

2024 County Housing Annual Report

A Year of Growth and Community Impact



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A Message from Our CEO

Dear County Housing Community,

As we reflect on the past year, I am filled with gratitude for the collective efforts that have allowed us to make a lasting impact in the lives of our residents. In 2024, we embarked on key initiatives, strengthened partnerships, and navigated challenges with resilience while remaining true to our mission of providing safe, stable, and affordable housing.

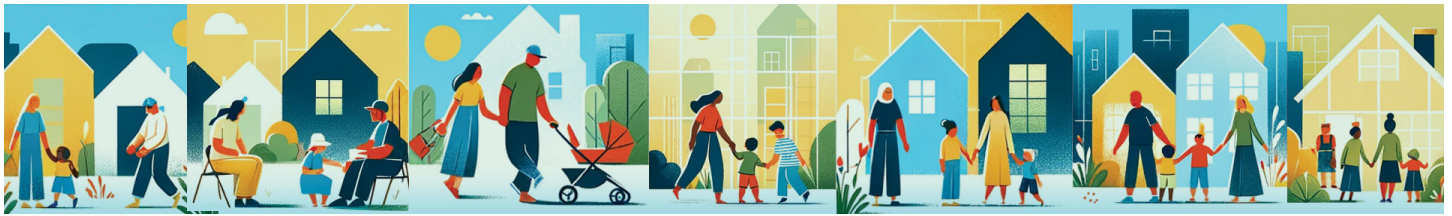
Our work is a testament to the power of collaboration. From expanding access to essential services to enhancing the quality of our housing programs, we have seen firsthand the positive change that happens when we come together as a community. None of this would have been possible without our staff's dedication, our residents' trust, and the support of our partners and stakeholders.

Looking ahead, we are excited to build on the momentum we've created. The coming year offers new opportunities to grow, innovate, and deepen our impact. Together, we will continue to ensure that every individual and family has a place to call home.

Thank you for being part of this journey. Your commitment and support inspire us to reach even greater heights.

With gratitude,
Shannon Koenig
CEO, County Housing





Key Accomplishments

As we reflect on another year of progress and dedication at County Housing, we are proud to share the many milestones and achievements that have shaped our journey. Our team, partners, and stakeholders’ collective efforts have contributed to our organization’s growth, development, and continued success. Below are the highlights of our key achievements this year:

Expand access to desirable and affordable housing.

Expanding access to desirable and affordable housing is a core objective of County Housing, ensuring that more individuals and families in our community have opportunities to secure safe and stable homes. This year, we advanced this mission through the following achievements:

- * *New Brand and Website: County Housing launched a refreshed brand and redesigned website to improve operations, foster a resident-centered culture, and strengthen community partnerships. The new identity reflects a shift from a bureaucratic government entity to an empathetic, supportive organization. The website now offers enhanced functionality, such as streamlined access to housing resources, program forms, maintenance requests, and rent payments. Notably, the addition of a notification system for the waiting list provides peace of mind to those seeking affordable housing in St. Louis County.*
- * *Technical Assistance for Redevelopment: We provided technical assistance for the redevelopment of public housing, supporting the transformation of existing properties to better meet the needs of residents and communities.*
- * *Proposals for New Affordable Housing: Proposals were submitted for two new affordable housing communities, furthering our efforts to expand housing options in St. Louis County.*
- * *Capital Fund Program Improvements: Significant physical infrastructure improvements were made through the Capital Fund Program, enhancing the quality of life for current residents and ensuring long-term sustainability of housing assets.*

Help our residents and families gain self-sufficiency through partnerships with other organizations in the community.

We emphasized strengthening communication channels with residents, ensuring transparency and engagement. We also fostered key partnerships to better serve the community.

Current Partnerships:

- * Community Action Agency of St. Louis County, Inc.
- * Heat Up St. Louis
- * Kathy J. Weinman Shelter
- * Rx Outreach
- * St. Louis Area Foodbank
- * St. Louis County Job Center
- * St. Louis County Library
- * Urban League of Metropolitan St. Louis
- * Young Women’s Christian Association

Section 3 Applications We developed Section 3 applications to encourage workforce development and employment opportunities for residents, further supporting our commitment to economic empowerment.

Deliver services safely, effectively, and efficiently.

As one of the core objectives of County Housing, delivering services safely, effectively, and efficiently is central to everything we do. This year, we achieved significant milestones that reflect our commitment to this goal:

- * *Positive HUD Program Monitoring: We earned positive results during HUD program monitoring, demonstrating our dedication to regulatory compliance and program excellence.*
- * *Development of Compliance and Monitoring Tools: New tools were developed and implemented to streamline compliance processes, enhancing staff effectiveness and ensuring regulatory requirements are met efficiently.*
- * *Updated Policies & Plans: Updates to our Admissions and Continued Occupancy Policy (ACOP) and Administrative Plan were completed, aligning them with current housing standards and improving operational efficiency.*
- * *5-Year Plan - Annual Plan: Our 5-Year and Annual Plans were finalized and submitted, outlining strategic priorities and initiatives that will guide us in the years ahead.*
- * *New Auditor: A new auditor was brought on board to strengthen financial oversight and ensure accountability across all operations.*
- * *Commissioner Manuals: Comprehensive manuals were created and distributed to Commissioners, equipping them with essential information to support effective governance.*
- * *FEMA Funding for 2022 Flood Recovery: County Housing secured FEMA funding to assist in flood recovery efforts, allowing us to rebuild and improve housing infrastructure affected by the 2022 flood.*

These accomplishments represent our ongoing efforts to meet this core objective and provide the highest level of service to our residents, partners, and community.

Foster a customer-centered culture.

As one of County Housing's core objectives, fostering a customer-centered culture ensures that we prioritize the needs of our residents and applicants by providing exceptional service and support. This year, we made significant strides toward this goal through the following initiatives:

- * *Open Lobby for One-Stop Service: We launched a newly staffed lobby with knowledgeable generalists to offer residents and applicants a one-stop solution for assistance. This approach has improved service efficiency and accessibility, making it easier for residents to access the support they need.*
- * *Repayment Agreements: New repayment agreements were introduced to assist residents in managing outstanding balances. This initiative promotes financial responsibility and stability, helping residents maintain housing security.*
- * *Annual Customer Service Survey: A check-in system was implemented in the lobby to collect valuable customer feedback and ensure follow-up. This system helps us identify areas for improvement and maintain high standards of service delivery.*
- * *Newsletters: Regular newsletters continue to serve as an essential tool for keeping residents informed and engaged, ensuring open and effective communication.*

These efforts reflect our ongoing commitment to creating a customer-focused culture that supports our residents and enhances their experience with County Housing.

Through these initiatives, County Housing continues to make meaningful progress in addressing housing needs and expanding access to quality, affordable homes for residents across the community.

Financial Overview:


Empowering Families and Strengthening Communities

At County Housing, our mission has always been to provide safe, affordable housing and support that empowers individuals and families to build better futures. As we reflect on the past year, we are proud to share how our financial resources have directly impacted the lives of many, allowing us to continue fulfilling our commitment to the community.


Through strategic allocation of funds, we have expanded our housing programs, improved existing properties, and provided critical services to those in need. Our continued focus on sustainability and fiscal responsibility ensures we can offer stable, long-term support to residents across the county.

This year, we've helped thousands of families access housing that allows them to thrive. Whether it's through rental assistance, homeownership programs, or supportive services, our financial stewardship has made it possible for individuals and families to secure homes in safe, vibrant communities. By increasing access to affordable housing, we're not just providing roofs over heads; we're offering the foundation for stronger futures, better education, and improved well-being.

Budgeted For FY24



REVENUES	\$67.1M	EXPENSES	\$66.8M
Federal from HUD		HCV Rents and Utilities	\$58.2M
<i>for the HCV Program</i>	\$64.2M	Staff	\$5.2M
<i>for the Public Housing Program</i>	\$1.4M	Housing Operations	\$3.4M
Tenant Rents	\$.9M		
Other	\$.6M		



Housing Choice Voucher Program Resident Characteristics

Total Families served: 6,610

Distribution by Household Income
Average Annual
as a percentage of 50058

- Extremely Low Income (84%)
- Very Low Income (13%)
- Low Income (2%)
- Moderate Income (<1%)



Serving Those Who Need Us Most

At County Housing, we are committed to creating opportunities for all, regardless of income level. The distribution of our HCV residents by income highlights the profound need for affordable housing and support:

* **84% of our residents are extremely low income**, often facing tough choices between paying rent and meeting basic needs like food and healthcare. These families are at the heart of our mission, and we provide more than just shelter—we offer a path to a better future.

* **13% are very low income, and 2% are low income**. While their incomes are slightly higher, they still struggle in an increasingly scarce affordable housing market. We offer them stability, hope, and resources to overcome these challenges.

This data reinforces the urgent need for targeted assistance, including rental support, employment opportunities, and access to vital services. Our goal is to help our residents achieve long-term stability and economic independence

As we reflect on these numbers, we are reminded of the resilience and strength of the families we serve. It is an honor to support them not only by providing housing but also by helping them grow and succeed.

Housing Choice Voucher Program Resident Characteristics

Total Families served: 6,610

Diverse Families, Unique Needs, Shared Resilience

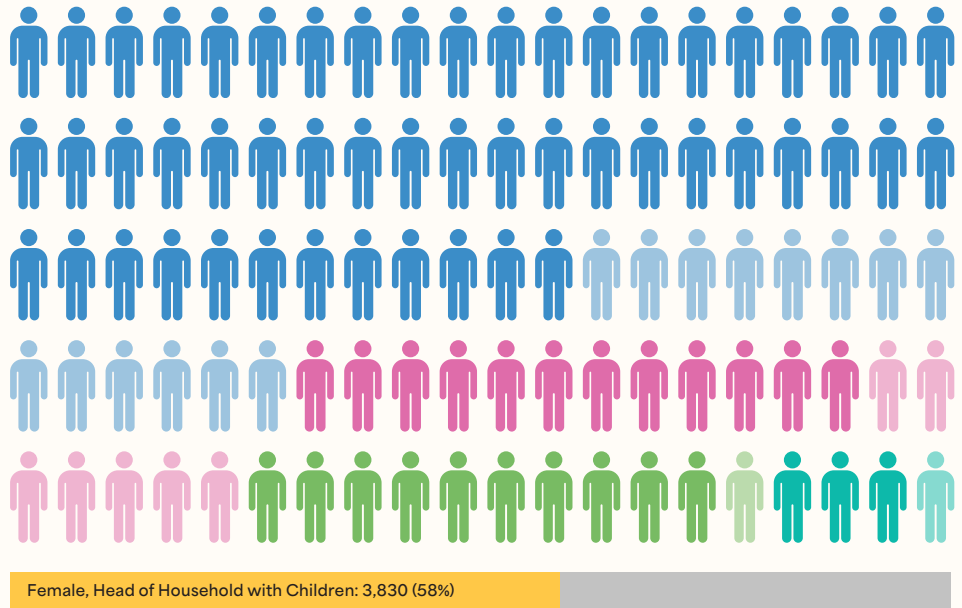
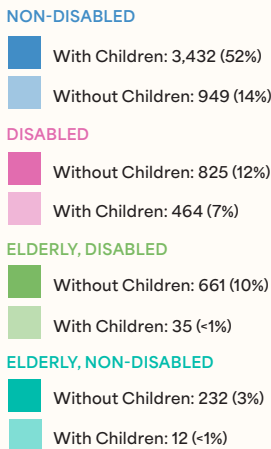
At County Housing, we serve diverse residents with unique needs and aspirations. Our mission is to ensure everyone can access the support they need for housing stability and a better life.

- * **The majority of the families we serve are households with children** juggling multiple responsibilities as they strive for a brighter future. We provide them with safe, affordable housing and programs to reduce barriers, allowing them to focus on their families' success and well-being.
- * **Nearly 2 out of 3 of the families we serve have a female head of household**, often balancing the demands of caregiving, work, and maintaining a stable home. We offer tailored support and resources to empower these women and ensure they have the tools to build a better future for themselves and their families.
- * **13% of households are disabled**, and **7% are disabled, with children** facing additional challenges such as accessibility needs and healthcare concerns. We offer tailored housing and support services to help them lead independent, fulfilling lives.
- * **10% of our residents are elderly**, often facing unique challenges such as healthcare needs, mobility issues, and age-related concerns. We provide specialized housing options and support services to ensure they can live independently and with dignity.
- * **14% of households are without children** and are focused on establishing themselves and building a stable future. We support them in laying the groundwork for self-sufficiency and long-term success.

This diversity highlights the importance of addressing each group's specific needs. One-size-fits-all solutions don't work, and targeted support is key to ensuring equitable access to housing and resources.

At County Housing, we are committed to creating personalized solutions that help every individual and family not just survive but prosper. Through specialized services, community resources, and housing options tailored to their needs, we empower our residents with the tools they need to succeed.

Distribution by Type of Household
as a percentage of 50058

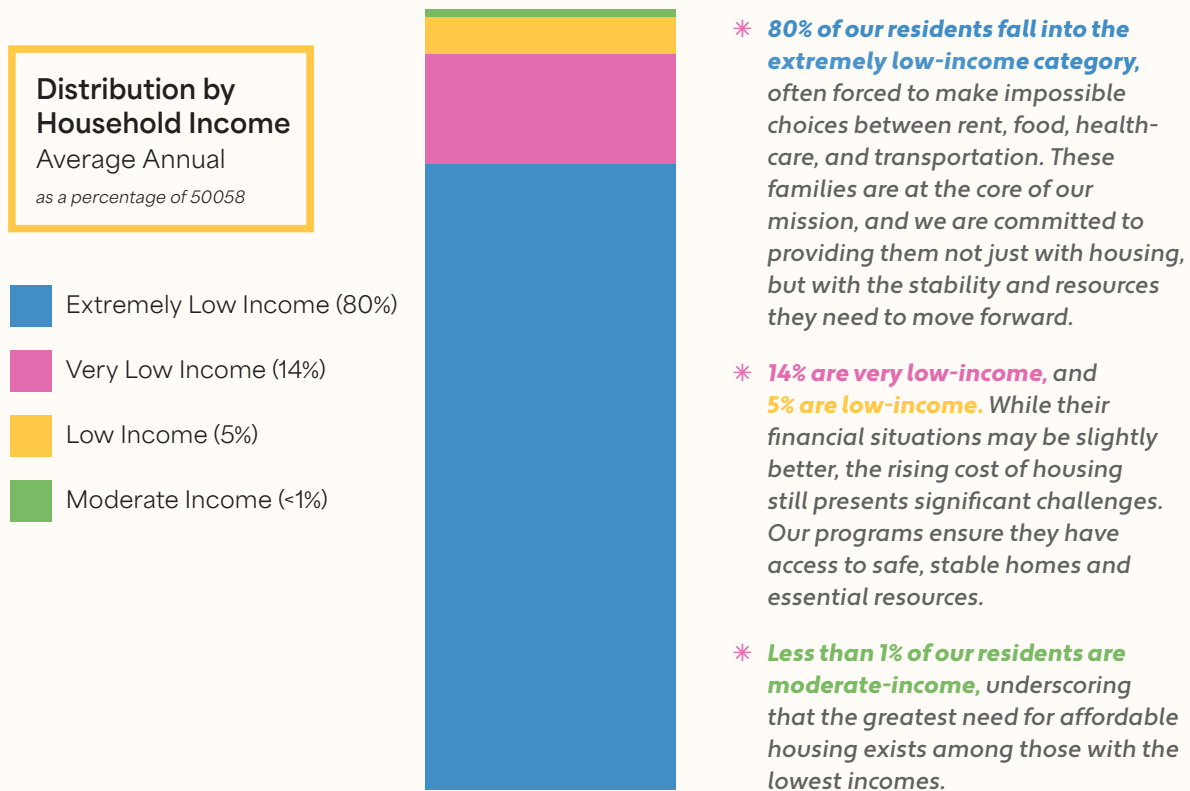


Public Housing Program Resident Characteristics

Total Families served: 384

Creating Opportunities Through Housing

At County Housing, our mission extends beyond providing a place to live—we create opportunities for stability, growth, and a brighter future. The financial realities of our Public Housing residents highlight the critical need for affordable housing and support:



This data reinforces why rental assistance, workforce development, and access to key services are crucial. By supporting our residents on their path to economic independence, we're helping build stronger communities and lasting change.

Public Housing Program Resident Characteristics

Total Families served: 384

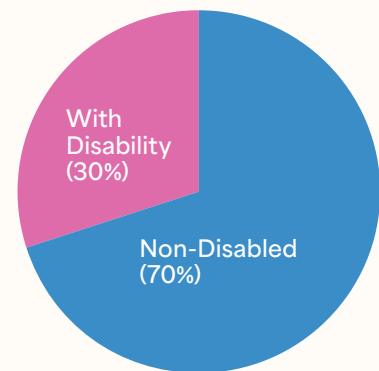
Who We Serve: Diverse Households, Stronger Together

County Housing serves a diverse community with unique needs and aspirations. Our mission is to ensure that every resident has access to safe, quality, affordable housing and the support they need to build a stable and fulfilling future.

- * **30% of the households we serve include a person with a disability**, often facing additional challenges such as accessibility needs, healthcare concerns, and employment barriers. We provide tailored housing options and support services to help them live independently and with dignity.
- * **70% of our households are non-disabled**, yet they, too, navigate the challenges of securing stable housing in an ever-changing economic landscape. We work to ensure they have the resources necessary for long-term stability.

Distribution by Household Disability

as a percentage of 50058



Stable Households, Brighter Futures

Distribution by Household Leadership

as a percentage of 50058

Household Led by Woman (92%)



Household Led by Man (8%)

- * **92% of the households we serve are led by women**, many of whom are balancing caregiving, employment, and household responsibilities. We are committed to providing them with the tools and opportunities they need to build a better future for themselves and their families.
- * **8% of our households are led by men**, who are also working hard to provide stable and secure homes for their families. Our programs support all residents in achieving housing stability and economic independence.

This diversity highlights the importance of addressing each group's specific needs. One-size-fits-all solutions don't work, and targeted support is key to ensuring equitable access to housing and resources.

At County Housing, we are committed to creating personalized solutions that help every individual and family flourish. Through specialized services, community resources, and housing options tailored to their needs, we empower our residents with the tools they need to succeed.

Our Mission:

Our mission is to provide quality, safe, and affordable housing, ensure equal housing opportunity, promote self-sufficiency, and improve the quality of life and economic vitality of low- and moderate-income families.

We all need a place to call home.



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