All St. Paul PHA (SPPHA) departments work together to achieve the Agency Goals that are recommended by staff and set by SPPHA Board of Commissioners. Below is a summary of the many achievements of SPPHA's dedicated, hardworking staff in Fiscal Year 2026. While these accomplishments are listed by department, they are the result of collaboration and teamwork from staff across departments and at all levels.

Housing Choice Voucher (HCV) Department

High Performer for 25th Consecutive Year

- The Agency's SEMAP score for FY 2026 was 100%, which is above the 90% threshold for the High Performer rating. The HCV Program ended the calendar year with 100% of units utilized.
- The HCV team completed 7,493 household certifications, including 3,988 annual and 3,505 interim certifications.

Continued Owner Outreach

- The HCV Department held their annual owner workshop remotely and had larger owner attendance and engagement than in past years. The workshop included updates and an overview of each area of the HCV Program and presentations on terminations, evictions and Fair Housing from SPPHA's Legal team.
- The department also continued to host an annual PBV owner webinar to refresh owners on the PBV program requirements and practices.

Project-Based Vouchers (PBVs)

One New PBV Contract, (38 Units)

- The HCV department entered into a new 20-year PBV HAP contract with The Harken (38 units; Supportive Housing for the Elderly). The Harken is a part of the larger Highland Bridge development, establishing an urban village at the former site of the Ford Motors plant.

State Rental Assistance Program

Bring It Home Vouchers

- Bring It Home (BIH) is a newly implemented rental assistance program for low-income families across Minnesota. The HCV Department was awarded $15 million dollars in start-up costs, administrative fees, and housing assistance funding to administer approximately 500 state funded vouchers for two years. The department anticipates issuing the first BIH vouchers early in Fiscal Year 2027.

Resident Services Department

Intake and Occupancy

- Staff maintained 98.9% occupancy in SPPHA-owned housing (LIPH and PBRA) for FY 2026.
- Multifamily: RAD-PBRA residents are eligible to move into the community with ongoing subsidy by requesting a Choice Mobility Voucher (CMV) after they have completed two years in the program. 163 households requested a CMV and were added to the waiting list in FY 2026.
- The waiting lists for SPPHA-owned properties (LIPH and PBRA) had 10,616 active applications at the end of the fiscal year. A total of 4,051 applicant files were drawn from PBRA and LIPH waiting lists in FY 2026; 602 of those applicant households moved in during FY 2026.

Property Management and Operations

- Rated "Above Average" under HUD's Management and Occupancy Review (MOR) in six of the eight PBRA projects and "Satisfactory" in the remaining two projects, in line with program goals.
- Resident Services staff completed 699 lease signings for new applicants and current households transferring to other SPPHA units.
- The Multifamily (MF) Team completed a total of 10,455 household certifications during FY 2026, including Gross Rent Changes (3,702), Initial Certifications (447), Interim Reexaminations (2,054), Annual Recertifications (3,596) and terminations of subsidy (656).
- The Scattered Sites Team completed 982 household certifications in SPPHA's 418 Low-Income Public Housing units, including 421 annual and 561 interim certifications.
- The Congregate Housing Services Program (CHSP) continues to serve SPPHA clients at Ravoux and Montreal Hi-Rises, providing up to two meals a day and housekeeping services to help participants continue to live independently. CHSP is supported by an annual HUD grant, in-kind contributions by community partners, and income-based fees. During FY 2026, CHSP received 166 new applications and served 131 clients.

Partnerships

- FY 2026 marked 35 years of SPPHA's partnership with the St. Paul Police Department's (SPPD) A Community Outreach Program (ACOP).
- SPPHA contracted with private security agencies to supplement regular SPPD and ACOP services, to help ensure a safe living and working environment for residents and staff.
- An Officer in Residence (OIR) at each of SPPHA's 16 hi-rises provided safety and security services to the Agency and the hi-rise residents, in addition to the officers' regular SPPD assignments. There is currently a waiting list for the OIR program.
- The four SPPHA community centers continue to provide space, utilities, receptionist services and maintenance to non-profit agencies serving residents in SPPHA-owned housing.
- For over 25 years, free tax assistance has been provided at McDonough Homes. Staff and the MN Department of Revenue helped residents file 1,005 refund requests totaling over $1,324,592 million for tax year 2025.

Maintenance Department

Routine Maintenance

- Prompt preparation of vacant units is essential to maintaining high occupancy in SPPHA-owned housing. In FY 2026, staff prepared 649 vacant PBRA hi-rise and family units with an average preparation time of 10.23 business days and prepared 78 vacant LIPH scattered site homes with an average turnaround time of 68.21 business days. The longer timeframe in LIPH reflects the use of Capital Fund Program (CFP) resources to perform more extensive renovations upon vacancy.
- Staff completed Preventative Maintenance (PM) inspections for all 2,553 hi-rise units, 1,302 family units and 418 scattered site homes.
- Staff completed 28,054 work orders, including 7,470 emergency work orders resolved within twenty-four hours.

Ratings

- Staff conducted resident satisfaction surveys on a sample of 262 completed work orders; 99.62% of respondents were satisfied with Maintenance services.

Capital Improvements

- The agency completed or initiated over $11 million in capital improvements and other property upgrades. Major projects included roof replacements at McDonough Homes; elevator modernization at Iowa Hi-Rise; electrical system upgrades at Edgerton and Neill Hi-Rises; and parking lot resurfacing at Wilson Hi-Rise. Additional improvements included heating/ventilation/air-conditioning and energy management system upgrades, as well as roofing, window, kitchen, bathroom, siding, and retaining wall improvements at scattered site homes.
- Construction of 11 new SPPHA-owned units at McDonough Homes and Dunedin Terrace began in FY 2026, supported by $3.95 million of Ramsey County ARPA and HRA levy funding.

Competitive Funding Awards

- In FY 2026, staff secured the following external funding awards for capital projects:
    - $1,573,000 million in Ramsey County funding for plumbing modernization at Mt. Airy Hi-Rise.
    - $1,546,000 million in Publicly Owned Housing Program (POHP) funding for elevator modernization at Ravoux and Hamline Hi-Rises.
    - An additional $1,000,000 million in POHP funding for Mt. Airy Hi-Rise Plumbing Modernization, bringing the total POHP award for this project to $7,482,900.
    - $2,000,000 million in Congressionally Directed Spending for heating, ventilation and air-conditioning (HVAC) modernization at Seal Hi-Rise.

Resident Initiatives Department

Resident Councils

- Resident Initiatives staff led the officers in annual team-building activities and reviewed Council Officer roles and responsibilities.
- Coordinated monthly Presidents Council meetings where hi-rise representatives discussed and implemented policies to improve the operations of individual hi-rise councils.
- Supported the Presidents Council's newsletter in which residents offer words of encouragement and shared activities and resources on topics such as depression, stress, and building resiliency.
- Recruited, trained, and supported residents with computer skills to act as Computer Peers to work with individual councils to update and fix council-owned computers.
- Coordinated monthly audits of the financial books for the 16 hi-rise councils to ensure financial compliance and maintain healthy and sustainable budgets.

Health Improvement Programs and Green Initiatives

- Collaborated with Bike MN to provide on-site bicycle repair and bicycle skill-building opportunities at three Hi-Rises and four Family Sites. Family site bike repair sessions also included small book fairs with books donated by The Free Book Buggie and Next Chapter Books.
- Partnered with Sustainable Synergy Solutions to host on-site recycling education sessions at all 16 Hi-Rises, resulting in the recycling of 257 tons of materials in FY 2026.
- Partnered with HealtheMed's Clinic@Home technology-enabled platform to provide Medicaid waiver participants with wrap-around medical support services.
- Completed yearly energy benchmarking submission to the Minnesota Department of Commerce for energy and water usage in all applicable SPPHA-owned property.

Job Skills Training, Employment, and Education & Other Initiatives

- Seven residents graduated from a Small Business Development program offered through long-time partner African Economic Development Solutions.
- Referred residents to Hired, Career Force, Minnesota Training Program, and Hmong American Partnership for workforce training opportunities in fields such as medical manufacturing, home energy, human services, office and medical administration, advanced manufacturing pre-apprenticeships, healthcare (CNA and phlebotomy), transportation (CDL), IT, and business careers.
- Provided open computer lab access for residents to search for and apply for jobs, and to print documents needed for annual recertifications and other updates.
- Contracted with Marfa Cleaning Company, a resident-owned cleaning company, to provide education and training to 21 residents with housekeeping issues.
- Worked with PCs for People to properly recycle 4,798 pounds of electronic waste.
- Contracted with a Mt. Airy resident to provide youth arts and crafts sessions at the Mt. Airy Community Center during the summer and winter school breaks.
- Worked with Kid Create Studio to provide an arts and crafts program at Roosevelt for six 2-hour sessions.
- Partnered with ACOP and the City-Wide Residents Council to host a youth soccer program for ages 7–17, serving approximately 50-60 total participants at McDonough and Mt. Airy family sites.
- Two residents received Section 3-funded scholarships for business and/or educational expenses.

Finance Department

Audits and Reviews

- Successfully passed the annual agency-wide financial and compliance audit for FY 2025 with no findings, marking the 30th year in the past 32 years without an audit finding.
- Received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers' Association (GFOA) for SPPHA's FY 2025 Annual Comprehensive Financial Report (ACFR). This marked the 19th time that SPPHA received the award.

Budgeting

- Led the development of a $156.2 million annual budget, including a $60.9 million operating budget, a $70.6 million housing assistance payment (HAP) budget for Housing Choice Vouchers/Section 8, and a $24.7 million capital budget for FY 2027.

Accounting, Financial Management and Investing

- Successfully managed the Reliacard Program with the Multifamily and Low Income Public Housing , which provided reloadable debit cards to participants who receive utility reimbursement payments.
- Developed and implemented a cross-departmental capital outlay framework that integrates annual operating budget adjustments, establishes a five-year forecast, and clearly distinguishes capital projects from operating initiatives.
- Restructured staff classifications to align with new State of Minnesota "Bring It Home" program funding, enhancing organizational capability by creating roles with broader skills, knowledge, and abilities across the full accounting spectrum while increasing team depth and expanding career development opportunities.
- Actively managed the Agency's fixed income investment portfolio, generating over $1.1 million in additional interest income for the Agency in FY 2026.

Housing Policy Department

Special Initiatives

- Obtained approval to reposition 360 of SPPHA's LIPH units via a Section 18 Disposition. This transaction will increase the funding for these units, helping to ensure their viability for future generations.
- Championed a request to the Minnesota Legislature for $20 million in additional capital funding for SPPHA's LIPH portfolio. This was the second legislative session that SPPHA's made such a request. Staff testified before the Housing Finance and Policy Committee in support of the bill (HF 3064/SF4557).
- Assisted the Finance and Maintenance departments in completing SPPHA's requests for funding from various external sources, including drafting narrative responses, compiling demographic information and reviewing financial data.
- Obtained RAD Conversion Conditional Approvals (RCCAs) for the 11 Restore-Rebuild units currently under construction at McDonough Homes and Dunedin Terrace.

Legal Department

Transactional Work

- Prepared, edited, or reviewed 45 contracts, amendments, or related documents for the provision of goods and services across nearly all SPPHA departments. Advised on 11 different maintenance and real estate projects, including the application for Section 18 repositioning of SPPHA's scattered site housing portfolio. Advised Human Resources on numerous personnel issues and provided support in contract negotiation. Provided general legal and policy advice to all departments, including assistance with issues related to immigration enforcement activity on and around SPPHA properties.

Litigation and Program Enforcement

- SPPHA-Owned Housing (Multifamily & LIPH):
  - Reviewed 126 termination and reinstatement notices, attended 61 informal conferences with residents and managers, and represented SPPHA at two formal grievance hearings. Assisted with more than 408 eviction actions for nonpayment of rent and other serious lease violations.
  - Prepared more than 92 settlement and vacate agreements to resolve pending terminations. Prepared nine Affidavits of Noncompliance for violations of court settlement agreements. Responded to 44 motions for expungement.
  - Reviewed and advised on 404 requests for reasonable accommodations, including unit transfers, emotional support animals, and modifications. Reviewed 102 requests for emergency transfer and other accommodations under the Violence Against Women Act (VAWA).
- Housing Choice Voucher (HCV) Program (Section 8):
  - Assisted with 24 Informal Review Hearings for terminations and balance disputes.
- Prepared responses to five discrimination complaints filed with HUD, MDHR, or HREEO.
- Successfully defended SPPHA in multiple state and federal court actions brought by employees, tenants and former participants, including one case at the MN Court of Appeals and one case at the MN Supreme Court.

IT Department

Security

- Upgraded to Fortinet firewalls to provide a strong combination of performance, security and cost efficiency by consolidating multiple protections into a single platform. This product enables SPPHA to leverage many essential and advanced security features without sacrificing system performance.
- Continued to utilize KnowBe4 security awareness training and test emails, Mimecast's Advanced Email Security product, and Arctic Wolf Networks' (AWN) Managed Detection and Response (MDR) platform to prevent phishing, empower users to recognize security threats, and prevent security breaches, enhancing the Agency's network security.

Process Improvements/Staff Training

- Completed intensive customer service and communication training to provide practical insights and techniques to effectively communicate across a diverse range of personality types.
- Completed the transition to a cloud-based phone system with Zoom to enhance communication reliability, scalability, and flexibility, and ensure SPPHA has efficient and effective communication tools, as well as the project to upgrade to a secure and efficient printing solution utilizing fewer but larger multifunction printing devices.

Human Resources Department

Recruitment and Retention

- Worked with all departments to hire 28 new employees and promote 15 current employees.
- Of the 249 regular full and part-time staff members employed by SPPHA at the end of FY 2026, 48% were women and 58% were people of color.
- Of the 28 staff hired for regular positions, 71% were employees of color and 57% were women.
- Of the 15 staff members promoted, 93% were people of color and 60% were women.

Employee Performance and Productivity

- HR staff advised supervisors on how to proceed with various issues, covering topics such as organization and work design, employee coaching and counseling, work improvement plans, and disciplinary actions.
- Coordinated and conducted SPPHA Policies orientation training sessions and Agency Overview orientation training sessions for a total of 38 new employees.

Employee Training

- Provided mandatory Affirmative Action/Equal Opportunity and Diversity (AA/EOD), harassment prevention, safety, and Active Shooter training to all employees.
- HR staff received training in conducting ergonomic reviews, FMLA, OSHA, and COBRA.
- Offered training for all employees in the areas of Burnout & Re-energizing, Career Development, Dealing with Hostile Customers, Stress Management for the Workplace, and Professional Communication.
- Promoted leadership development for all supervisors in the areas of Creating a Respectful Workplace, Critical Thinking Skills, Emotional Intelligence for Leaders, and Getting Ready to Lead.
- Purchased an agency membership through Convene Training to provide live and on-demand virtual life skills and self-awareness training sessions for all employees.

Special Projects

- Settled a two-year contract with City Employees' Union Local 363.
- Implemented a High-Deductible Health Plan with a Health Savings Account (HDHP/HSA) medical insurance plan option for employees to help keep health care costs manageable.
- Oversaw an agency-wide classification, compensation, and pay equity study conducted by A. J. Gallagher.
- With the Legal Team and various departments, investigated the following: One discrimination complaint, six harassment complaints, two OSHA complaints, one retaliation complaint, and 14 workplace violence complaints.
- Implemented Minnesota Paid Leave, the state's new medical and family leave program.
- Administered 46 employees' medical and non-medical leave requests.