends,

I am proud to share highlights of HABC's accomplishments from 2021. Throughout the year, HABC remained a vital community leader providing safe and affordable housing. As the COVID-19 pandemic continued to impact our efforts and our lives, the need for housing and other assistance in underserved communities was brought to new light. HABC worked to ensure that we used every resource possible, such as emergency housing vouchers and eviction prevention tools, to keep families stably housed. Our efforts and achievements in 2021 can be summarized under the hallmark of Invest, Inform, Inspire.

Each member of our dedicated team plays a vital part in our mission to assist those in need of deeply affordable housing and related services. I am grateful to the HABC staff for their hard work and to our partners for their continued support. As we move optimistically forward in 2022, I am honored to present this overview of HABC's initiatives and accomplishments from 2021.

Onward!

A handwritten signature in black ink, appearing to read 'Janet'.

Janet Abrahams, President and CEO, HABC

“Our efforts and achievements in 2021 can be summarized under the hallmark of Invest, Inform, Inspire.”

— Janet Abrahams,
President and CEO, HABC

INVEST

Whether it's through major neighborhood revitalization efforts or modernizing existing units, HABC plays a significant role in creating and preserving affordable housing in Baltimore City. We invest our resources in our communities with a focus on housing, neighborhoods and people, working to transform the lives of Baltimore residents for current and future generations

Building Neighborhoods through the PSO Transformation Plan

HABC, along with our partners, has made tremendous progress on the implementation of the Perkins Somerset Oldtown (PSO) Transformation Plan. The opening of 1234 McElderry St. in September 2021 marked the completion of the first phase of the Plan with the construction of 104 new affordable rental units. We also broke ground and began construction on Somerset 2 and 3 and completed the first phase of the demolition of Perkins Homes. We were honored to be awarded \$10.5 million in Capital Funds from the State of MD for PSO and are thankful for the continued support we receive from the State, the City and all of our stakeholders in this initiative.

Also included in the PSO Plan are two new parks, a new elementary/middle school, a grocery store and other amenities, education and job training services for residents as well as enhanced security initiatives. Implementation of this Plan has been made possible through a \$30 million Choice Neighborhoods grant from HUD and will leverage approximately \$1 billion of investment with the PSO footprint.



Ribbon Cutting Ceremony at 1234 McElderry

From Commitment to Community Hollander Ridge

In 2021, we fulfilled a longstanding commitment to produce new units that were previously lost through the demolition of Hollander Ridge, a non-viable public housing development in east Baltimore. The rehabilitation of all 94 units was completed in the first quarter of the year, and converted to RAD in December. The updated units are located in various neighborhoods throughout the city and include five homes that are 100% wheelchair accessible and 504 compliant.

Rental Assistance Demonstration (RAD) 2021 Stats

3,920
UNITS

26 DEVELOPMENTS
HAVE CONVERTED TO RAD

\$864.5
MILLION

IN TOTAL INVESTMENT
TO PRESERVE AFFORDABLE HOUSING

Providing Housing Stability through the Housing Choice Voucher Program (HCVP):

HCVP provides support for low-income families, the elderly and persons with disabilities, and enables participants to find the housing that suits their needs. In addition to the monthly average of over 17,650 vouchers leased in 2021 under our regular tenant-based program, HABC provided vouchers to vulnerable populations that are at particular risk of homelessness through set asides and specially funded vouchers such as Re-Entry, Housing First, the Family Unification Program and Mainstream vouchers. HABC was also awarded 278 Emergency Housing Vouchers from HUD in 2021 to assist families who are homeless/ at-risk of homelessness, victims of domestic or dating violence, sexual assault, stalking or human trafficking.



Investing in Ourselves and Our Staff

HABC renovated our leased main storage facility, to make upgrades to our archive system and create a disaster recovery emergency response system at the location. A portion of the space was also converted to a dedicated training facility for new hires of our public housing maintenance crews and a total of **60** maintenance training sessions were completed.



MAINTENANCE OPERATIONS



INFORM

HABC is committed to effectively and efficiently communicating with our internal and external stakeholders, including staff, residents, program participants and other partners. We aim to provide timely responses as well as accurate and up to date information through clear and consistent communication

Rent Assistance Outreach

Throughout the year, HABC conducted several outreach campaigns aimed to raise awareness about the resources available to tenants who have fallen behind on their rent during the pandemic. We used social media, radio ads, in-person site visits, signage, flyers and even a mobile billboard to communicate information about eviction prevention options, such as repayment agreements and other rental assistance. We also started working with the United Way, which is administering the federal Emergency Rental Assistance Program for Baltimore City, to access these funds in an effort to make tenant accounts current.

Keeping Communities Safe

In early 2021, we created and filled a Security Operations Manager position to conduct assessments at our public housing developments and implement safety and security strategies at each site. We built upon our partnership with the Baltimore City Police Department to gain quicker, more detailed access to crime reports and to enhance our CCTV camera systems. We also held several community meetings to continue our dialogue with residents about their safety concerns.



What's APPening?

Launched in the Fall of 2021, the HABC APP puts all things HABC in the palm of the hands of those we serve. Visitors can stay up to date with present, and past events. The HABC APP's customized carousel showcases our most relevant highlights on its landing page. This feature makes it easy to access all the important links on habc.org. Employees can create groups for their departments to communicate through and even access the IT helpdesk to get assistance even faster! This is our way of helping visitors find out what is APPening.

COVID-19 Education, Testing and Prevention Measures



Vaccine Mandate: HABC issued a mandate that all of our employees be fully vaccinated against COVID-19 or receive an exception through a reasonable accommodation. This decision was made to protect the health and safety our staff, families and the households we serve as we began to open back up to the public and resume in-person operations. In response to vaccine hesitancy among some staff, we held a virtual town hall with medical professionals from Medstar who answered questions and addressed concerns regarding the vaccine.



Wastewater Testing: HABC partnered with the Maryland Department of the Environment in an initiative to test for elevated COVID-19 levels in the wastewater within our communities. This coordinated effort helped us detect possible cases and outbreaks of Coronavirus among our public housing developments. If the testing indicated high levels at a particular site, we were able to increase our prevention efforts and to keep residents informed of guidelines and protocols.

The program concludes in the summer of 2022 and was instrumental in HABC's detection and response to COVID outbreaks. This was critical in creating awareness & protecting the lives of HABC residents.

89%

89% of staff vaccinated by the end of 2021

350

Managed 18 COVID-19 testing centers and provided tests to over 350 residents

1000

Hosted 25 vaccination clinics, where over 1000 residents were able to receive COVID-19 vaccines safely and conveniently

INSPIRE

HABC's vision is to create diverse and vibrant communities, to provide opportunities for self-sufficiency and to build pathways for stronger partnerships. We strive to inspire those we work with and serve through innovative and comprehensive approaches towards community building.

Economic Mobility and Self-Sufficiency

HABC's Office of Resident Services works with families to accomplish their goals towards self-sufficiency through a variety of programs that promote personal empowerment, youth development, economic mobility and provide support for seniors. In 2021, our residents achieved success through a number of opportunities, including the following:

Family Self Sufficiency helps residents establish and work towards career goals through a set of milestones:



Homeownership Program We support eligible public housing residents and HCVP participants who have the desire to become first-time homeowners by providing assistance such as matching closing costs up to \$5000 and mortgage payment subsidies on a decelerated schedule or providing a special homeownership voucher.



A MISSION THAT INSPIRES US



HABC's work could not be completed without the efforts of our incredible staff & residents!



Bedtime in a Box

Bedtime in a Box is provided to youth ages 0-5 years in public housing through HABC's nonprofit, Resident Services Inc. Boxes are filled with things like toothbrushes and toothpaste, bubble bath, towels, alphabet tub toys and story books that help children learn a bedtime routine and assist parents in making bedtime a time of learning and fun. Last year, **314** HABC residents participated in this program.



Bridging the Digital Divide

Through a partnership with Baltimore City and PCs for People, HABC distributed **105** computers to public housing residents and HCVP participants along with free internet service, helping households to stay connected, educated and informed.



Helping at the Holidays

We were grateful to be able to work again this past year with two special programs to provide extra comfort for our residents during the holiday season.

- Last year, **167** children received holiday gifts through our Gift of Love program, through which HABC staff can volunteer to sponsor a public housing or HCVP family and purchase presents from a wish list provided by the family.
- In collaboration with the nonprofit Santa Claus Anonymous, **3,000** gift certificates in the amount of \$25 each were distributed to HABC families.



Outfitting for Success

HABC's residents can get interview appropriate, business clothing through our Career Closet initiative.

BUILDING OUR FUTURE GOALS FOR 2022

Building Our Future – Goals for 2022

As we look back at our accomplishments from 2021, we are excited about future opportunities to serve and enhance the vibrancy of our community. Some of the goals HABC is working toward in 2022 include the following:

More Efficiency

We will continue to improve the HABC app, which provides real-time information with a more modern and streamlined approach that also reduces paper use. We are working on a resident portal that will connect to the app, through which residents and applicants will be able to do things like submit and track work order requests, interface directly with technicians, access their application forms and more.

Greater Transparency

HABC has been developing a Strategic Plan Dashboard which will track the agency's progress on the action items and goals outlined in the 10-year plan, "Pathways to Success." The dashboard will be posted on HABC's website, allowing the public to see where the agency is in carrying out the plan and fulfilling the strategies under the broader objectives of Transform, Innovate and Advocate. As the Pathways to Success is a living document, HABC also intends to build upon the goals in the plan and to add the objective of sustainability to our initiatives.

Stronger Communities

In 2022, we will continue the redevelopment efforts that are underway, including PSO and O'Donnell Heights as well as the planning for Poe Homes and explore options for the revitalization of our entire public housing inventory. In addition, HABC will use the information provided by our 2021 resident survey to improve our services and address community needs. Surveys will be conducted annually to assure that our residents continue to have their voices heard.

RESIDENT ADVISORY BOARD

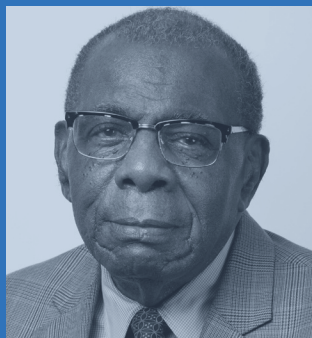
Special thanks to our Resident Advisory Board for their commitment and leadership within HABC communities!
Pictured below left to right: Mary Leighton, Hattie Rhames, Wallace Craig, Larnell Robinson, Mary Disharoom, and Anthony Williams



BOARD OF COMMISSIONERS



Robin Carter
Chair



Joseph Lee Smith
Commissioner



**Robin Truiett-
Theodorsen**
Commissioner



Sharon Jones
Resident
Commissioner



T R I B U T E

COMMISSIONER DR. BOWYER FREEMAN

The untimely passing of our Vice Chair, Dr. Bowyer G. Freeman, was felt throughout our HABC community, the City of Baltimore and beyond. With his commitment to HABC's mission over the years and service, Dr. Freeman was an inspiration to many, and he will not be forgotten. We will miss his kindness, wisdom and dedication and we are incredibly grateful to have had the opportunity to work with and learn from him.

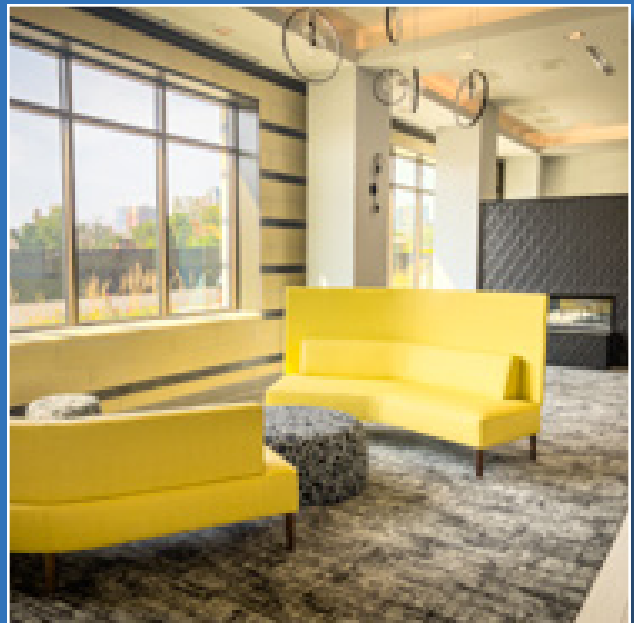
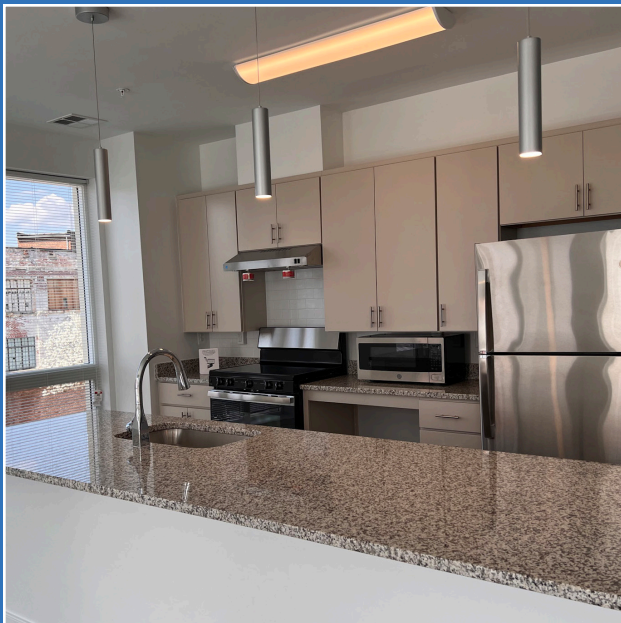


STATEMENT OF GRATITUDE

HABC wishes to extend its deepest gratitude to the Board of Commisioners, housing staff, residents, program participants, and all of our partners and stakeholders for their meaningful contributions to the agency's mission in 2021. Without you, our work would not be possible. We look forward to another year of collaboration in 2022!



1234 McELDERRY



A PLACE OUR RESIDENTS CALL HOME



WWW.HABC.ORG



410-396-3232



417 E. FAYETTE STREET



COMMUNICATIONS@HABC.ORG