

# Opportunity Knocks **Here**

RENO HOUSING AUTHORITY



Since 1943

I'm often asked what the Reno Housing Authority does, who we are, and how we help. While the easy answer would be that we own, manage, and develop public and other affordable housing and administer rental assistance, that would miss the mark. At the heart of all our efforts is the desire to serve. We help the most vulnerable members of our community with supportive housing, and assist seniors and disabled households age-in-place in well designed, accessible developments. We also provide lower income families with housing options in diverse communities throughout Washoe County. After all, housing is something more than the physical; a home equates to warmth and peace.

Having safe, secure, affordable housing lets people focus on other parts of their lives. It enables them to concentrate on education and employment, getting more training and advancing their career. It provides stability for raising their family and opportunities for engaging with neighbors and becoming involved in their community. It allows residents the ability to better enjoy their retirement with one less day-to-day worry.

RHA's housing programs provide the first step, the possibility, whatever that may look like for each client. And, paired with our robust workforce development, youth, and senior programs, residents and clients can pursue economic opportunities, become self-sufficient, and continue to improve their quality of life.

People find that opportunity with us. Opportunity Knocks Here. Opportunity knocks at RHA.

Enjoy this publication and learn more about us. You'll discover how we work to enrich people's lives one front door at a time.



A handwritten signature in black ink that reads "Hilary Lopez". The signature is fluid and cursive.

**Hilary Lopez, Ph.D.**  
**Executive Director**

# BOARD OF COMMISSIONERS



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RHA is governed by a board of five commissioners responsible for setting policy and supervising the executive director. They are appointed by the mayor of Reno and confirmed by the city council to serve four-year terms. Of the five, it's required that one commissioner is an RHA program participant. We're proud to have a distinguished, dedicated board and an experienced, caring executive leadership team guiding us forward.

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# EXECUTIVE STAFF



**Hilary Lopez, Ph.D.**  
Executive Director



**Heidi McKendree**  
Deputy Executive  
Director of Programs



**Awaiting Appointment**  
Director of Finance



**Kristin Scott**  
Director of Asset  
Management



**J.D. Klippenstein**  
Director of Development



**Darren Squillante**  
Director of Human  
Resources



**Josh Stice**  
Director of Information  
Technology



**Jamie Newfelt**  
Director of Rental  
Assistance

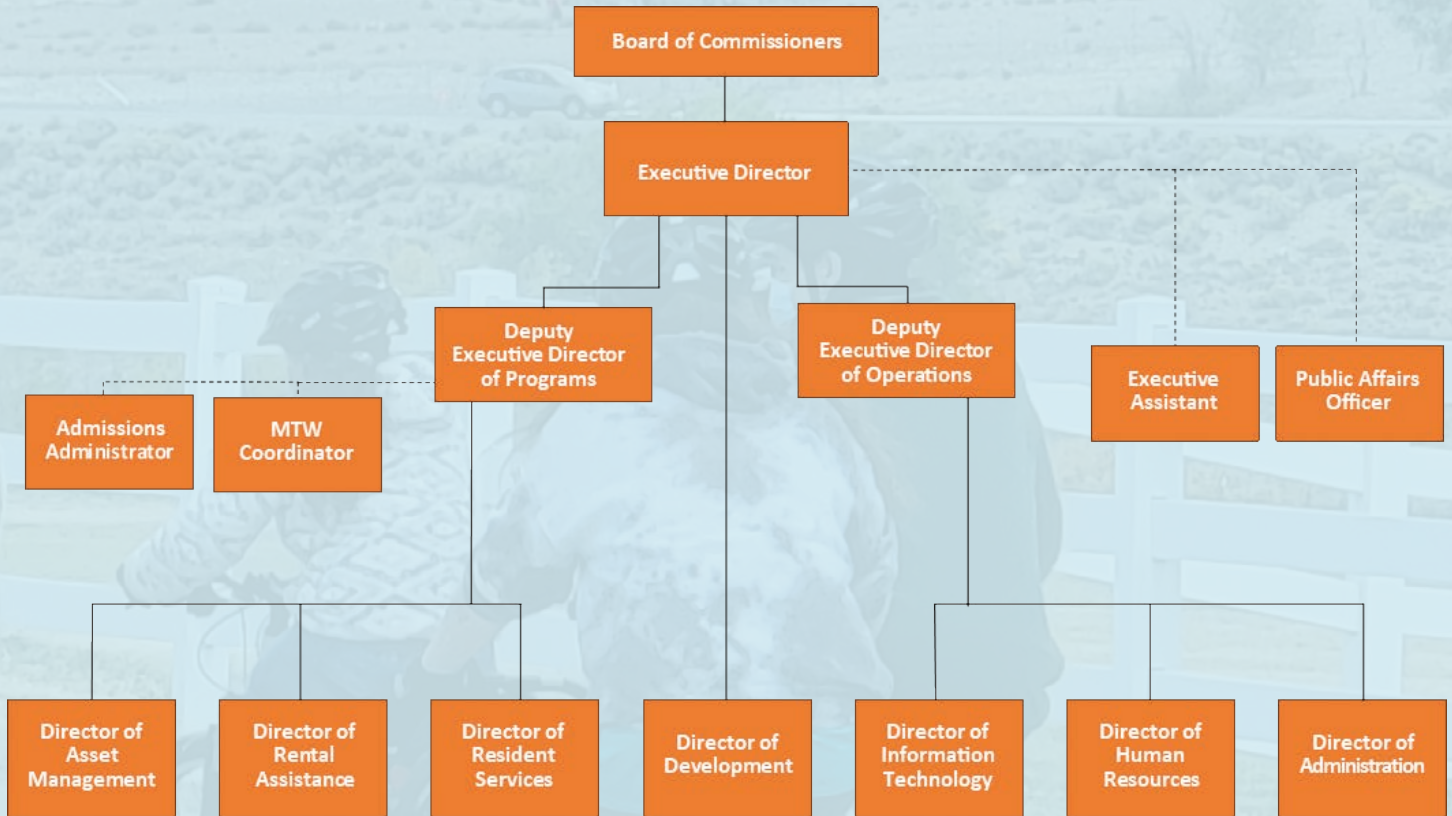


**Cori Fisher**  
Director of  
Resident Services

The RHA employs over 80 people. Positions vary widely from maintenance and groundskeepers, to finance and human resource professionals, to housing specialists and property managers, and more. Employees work at eight different locations within Washoe County. Though the organization was originally set up under the City of Reno in the 1940s, it no longer falls under any municipality, and is a stand-alone public entity that serves clients across all of Washoe County.

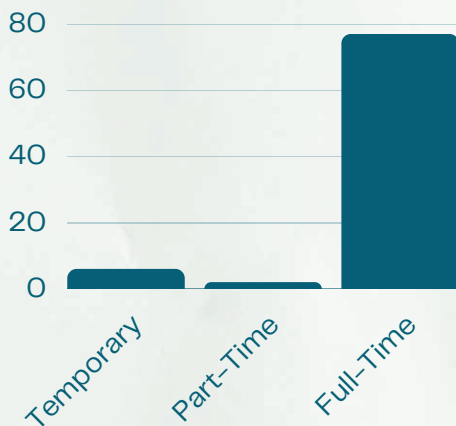


# STAFF ORGANIZATIONAL CHART



# Staff Diversity

The RHA is proud of our staff diversity in age, gender, ethnicity, languages spoken and more. It allows us to be inclusive and serve the largest population we can in a way that makes our clients the most comfortable.

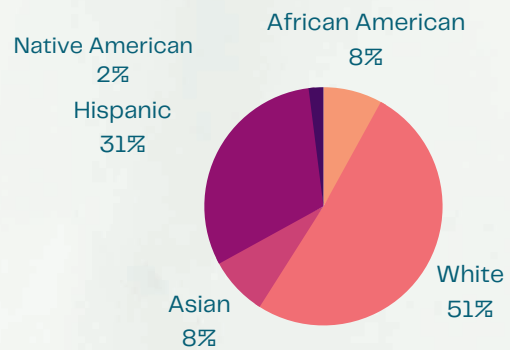


## EMPLOYMENT TYPE

Of RHA's approximately 80 employees, most are full-time.

## EMPLOYEE MAKE-UP

28% Male  
72% Female

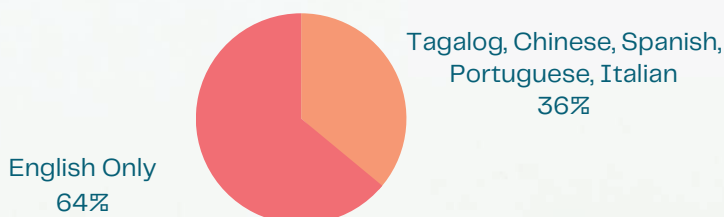


## ETHNICITY

According to 2021 U.S. Census Bureau information, RHA has a more ethnically diverse staff than Washoe County general population.

## MULTILINGUAL

A full 36% of RHA staff speaks languages other than English.





# OUR MISSION

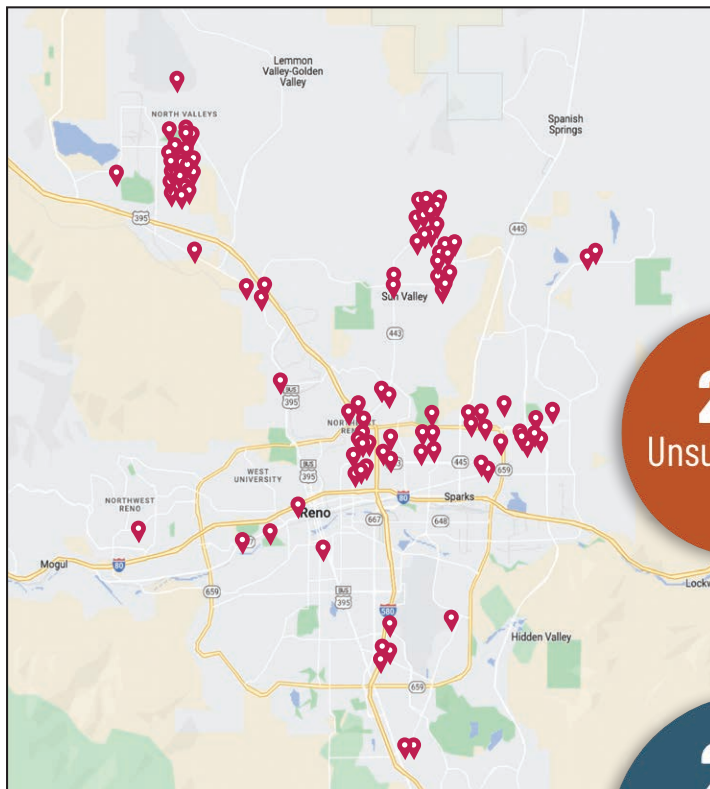
Our mission is to provide sustainable, quality housing in diverse neighborhoods throughout Reno, Sparks and Washoe County that offers a stable foundation for low income families to pursue economic opportunities, become self-sufficient and improve their quality of life.

The RHA helps ensure nearly 9,000 Nevadans have a safe, secure place to call home.

RHA currently owns and manages more than 750 units of Public Housing in eight locations in Washoe County. The organization also owns an additional 540 single-family homes, condos and apartments. Some are subsidized and some are not, but RHA rents them all at below-market rates as a benefit to our community. The agency's subsidiary, Washoe Affordable Housing Corporation, administers contracts for more than 3,100 units of HUD subsidized housing.

Through various rental assistance programs, RHA also provides housing subsidies to more than 3,000 low-income families in Reno, Sparks and Washoe County.

RHA is the premiere affordable housing entity in Washoe County. We're part of the housing solution for low-income Nevadans in our community.



**275**  
Unsubsidized  
Units

**2,500**  
Housing  
Choice  
Vouchers

**750**  
Public Housing  
Units

**3,100+**  
WAHC Unit  
Contracts

**265**  
Other  
Subsidized  
Units

**550**  
Specialty  
Vouchers

# WHERE FUNDING COMES FROM

As a housing authority, RHA is an independent, mission-driven agency. We're primarily funded through monies from the U.S. Department of Housing and Urban Development. We also have independent business activities that allow us to operate with a balanced budget. The RHA neither collects nor receives any local tax dollars to support our operations.

Public housing and rental assistance programs both cost more than we're allocated from HUD. In fact, federal funding for public housing has been inconsistent over the years and underscores the organization's need to support itself through other avenues.

In fiscal year 2022-2023 HUD provided nearly \$66 million to the housing authority. While on paper it looks as though HUD provided all the income needed to operate, in order to continue development of new affordable housing and preserve existing affordable housing stock, RHA must also generate additional income through independent business activities.

Those activities, though, still revolve around affordable housing. The RHA owns more than 500 apartments, condominiums and single family homes that we choose to rent below market rates. Through strategy and careful investment in our past, we own those properties with no loans, and use the rental revenues to pay for the funding shortfall we experience every year.

Between funds paid to private landlords, utilities, local contractors, administration and staff salaries (not including CARES Act Housing Assistance Program funds), the RHA pumped about \$55.4 million into the local economy in 2022.

**Using an average of the past two fiscal years, RHA infuses the local economy with *more than \$50 million* each year.**



## HUD provides the following funds each year

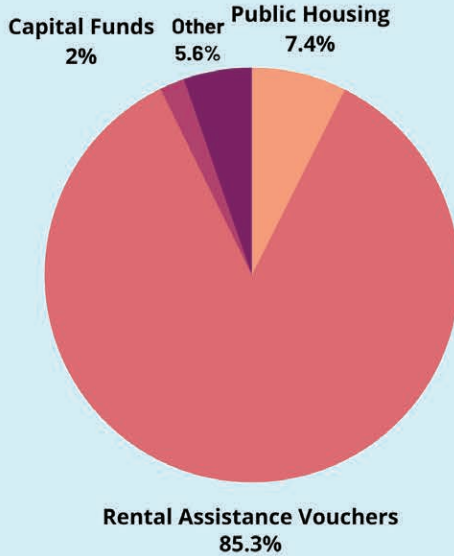
2021-2022	2022-2023
<b>Public Housing Operating Funds</b> \$1,610,419	<b>Public Housing Operating Funds</b> \$1,746,492
<b>Rental Assistance Vouchers</b> \$45,152,411	<b>Rental Assistance Vouchers</b> \$53,117,862
<b>Capital Funds for Public Housing</b> \$2,181,707	<b>Capital Funds for Public Housing</b> \$1,368,800



# WHERE FUNDING COMES FROM

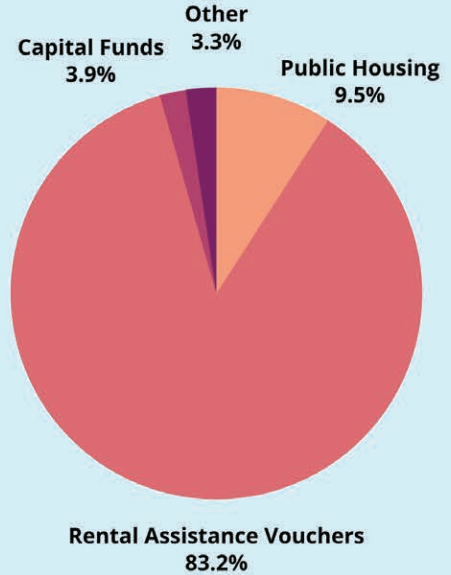
FY 2022-2023

## Income



Public Housing - \$5,163,741  
Rental Assistance Vouchers - \$59,420,240  
Capital Funds - \$1,368,800  
Other Programs - \$3,710,863  
**Total \$69,663,644**

## Expenses



Public Housing - \$6,091,984  
Rental Assistance Vouchers - \$57,707,373  
Capital Funds - \$1,368,800  
Other Programs - \$1,601,724  
**Total \$66,769,881**

# \$72.3 M

RHA invested into into the economy in 2023



# TYPES OF AFFORDABLE RENTAL HOUSING

Each piece plays an important role providing affordable housing in Washoe County

## RENO HOUSING AUTHORITY

Public Housing, Housing Choice Vouchers, Neighborhood Stabilization properties. Designed for households that earn <50% of the Area Median Income. Subject to income verification. Federal and agency mandates ensure these units remain affordable permanently. Considered subsidized housing.

## WORKFORCE HOUSING

Designed for households earning 60-120% of the Area Median Income. Subject to income verification. May be partially subsidized.

## LIHTC

Low-Income Housing Tax Credit properties. Subject to income verification. Developers receive tax incentives ensuring 15-30 years of affordability for each property. Considered subsidized housing.

## NOAH

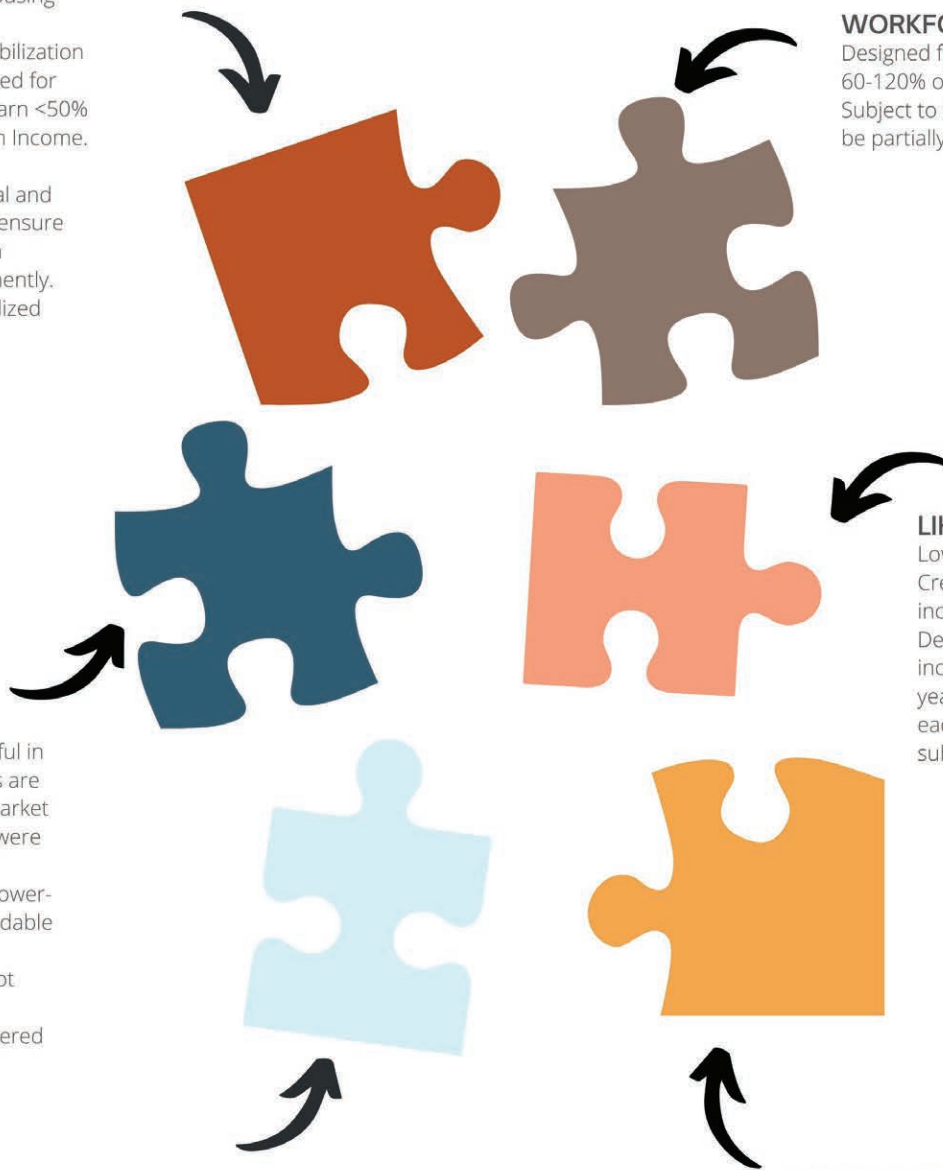
Naturally-Occurring Affordable Housing is usually the most plentiful in a community, but rents are highly susceptible to market influences. Properties were typically built between 1940-1990. Rents are lower-ranging, generally affordable to low- and moderate-income households. Not subject to income verification. Not considered subsidized housing.

## PERMANENT SUPPORTIVE HOUSING

For those requiring long-term support for mental health, intellectual and developmental disabilities, and more. Supportive services are on-site. Usually subject to income verification. May be subsidized.

## TRANSITIONAL HOUSING

Usually 6 months or less. For people in short-term programs for substance abuse, mental health, domestic violence, or work stability. Usually not subject to income verification. May be subsidized.





# HOUSING FACTS

**68%**

*RHA residents who are seniors or persons with disabilities*

**Nearly 9,000**

*Nevadans have a place to call home because of RHA*

**113 hrs/wk**

*Minimum wage hours needed to afford a modest 2-bedroom, 1-bath apartment in Reno/Sparks. Q1, 2023*

**\$55,764**

*Annual Washoe County income needed to afford a modest 2-bedroom, 1-bath apartment. That's roughly \$27/hour.*

**\$17,427**

*Average annual household income of RHA residents*

**30%**

*Financial planners recommend no more than 30% of one's gross income be earmarked for rent*

**\$1,549**

*Median rental price for modest 2-bedroom, 1-bath apartment in Reno/Sparks Q1, 2023*

**20+**

*Years RHA has been a HUD-designated high performing housing authority*

**4,200+**

*Households on RHA waiting lists, underscoring the tremendous need for affordable housing in our region*

## WHO'S ELIGIBLE FOR HOUSING ASSISTANCE?

While every RHA program has slightly different requirements for eligibility, all assistance is administered to households with specific income requirements. After evaluating income qualifications, a household is also assessed for adherence to other federal requirements including citizenship, criminal history and rental history. For some properties, RHA also looks for applicants who qualify as seniors, persons with a disability, or families.

The RHA receives about 3,000 applications each year for housing assistance and as vacancies become available, we're able to schedule nearly 1,000 of those applicants for interviews.

Some applicants are parents who cannot afford rent on a full-time wage. Some applicants are young people trying to further their education, balancing work, parenthood, supporting their own parents, or homelessness. Some applicants are people with disabilities whose work opportunities are scarce. Some applicants are aging Nevadans who live on fixed incomes.

There's a constant and rising need for housing in Washoe County and the waitlists are a somber reminder of the unmet need for safe, stable, affordable housing. Between waitlists and through natural attrition, about 350 new households move into public housing or into the housing choice voucher programs each year, but there's always more need than availability.

# MTW OVERVIEW

The RHA is one of the 39 original housing authorities across the country to participate in the U.S. Department of Housing and Urban Development's Moving to Work Local Innovative Solutions Program. MTW allows agencies to propose and test innovative, locally designed approaches to administering housing programs and self-sufficiency strategies. Through MTW, RHA works to improve the outcomes for our residents and address the affordable housing needs of our community.

While the program doesn't come with extra monies, it does allow us to use our federal funding in a more flexible manner. Using that flexibility, RHA proposes and implements alternatives to certain federal regulations, which are spelled out in an annual agreement between HUD and the agency.

## The MTW program has three primary objectives:

- **Reduce costs and achieve greater cost-effectiveness in federal expenditures**
- **Give incentives to families to become economically self-sufficient**
- **Increase housing choices for low-income families**

Each year as part of its MTW agreement, RHA proposes activities for the following year and implements them after receiving HUD's approval. At the end of the fiscal year, RHA submits a report to HUD detailing our accomplishments in the areas of housing choice, self-sufficiency, and cost effectiveness.

Implementing policy changes based on unique local circumstances allows each MTW public housing authority to address challenges faced by low-income families within their community more effectively. Local approaches for local situations.

The most successful MTW activities implemented by RHA include our Workforce Development and Youth Workforce Development Programs. Read more about these programs on page 15.





# MTW OVERVIEW

Our Landlord Incentive Program, detailed on page 13, encourages landlords to accept housing assistance vouchers for their rental units.

The authority's Program Completion Escrow demonstration, the first of its kind in the nation, is one of the newer MTW programs. Normally, when RHA rental assistance households increase their income enough to pay full contract rent for six months, HUD requires housing assistance to cease. That impending loss of assistance can cause a "benefits cliff" that many fear. Through RHA's program, though, we can extend the six months to 12, and allow clients to start a small escrow account, 15% of their contract rent each month. At the end of the 12 months, the household is still removed from assistance, but RHA provides them a check for the total amount they "saved". These clients typically receive an average of \$1,600 to soften that benefits cliff, and allow them to more easily transition to an unassisted rental unit. That action then frees up a housing voucher for someone else on the waiting list.

Studies have shown that families moving from high-poverty to income-diverse neighborhoods report less stress about safety, more racially diverse job networks, and increased opportunities for themselves and their families. In an effort to move families out of high-poverty areas, the RHA's Mobility Demonstration Program allows public housing tenants with strong rental history and adherence to program regulations the opportunity to move to an RHA subsidized home in diverse neighborhoods. These families still receive housing assistance, but have the opportunity to move to mixed-income areas and continue to receive support as they overcome final barriers on their way to self-sufficiency. Read more about Neighborhood Stabilization Program homes on page 23.

Additionally through MTW, more than \$50,000 a year is allocated to Eddy House as part of a shallow subsidy program to help provide shelter and programs for the area's unhoused youth. These individuals make up a population that RHA has typically been unable to serve in the past.

Several MTW programs developed at RHA have been adopted across the nation. Today RHA is in discussions with HUD's Office of the Secretary to discuss local rent calculation policies surrounding young adult household members and their wealth building goals.





# RENTAL ASSISTANCE OVERVIEW

Some RHA departments have more face-to-face time with clients than others. The Rental Assistance department is the largest at RHA with about two dozen employees.

The Rental Assistance department is charged with move-in and annual inspections of privately-owned properties, and annual and interim income certifications for all 3,000+ housing assistance vouchers. These certifications ensure a household isn't paying too much or too little for rent if the household income changes in the course of the year.

These employees also update client files with any changes in household composition, such as when a family member dies or a new one is born. They also process contract rent increases from landlords, which, as the rental market has tightened in Washoe County over the past few years, has increased.

*About **9%** of the RHA's Housing Choice Vouchers are turned over each year and, combined with the attrition at public housing, means that approximately **350 new households** can take part in federal housing assistance programs each year. An additional **40 new households** each year secure below-market-rate housing at other RHA-owned properties.*

Many of our residents are older Nevadans and/or people with disabilities, so the rental assistance employees pride themselves on always having a knowledgeable staff member physically available when a client calls during business hours. The value of that personal contact is immeasurable.

Additionally, the rental assistance department oversees the RHA-landlord relationship. Staff performs new landlord briefings and landlord recruitment. We always need more landlords willing to accept vouchers! The department also accepts applications for reasonable accommodations for people with disabilities.



# LANDLORD OUTREACH, INCENTIVE PROGRAMS

Our Housing Choice Voucher Program only works if local landlords accept the vouchers. The RHA now has more than 400 landlords in our voucher network, but with nearly 3,000 voucher households in the area, we need more. We offer landlords incentives and protections they won't get with traditional renters, but HUD limits how much we can pay, and how expensive a unit a client can rent. During tough economic times, working with us is smart business, but when a landlord already has a long waiting list of people eager to move in, vouchers may not seem as appealing.

What does it take to become a Housing Choice Voucher landlord? It's pretty easy. You agree to accept vouchers and ensure your rent falls within HUD's rent reasonableness guidelines. Your housing unit passes an RHA standardized inspection and you're ready to accept RHA clients.

We offer incentives like paying up to a month of rent in cases where the tenant dies, is evicted, loses housing assistance or moves out without giving proper notice. We offer monthly briefings where landlords can ask questions and hear about any program changes. RHA also employs a landlord liaison who serves as a main point of contact when questions or concerns arise, making it easy to get quick resolutions and answers. Additionally, RHA introduced a new lease-in-place preference for landlords who want to keep their existing tenants but with voucher assistance.

## LANDLORD LIAISON

*A new RHA service is a landlord liaison. This liaison works directly with property managers and landlords so they receive personalized service through a one-stop shop. Call 775.329.3630 ext. 272 to join our landlord program.*





# SPECIALTY VOUCHERS

Through the HUD Veterans Affairs Supportive Housing (VASH) initiative, RHA provides more than 400 housing subsidies specifically for veterans who have experienced homelessness. A condition of eligibility for a VASH voucher is mandatory participation in case management services, provided locally by the Department of Veterans Affairs.

RHA additionally provides housing subsidies for 15 former foster youth, each of whom are also provided supportive case management services through Eddy House and Washoe County Human Services Department.

More than 130 Emergency Housing Vouchers are also distributed in Washoe County for individuals or families that are homeless, at risk of homelessness, fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking or human trafficking. They're also for households for whom providing rental assistance will prevent the family's homelessness or having high risk of housing instability. Like others, these vouchers come with supportive case management, and wraparound services for every household. Referrals for these vouchers and the accompanying case management is supplied by Continuum of Care partners including Catholic Charities of Northern Nevada, Health Plan of Nevada, Volunteers of American and Washoe County Human Services: Our Place.



**Photo Left:** Washoe County Human Services department runs *Our Place*, a shelter specifically designed for women and families. It offers a warm, welcoming home.



**Photos Right:** Through the HUD VASH program, local veterans receive continuing case management and wraparound services along with their housing subsidy.





## WAITLISTS EXPLAINED

There are nearly two dozen waitlists for housing assistance through RHA. There are separate lists for those needing studio-sized units, for 1-, 2- and 3- bedroom units or larger. There are also separate lists for those needing senior accommodations, for public housing, and for Housing Choice Vouchers and Project Based Vouchers. Each list opens and closes at different times based on availability, and because people frequently submit applications for several lists at a given time, there's no easy way to know how long a person may be on a given list before receiving assistance.

The RHA receives about 3,000 applications each time a waitlist opens. Between all waitlists, and through natural attrition, about 360 new individuals and families move into public housing or into the Housing Choice Voucher program each year.

These applicants come from all walks of life. They are parents who cannot afford rent on a full-time wage. They are people with disabilities whose work opportunities are scarce. They are aging Nevadans who live on fixed incomes. RHA exists to assist those in need and work each day to get people into affordable housing.

***“The waitlists are a somber reminder of the unmet need in Washoe County for safe, stable, affordable housing.”***

***Dr. Hilary Lopez,  
RHA Executive Director***

Though the waitlists are constantly moving, thousands of people await relief. RHA works hard every day to move individuals and families into housing as fast as possible.

## PREFERENCES

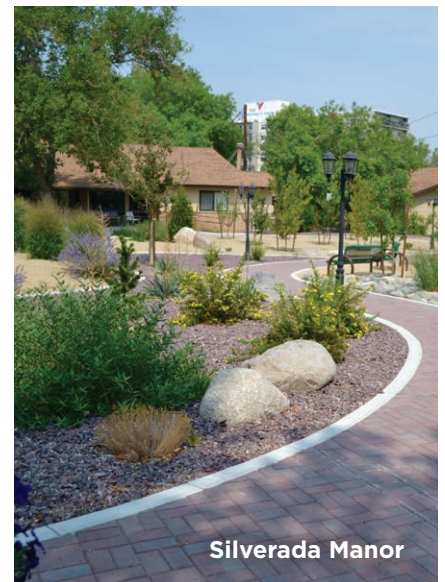
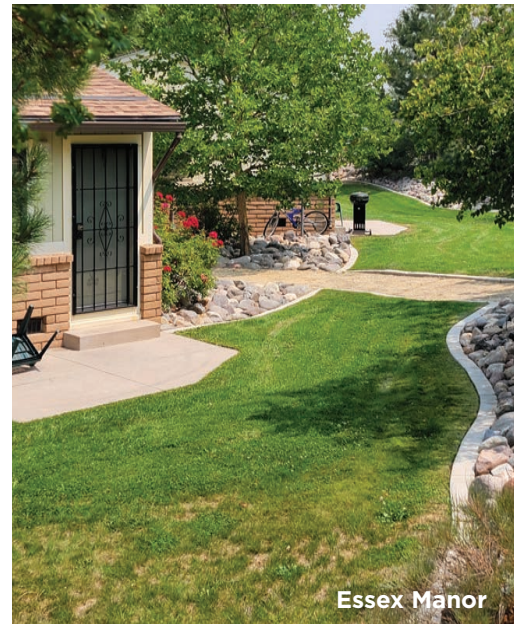
*Some applicants move up the waitlists faster depending on their need. Individuals who are disabled, those who are seniors, veterans or are families, all get ‘preference.’ Additionally, those who are already Washoe County residents, or who are homeless or displaced, also get preference. Those in a current rental agreement with a landlord who will accept a voucher also receive preference.*





# PUBLIC HOUSING OVERVIEW

Public Housing is government assistance to live in buildings we own, manage and maintain. The RHA owns eight Public Housing complexes, five for families and three solely for senior and disabled residents. These are typically multifamily units, whether duplexes, fourplexes or larger complexes.





In northern Nevada, public housing consists of apartment complexes the RHA owns, manages and maintains. They're typically multifamily units including duplexes, fourplexes or larger. The agency owns eight of these complexes throughout Sparks and Reno. Five are for families, and three solely for senior and disabled residents.

Rent costs are based on a household's income and residents typically pay 30% of that income toward rent. The RHA receives capital funds from HUD annually to help cover the cost of maintaining these complexes, but it's never enough to pay for everything that's needed. The organization must weigh each year which complexes have the biggest need for repair or replacement of high-dollar items including roofs, HVAC systems, asphalt and paving, sewer lines and more.

Through the agency's good financial stewardship, though, RHA's public housing is consistently rated very high on HUD inspections and we're proud of the safe, clean housing in which our residents live. Read more about resident programs on page 19.



Hawk View Apartments



## CLIENT SUCCESS STORY - KATIE

Katie became a client of Reno Housing Authority after spending time with Step 2, a local non-profit substance abuse treatment center. She was overcoming addiction and ready to begin a new life with her young daughter. She moved to RHA's Hawk View public housing complex in north Reno.

*"I got a job working at McDonald's and then Walmart, had childcare through my church and was looking more positively at life."*

She had previously worked in a dental office and was eager to start classes at Truckee Meadows Community College to become a certified dental assistant. Katie even applied to work on campus to limit her commute between home, school and work. But then, an event from her past precluded her from passing the school's employment background check and she couldn't accept the campus job. It was a tough punch to the gut.

*"I had already left my job and when I found out I couldn't accept the job on campus. I was so low. I quit college, I lived off welfare and things weren't looking good for me. I thought about relapsing. I had nothing good going on."*

Katie received a flyer on her front door, though, for a program sponsored by Opportunity Alliance and hosted by RHA. It was called Getting Ahead and it coincided with a similar RHA program for residents. There were classes once a week, dinner was offered during the meetings, and there was a \$250 stipend for course completion. Through the RHA Family Self Sufficiency Program, Katie learned she could also establish an escrow account to build wealth. She could bank money without even thinking about it, get back to work and stay in public housing. Katie was intrigued.

*"The speakers who led us through the meetings each week helped me set small, obtainable goals."*

The Getting Ahead program coached participants through financial literacy and money management, while the RHA program focused on parenting, and time and stress management.

*"I went every week and slowly I pulled myself up... A woman from my church watched my daughter so I could work at night and get into the certificate program through the National School of Dental Assisting."*

All that time, Katie was banking money in her RHA escrow account. Katie graduated from both programs, received the dental assistant certification and started working at a local dental office. Now she's moved out of public housing altogether and cashed out her escrow account of more than \$9,000 to maintain emergency savings. She also started a new job, back at Step 2 as a resident manager at their transitional living cottages.

*"I'm helping women who are where I was five years ago. I'm overwhelmed with gratitude and I feel like an inspiration."*

Katie credits her church with its ongoing support and employees at RHA for helping her through. She contends she isn't special, just tenacious.

*"I just got up and went to work, went to school every day. Even on days I didn't want to," she said. "The program and the opportunity to save while still working and building a stable life for my family is immeasurable."*

Today, the RHA program is called Workforce Development. It's a long-term curriculum that focuses on goals and support. It typically lasts five years, but can go longer if clients choose, or if they complete their goals, like Katie did, they can graduate early. There are currently about 75 RHA residents in the program.



Katie (Left), Cori Fisher (Right)



# RESIDENT SERVICES: WORKFORCE DEVELOPMENT

Through HUD's Family Self-Sufficiency program, RHA's workforce development staff provides residents the opportunity to set and reach their personal and professional goals while earning money to prepare for their future. We provide residents opportunities to increase independence and stability through focused resources, workforce training, employment services and case management. The Workforce Development Department's mission is to strengthen family foundations with the intention to build generational wealth and fundamental skills to promote independence. Our goal is to lead RHA residents to their fullest potential.

RHA clients who graduate from the program typically save and take away more than \$13,000 in banked funds!



## RESIDENT SERVICES: SENIOR SERVICES

Perhaps the most dynamic part of the RHA, our resident services department gets the joy of watching our residents rise up, further their education, become more confident and reach their goals. The key thing we provide are opportunities and support. Housing is usually the first step, but we also help them overcome any barriers they may come across. We find that people often need more than a roof over their heads to build stability in their lives, and that's where we come in.

RHA offers services and events specific to our senior and disabled populations. Services include energy assistance, Medicare/Medicaid application assistance, nutrition/food assistance information, and more.

We know our residents by name. Our goal is to help our elderly and disabled residents with the tools they need to grow and live independently, and age in place comfortably. Our staff loves to spoil our residents! We never want any of our seniors to have to be alone on holidays and big events in their lives, so we work to host holiday luncheons with community partners for every Thanksgiving and Christmas, and other times throughout the year.

Additionally, we love to celebrate our seniors as they reach milestones in their lives, such as turning 90 years old at our annual 90s+ celebration!

## CLIENT SUCCESS STORY - MARLENE

If Wikipedia had an entry for Active Senior, it's a good bet Marlene's photo would be there. The 74-year-old lives in RHA's Tom Sawyer Village public housing complex, but she isn't home much. Marlene is a regular at bean bag baseball at nearby Paradise Park, she plays cards and dominoes with friends at the Washoe County senior center, participates in the City of Reno Senior Games, sporting multiple gold, silver and bronze medals, has sung with the Silver Sage choir and she bowls. She bowls a lot. Marlene bowls for fun and also in a competitive senior league.

*"I keep myself busy because once I sit on the couch and watch television, it's harder to get up and get moving, so I just keep on the go."*

The Jamaican-born great grandmother emigrated to California when she was 16 years old. Marlene finished school there, started working as a nurse, and eventually married. In 1969 her family moved to the Bay Area, where she stayed until 2014. By then Marlene was a widow and was ready for a little adventure.

*"When I called RHA, I was fortunate enough to get on the public housing waiting list and within about nine months, rose to the top of the list and moved here."*

*"Everyone at RHA is so welcoming and caring and they're always willing to help. I appreciate them and they appreciate me."*

That's an understatement. Marlene is paid a small stipend each month to help tidy up at the Silverada Manor complex, but as usual, she goes above and beyond. This whirling dervish ensures trash is emptied,



bathrooms are clean and hand sanitizer bottles are filled. She isn't required to come in every day to complete her tasks, but she does.

*"The staff are my Nevada family," Marlene says. "They helped set me up with my health insurance, ensured I was within walking distance to a pharmacy, grocery store and more. If I tell them I need food, they ensure I get food from the food bank."*

Marlene's positive energy is contagious, and she's served on her resident council, ensuring new neighbors receive a personal welcome and a warm meal from her kitchen.

*"I love it here. As seniors, we've got to look out for each other."*





# RESIDENT SERVICES: YOUTH SERVICES

RHA offers a wide variety of youth programs and activities for our youngest residents. From weeklong summer camps in the great outdoors, nutrition classes, literacy events, bike and snow sport activities, helping with applications for their first jobs, assistance with at-home Wi-Fi and laptops, we offer something for just about every young person at RHA. Our goal is to provide RHA's young people with the confidence and tools to grow and thrive as they enter adulthood.

RHA offers two youth workforce development programs aimed to help participants jump start their future. Start Smart, for ages 14-18, helps teens develop leadership skills and create a plan for after high school. In June of 2023 the first class of Start Smart graduates took home more than \$67,000 in funds. The program continues to grow, and we can't wait to see what the future holds.

All workforce development programs offer courses in financial literacy, resume building, financial aid/FAFSA, effective interviewing, career exploration and more! RHA's Youth Workforce Development Coordinator helps participants set educational and career goals, while helping teach the skills to get there.





## EXPANDED HOUSING OPTIONS

Through RHA's good financial stewardship over the years, the organization has been able to purchase a wide variety of expanded affordable housing options for Washoe County residents. In the past 30 years RHA has been able to leverage its unrestricted funding to strategically purchase properties it chooses to rent well below the local market rate, ensuring households that may not qualify for federal housing assistance programs can still obtain safe, secure, affordable housing.

These properties include Ala Moana Apartments near the city of Reno's new aquatic facility, Idlewild Townhomes near the Truckee River, Sarrazin Arms Apartments in downtown Reno, Carville Court and D&K Horizons near the Reno Livestock Events Center, and Prater Way Apartments and Colonial Court in the heart of Sparks.

In addition, during the U.S. housing crisis between 2007 and 2010, the RHA assisted local neighborhoods. The agency competed for, and was awarded, about \$22 million in federal funding to purchase and repair foreclosed homes in high-foreclosure zip codes and other areas in Washoe County. These are called Neighborhood Stabilization Properties. The HUD grant monies allowed RHA to rehabilitate the homes, provide affordable rental units, and help minimize blight.

Thanks to these HUD grant monies, today the RHA owns more than 165 single family homes and condominiums. All of them are specifically designed for clients whose wages are below the area median income and RHA rents the properties well below the market rate.

For Washoe County, there are 9% tax credits allocated to assist one project each fiscal year. Depending on many factors, and given today's construction costs, that money can support building about 35-40 units of affordable housing. Each year it's a competitive applications process among developers. The most recent RHA tax credit property is the Willie J. Wynn Senior Housing Complex, which was completed in 2020. Previous tax credit properties include Yorkshire Terrace in the north valleys and Silver Sage Court in Sparks.

The region has seen tremendous growth in the past several years, and using direction and goals from the RHA's board of commissioners, the agency has robust plans to further develop affordable housing to serve the need.



***The RHA is the single largest affordable housing operator in northern Nevada.***

# PLANNING AND DEVELOPMENT

Between planning for future affordable housing projects and tracking capital fund projects for hundreds of units already in existence, RHA's Planning and Development Department is always busy.

The department is in charge of new and long-term development plans that include assembling financing, finding available land, working with community partners and getting new projects to completion. With the RHA's award of nearly \$49 million in Home Means Nevada Initiative funds, there's tremendous momentum in the community to serve low-income households.

Upcoming plans include substantial rehabilitation to public housing including Silverada Manor and Stead Manor, and smaller modernization projects at Essex Manor and McGraw Court Apartments. Also using these state funds, Hawk View Apartments will likely see the biggest change of all, demolishing the 100 current units to make way for more units on site, all brand new. These projects will preserve RHA properties and ensure they remain permanently affordable for decades to come.

Other projects in the queue include building Dick Scott Manor and Railyard Flats from the ground up, and replacing Carville Court apartments with new, purpose-built permanent supportive housing.

Additionally, the development department routinely works with NV Energy and other community partners to help low-income families replace everything from light bulbs to water heaters or refrigerators with energy saving appliances, lowering individual utility bills and conserving resources.

The upkeep and modernization of every RHA complex and property depends on development to continue to provide safe, affordable housing for our residents.





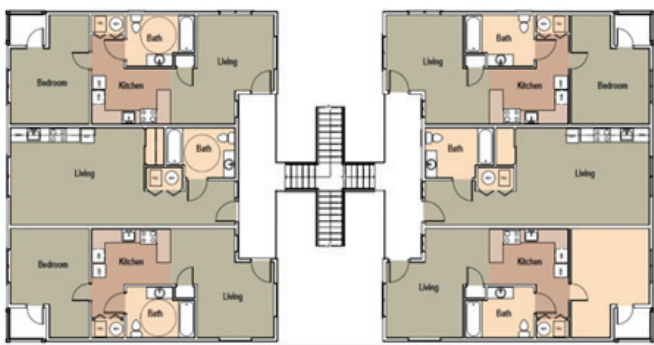
## REPOSITIONING PUBLIC HOUSING

**Federal Rental Assistance Demonstration (RAD)** and other federal programs were created to give public housing authorities powerful tools to preserve and improve public housing properties and address the \$26 billion nationwide backlog of deferred maintenance. It's another way RHA is making public housing better in the Truckee Meadows.

Converting older public housing sites to RAD sites or using other repositioning tools allows the organization to enter into long-term contracts to finance improvements. In 2022 all eight RHA Public Housing sites underwent a critical needs assessment and results from those assessments are driving a plan to either rehabilitate or completely rebuild through repositioning.

It will take 10-15 years, but eventually, all 750 Public Housing units, some more than 60 years old, will receive either a facelift or brand new buildings and grounds.

## DICK SCOTT MANOR



Named after Dick Scott, a Washoe County commissioner, Reno city councilman, and 17-year RHA commissioner, Dick Scott Manor will pay homage to a man who spent more than 40 years making our region a better place to live. The complex at 1035 E. 8th St. will be an affordable site, much like Sarrazin Arms or RHA's scattered sites and is set to include a gazebo, BBQ and picnic areas.

Funded through the Home Means Nevada Initiative, the City of Reno's American Rescue Plan Act funds, the Home Depot Foundation, and other RHA sources, the complex will be comprised of eight one-bedroom and four studio-sized units. The site sits in a residential block close to Interstate 80, the Washoe County complex, and surrounding amenities. Dick Scott Mano will house veterans referred to RHA by the Veterans Administration locally. All units will be rent subsidized through project-based Veterans Affairs Supportive Housing (VASH) vouchers.

Like the 44-unit Willie J. Wynn Complex that opened in 2020, this new site will increase the RHA's portfolio of affordable housing in Washoe County. The Grand Opening is expected in fall 2024.

# WASHOE AFFORDABLE HOUSING CORPORATION

Washoe Affordable Housing Corporation (WAHC) is a nonprofit organization created by the Reno Housing Authority. Since 2000, WAHC has administered housing assistance payment contracts that assist low income individuals and families across the state of Nevada. The corporation administers the contract for HUD at Project-Based Voucher properties and provides oversight of these affordable properties, ensuring owners and their agents comply with federal regulations.

The talented, professional staff of three conducts client case file audits confirming correct rent calculations, and performs property inspections. The small but mighty staff oversees more than 3,100 affordable housing units across Nevada, more than 1,000 of which are in Washoe County.

Additionally, WAHC created the Homeless Prevention Program to assist low-income families in jeopardy of homelessness due to temporary financial hardship and to assist families who are facing high rent increases. This program has become increasingly vital as Washoe County rental prices have grown by double-digit percentages since the late 2010s.

Overall Washoe Affordable Housing Corporation is one more way RHA assists low income Nevadans with safe, secure housing.





# COMMUNITY PARTNERS

*There's no way RHA or our residents could be half as successful without the unwavering support from dozens of community partners. So many local agencies work with RHA on a weekly if not daily basis, that while we list partners here, it represents only a fraction of the community groups who help us serve low-income individuals and families in northern Nevada.*

## **Access to Healthcare**

**Big Brothers Big Sisters of Northern Nevada**

**Bobo's Ski & Board**

**Boys & Girls Club of Truckee Meadows**

**Catholic Charities of Northern Nevada**

**City of Reno**

**City of Sparks**

**Community Health Alliance**

**Community in Schools of Western Nevada**

**Community Services Agency/Head Start**

**Domestic Violence Resource Center**

**Dress for Success**

**EDAWN - Economic Development Authority of Western Nevada**

**Eddy House**

**Elks Lodge**

**Food Bank of Northern Nevada**

**For Kids Foundation**

**Girl Scouts of the Sierra Nevada**

**Grizzly Creek Ranch**

**Health Plan of Nevada**

**Holy Cross Catholic Church**

**Immunize Nevada**

**JobConnect**

**JOIN, Inc.**

**Knights of Columbus Reno**

**My Journey Home**

**Neighbor Network of Northern Nevada**

**Nevada Governor's Council on Developmental Disability**

**Nevada Youth Empowerment Project**

**Northern Nevada Center for Independent Living**

**Northern Nevada Community Housing**

**Northern Nevada HOPES**

**Northern Nevada Literacy Council**

**Note-Able Music Therapy**

**Opportunity Alliance**

**REMSA**

**Reno Bike Project**

**Reno-Sparks Gospel Mission**

**S.W.A.A.A.G. Foundation**

**Safe Kids Washoe County Coalition**

**Salvation Army Homeless Prevention**

**Sierra Nevada Job Corps**

**Sierra Nevada Journeys**

**Sky Tavern**

**Soroptimist International**

**Step 2 Reno**

**The Bridge Church of Reno**

**The Children's Cabinet**

**The Helen Close Charitable Foundation**

**The Nature Conservancy**

**Truckee Meadows Community College**

**United Way of Northern Nevada and the Sierra**

**University of Nevada, Reno**

**University of Nevada, Reno Cooperative Extension**

**Volunteers of America**

**Washoe County**

**Washoe County Children's Mental Health Consortium**

**WCSD Family Resource Center**

# HISTORY

Public Housing in this country was established by the U.S. Housing Act of 1937. Its original purpose was to provide homes for those of low and moderate income and to provide jobs for the unemployed. The Housing Authority of the City of Reno (Reno Housing Authority or RHA) was founded six years later in October 1943, as a municipal corporation under Nevada Revised Statute 315. Since its founding, RHA has been appointed as the Public Housing Authority for the City of Sparks, Reno, and Washoe County. We've helped people afford to live in northern Nevada for more than 75 years. The RHA's first major project was workforce housing during World War II. After the war, the mission shifted to public housing. In 1958 the RHA began construction on Mineral Manor, Reno's first public housing project. It's undergone many upgrades, of course, but Mineral Manor is still home to 140 families and also houses RHA's administrative offices.



In the 1960s, emphasis shifted to the local senior population. The RHA commissioned the design of Tom Sawyer Village by the firm of famed architect Frederic DeLongchamps in 1962. This was the first public housing property in northern Nevada earmarked specifically for seniors. Four years later the RHA bought the privately developed Silverada Manor next door, providing 150 additional units of senior housing. In the 1980s and 90s, RHA built Hawk View, Stead Manor, John McGraw Court, Myra Birch Manor and Essex Manor. These are all public housing complexes.

While public housing was our start, even more of our neighbors know the RHA as the source of the Housing Choice Voucher Program (HCV), formerly called Section 8, which was federally enacted in 1974. The Department of Housing and Urban Development funds the program and locally, vouchers are administered by RHA. This program allows families to lease from private landlords by paying a portion of each month's rent. HCV is the nation's largest source of rental assistance and the RHA issues vouchers to about 2,500 local households. Other specialty voucher programs serve an additional 500 local households.

During the U.S. housing crisis between 2007 and 2010, the RHA came to the rescue of local neighborhoods. The RHA competed for and was awarded \$22 million in federal funding to purchase and repair foreclosed homes in high-foreclosure zip codes and other areas. The HUD grant monies allowed RHA to rehabilitate the homes to help minimize blight in high and medium-poverty neighborhoods. Thanks to these HUD grants, today the RHA owns more than 165 single family homes and condominiums specifically designed for clients whose wages are below the area median income.

The Willie J. Wynn Apartment complex was the first RHA multi-family, low income housing project of this century, but certainly not the last. A complex designed for senior veterans, Dick Scott Manor, is underway now in 2023, with other opportunities on the horizon.

The Reno Housing Authority utilizes Low Income Tax Credits, HOME Funds, Housing Trust Funds, Affordable Housing Program funds and private donations to continue providing as much affordable housing as possible in northern Nevada.

Though we help nearly 9,000 Nevadans afford to live here, the lack of affordable housing in our region creates more demand than federal aid can supply. About 4,200 families are on our waiting lists anticipating an opportunity to find affordable housing.





# RHA IMPACT

We make a difference every day



**NEARLY 9,000 LOW-INCOME NEVADANS  
HOUSED EACH DAY**

**400+ LANDLORDS IN OUR VOUCHER NETWORK**



**55+ COMMUNITY PARTNER AGENCIES**

**ONLY NEVADA HOUSING AGENCY WITH  
MOVING TO WORK DESIGNATION**



**MORE THAN \$72 MILLION PUMPED INTO THE  
ECONOMY EACH YEAR**

**SERVING HUNDREDS OF SENIORS, VETERANS  
AND THOSE WITH DISABILITIES**




**ALL ACCOMPLISHED USING NO LOCAL TAX  
DOLLARS**





## THANK YOU

We're grateful for the opportunity to serve. While there is plenty of work yet to be done, the achievements and progress we've made as an organization and as a community speak volumes about who we are and together what we can do.

The energies and efforts of our past propels us into the future with robust determination. The entire RHA staff thanks every resident and every community partner joining us in the mission.

 @RHAHousing

 @reno\_housing\_authority

 @RenoHousing

