



The Housing Authority of the City of Milwaukee Supportive Services Highlights

The mission of the Housing Authority of the City of Milwaukee (HACM) is to foster strong, resilient and inclusive communities by providing a continuum of high-quality housing options that support self-sufficiency, good quality of life, and the opportunity to thrive.

Choice Neighborhood Initiative (CNI)

CNI is a \$30 million HUD grant awarded to City of Milwaukee and HACM in 2015, leveraging \$275 million+ from over 25 partners. The grant supports a locally-driven, comprehensive strategy to transform the northwest side of Milwaukee into an inclusive community of opportunity through three primary strategies:

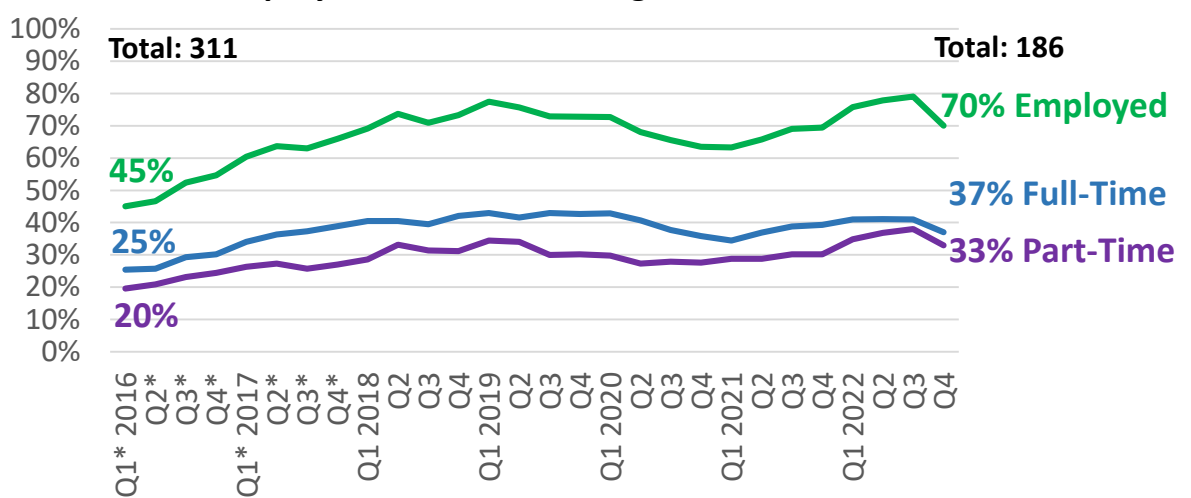
Housing: Replacing the distressed Westlawn public housing development with high-quality, mixed-income housing;

Neighborhood: Supporting a vibrant mixed-income, mixed-use community with amenities and assets that attract residents and investment

People: Supporting positive outcomes for Westlawn residents related to employment, health, safety, education and self-sufficiency.

Employment of Case Managed Residents

Through case management in our CNI grant program, HACM has increased the full- and part-time employment rate of work-able residents from 45% in 2016 to 70% at 12/31/2022.



@Promise Resident Training Program

Launched in 2017, @Promise is a HACM initiative that is geared toward young adults interested in pursuing a college education. The program builds upon the stability of HACM’s quality, affordable housing by also offering supportive services that together can transform residents’ lives. @Promise provides motivated residents with the opportunity to overcome barriers that could otherwise keep them locked into a cycle of poverty.



- Life Skills Training
- Part-Time Employment
- Post-Secondary Education
- Tuition Assistance
- Mentoring
- Job Placement Assistance

Make Your Money Talk (MYMT)

MYMT is a partnership with the Wisconsin Women's Business Initiative Corporation to provide financial capability education for HACM residents with a 4:1 matched individual development accounts (IDA).

	2 years 2020-21	2022	Cumulative 2004 to 2022
Make Your Money Talk Graduates:	314	146	3084
IDA Accounts opened	178	104	1503
IDA Accounts used for household assets:			
Purchase a home	19	3	186
Post-secondary education	5	4	103
Starting a business	5	8	88
Purchasing or repairing a vehicle	52	15	122
Pay off debt needed for credit repair	193	47	364

Family Self-Sufficiency (FSS) Program

FSS is a HUD program that allows housing choice voucher participants and public housing residents to build financial assets if the household income from wages increases and the participant completes the program. Participation generally lasts five years, during which participants accomplish educational, professional, and personal goals.

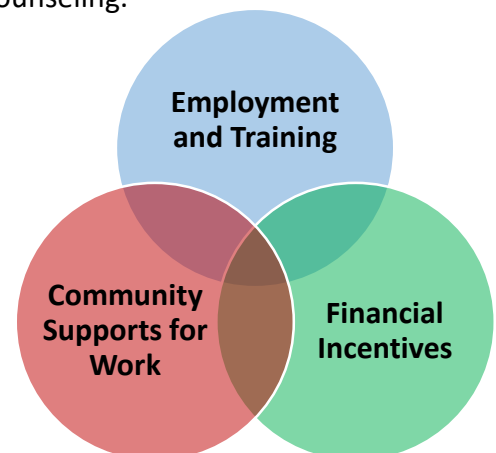
During HACM's housing software conversion to YARDI, data conversion errors occurred at the time of conversion that have had an ongoing impact on escrow calculations. HACM and YARDI have worked on a solution to resolve the matter. Over the next three months, HACM staff will review each FSS participant as of the time of conversion and post-conversion, void any recertifications for each FSS participant back to their enrollment date in FSS, correct the baseline FSS information, and then re-enter the recertification information. While this process is very detailed and complicated, according to YARDI, this process will correct the FSS calculations and escrow balances. We will have up-to-date numbers regarding FSS in our next report.

Jobs Plus Initiative

Jobs Plus is a \$2.3 million HUD grant to connect Hillside Terrace residents with employment, education, and financial empowerment services. The initiative promotes the economic advancement of public housing residents by incentivizing employment and earnings increases through the earned income disregard for participating families, and by providing services designed to support work including: employer linkages, job placement and counseling, educational advancement and financial counseling.

As of 12/31/2022:

- 62.0% of Hillside residents that enrolled and are being actively case managed are employed (137 out of 221).
- This is significantly higher than the overall employment rate of all work-able residents in Hillside of 46%, showing the impact of case management.
- HACM has assisted 85 residents in starting new full time employment, 65 for new part-time employment, and 85 have improved their employment through promotion or more hours.
- Through the earned income disregard incentive, Hillside residents have been able to keep more than \$1 million total that would normally have been paid as rent over the 4-year grant period.



Education Initiative

For the 2020-21 school year, 23 of 31 students of age to graduate high school graduated on time with their 4-year cohort, or 74.2%. This compares to the 4-year cohort graduation rate for all Milwaukee Public School students in 2020-21 of 67.4% (64.2% for black students).

Of the 8 students that did not graduate last year, including 3 Individualized Education Program (IEP) students, the Education Specialist continues to work with all 8 students. We are happy to report that 7 of the 8 continued their work towards their high school diploma with 5 on track to graduate this year.



For students in the 2021-22 school year, 11 of 20 students have graduated on-time with their class (55%). An additional two students are no longer living in the household and no longer want case management. Of the remaining 9 students, 2 are IEP students and most have significant barriers and have not responded to the support and resources that we have tried to link to them and their parents/grandparents.

YouthBuild



2022 – 2023 Cohort

- 9 individuals enrolled initially
 - 1 transitioned to the health track option
 - 8 are currently enrolled on the construction side
 - 2 left due to deaths in immediate family
 - 1 left after probation ended
 - 1 left the program to secure employment and care for a child(ren)
- 9 of the 9 have completed the Occupational Safety and Health Training (OSHA) Certification
- 3 of the 8 have completed the Home Builders Institute Carpentry Pre-Apprenticeship Certificate Training (HBI-PACT)

Service Coordination for Seniors and Disabled Adults

Partnership with Lutheran Social Services of Wisconsin and Upper Michigan, Inc.

Lutheran Social Services (LSS) provides service coordination to senior and disabled residents living in HACM's high-rises. The program is funded through a few remaining Resident Opportunities and Self Sufficiency (ROSS) grants through resident organizations as well as some operating subsidy from HACM. LSS took over this program in 2019 when the nonprofit UNISON was dissolved. The program assists residents by linking them to needed services in the community, including but not limited to: healthcare services, behavioral health services, food/nutrition, transportation, household skills/life skills, financial assistance, social service assistance, housing retention/lease education, conflict resolution, translation, crisis intervention, and general information & referrals. During calendar 2022, the program assisted about 920 seniors and persons with disabilities in HACM developments.



Homeownership

Since 1994, the Housing Authority of the City of Milwaukee's Homeownership Program has helped hundreds of people realize their dream of becoming homeowners. The program offers ways for public housing residents, rent assistance voucher holders and others to work towards acquiring an asset that can benefit their family and the community for generations to come.

Section 32 Homeownership

This program assists people who live in HACM's public housing units, or people who would qualify for public housing based on their income, in preparing for and achieving a homeownership goal. Participants may be eligible for forgivable second mortgages if they choose to purchase a home sold by HACM. Since the program began, HACM has assisted **307 people in purchasing a home**. The *estimated tax revenue* generated from HACM home sales since 1994 is nearly \$10 million.

In 2021, HACM partnered with ACTS Housing to provide the rehab component of the Section 32 Homeownership Program. As of September 1, 2022, HACM has sold 12 of its vacant Scattered Sites units to first-time and income eligible buyers in partnership with ACTS Housing. HACM will continue to evaluate its units for Section 32 suitability as they become vacant.

Section 8(y) Homeownership

This program assists HACM Housing Choice Voucher Program participants in converting their housing voucher to a mortgage payment. To date, **271 participants have purchased a home**. While the 8(y) program is temporarily not accepting new applications, we are still working with voucher holders who were enrolled before the hold. The real estate market is currently very competitive and sellers aren't as willing to make required repairs.

Resident Impact Story



A participant in the Housing Authority of the City of Milwaukee's (HACM) Housing Choice Voucher program, Ms. Anita McGee displayed perseverance, discipline, and focus during her [Make Your Money Talk](#) match savings journey. Make Your Money Talk is a partnership between HACM and the Wisconsin Wisconsin Women's Business Initiative Corporation (WWBIC) that provides financial empowerment programming to HACM residents.

Through the Make Your Money Talk program, Anita has been working on her credit and building up her savings. Anita's primary and immediate financial goal was to purchase a vehicle. She knew by purchasing her own vehicle she could reduce her overhead as an Uber driver. By doing this, Anita would have more funds available to save and pay down her debt. Although aware of her goal and what was needed, there were times when Anita felt like giving up. Trying to save, pay down debt, and purchase a vehicle was overwhelming her. In addition, Anita felt at her age she should have been further along the economic scale. However, she stayed focused, remained on her journey, and purchased a vehicle. From this purchase, Anita reduced her overhead by 45% and expressed her feelings of joy and accomplishment. Anita stated that she appreciated the one-on-one counseling sessions to keep her inspired and the program to keep her motivated and the matched funding to boost her efforts. Now, with the increased household income she plans to pay down her remaining debt and increase her overall savings.