

Top of Spencer's Butte © EK

FY17 BUDGET



HACSA Board of Commissioners

HACSA's Board of Commissioners consists of seven members – five elected and two appointed.

Char Reavis	Board Chair/Appointed Commissioner
Pat Farr	Lane County Commissioner
Hugh Massengil	Appointed Commissioner
Jay Bozievich	Lane County Commissioner
Faye Stewart	Board Vice-Chair/ Lane County Commissioner
Sid Leiken	Lane County Commissioner
Peter Sorenson	Lane County Commissioner

HACSA Senior Management Team

Jacob Fox	Executive Director
Valerie Warner	Deputy Director
Steve Ochs	Real Estate Development Director
Darlene Kelly	Property Management Division Director
Beth Ochs	Rental Assistance Division Director
Mira Gattis	Resident Services Manager
Karla Ramsdal	Human Resources Manager
Steve Jole	Energy Program Manager
Ela Kubok	Staff Support



our mission

Making a difference in the quality of affordable housing and related community services.

our vision

Safe, affordable, energy-efficient housing for all lowincome Lane County residents.

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In the following pages, we present the HACSA Budget for the fiscal year October 1, 2016 through September 30, 2017.

The 2017 budget will support many of our strategic goals:

- The Real Estate Development division will complete The Oaks at 14th and make significant progress on the planned redevelopment work at Richardson Bridge and the Sheldon Village apartments.
- The Rent Assistance division budget includes one additional FTE to work as a landlord liaison. This position will improve communication with landlords, a significant stakeholder group for HACSA.
- IT, Rent Assistance and Property Management will all work together to implement File Vision. File Vision is the partner of HAB, our enterprise software, and its purpose it to make our programs paperless this will give us faster and easier access to documents, make document storage more secure, save money once spent on maintaining safe document storage, etc.
- The Property Management division budget includes one additional FTE, a program analyst. As we strive to make more data-driven decisions, we need an employee who is dedicated to pulling data from our systems in ways that will support those decisions.
- The budget includes funding for a new website and for a consultant to help us develop a new name for HACSA. Improved communication was a theme of the strategic plan.

The budget document is organized to correspond with HACSA's three divisions: Community Service, Housing or Rent Assistance.

The **Community Services** activities are most grant funded activities that benefit Lane County low-income populations, often these clients reside in HACSA housing or receive rent assistance through the voucher programs. The Community Services activities also include Development and Asset Management. For FY17 the Community Services budget totals \$5,156,167, a substantial increase from the prior year budget of \$3,682,900. The primary drivers of the increase are the addition of two grants (Madrone and EHA – see more below) and significant increases in spending by Weatherization and Development. Staffing is essentially flat compared to the prior year.

The **Housing** programs include 707 units of Public Housing. This year, for the first time, we are presenting budgets for each of the 9 separate housing complexes and each of the three separate groups of scattered sites (Eugene, Springfield and Veneta), rather than rolling the properties up into AMPS (asset management projects). The Housing programs also include eleven other multi-family housing complexes; four managed by HACSA staff and seven by third party management companies. For FY17, the Housing budget totals \$10,492,376, a moderate increase over the prior year budget of \$9,950,000. Staffing in the Housing programs is proposed with a net increase of .77FTE . The additional staff members include one maintenance mechanic and one analyst.

The **Rent Assistance** division consists of the Section 8 voucher program and VASH (Veterans Assistance) voucher program, which together comprise HACSA's single largest program. For FY17, the Rent Assistance budget totals \$17,874,822, a significant increase over the prior year budget of \$15,952,800. The increase is driven by our expectation of higher voucher usage and higher rents in addition to our not anticipating for FY17, the

administrative fee reduction that HUD has been discussing for over a year. This division has reorganized during FY16, changing several positions to increase overall effectiveness. Also in FY17, a new, partially grant-funded position is proposed to be called a Landlord Liaison. The overall net FTE change is an increase of .27 FTE.

The 2017 budget supports all of HACSA's continuing activities as well as two new activities mentioned above. In accordance with our strategic initiatives, the Madrone grant diversifies HACSA's funding and will assist us in extending services to special needs populations. For this \$430,000 grant, we will partner with St Vincent de Paul. The EHA grant began in FY2015, but was not presented as a separate budget program. This grant is part of Lane County continuum of care, it provides assistance to veterans for expenses related to housing, such as paying balances due to former landlords or utility companies, paying to get identification documents such as a birth certificate or drivers' license, etc. The EHA grant addresses our strategic goal of extending service accessibility.

Two projects are planned to begin or continue in FY17 but at budget preparation time there was insufficient information to make a budget proposal. The Rental Assistant Development (RAD) has been discussed at length at previous board meetings. This highly HUD-regulated project will be expensive and time-consuming for staff, possibly requiring an additional staff position if not a consultant. The end result of RAD will be that we can house more clients more cost-effectively. We will discuss a budget for RAD with the board when the resource requirements become more clear. The FY17 budget also does not include revenues or expenses related to Energy Performance Contracting. This project was discussed with the board earlier this year. The Request for Proposal was issued in early September and because the proposals are required to be lengthy and detailed, the bids are not due until the end of October. Once a contractor is selected, that contractor will have six months to complete a full engineering assessment of HACSA's public housing properties. Only at the conclusion of that assessment will we have enough information about the project to create a budget. We anticipate that we will discuss this with the board in mid-2017.

HACSA carries reserve balances for most of the activities in the budget, with the exception of reimbursementgrant funded activities such as Weatherization, Shelter + Care, ROSS and FSS. In the budget work-session, we described the difference between completely unrestricted reserves, such as the COCC reserve and the "HACSA Corporate" reserve (which is mostly Development funds) vs reserves that are restricted to their particular program, such as the Rent Assistance Admin reserve and the Public Housing (AMP) reserves. In addition, several of the properties that are listed in the Housing section of the budget have replacement reserves that are used for capital improvements. The following table shows the projected beginning balance and proposed FY17 increase or decrease to each of the four major reserves.

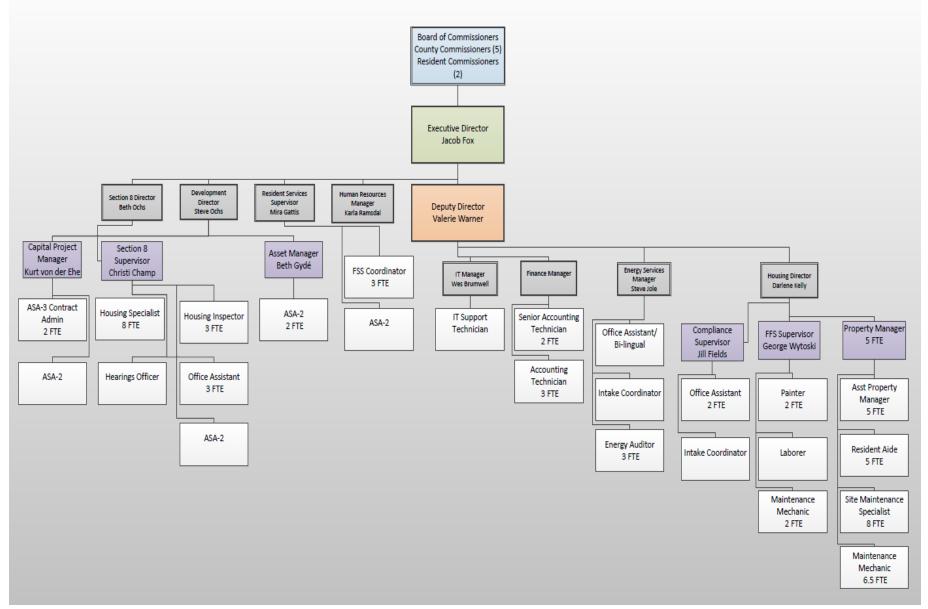
	FY17 Beginning Balance	FY17 Ending Balance
COCC Reserve	1,385,188	1,208,744
HACSA Corporate Reserve	567,063	651,021
Rent Assistance Admin Reserve	1,506,078	1,852,456
Public Housing AMP Reserves	1,264,323	1,129,761

As we discussed at the budget workshop in August, the HACSA budget process is evolving. This year, budget preparation began in late July with a group of agency staff identified as budget preparers. The budget preparers were instructed to prepare "status quo" budgets and to prepare written requests for items above the status quo. Documents were assembled by finance, information technology and human resources so that budget preparers would have access to information about overhead costs, personnel costs, computer and communication costs, utility costs, etc. In late August, the first HACSA board budget work session took place. Also in late August, budget review meetings between each budget preparer and the executive director were conducted so that any extra requests could be considered. In early September, the budget work session was repeated for the RAB (Resident Advisory Board). The following pages comprise HACSA's budget document. We are supplying information about each distinct activity, as well as agency-wide information, with the intent of painting a fuller and richer picture of HACSA operations. The budget document itself moves us forward on our strategic initiative to expand our communication capacity. We hope you enjoy receiving this additional information about HACSA.

Jacob Fox Executive Director

Organizational Chart

Housing And Community Services Agency of Lane County



Budget Summary

HOUSING AND COMMUNITY SERVICES AGENCY OF LANE COUNTY, OREGON

COMPARATIVE SUMMARY OF RESOURCES AND EXPENDITURES

	2014-15 <u>ACTUAL</u>	2015-16 <u>BUDGET</u>	2015-16 <u>ESTIMATED</u>	2016-17 <u>BUDGET</u>
RESOURCES				
Fund Balance*				\$ 4,722,652
Revenues: Federal grants Rent Interest Other	20,382,200 4,140,900 1,300 2,784,700 \$ 27,309,100	21,729,200 4,330,400 600 3,028,100 \$ 29,088,300	21,577,476 5,089,240 600 5,153,840 \$ 31,821,156	25,387,512 6,919,453 600 1,983,549 \$ 34,251,114
EXPENDITURES	3 27,309,100	3 27,086,300	3 51,821,150	3 34,231,114
Personal Services Materials and Services Capital Outlay Debt Service	\$ 6,201,054 20,761,857 360,000 646,431 \$ 27,969,343	\$ 6,531,300 20,785,300 1,448,800 820,300 \$ 29,585,700	\$ 6,008,618 24,414,389 781,194 514,151 \$ 31,718,352	\$ 6,443,316 25,265,756 1,361,692 452,600 \$ 33,523,364
PROGRAM EXPENDITURES				
Community Services Housing Section 8	\$ 3,056,410 8,870,100 16,042,833 \$ 27,969,343	\$ 3,682,900 9,950,000 15,952,800 \$ 29,585,700	\$ 3,408,740 10,012,112 18,297,500 \$ 31,718,352	\$ 5,156,167 10,492,376 17,874,822 \$ 33,523,364
FULL-TIME EQUIVALENT POSITIONS	88.00	89.28	89.28	90.10

* includes the unrestricted projected beginning fund balance for COCC and Development as well as the beginning fund balance for the Public Housing and Rent Assistance programs which are restricted to their respective programs.

Community Services

COMMUNITY SERVICES

		2014-15 ACTUAL	2015-16 BUDGET	2015-16 STIMATE	2016-17 ROPOSED
EXPENDITURES					
Personal Services Materials and Services Capital Outlay Debt Service	s 	1,492,970 1,508,009 0 55,431	\$ 1,359,100 1,928,200 258,600 137,000	\$ 1,271,483 1,962,257 93,000 82,000	\$ 1,526,694 2,695,303 837,200 96,970
	S	3,056,410	\$ 3,682,900	\$ 3,408,740	\$ 5,156,167
FULL-TIME EQUIVALENT POSITIONS		16.75	 16.90	 16.90	 16.68

Fleet



HACSA's fleet consists of 37 vehicles which are used by Maintenance Workers, Property Managers, Energy Auditors and Section 8 inspectors, ect. A fleet management committee made up of staff from the various departments meets periodically and makes recommendations for vehicle replacements.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue		33,888	36,658	55,000
Personnel		-		-
Materials		3,350	9,875	4,259
Capital		75,000	93,000	50,000
Total exp/cash outlay		78,350	102,875	54,259
Income less Cash Flows In(Out)		(44,462)	-66,217	741

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Number of HACSA Fleet Vehicles	37	37	37	37
Number of Vehicles Replaced			5	2

Madrone Grant



The Madrone grant is a Leasing Assistance grant for chronically homeless and disabled clients that are found on the Centralized waiting list that is run by the county. It is for 33 units, 26 will be single adults and the rest are families. The grant will be run with help from St. Vincent DePaul.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue				430,000
Program Costs		-		430,000
Total exp/cash outlay		-		430,000
Income less Cash Flows In(Out)				0

EHA Grant



Emergency Housing Assistance (EHA) provides state funds to supplement effective existing local programs and/or establish new programs designed to prevent and reduce homelessness in the veteran population. Funds are available for emergency shelter, transitional housing, rapid re-housing, homelessness prevention, supportive housing services, and veteran's housing assistance.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue		_		10,000
Program Costs		-		10,000
Total exp/cash outlay		-		10,000
Income less Cash Flows In(Out)		-		0

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Security deposits provided				10,000
Financial assistance provided				Included Above

Weatherization



The Housing and Community Services Agency of Lane County (HACSA) administers a Weatherization Program designed to assist income-qualified Lane County residents (**homeowners and renters**) reduce energy use in their homes.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	1,361,391	1,880,447	1,527,727	2,083,491
Personnel	537,918	646,601	533,681	719,273
Materials & Service	822,050	1,880,327	959,325	1,364,216
Total exp/cash outlay	1,359,968	1,880,327	1,493,006	2,083,489
Income less Cash Flows In(Out)	1,423	0	34,721	2

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	7.5	8.34	7.5	7.5
Number of Jobs Completed	86	114	114	130
Number of Energy Crisis Clients Assisted	65	53	53	60

Development

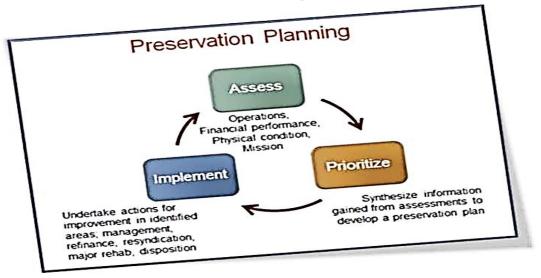


HACSA **Real Estate Development** department strives to create sustainable and affordable homes throughout Lane County. HACSA's development team activities include new construction projects, acquisition rehab, and substantial capital repairs for existing affordable properties.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	345,103	723,800	415,303	1,193,017
Personnel	339,603	254,708	226,601	260,500
Materials & Service	5,500	101,750	341,771	109,359
Capital Outlay	0	0	0	787,200
Debt Service	0	17,800	0	0
Total exp/cash outlay	345,103	374,258	568,372	1,157,059
Income less Cash Flows In(Out)	0	976,800	-153,069	35,958

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	1.05	2.7	2.75	2.75
Tax Credits Awarded	1 (Oaks)	1 (BV)		1

Asset Management



	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue		293,900	105,500	229,650
Personnel			83,600	96,125
Materials & Service		49,800	62,940	86,265
Total exp/cash outlay		49,800	146,540	182,391
Income less Cash Flows In(Out)		244,100	-41,040	47,259

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	1.8	1.35	1.05	1.05
Tax Credit Projects Owned	14	15	15	16
Tax Credit partners Exiting	1	2	2	0

Resident Opportunity and Supportive Services (ROSS)



HACSA is dedicated to helping residents achieve maximum self-sufficiency and helping communities achieve safety and stability. In partnership with residents, service providers, and government entities, HACSA sponsors numerous programs supporting these aims. The Resident Services department is staffed by the Resident Services Supervisor / Coordinator, three Family Self Sufficiency Coordinators, and an Administrative Assistant.

- Delivered monthly food boxes to 78 Seniors
- Provided 72 children with back packs and school supplies
- Facilitated 150 kids receiving daily Summer Lunch
- Provided support to the Resident Advisory Council, a team made up of Residents to assist HACSA with policies and procedures.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	154,351	100,508	91,200	211,802
Personnel	236,989	95,808	150,500	159,800
Materials & Service	2,299	4,700	24,600	52,002
Total exp/cash outlay	239,289	100,508	175,100	211,802
Income less Cash Flows In(Out)	-84,937	0	-83,900	0

	FY2015	FY2016	FY2016	FY2017
	Actuals	Budget	Projected	Budget
FTE	1.8	1.13	1.8	1.80

Family Self Sufficiency Program



The FSS Program uses housing assistance as a stabilizing force to allow families to invest their energies in other efforts - including employment and education - that are necessary to achieve self-sufficiency. The families, together with the FSS staff, identify the barriers that have limited the family's options for economic self-sufficiency. A training and service plan which includes goals, service needs, activities to be completed and time frames is drawn up for each participating family. This training and service plan becomes part of an FSS Contract of Participation which is entered into by the family and HACSA. HACSA establishes an escrow account (savings account) for each FSS participating family. Contributions to this account are made by HUD and are based on increases in the family's "earned income" during the time they are enrolled in the FSS Program. If the family successfully completes their contract they receive the money in the escrow account.

- Had their 100th participant move from subsidized housing to Home Ownership
- Developed Training and Services Plans for 224 residents of Public Housing or Section 8
- Paid out \$156,243.00 in Escrow to graduating FSS Participants
- Participants as a group increased their income by a total of \$575,372!!

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	155,287	205,273	205,273	313,857
Personnel	154,266	229,245	229,245	251,600
Materials & Service				62,257
Total exp/cash outlay	154,266	229,245	229,245	313,857
Income less Cash Flows In(Out)	1,021	-23,972	-23,972	0

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	3.2	3	3.2	3.2
Caseload	197	172	172	

Family Shelter House



In partnership with ShelterCare, provides 28 units of emergency shelter and supportive services off Hwy 99 in Eugene. For families with children who are homeless.

	FY2015	FY2016	FY2016	FY2017
	Actuals	Budget	Projected	Budget
Revenue	12,413	12,000	12,300	12,300
Personnel	0	0	0	0
Materials & Service	6,456	2,600	3,800	3,290
Debt Services	18,292	11,900	10,800	15,535
Total exp/cash outlay	24,748	14,500	14,600	18,825
Income less Cash Flows In(Out)	-12,335	-2,500	-2,300	-6,525

Heeran Center



A 16 bed Secure Residential Treatment Facility off Coburg road in Eugene serving the needs of individuals who are recovering from a mental illness. This center offers therapeutic treatment services on a 24/7 basis. Care services are provided by ColumbiaCare, Inc. The Heeran center also provides space for the Trauma Healing Project, offering wellness services facilitated by advanced healing arts practitioners, open to all in our community.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	164,097	180,600	199,774	213,600
Personnel	16,001	9,684	19,729	10,332
Materials & Service	76,968	15,100	105,166	118,049
Debt Service	25,234	96,200	60,300	71,200
Total exp/cash outlay	118,203	120,984	185,195	199,581
Income less Cash Flows In(Out)	45,894	59,616	14,579	14,019

	FY2015	FY2016	FY2016	FY2017
	Actuals	Budget	Projected	Budget
FTE	.13	.13	.13	.13

Signpost House



The Signpost House provides 16 units of supported housing off 7th Avenue, in partnership with ShelterCare.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	95,973	95,600	94,200	95,600
Personnel	4,978	0	1,000	1,936
Materials & Service	42,012	44,000	44,500	45,326
Debt Service	11,905	11,100	10,900	10,235
Total exp/cash outlay	58,895	55,100	56,400	57,497
Income less Cash Flows In(Out)	37,078	40,500	37,800	38,103

	FY2015	FY2016	FY2016	FY2017
	Actuals	Budget	Projected	Budget
FTE	.02	.02	.02	.02

Shelter + Care



This grant provides rental assistance to homeless and disabled individuals and families.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	504,633	440,000	437,407	437,407
Personnel	52,878	16,353	27,127	27,127
Materials & Service	450,468	423,647	410,280	410,280
Total exp/cash outlay	503,346	440,000	437,407	437,407
Income less Cash Flows In(Out)	1,317	0	0	0

	FY2015	FY2016	FY2016	FY2017
	Actuals	Budget	Projected	Budget
FTE	.23	.23	.23	.23

Housing Programs

HOUSING

		2014-15 ACTUAL		2015-16 BUDGET		2015-16 STIMATED		2016-17 ROPOSED
EXPENDITURES								
Personal Services Materials and Services Capital Outlay Debt Service	s s	3,234,000 4,685,100 360,000 591,000 8,870,100	s s	3,943,900 4,132,600 1,190,200 683,300 9,950,000	s s	3,550,035 5,341,732 688,194 432,151 10,012,112	s s	3,657,622 5,954,632 524,492 355,630 10,492,376
FULL-TIME EQUIVALENT POSITIONS		51.75		54.83		54.83		55.60

Executive



	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue		463,203	418,089	429,902
Personnel		331,403	343,461	339,956
Materials & Service		131,800	74,628	188,713
Total exp/cash outlay		463,203	418,089	528,669
Income less Cash Flows In(Out)		0	0	-98,767

	FY2015	FY2016	FY2016	FY2017
	Actuals	Budget	Projected	Budget
FTE		-		2.9

Board



Jacob Fox, Faye Stewart, Char Reavis, Jay Bozievich, Larry Abel, Steve Ochs. Not pictured: Sid Leiken, Pete Sorenson, Par Farr, Hugh Massengill,

The HACSA board Budget is a new addition to the financial packet. For the first time the HACSA board is being included in more of the Agency business than previously. Meetings and work sessions have expanded the involvement of the board in the decision making at HACSA. Research and study on composition of similar Housing Authority boards is included in the new budget, as well as the usual travel and training expenses, and an introduction of a stipend for the appointed Commissioners.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue				20,451
Personnel				0
Materials & Service				25,150
Total exp/cash outlay				25,150
Income less Cash Flows In(Out)				-4,699

Finance



The finance Department is responsible for managing the agency's finances including but not limited to the processing of day to day transaction, budget preparation, production of acurate management reports and agency financials.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue		389,923	399,648	450,723
Personnel		376,123	360,600	358,555
Materials & Service		13,800	39,048	30,960
Total exp/cash outlay		389,923	399,648	389,515
Income less Cash Flows In(Out)		0	0	61,208

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE		5.45	5.45	4.7
Audit Findings	1	0	0	0
Financials Submitted Timely	Yes	Yes	Yes	Yes

Human Resources



The Human Resource department has and will continue to morph into a department that plans for change, implements change and supports continuous improvement following change. The HR Managers role is to be a strategic partner, and employee sponsor and/or advocate, a policy enforcer, a senior management leader and a talent management gatherer. The HR Manger has prepared various policies and continues to do so, along with being a member of the Management Bargaining team for the Collective Bargaining Agreement. The department has implemented a new Human Resource Information System that will reduce double data entry and multiple spreadsheets and will produce many needed reports.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue		117,583	129,903	166,815
Personnel		97,483	100,059	154,448
Materials & Service		20.100	29,844	50,691
Total exp/cash outlay		117,583	129,903	205,139
Income less Cash Flows In(Out)		0	0	-38,324

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	1	1	1	1.8
Labor Contract Negotiated	n/a	Yes	Yes	N/a
On Boarding	14	13	13	





HACSA's Information Technology group provides a technological infrastructure that is stable, repeatable and sustainable. This is accomplished through administration of server, workstation and application resources, providing efficient communications and networking systems while insuring compliance, security and cost effectiveness.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue		272,069	226,792	240,252
Personnel		155,269	150,599	167,900
Materials & Service		47,500	76,192	72,465
Total exp/cash outlay		200,516	226,792	240,365
Income less Cash Flows In(Out)		71,553	0	-113

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE		2	2	2
Number of devices supported	191	254	254	280

Fairview Admin/Maintenance COCC

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue		209,800	106,094	190,462
Personnel		753,801	464,960	401,515
Materials & Service		229,525	291,637	790,132
Total exp/cash outlay		983,326	756,597	1,191,647
Income less Cash Flows In(Out)		-773,526	-650,504	-1,001,185

Day Island Building

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue		65,800	90,800	96,460
Personnel				
Materials & Service		65.800	90,800	96,460
Capital Outlay				
Debt Service				
Total exp/cash outlay		65,800	-18,300	96,460
Income less Cash Flows In(Out)		0	0	0

Fairview Building

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue		77,100	98,139	77,100
Personnel				
Materials & Service		73,400	61,533	77,100
Capital Outlay				
Debt Service				
Total exp/cash outlay		73,400	61,533	77,100
Income less Cash Flows In(Out)		3,700	36,606	0

Laurelwood Homes



A 29 unit housing complex located in Florence Oregon

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 186749
Revenue	72,637	74,600	94,300	92,414
Personnel	66,242	97,195	82,157	71,300
Materials & Service	189,804	134,416	138,447	131,321
Total exp/cash outlay	256,045	231,611	220,605	202,621
Income less Cash Flows In(Out)	-88,392	-55,111	-32,357	-15,872

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	1.13	1.13	1.13	1.13
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-	-	
Latest REAC Score if Inspected	99			

McKenzie Village



McKenzie Village is truly a "village" in that it encompasses an entire neighborhood; its 86 duplexes line both sides of the streets at North First, Mill, West Olympic, Water, Kelly, West Quinalt, Prescott, McPherson and West Fairview Drive. The 52 one-bedroom units, 90 two-bedroom units and 30 three-bedroom units house a mixed population of senior and disabled and family households and each unit is appointed with appliances, blinds, washer & dryer hookups, and ductless heat pumps. A parking space is allocated to each residence. Residents gather in the Community Room located in the Fairview office, for social activities such as Wednesday afternoon Bingo, quarterly potluck dinners and the annual Halloween Party. The weekly Food Bank distributions assist food-insecure residents.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	918,455	967,460	950,300	981,297
Personnel	262,398	333,146	333,146	355,689
Materials & Service	614,007	665,632	620,154	603,145
Total exp/cash outlay	876,405	998,777	953,300	958,835
Income less Cash Flows In(Out)	42,050	-31,318	-3,000	22,462

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	5.38	5.38	5.38	5.38
Number of Unit Turns	-			
Average Number of Days/Turn				
Occupancy		-	-	
REAC Score if Inspected				

Pengra Court



Pengra Court is comprised of 17 two-bedroom and 5 three-bedroom and is situated on a quiet neighborhood on R Street in Springfield. The buildings are set back from the street and each unit has its own covered front patio and small yard with privacy fencing. Each unit is appointed with appliances, blinds, washer & dryer hookups, and two outdoor storage closets. The high vaulted ceilings on the first floor impart a roominess not often found in apartment living. Benches placed throughout common areas invite residents to pass the time together. Parking lots provide ample off-street parking for residents.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	117,477	123,745	121,500	125,614
Personnel	33,563	42,612	42,612	43,700
Materials & Service	78,536	85,139	79,388	87,485
Total exp/cash outlay	112,098	127,751	122,000	131,185
Income less Cash Flows In(Out)	5,379	-4,006	-400	-5,571

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	.71	.71	.71	.71
Number of Unit Turns				
Average Number of Days/Turn		-	-	
Occupancy				
Latest REAC Score if Inspected	87	<u>-</u>		

Springfield Scattered Sites

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	106,797	112,495	110,500	113,876
Personnel	30,511	38,738	38,738	44,500
Materials & Service	71,396	77,399	119,362	93,347
Total exp/cash outlay	101,908	116,137	158,100	137,847
Income less Cash Flows In(Out)	4,890	-3,642	-47,600	-23,971

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	.64	.64	.64	.64
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-		
REAC Score if Inspected		-		

Maplewood Meadows



	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	208,641	214,729	222,300	229,398
Personnel	85,008	66,729	76,400	126,100
Materials & Service	218,672	188,721	152,960	158,440
Total exp/cash outlay	303,679	255,450	229,360	284,540
Income less Cash Flows In(Out)	-95,039	-40,721	-7,000	-55,143

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	1.51	1.51	1.51	1.51
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-		
REAC Score if Inspected				

Scattered Eugene Sites

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	505,130	519,871	538,200	547,821
Personnel	118,516	161,555	185,000	177,500
Materials & Service	462,267	456,902	370,200	317,667
Total exp/cash outlay	580,783	618,457	555,200	495,167
Income less Cash Flows In(Out)	-75,653	-98,586	-17,000	52,654

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	2.75	2.75	2.75	2.75
Number of Unit Turns		-	-	
Average Number of Days/Turn				
Occupancy		-	-	
Latest REAC Score if Inspected	91			

Parkview Terrace



	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	771,921	804,000	790,186	821,194
Personnel	218,896	254,612	259,963	285,083
Materials & Service	449,381	514,100	476,667	509,889
Total exp/cash outlay	668,277	768,712	736,600	794,972
Income less Cash Flows In(Out)	103,644	35,288	53,555	26,221

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	4.07	4.07	4.07	4.07
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-		
Latest REAC Score if Inspected	98			

Veneta Villa



Veneta Villa is located in the quaint town of Veneta, OR., home of Oregon's Country Fair. Veneta Villa is a one level apartment community, comprised of 30 one and two bedroom units serving elderly and disabled person(s) and/or families. As a resident at Veneta Villa you can enjoy the garden like setting, on-site laundry facilities, and the private outside walking loop and picnic tables. Conveniently situated a short walk from parks, restaurants, shopping, community centers, public transportation as well as local wineries, camping areas and lakes, residents at Veneta Villa enjoy the closeness of rural amenities. When you visit Veneta Villa you will instantly feel the peacefulness of this charming community.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	153,557	158,067	163,500	182,770
Personnel	67,229	77,075	77,700	59,600
Materials & Service	103,566	117,290	111,800	121,702
Total exp/cash outlay	170,795	194,365	189,500	181,302
Income less Cash Flows In(Out)	(17,238)	(36 <i>,</i> 298)	(26,000)	1,468

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	1.02	1.02	1.02	1.02
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-		
Latest REAC Score if Inspected	96			

Lindeborg Place



Lindeborg Place is ideally located in historic Junction City, OR., Lane County's breadbasket region. Lindeborg Place is a two story apartment building, comprised of 40 one bedroom units serving elderly and disabled person(s) and/or families. When you visit Lindeborg Place you will see the beautifully maintained grounds which include a designated rose garden and resident flower gardens. As a resident at Lindeborg Place you can enjoy the newly remodeled community room, on-site laundry facilities, private outside community courtyard and gardens. Conveniently situated a short walk from parks, restaurants, shopping, bus stops, as well as local dairies, wineries and fruit farms, residents at Lindeborg Place enjoy a mix of rural and urban amenities. This site will immediately give you a sense of community.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	204,743	210,756	218,000	228,576
Personnel	89,638	102,767	103,600	80,300
Materials & Service	138,088	156,387	149,000	157,586
Total exp/cash outlay	227,726	259,153	252,600	237,886
Income less Cash Flows In(Out)	(22,983)	(48,398)	(34,600)	(9,310)

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	1.50	1.5	1.5	1.5
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-		
Latest REAC Score if Inspected	96			

Veneta Scattered Sites



Veneta scattered sites are located throughout the quaint town of Veneta, OR., home of Oregon's Country Fair. Veneta scattered sites are comprised of two and three bedroom duplexes (20 total units), serving families, elderly and disabled person(s). Residents living in a Veneta scattered site enjoy their own private yards, and in unit laundry hook-ups. Conveniently situated a short walk from parks, restaurants, shopping, community centers, public transportation as well as local wineries, camping areas and lakes, residents of Veneta scattered sites enjoy the closeness of rural amenities. When you visit a Veneta scattered site you will instantly feel the peacefulness of this charming community.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	102,371	105,378	109,000	122,930
Personnel	44,819	51,383	51,700	39,600
Materials & Service	69,044	78,193	74,600	78,270
Total exp/cash outlay	113,863	129,577	126,300	117,870
Income less Cash Flows In(Out)	(11,492)	(24,199)	(17,300)	5,060

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	.75	.75	.75	.75
Number of Unit Turns				
Average Number of Days/Turn		-		
Occupancy				
Latest REAC Score if Inspected	96			

Cresview Villa



Cresview Villa Apartments is a Senior / Disabled apartment complex nestled in the everyday neighborhood of Creswell Oregon. It's located 3 blocks off Main Street at 350 S. 2nd. This complex provides one-bedroom subsidized units and affordable housing to 34 senior disabled households. The gardens are maintained by the local on-site maintenance specialist and the residents take pride in their veggie & flower gardens. This complex has an active senior community room will full kitchen, a Helping Hands food program, 504 ADA units and a large laundry facility.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	149,461	157,087	150,200	160,388
Personnel	67,526	70,970	69,300	87,300
Materials & Service	130,037	106,879	116,499	110,889
Total exp/cash outlay	197,563	177,849	185,799	198,189
Income less Cash Flows In(Out)	(48,102)	(20,761)	(35,599)	(37,801)

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	1.12	1.12	1.12	1.12
Number of Unit Turns				
Average Number of Days/Turn		-		
Occupancy	95.2	96.2		
Latest REAC Score if Inspected	96	-	-	

Riverview Terrace



	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	263,755	277,213	265,100	279,620
Personnel	119,163	125,241	122,400	87,300
Materials & Service	172,309	197,553	230,600	110,889
Total exp/cash outlay	291,472	322,794	353,000	198,189
Income less Cash Flows In(Out)	(27,717)	(45,581)	(87,900)	(37,801)

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	2.2	2.2	2.2	2.2
Number of Unit Turns				
Average Number of Days/Turn				
Occupancy				
Latest REAC Score if Inspected	91			

Abbie Lane



	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	240,959	215,400	240,000	247,000
Personnel	120,527	53,227	81,800	65,000
Materials & Service	110,933	93,300	98,800	121,019
Debt Service	20,302	33,400	34,264	11,400
Total exp/cash outlay	264,833	259,927	214,864	197,419
Income less Cash Flows In(Out)	(23,874)	(44,527)	25,136	49,581

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	.8	.86	.8	.8
Number of Unit Turns		-	-	
Average Number of Days/Turn				
Occupancy		-	-	
REAC Score if Inspected		-		

Fourteen Pines



	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	479,884	414,500	460,090	478,142
Personnel	193,284	150,943	244,600	220,000
Materials & Service	208,887	164,300	234,100	241,326
Debt Service		117,100		
Total exp/cash outlay	402,172	562,343	478,700	461,326
Income less Cash Flows In(Out)	77,712	-147,843	-18,610	16,816

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	2.9	2.46	2.9	2.9
Number of Unit Turns				
Average Number of Days/Turn		-		
Occupancy				
REAC Score if Inspected				

Village Oaks



The Village Oaks Apartments provides housing for 65 households which include elderly, disabled and many low income working families. It consists of 1, 2 & 3 bedroom units with rents of \$477 - \$560 - \$611 and are very affordable. Village Oaks has 3 rental programs: Market Rents, 13 Project Based Section 8 subsidies and Vouchers.

This quiet family complex is nestled amongst a beautifully landscaped property off W. 18th Ave in Eugene. It has many trees, two playgrounds and a basketball hoop for kids. Village Oaks has an active community center and weekly Helping Hands food give away for residents. Village Oaks is in the process of beautifying its units and continues to make improvements to buildings and property.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	406,437	357,800	408,400	401,000
Personnel	131,358	143,002	167,900	88,200
Materials & Service	263,540	210,700	229,417	312,800
Capital Outlay	73,438	120,235		0
Debt Service	20,136	64,000		0
Total exp/cash outlay	488,471	537,937	397,317	401,100
Income less Cash Flows In(Out)	-82,034	-180,137	11,083	0

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	2.62	2.46	2.62	2.62
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy	80.1	81.3	-	-
REAC Score if Inspected	92			

Firwood Apartments



Firwood Apartments are conveniently located off W. 11th Avenue, in Eugene, OR. Firwood Apartments is a grouping of 9 two story buildings comprised of 70 one and 20 two bedroom units, serving families, elderly and disabled person(s). Residents living at Firwood Apartments enjoy their own private patios/decks, on site laundry, garden areas and a shared common area. Conveniently situated a short walk from walking trails, restaurants, shopping, public transportation and schools, residents of Firwood Apartments enjoy the closeness of urban amenities while enjoying the private location. When you visit Firwood Apartments you will notice what a truly hidden gem this property is!

Firwood Apartments is bond funded property situated on privately owned land leased by HACSA. This complex does not require HUD REAC inspections, performance measures are the same as HUD REAC inspected properties. Performance measures of HACSA's properties include things such as: curb appeal, maintenance repairs, work order response times and overall condition of the unit and properties.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	520,996	530,400	524,600	535,300
Personnel	123,113	104,112	109,700	132,300
Materials & Service	167,261	212,500	175,300	278,502
Debt Service	65,438	140,900	155,503	168,915
Total exp/cash outlay	355,811	457,512	440,503	579,717
Income less Cash Flows In(Out)	165,185	72,888	84,097	-44,417

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	2.14	2.14	2.14	2.14
Number of Unit Turns				
Average Number of Days/Turn		-		
Occupancy				
Latest REAC Score if Inspected		-		

Norsemen Village



Acquired in 2006 and rehabilitated in 2011. Provides 44 units of elderly and disabled housing in Junction City. 99.3% occupancy

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	303,197	281,600	288,600	303,197
Personnel	-		52,000	
Materials & Service	191,733	181,900	122,500	191,733
Debt Service	90,141	89,600	19,1710	90,141
Total exp/cash outlay	281,874	271,500	193,670	281,874
Income less Cash Flows In(Out)	21,323	10,100	94,930	21,323

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	0	0	0	0
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-		
Latest REAC Score if Inspected				

Camas Place



Acquired and rehabilitated in 2001. 36 units of family housing in Creswell.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	225,232	224,100	225,232	222,867
Personnel			79,770	
Materials & Service	223,783	193,300	144,012	191,514
Capital Outlay		30,800		
Debt Service	80,000	27,100	92,034	27,060
Total exp/cash outlay	303,783	258,300	315,817	218,574
Income less Cash Flows In(Out)	-78,551	-34,200	-90,585	4,293

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	0	0	0	0
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-	98.2%	
Latest REAC Score if Inspected				

Richardson Bridge



Our first site built using Tax Credits, completed in 1992. Provided 31 units of family housing off W 11th in Eugene.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	204,396	203,100	147,122	225,490
Personnel	1,802		11,806	
Materials & Service	179,413	188,800	63,800	170,255
Capital Outlay		37,400		
Debt Service		12,000		11,101
Total exp/cash outlay	181,215	238,200	75,606	181,356
Income less Cash Flows In(Out)	44,134	-35,100	71,516	44,134

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	0	0	0	0
Number of Unit Turns				
Average Number of Days/Turn		-		
Occupancy			99.5%	
Latest REAC Score if Inspected				

Jacob's Lane



Jacob's Lane, completed in 1997 provides 63 units of 1, 2 and 3 bedroom apartments and townhomes off Hwy 99 and Fairfield in Eugene.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	291,412	318,300	325,800	333,359
Personnel				
Materials & Service	270,739	197,700	255,000	255,676
Capital Improvements		13,500		
Debt Service	15,990	69,700	65,500	45,065
Total exp/cash outlay	286,729	280,900	320,500	300,741
Income less Cash Flows In(Out)	4,684	37,400	5,300	32,618

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	0	0	0	0
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-	97.8%	
Latest REAC Score if Inspected				

Laurel Gardens



Laurel Gardens was completed in 1996 and provides 41 units home to elderly and disabled individuals in the fairgrounds area.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	189,952	169,300	166,615	190,000
Personnel				
Materials & Service	178,800	148,800	151,789	178,800
Capital Improvements		13,400		
Debt Service	24,507	38,100	23,554	24,507
Total exp/cash outlay	203,307	200,300	175,342	203,307
Income less Cash Flows In(Out)	-13,355	-31,000	-8,728	-13,307

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	0	0	0	0
Number of Unit Turns				
Average Number of Days/Turn		-	-	
Occupancy			98.2%	
Latest REAC Score if Inspected				

Walnut Park



Completed in 1995. Provides 32 Units of family housing in the River Road area of Eugene.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	180,622	183,100	176,597	180,622
Personnel				
Materials & Service	136,646	125,100	129,043	136,646
Capital Improvements		14,400		
Debt Service	26,361	51,000	30,293	26,361
Total exp/cash outlay	163,007	190,500	159,335	163,007
Income less Cash Flows In(Out)	17,615	-7,400	17,262	17,615

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	0	0	0	0
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-	98.7%	
Latest REAC Score if Inspected				

The Orchard's aka Willakenzie Townhouses



Willakenzie Townhouses is a garden court complex located at 3202 Willakenzie Road in Eugene. There is a mixture of two and three bedroom two story townhouses as well as single level handicap accessible units.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	162,835	169,300	182,380	162,835
Personnel				
Materials & Service	144,092	125,500	169,938	144,092
Capital Improvements		66,900		
Debt Service	11,904	40,400	11,834	11,904
Total exp/cash outlay	155,996	232,800	181,772	155,996
Income less Cash Flows In(Out)	6,839	-63,500	608	6,839

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	0	0	0	0
Number of Unit Turns		-		
Average Number of Days/Turn				
Occupancy		-		
Latest REAC Score if Inspected				

Capital Funding's Department

Budget for the year ending September 30, 2017



This program provides education and equipment for Capital Fund Program and its employees.

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	894,675	1,224,430	951,318	894,675
Personnel	95,783	239,437	95,124	95,783
Materials & Service		308,493		
Capital Outlay	524,492	676,500	688,194	524,492
Interfund Transfer	274,400		168,000	274,400
Total exp/cash outlay	894,675	1,224,430	951,318	894,675
Income less Cash Flows In(Out)	0	0	0	0

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	2.8	3.1	2.8	1.11
Projects completed on or before original completion date:	100%	100%	100%	100%
Projects canceled or rebid:	2%	0%	2%	0%
Projects with Change Orders	66%	50%	35%	20%

Section 8

SECTION 8

		2014-15 ACTUAL	2015-16 BUDGET	2015-16 STIMATED	2016-17 ROPOSED
EXPENDITURES					
Personal Services Materials and Services Capital Outlay Debt Service	s	1,474,084 14,568,748 0 0	\$ 1,228,300 14,724,500 0 0	\$ 1,187,100 17,110,400 0 0	\$ 1,259,000 16,615,822 0 0
	\$	16,042,833	\$ 15,952,800	\$ 18,297,500	\$ 17,874,822
FULL-TIME EQUIVALENT POSITIONS		19.50	 17.55	 17.55	 17.82

Rent Assistance

The Rent Assistance Division provides housing subsidies for Section 8, Shelter Plus Care, VASH and Madrone. At 100% occupancy HACSA provides housing subsidies for 3187 families in Lane County.

The Rent Assistance Division employees 18 full time employees. With salaries and fringe benefits combined the Rent Assistance Division is projected to spend \$1,259,176.00 in Fiscal Year 2017.

<u>Note –</u>

at 100% occupancy 101 for SPC, 33 for Madrone, 2817 for S8 and 236 for VASH.

- Breakdown of staff
 - 2 Supervisors
 - 3 Office Assistants
 - 3 Inspectors
 - 1 Intake
 - 1 Division Analyst
 - 8 Housing Specialists

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
Revenue	16,512,462	14,134,200	18,668,192	18,237,200
Personnel	1,474,084	1,228,278	1,187,100	1,259,000
Materials & Service	14,568,748	14,694,500	17,110,400	16,615,822
Total exp/cash outlay	16,042,833	15,922,778	18,297,500	17,874,822
Income less Cash Flows In(Out)	469,629	(1,788,578)	370,692	362,378

	FY2015 Actuals	FY2016 Budget	FY2016 Projected	FY2017 Budget
FTE	0	17.55	17.82	17.82
Voucher Usage	98.72%	100%	101%	100%