The Saint Paul Public Housing Agency (PHA) is governed by a Board of Commissioners, whose members are appointed by the Mayor of Saint Paul and confirmed by the Saint Paul City Council. The Commissioners represent a variety of interests, but share a commitment to maintaining excellence in all of the PHA’s programs.

**Commissioners during the PHA’s Fiscal Year 2004 (left to right):**

**Top:** Shirley Kane, Hi-Rise public housing resident  
Kit Hadley, Director, Minneapolis Public Library

**Middle:** John Wilking, Pipefitters Local 455  
Kevin Lindsey, General Counsel, Axis Minnesota

**Bottom:** Tom Reding, Assistant Chief of Police, Saint Paul Police Department (Retired)  
Mai-Tong Lee, Family public housing resident

Above: Board Chair Andy Boss and Board Vice Chair Kit Hadley welcome new Commissioners Ong Yang and Marty Strub
In this year’s report we feature the PHA’s Technical Services Department staff. This team of skilled professionals and support staff works with staff from other departments, PHA residents, consultants and contractors to plan and carry out the major modernization work on PHA properties. They also manage the PHA’s major service contracts, like trash collection, elevator maintenance and similar services.

In a sense, most of the PHA’s staff provide "technical services" because housing, especially federally-subsidized housing, has become a highly technical field. Every PHA department's work is regulated by federal law and regulations, state and local law, and the PHA's own policies and procedures. To accomplish the PHA's mission every staff member must keep up with the changing technical requirements of their job, and they do!
The changing population in PHA hi-rises reflects the changing world around us. These changes strengthen our commitment to diversity and community. Many of our residents use their skills and life experiences, combined with their enthusiasm and commitment, to benefit their community in a multitude of ways. The PHA and individual Resident Councils sponsor many events and programs to foster participation. This past year we have seen such cultural events as the "Hats" fashion show, Storytelling Circles, Tai Chi Exhibition, Chinese Ribbon Dancers, Russian Tea and numerous cultural potluck meals.
“To see instantaneous pride in the residents’ eyes as they move into their newly renovated homes is the most rewarding part of my job. At the end of the day, it’s a great feeling to know that I was part of a team that made a positive impact on someone’s life.”

--Irene Mbiti
Project Leader

“Complicated modernization projects require thorough planning and collaboration with many parties. Our Technical Services team works continuously with residents, staff, consultants and contractors from the project design stage until the construction is completed to the satisfaction of all parties. TS staff also ensures that all modernization work is done in strict accordance with HUD, State and local requirements. It’s gratifying to know that we do it as well as any other PHA in the country.”

--John Wright
Technical Services Manager
Family Residents

After Technical Services staff complete the renovation projects, Resident Services staff encourage families to beautify and maintain their yards and porch areas. Families take pride in their neighborhood and are encouraged to become involved in their Resident Council.

Each of the four PHA family developments has a community center that gives residents ready access to services and opportunities. Community agencies provide services that support and encourage employment for adults and older youth. Children of many cultures also learn, play, participate and become friends in community centers. The centers are modernized and maintained through the efforts of our Technical Services department.
All Technical Services staff contribute to making the department work. No one person makes it happen; we all work as a team. You will not find a more dedicated, technically diverse, and fun group to work with than the Technical Services Staff.”

--Steve Ahner
Project Leader

“Technical Services has a staff of qualified individuals who truly enjoy their work and each other, whether they are working on a routine service contract or a major modernization project. The people in this department have created a team that has accomplished great things and will continue to do so.”

--Les Sarne
Project Leader

At right and on opposite page, top: face painting at National Night Out, held at Mt. Airy Homes. Opposite page, bottom center: Roosevelt Homes residents. All other photos taken at the All Family Picnic.

The Resident Councils' "All Family Picnic" draws residents from across the city.
Modernization

The Technical Services Department’s most visible "product" is the PHA’s major modernization work. Roosevelt Townhomes (314 units) was completed recently, and McDonough Homes (580 units) is continuing on schedule. The exterior work is done while the units are occupied, including adding porches, replacing siding, redashing stucco, replacing roofing and installing decorative dormers to all roofs. Each family is moved from their apartment for just 28 days while the contractor installs new kitchen cabinets, bathroom fixtures, etc. Five percent of the units will be made handicapped accessible. Site work includes adding parking and installing new landscaping for improved drainage and curb appeal. The entire modernization project will be completed (contingent on HUD funding) in 2010 at a cost of approximately $35 million.

McDonough Homes, after modernization.
Roosevelt Townhomes' renovation has sparked other neighborhood revitalization work on Saint Paul's East Side.

"The Technical Services Department is a diverse group of individuals in many ways. Diversity exists in their expertise, skills and personalities, but within all of this diversity there can be found some commonalities and those are spirit, work ethic and dedication to mission."

--Marilyn Porter
Technical Services Director

"I've enjoyed working with PHA staff, residents, consultants and contractors to maintain and improve the PHA's housing stock during the 22 last years. Being part of a great team that provides quality housing for low income residents has been immensely satisfying. Like all PHA staff, I'm proud of the housing we provide for our residents."

--Dave Lang
Technical Services Manager

Flowers planted by residents enhance Roosevelt's renovated townhomes.
After selling its previous building to Minnesota Public Radio (MPR) in 2002, the PHA began work on its new environmentally-friendly and energy-efficient offices at 555 N. Wabasha. Completed in March of 2004, the PHA's new building houses the Public Housing Rental Office, Section 8 and the PHA Administrative offices. Part of the building is leased to commercial tenants, generating income for the PHA and bringing 35 new jobs to downtown St. Paul from outside the city.

PHA again joined with KIDS VOTING Saint Paul on Election Day, 2004 to encourage a new generation of voters.

KIDS VOTING, a part of KIDS VOTING USA, was formed in 2000. The PHA sponsored eleven KIDS VOTING precincts at PHA Hi-Rises. Forty-four residents and staff volunteered to help 637 local students cast their ballots.

At right: Wilson Hi-Rise residents, Patti Hammel and Jan Fanum, assisted youth to vote at the Iowa Hi-Rise KIDS VOTING booth.
A Community Outreach Program (ACOP)

National Night Out celebrations provided an opportunity for the community to meet neighbors, and interact with law enforcement officers and representatives.

Pictured above, left to right: ACOP Sergeant Joe Strong, Community Liaison Officer Chase Xiong, St. Paul Police Chief John Harrington, Congresswoman Betty McCollum and Officer Cortez Hull.

Pictured below, left to right: St. Paul Fire Chief Douglas Holton, City Councilmember Debbie Montgomery, Renee Tyler, PHA Executive Director Jon Gutzmann, and former St. Paul Police Chief William Finney.

Above: Residents greet the St. Paul Police Department's Mounted Patrol.

Left: National Night Out at Mt. Airy Homes. Food and games help build a sense of community.
The PHA's capital grants have fallen in recent years, due to inadequate Congressional appropriations for HUD. That undermines long-range planning and multi-year major modernization projects like McDonough Homes. The PHA advocates for adequate federal funding and works with national housing organizations on the issues.

Above: Project Leader Tim Angaran on-site during the construction of the Central Administrative Office building.

At right: Project Leader Tim Braun inspects the outside of a unit with Maintenance staff member Pat Clarkin and Management staff member LouAnn Leski. Unit inspections are a routine duty of staff across PHA departments.
When the complexities of the job are in full view, somehow we never lose sight of the task at hand but we also find a way to ensure that people and relationships matter.”

--Kedrick White  
Project Leader

“Prior to my joining the PHA, I had never worked with such a team of qualified individuals that truly enjoy each others’ company and provide the mutual support necessary to complete any task at hand. I know we have something special here, and I hear these words from PHA staff, contractors, and past employees, who have spent even the smallest amount of time with our group.”

--Tim Angaran  
Project Leader
**Financial Data - March 31, 2004**

**Assets**
- Cash $1,468,177
- Accounts Receivable $2,015,204
- Investments $16,340,554
- Prepaid Expenses, Inventory and Other $1,253,463
- Property & Equipment (Net of Depreciation) $137,544,983

**TOTAL ASSETS**
$158,622,381

**Liabilities**
- Accounts Payable $2,748,898
- Accrued Expenses $3,685,262
- Security Deposits & Deferred Revenue $1,051,436
- Long-Term Debt $1,750,000

**TOTAL LIABILITIES**
$9,235,596

**Net Assets**
- Investments in (Net) Capital Assets $135,794,983
- Restricted Net Assets $13,233,355
- Unrestricted Net Assets $358,447

**TOTAL NET ASSETS**
$149,386,785

**TOTAL LIABILITIES & NET ASSETS**
$158,622,381

**Revenue**
- Rental Income $10,596,142
- HUD Operating Grant Revenue $47,879,979
- Capital Grant $9,661,647
- Other Government Grants $9,661,647
- Investment Income $442,499
- Other Income $4,755,608

**TOTAL REVENUE**
$73,630,397

**Expenses**
- Administration $11,313,775
- Tenant Services $3,067,381
- Utilities $4,141,558
- Ordinary Maintenance and Operations $7,233,202
- General and Other Expenses $1,261,164
- Extraordinary Maintenance $878,992
- Housing Assistance Payments $35,509,198
- Depreciation Expense $7,048,575

**TOTAL EXPENSES**
$70,453,845

**CHANGE IN NET ASSETS**
$3,176,552

NOTE: Financial statements are prepared using generally accepted accounting principles (GAAP) as applied to governmental entities. For more complete information, please see the audited Financial and Compliance Report, March 31, 2004.
The year 2004 proved to be challenging for the Section 8 Housing Choice Voucher Program due to funding cuts at the federal level. All PHA staff pulled together to provide ideas and resources to deal with the funding crisis.

Since 2002, the Section 8 Program has converted a number of Housing Choice Vouchers to project-based housing where the vouchers are committed to a specific building. Currently there are fifteen project-based developments leasing 255 units. Nine of these projects provide supportive services to the tenants.
Above and below: Agency Team of the Year: Section 8 Budget Crisis Team

Below: Outstanding Risk Taking Award: Habitat Partnership Team
99% Occupancy Rate

The PHA's Rental Office reopened the public housing waiting list in 2004, after being closed for 1½ years. Technical solutions simplified the process: The application form was on the Internet; and an in-house phone bank took the flood of initial calls without delays. Callers gave their name and address, then applications were mailed to them. Applicants' names were placed on the waiting list in random order by a computer. Staff processed 2,663 new applications without subjecting clients to long lines or jammed phone lines. Occupancy stayed over 99% all year.

Left: Wil Ternoir at the reception desk.
Top right: Phone bank workers Marj Tuhy, Tricia O'Sullivan and Zoranda Traxler.
Bottom right: Margaret Archie reviews an application.
Hi-Rise Apartments for Seniors, People with disabilities and Singles

<table>
<thead>
<tr>
<th>Location</th>
<th>Units</th>
</tr>
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<tbody>
<tr>
<td>Central Hi-Rise</td>
<td>141</td>
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<tr>
<td>Cleveland Hi-Rise</td>
<td>144</td>
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<tr>
<td>Dunedin Hi-Rise</td>
<td>142</td>
</tr>
<tr>
<td>Edgerton Hi-Rise</td>
<td>219</td>
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<tr>
<td>Exchange Hi-Rise</td>
<td>194</td>
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<tr>
<td>Front Hi-Rise</td>
<td>151</td>
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<tr>
<td>Hamline Hi-Rise</td>
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<tr>
<td>Iowa Hi-Rise</td>
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<tr>
<td>Montreal Hi-Rise</td>
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<tr>
<td>Mt. Airy Hi-Rise</td>
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<tr>
<td>Neill Hi-Rise</td>
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<td>Wabasha Hi-Rise</td>
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<tr>
<td>Wilson Hi-Rise</td>
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<tr>
<td><strong>Total Hi-Rise Units</strong></td>
<td><strong>2,548</strong></td>
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Housing Developments for Families

<table>
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<tr>
<th>Development</th>
<th>Units</th>
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<tbody>
<tr>
<td>Dunedin Terrace</td>
<td>88</td>
</tr>
<tr>
<td>McDonough Homes</td>
<td>580</td>
</tr>
<tr>
<td>Mt. Airy Homes</td>
<td>298</td>
</tr>
<tr>
<td>Roosevelt Homes</td>
<td>314</td>
</tr>
<tr>
<td><strong>Total Housing Development Units</strong></td>
<td><strong>1,280</strong></td>
</tr>
</tbody>
</table>

Scattered Site Housing for Families 430

| Total PHA Housing Units | 4,258 |
| Total Section 8 Units   | 4,059 |
| Total PHA-Owned and Section 8 Units | 8,317 |