

# SPRING



SERVING THE HOUSING NEEDS OF DOUGLAS COUNTY SINCE 1976

# DCHA COMMUNITIES

## RENTAL HOUSING MOVES TO NORTH ACRES OFFICE

The Douglas County Housing Authority has outgrown its Central Office space. Therefore, the rental housing program staff will be moving to the North Acres office, and the rental housing programs operation will be run from this new office space. The office is located at the south end of the North Acres Community Center and the office will be open from 8:30 AM to 4:30 PM Monday through Friday. All mail and rent payments will continue to be delivered to the Central Office at 5404 North 107<sup>th</sup> Plaza. **Rent payments will not be accepted at the North Acres office.**

All tenant appointments and applications will take place at the new Rental Housing Program office at North Acres. Any tenant who wants to meet with their Rental Housing Manager or the Services Coordinator **MUST** call to make an appointment. You can reach Beverly Valasek, the current Rental Housing Program Manager, at 444-6203, ext. 15. The new Rental Housing Program Manager can be reached at 444-6203, ext. 25, and the Services Coordinator can be reached at 444-6203, ext. 26.

## DCHA RECOGNIZED BY MOTAC

On February 26, 2010 the Metro Omaha Tobacco Action Coalition (MOTAC) presented Douglas County Housing Authority with a framed certificate of recognition for its non-smoking policy. MOTAC recognizes businesses in Douglas County that voluntarily implement smoke-free or tobacco-free policies above and beyond the current requirements of the statewide smoke-free air law.



*Commissioners Evelyn Labode and Deanna Wagner with Joan Bertolini, CEO and Jean Bradley, Program Director accept recognition certificate from MOTAC members*

# *A Message from the Executive Director*

---



## **RESIDENT COMMISSIONER OPENING**

Joan Bertolini  
The Board of Commissioners is the governing body for the Douglas County Housing Authority (DCHA). The board is the guardian of the assets of the authority, the policy setting body of the authority and advisor to the Chief Executive Officer of the authority.

The Department of Housing and Urban Development (HUD) requires all public housing authorities to include a resident on the Board of Commissioners. The previous Resident Commissioner had to resign due to health issues, leaving an opening on the board for this position.

Therefore, the DCHA is seeking a replacement for this position and would like our clients to consider their ability and interest in serving as a board member. The board meets monthly, although there are a couple of months during the year that the board does not meet. There is an annual board retreat each year that will require attendance, and commissioners are also required to attend training or conferences periodically. All costs for serving as a commissioner will be paid by the DCHA.

If you are interested please give me a call and I will send you more information and help guide you through the process.

You can reach me at 444-6227 or by email at [joan@douglascountyhousing.com](mailto:joan@douglascountyhousing.com)

## **UPDATE ON SERVICE COORDINATOR GRANT**

In our last newsletter, I reported that DCHA had submitted a grant application to HUD for a Service Coordinator to help elderly and disabled residents obtain supportive services needed to continue living independently in their homes. I had hoped to hear by now on the announcement about the grant; however, things are taking longer than anticipated.

This grant is a wonderful opportunity for our elderly and disabled residents. To have someone they can go to for help coordinating services for their mobility and health needs is truly needed. As soon as we receive word on the grant, I will send out a letter to our eligible residents introducing the coordinator and the services that will be provided.

## **CUSTOMER SATISFACTION SURVEY**

Each year the Douglas County Housing Authority seeks input on the quality of service it delivers to customers. A customer satisfaction survey is included with this newsletter so you can give us feedback on the level and quality of service you have received from our agency.

If you would take a few minutes to complete the survey and return it to our office it will help us evaluate our performance in serving customers, as well as identifying areas that need improvement.

You can send in the completed survey by mail, stop by the office or fax it to us at 444-6600. Your help with this is greatly appreciated.

## STAFF CHANGES AT DCHA

### Welcome Jaime Lalich

Jaime joined DCHA the end of March as Section 8 Housing Specialist. She has a wealth of property management experience. Jaime serves clients whose last names begin with A-L.



Section 8 Housing Specialist  
Jaime Lalich  
Alphabet: A-L  
Phone: 444-6203 ext. 24  
[jaime@douglascountyhousing.com](mailto:jaime@douglascountyhousing.com)

### New Family Self Sufficiency/ Homeownership Coordinator

#### Congratulations Katie Swett!



Katie Swett began her duties as a housing specialist in December 2009. She was promoted to Family Self-Sufficiency (FSS) Coordinator and Section 8 Homeownership Coordinator effective April 1.

FSS is a five-year program that works with Section 8 families to promote economic independence and self sufficiency.

DCHA is proud of the more than fifteen Section 8 clients who have participated in the Homeownership program. Katie will continue helping clients achieve this goal.

An informational program will be held in the summer for anyone interested in homeownership.

*The Douglas County Housing Authority will be closed for the following holidays:*

**Memorial Day—May 31**

**Independence Day—July 5**

## NEWSLETTER DISTRIBUTION CHANGES

Due to the cost of publishing and mailing the quarterly newsletters, the Douglas County Housing Authority will only mail out the newsletters to its clients twice a year. Mailings will be sent once in the spring when we send out our Customer Satisfaction Survey and again in the fall when we report on the Agency Annual Plan process.

Therefore, the 2010 newsletters will be mailed to clients and residents in January, April and October. Copies of the July newsletter will be left at the community centers at each of the senior complexes for the residents to pick up. For the Section 8 clients and single family residents the newsletter will be available in the lobby of the central office. All other recipients of the newsletter will continue to receive all four of the publications.

The Newsletter will be posted on the Douglas County Housing Authority web site at [www.douglascountyhousing.com](http://www.douglascountyhousing.com)

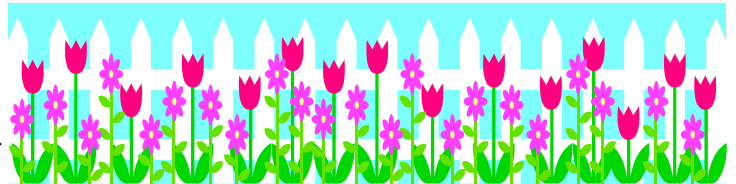
## *News from the Maintenance Department*



### **Time for Spring Cleanup**

The following is a list of simple chores for residents living in a single family home:

- Clean out leaves and other plant debris from the flower beds and lawns. Keep trash picked up in the yard after you have spruced it up.
- Clean gutters and check downspouts
- Change the furnace filter monthly
- Clean out the garage
- Clean closets and donate unwanted items or plan a garage sale
- Wash windows inside and out
- Check smoke detector batteries and make sure the smoke detectors are working
- Check and clean the clothes dryer vent and stove hood
- Clean out basement window wells
- From the ground, examine roof shingles to see if any were lost or damaged during winter
- Test your air conditioning system to make sure it is working
- Inspect concrete slabs for cracks or signs of movement. All exterior slabs should drain away from the home's foundation.
- **Call DCHA if you observe any structural or concrete damage**
- **Do not make any changes to the property without prior approval from DCHA**



**DOUGLAS COUNTY HOUSING AUTHORITY  
CUSTOMER SATISFACTION SURVEY**

**For Rental Housing and Elderly Clients - ONLY**

Please check one of the following to indicate your housing type:

- Single Family Home       Retirement Complex (North Acres, Woodgate, Benn View I & 2, Valley Heights/Valley View)

Check the response that best reflects your feelings about the statements below:

Question	Superior (5)	Exceeds Standard (4)	Meets Standard (3)	Below Standard (2)	Not Satisfactory (1)
<b>Tenants of DCHA owned Property ONLY:</b>					
1. The management office enforces the lease terms or house rules fairly.	_____	_____	_____	_____	_____
2. I feel safe from crime and vandalism around my units.	_____	_____	_____	_____	_____
3. The management office is dependable.	_____	_____	_____	_____	_____
4. The management office responds to tenants' complaints in a timely fashion.	_____	_____	_____	_____	_____
5. The grounds and common areas are free of litter and trash around my unit.	_____	_____	_____	_____	_____
6. The management office has convenient office hours for the tenants.	_____	_____	_____	_____	_____
7. Employees of the management office are willing to help tenants.	_____	_____	_____	_____	_____
8. Employees of the management office are polite and respectful.	_____	_____	_____	_____	_____
9. Loud neighbors are not a problem around my unit.	_____	_____	_____	_____	_____
10. Overall, I am satisfied with the service provided by DCHA.	_____	_____	_____	_____	_____
11. DCHA does a good job informing tenants about their programs and services.	_____	_____	_____	_____	_____

Your additional comments are important to DCHA. Please take a few minutes to comment on your overall satisfaction or dissatisfaction with the services provided by DCHA. Comments:

---



---

**\*\*Please return the completed survey by mail, or drop it off at our office.**

**If you have any questions about this survey, please call 444-6203 x 19 for the Executive Assistant.**

\_\_\_\_\_  
Signature (Optional)

\_\_\_\_\_  
Date

<b>For Section 8 Clients - ONLY</b>
-------------------------------------

Check the response that best reflects your feelings about the statements below:

Question Section 8 Clients ONLY:	Superior	Exceeds Standard	Meets Standard	Below Standard	Not Satisfactory
1. The Section 8 staff enforces the program regulations and rules fairly.	_____	_____	_____	_____	_____
2. I feel safe from crime and vandalism around my unit.	_____	_____	_____	_____	_____
3. The Section 8 staff is dependable.	_____	_____	_____	_____	_____
4. The Section 8 staff responds to clients' complaints in a timely fashion.	_____	_____	_____	_____	_____
5. Section 8 staff is helpful when I call with questions or concerns.	_____	_____	_____	_____	_____
6. The Section 8 office has convenient office hours.	_____	_____	_____	_____	_____
7. Section 8 staff is respectful and polite.	_____	_____	_____	_____	_____
8. Overall, I am satisfied with the service provided by DCHA.	_____	_____	_____	_____	_____
9. DCHA does a good job of informing clients about programs and services available.	_____	_____	_____	_____	_____

Your additional comments are important to DCHA. Please take a few minutes to comment on your overall satisfaction or dissatisfaction with the services provided by DCHA. Comments:

---



---



---

Thank you for your cooperation. DCHA takes your comments seriously.

**\*\*Please return the completed survey by mail, or drop it off at our office.**

If you have any questions about this survey, please call 444-6203 x 19 for the Executive Assistant.

\_\_\_\_\_  
Signature (Optional)

\_\_\_\_\_  
Date

# Plan to attend and bring a friend. Everyone is welcome.

**Date:** Saturday, April 24, 2010  
**Location:** Aldersgate United Methodist Church  
3617 Greene Avenue  
Bellevue, NE

**Presentation Overview:** Suggestions to experience life while planning for the after-life.

**Presenters:** Julie Masters, PhD. UNO Assistant Professor of Gerontology  
"Mourning Our Own Mortality"  
  
Sarah Bernhagen, BFA. Public Relations for John A. Gentleman Mortuaries  
"It's My Funeral, and I'll Play Jazz if I Want to"

**Agenda:** 9:30-10:00 a.m. Registration/Refreshments  
10:00 a.m. - noon Presentations

## **Objectives:**

At the conclusion of the presentation the participant will be able to:

- Identify the four tasks of grieving developed by William Worden
- Discuss the tasks of self-mourning described by Thomas Attig
- Identify ways for finding meaning and purpose in ones life
  
- Explain the benefits of pre-planning a funeral
- Identify life themes
- Discuss the designation of after-death decision making authority.

**RSVP:** Thursday, April 22, 2010 to the Respite Resource Center (402) 996-8444  
or e-mail [omaha.respiteresources@yahoo.com](mailto:omaha.respiteresources@yahoo.com)

## **Target Audience:** Anyone interested in the topic

Continuing Educational units are provided by Iowa Western Community College, IBN Provider 6  
Nebraska Nurses 2.0 contact hours IA Nurses .2 CEUs  
NE and IA Social Workers 2. CEU's  
IA and NE Nursing Home Administrator 2 CEU's  
Care Staff Members of Assorted Disciplines 2 clock hour

