



# Chasing — — Better

Annual Impact Report:  
January - December 2022

80

 **Dothan Housing**  
You Are Our Why  
Celebrating **80** Years of Dedicated Service  
1942-2022



# Message from the CEO

It is my honor and privilege to present Dothan Housing's (DH's) 2022 Chasing Better Annual Report covering January 2022 through December 2022.

As I wrote my reflections this year, I am excited to share that we opened the year on the Energy Bus, ironically, the book we read at the end of FY2021. This time period reflected in this report has been an exciting journey as we, as an agency, have officially started implementing our Purpose 2025 Strategic Plan.

This year, we got off to a great start; we were selected to join the Moving to Work (MTW) Expansion under the Landlord Incentives Cohort #3. We also launched our Moving through the Wiregrass with Purpose (MTWP) campaign.

I am proud to announce that we had two Family Self-Sufficiency (FSS) graduates this year, and our Resident Services team successfully revised our FSS Action Plan based on the new final rule mandate. We also launched our R.I.S.E. program (Resume, Interviewing, Soft Skills, & Education) for our Section 3 mandates and Resident Services initiatives.

DH also held three community events this year at the Doubletree Hotel in Dothan, the Real Estate Investor & Landlord Summit, the Vendor Fair, and the Landlord Symposium. In the evenings of each of these events, we held a fundraiser for our nonprofit resident services organization, BOSS (Building Opportunities toward Self-Sufficiency, Inc.). The events were the Build-Out Mix, the All-White Party, and the Casino Royale: All-Black Affair.

As we continue to live up to our slogan, "You Are Our Why," we held two staff retreats this year, one this summer and one this fall. Our team this year received The One Minute Manager Balances Work and Life to read and prepare to discuss in January 2023.

Our team facilitated four Ready to Rent (R2R) trainings this year for housing associations, two at the AAHRA annual conference in August in Gulf Shores, NAHRO annual conference in September in San Diego, and the Southern Conference on Homelessness and Housing (SCHH) in October in Orange Beach.

Speaking of the AAHRA annual conference, we were proud to receive the 2022 AAHRA Website of the Year and 2022 AAHRA Best Publication of the Year. I was humbled to receive the 2022 AAHRA Executive Director of the Year. I was even more excited for our own Annie Doris Thomas to be selected as the 2022 AAHRA Maintenance Employee of the Year. We are even prouder that our Board Chairman, David C. Jamison, received the 2022 SERC-NAHRO Commissioner of the Year award.

We closed the year with another successful Rental Fair and our Gala & Awards Ceremony in December.

In closing, I would be remiss if I didn't state that our employees' innovative thinking and productivity drove our success, which is reflected in this 2022 Chasing Better Annual Report. Each department and every individual rose to the occasion and bought into the mission of our agency. Because of their work, our residents and the public experienced life-changing outcomes that have left an industry-wide ripple effect of progress.

We look forward to continuing this "innovative excellence" tradition in 2023, and for years to come.

Samuel P. Crawford  
President & Chief Executive Officer

## Board of Commissioners

David Jamison, Chairman  
Appointed: February 2018  
Term Expires: January 2028

Jeff Williams, Vice Chairman  
Appointed: February 2020  
Term Expires: January 2025

Jocelyn Gutzmore, Commissioner  
Appointed: August 2019  
Term Expires: January 2026

Michael Jackson, Commissioner  
Appointed: April 2018  
Term Expires: January 2026

Donna Clemmons, Commissioner  
Appointed: April 2021  
Term Expires: January 2025

Lily Mendoza, Commissioner  
Appointed: February 2021  
Term Expires: June 2025

Lavern Higgins, Commissioner  
Appointed: July 2021  
Term Expires: January 2024

## Senior Leadership Team



Samuel P. Crawford  
President & CEO

Dr. Michael C. Threatt  
Senior VP & COO



Dr. Tamara Berry-Andrews  
VP of Affordable Housing & Compliance

Stacy Parris  
VP of Employee & Customer Experience



Chantrice James  
Director of Finance & Administration

## Our Mission

Dothan Housing is dedicated to developing and strengthening affordable housing opportunities that embrace best practices in a high-value organizational culture.

## Our Vision

Provide affordable housing services through the implementation of 21st-Century technological approaches.

## Our Values

# LOVED

Listening • Opportunity • Versatile  
Empowering • Diversity

## Our Motto

Automate • Innovate • Elevate

## We are Guided By Our Four Principles (4Ps)

1

### People

Attract, Recruit, and Retain the Best & the Brightest Affordable Housing Professionals

2

### Partnerships

Establish Sustainable Public-Private Partnerships

3

### Practices

Implement Best Practices & Evidenced-Based Practices

4

### Purpose

Develop & Cultivate A High-Value Organizational Culture



# Capital Funds, Financials & Grants

## Capital Fund Financing Program

**\$9,622,899**

## Financial Viability – Net Position

**\$30,654,622**

## Asset Value

**\$34,142,633**

## Employee Award Winners

### Rookie of the Year

Justise Black

### Rising Star Award

Andrella Allums

### Unsung Hero Award

Daniel Delgado & Mysin Harris

### Housing Professional of the Year

Maurice Weems

### Customer Service Award

Demetra Helms

### Transformational Leadership Award

Tamaria Harris

### Maintenance Person of the Year

Derek Flowers

### Administrative Team Member of the Year

Tamaria Harris

### L.O.V.E.D Award

Steven Smith

Dothan Housing (DH) is proud to announce its Employee Award Winners for 2022. Team members from all departments are evaluated based on the year's performance. For the first time, the agency opted to expand its awards and include "team" and "collaboration" areas. The DH Employee Awards are an extension of the agency's employee recognition program.

### Best Collaboration Award Recipients: UAP (Utility Assistance Payment) Debit Cards

- Chantrice James
- Dr. Tamara Berry-Andrews
- Mysin Harris
- Wendy Deatherage
- Jordon Bonner
- Andrella Allums
- LaDonice Freeney
- Demetra Helms

### Chasing Better Award Recipients

- Challis Readus
- Tanya Embry
- LaDonice Freeney
- Wendy Deatherage
- Patience Reynolds Crittenden

### Chasing Better Team Award: Maintenance Division

- John Fondren
- Derek Flowers
- Hasten Wiggins
- Johnny Hill
- Annie Doris Thomas
- Steven Smith
- David Smith
- Lounorris Godwin
- Michael Walker
- James Curry



## The Susan Morrison Memorial Scholarship

Over \$4,000 was raised for the agency's Susan Morrison Memorial Scholarship, with a notable donation of \$1,000 from financial institution SmartBank!



# Housing

## Total Waitlist Count as of December 2022

**6,141** (HCV 1,261 PBV 4,880)

## 18 Voucher Briefings Conducted in 2022 (Beginning April 2022)

The HCV department held one in-person and one virtual voucher briefing monthly, allowing applicants in various cities and states to receive information in real time and eliminating the burden of travel to our office from out of state to complete required paperwork.

## 224 Total Vouchers Issued in 2022

## 873 Total HQS Inspections Conducted in 2022

Also, HQS inspections were conducted more frequently with having our own inspector on staff at DH, and Landlords are now able to view their inspection results in real-time on Assistance Connect.

## New Technology Utilized in 2022 for the Voucher Program

- The HCV department was able to provide more housing opportunities to families by implementing our first ever online application portal in April 2022. In addition, applicants were able to access their applications to make changes and/or receive status updates. This new software has enabled HCV to streamline operations more fluidly and decreased workflow time.
- UAP Debit Cards: Program participants now receive utility allowances from the agency via debit card instead of check.



## Emphasis on Collaboration

Resident Services Department and our Landlord Liaison were amazing at collaborating with us to educate participants on the various resources our organizations offer such as Ready to Rent and the Landlord Incentive Program.

## 2023 Goals

Continue to provide stellar customer service to the people we serve all while utilizing the technological software systems in place to enhance a quality work life.

1. Organizational Culture
2. Training (Staff & Board)
3. Technology
4. Rebranding
5. Regional Voucher Program
6. Affiliate Organizations (Return on Investment)
7. New Headquarters
8. Development (Accreditation)



# Housing: Landlord Incentives

## 2022 Landlord Accomplishments

- Conversion to Direct Deposit
- Landlord Quarterly Newsletter
- Investment in Technology
  - Launched Landlord Portal (Assistance Connect)
  - Online Interactive Payment Standards
  - Online Rent Calculator

Landlord Compliance **84%**

## New Landlord Intake

**39** New Units  
**32** New Landlords

Counties Leased  
 Dale County: **2** Units  
 Geneva County: **3** Units  
 Houston County: **34** Units

Landlord Incentives | **96%**

263/273 Landlords Using Direct Deposit

Total Incentive Amount Awarded For 2022

**\$31,320**

- \$11,100 Sign-on Bonus
- \$125 Application Fee
- \$20,095 Security Deposit

## MTW Cohort Initiatives & Methods Utilized

- Real Estate Investor and Landlord Summit
- Landlord Symposium
- Landlord Education Workshops
- Rental Fair

## Landlord Symposium & Casino Night



# Community Safety & Security

## Partnership with Tsunami for Security Camera Systems

The Tsunami Camera Systems were installed in late December 2021. Within 30 days, they proved to be extremely beneficial to Dothan Housing and local law enforcement. To date, these camera systems have identified victims and offenders who commit crimes on Dothan Housing and surrounding properties, including assaults, burglaries, runaways, trespassers, theft, breaking & entering motor vehicles, criminal mischief, domestic violence, and more. They greatly assist in the arrest, prosecution, and eviction of responsible parties.

### In 2022, DH's Tsunami Camera Systems Captured:

<b>Crimson Ridge/ Martin Homes</b> 42 of 113 Crimes <b>37%</b>	<b>Jamison Village/ McRae Homes</b> 21 of 42 Crimes <b>50%</b>	<b>Henry Green Apartments</b> 5 of 28 Crimes <b>18%</b>
<b>Phoenix Rising/ Ussery Homes</b> 5 of 24 Crimes <b>21%</b>	<b>John R. Lewis/ Marvin Lewis Village</b> 2 of 2 Crimes <b>100%</b>	<b>Eagle Bend Townhouses</b> 2 of 2 Crimes <b>100%</b>

Total for Dothan Housing  
89 of 211 crimes  
**39%**

Total Decrease in Theft Related Crimes on Dothan Housing Property  
**34%**



## National Night Out

The 1st Annual National Night Out was conducted in August 2022. It was a huge success, thanks mainly to our partners Dothan Police Department, Dothan Fire Department, Dothan Fire Department Explorers, Houston County Sheriff's Department, Wallace College, Alabama College of Osteopathic Medicine, Alabama Department of Health, and many others.



## Donut Drop

Donut Drop is an annual event with the **Community Safety Manager** and **executives**. The team purchases doughnuts from our local Krispy Kreme and hand delivers them to first responders who assist with National Night Out and other year-round community events. This year, we visited the Dothan Police Department, Houston County Sheriff's Office, and Dothan Fire Department.





## Two Dothan Housing Residents Graduate from the FSS Program

**May 04, 2022** - Dothan Housing's CEO and President, Mr. Samuel Crawford, is proud to announce two initial graduates from their Family Self-Sufficiency (FSS) program. The two graduates, residents of Dothan Housing, participated in the program and received their certificate of completion as well as substantial pay-outs totaling more than \$30,000 from their escrow accounts on Tuesday, May 3, 2022, at 5:30 pm within the Our Community Housing and Enrichment Center (OCHEC) Auditorium formerly known as Montana Street School.

The Family Self-Sufficiency (FSS) program exists to help families improve their long-term financial goals. Families that meet established goals will have the opportunity to save thousands of dollars, obtain employment, attend credit classes, and own their own homes. This program is made possible by managing the Building Opportunities towards Self-Sufficiency 501(c)(3), an extension of Dothan Housing, and incredible community partners. SmartBank Regional President Jeff Williams and Desmond Douglas, a notable financial advisor

with Edward Jones, presented the graduates with encouraging words, money management tips, and SmartBank gift cards. The ceremony ended enthusiastically with keynote speaker, Dothan Housing COO and Senior VP, Dr. Michael C. Threatt.

Dothan Housing is committed to developing a higher standard of excellence in residential care. This new standard of excellence consists of continuing best practices as affiliates of the Department of Housing and Urban Development (HUD) and assisting all residents and clients in their efforts to chase better. Dedicated staff such as Resident Services Manager Samiyah Craddock and Resident Services Manager Tera S. Wells are essential to maintaining program credibility and creating avenues of long-term self-sufficiency.

To learn more about the Family Self-Sufficiency program or become a strategic community partner with Dothan Housing, don't hesitate to contact Leah Gunn, Community Relations Manager, via email at [lgunn@dothanhousing.org](mailto:lgunn@dothanhousing.org).

**Amount Awarded to Graduates**  
**\$32,485.09**



**FSS Graduation**  
**May 3, 2022**

**Ready To Rent**  
 (Tenant Readiness Program)

**45+** Class Participants

**30** Graduates as of December 2022



Ready To Rent Graduation Spring

## The Susan Morrison Memorial Scholarship

The mission of Our Community, Inc.'s (OCI) Susan Morrison Memorial Scholarship is to provide educational opportunities for residents and clients of Dothan Housing. OCI desires to see all persons affiliated with the agency view "housing" as an opportunity to improve their lives and the lives of their families for generations to come. The affiliate nonprofit of Dothan Housing recognizes that education is critical to long-term effective change and instrumental in dismantling intergenerational poverty.

Through fundraising, such as the Susan Morrison Charity Golf Tournament, and charitable donations from community partners, OCI looks forward to awarding eligible graduating high school seniors for years to come.

**ADPH 2020-22 Grant Award**  
 (Alabama Department of Public Health)

**\$200,000**

**Community MEETINGS**  
**SEPTEMBER-OCTOBER**  
 LET'S HAVE A CONVERSATION!

Henry Green | John R. Lewis Village | Phoenix Rising Apartments | David C. Jamison Village | Crimson Ridge

**FOR INSTANT VERIFICATION, PLEASE BRING:**

- COI CERTIFICATE OF INSURANCE
- WORKMAN'S COMP INSURANCE
- INDUSTRY LICENSES
- I.D.

**FREE REGISTER TODAY! FREE**

**Dothan Housing**  
**VENDOR FAIR 2022**

Come learn what it takes to be an approved vendor with Dothan Housing! Attend Section 3 & Procurement workshops and seminars while meeting public housing industry leaders and professionals. We want to work with YOU!

## Youth Camp Participation & Partnerships

- Dothan Housing Sports Camp
- Girls Inc. Summer Camp (A Partnership with Dothan Housing)
- WIRED Summer Camp (A Partnership with Dothan Housing)



## RISE: The Tenant Workforce Development Program

In response to the final rule of the HUD-mandated Section 3 provision requirement, Dothan Housing introduced the RISE program, a Department of Resident Services initiative. The **Resume, Interviewing, Soft Skills, and Education (RISE)** program is designed to assist the PHA in tenant workforce development. Classes are open to all tenants and clients of Dothan Housing.

Dothan Housing understands the importance of bridging the gap between employers and tenants by providing needed skills training to those who desire it. Training in the RISE program's core areas of focus promotes employment confidence in applicants and boosts available opportunities.

For more information, please contact Community Relations Manager Leah Gunn via email at [lgunn@dothanhousing.org](mailto:lgunn@dothanhousing.org) or call 334-589-3357.





# Community & Public Relations

## AAHRA Presentation

DH had the opportunity to present and share the advantages of implementing the Ready-to-Rent Program within our agency at the **2022 AAHRA Conference**. This platform provided insight into how Ready-to-Rent benefits the tenant personally and professionally, while also exploring the benefits to landlords when leasing to a certified Ready-to-Rent tenant on the Housing Choice Voucher (HCV) Program. In addition, DH provided other agencies with insight and knowledge on the program to successfully house families throughout the nation.

### Awards Received Include:

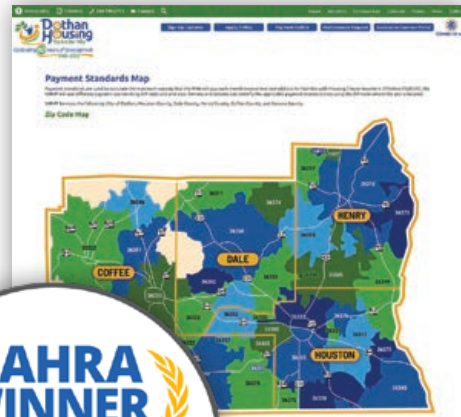
- Executive Director of the Year
- Website of the Year
- Publication of the Year
- Maintenance Employee of the Year



## Social Media Statistics

Across All Platforms

**1.5k** Posts  
**326k** Impressions



Online Payment Standards Map Added to DothanHousing.org



Advertisements Placed in SERCulator Magazine to Promote Special Events and Seminars

# Community Partnerships

## 2022 Dothan Housing Community Partner Award

Awarded to the Alabama College of Osteopathic Medicine (ACOM).  
ACOM.edu



**Church of Purpose**  
ChurchOfPurposeDothan.org

**Dare to Hope**  
DareToHope.net

**House of Ruth**  
HouseOfRuthDothan.org

**Legal Services Alabama**  
LegalServicesAlabama.org

**SARCOA Area Agency on Aging**  
SARCOA.org

**Servis 1st Bank**  
ServisFirstBank.com

**SmartBank**  
SmartBank.com

**Southeast Alabama Workforce Development**

**Spectra Care Health Systems**  
SpectraCare.org

**TRIO Educational Opportunity Centers**

**Troy University**  
Troy.edu

**Wallace Community College**  
Wallace.edu

**Wiregrass Transit Authority**  
SEARPC.org

## Veterans and Seniors Community Health Fair

The Building Opportunities towards Self-Sufficiency (BOSS) 501(c)(3) non-profit, an extension of Dothan Housing, partnered with Troy University and AmeriCorps for the Veterans and Seniors Community Health Fair on Thursday, October 20, 2022.

### Free screenings and information were available for:

- Cholesterol
- Blood Pressure
- Mental Health
- Diabetes
- Behavioral Health
- Women's Health
- Emergency Preparedness & Much More



Additional Community Partners came together to participate and share more about their offerings with the seniors in attendance:

- **Houston County DHR**  
Agency resources as well as recruitment for adult foster homes
- **Amedisys Home Health**  
Information about home health services
- **Wiregrass 211**  
Local resources and a health navigator to assist with selecting affordable health insurance
- **AL Dept. of Public Health** Offering information on state programs in the Wiregrass
- **Social Work Department**  
Offering mental health awareness/coping strategies, specifically during emergencies/natural disasters.

# Chasing Better

**Better** Housing Authority • **Better** Business Partner • **Better** Advocate

80



Celebrating **80** Years of Dedicated Service  
1942-2022

602 S. Lena St. • PO Box 1727 • Dothan, AL 36302

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