

Director's Message *by Margaret Van Vliet*



Getting this far in our transition process required an enormous amount of teamwork and collaboration throughout our organization. It wasn't particularly easy – the work of melding together different functions, processes, priorities, cultures and working styles. And for the past 18 months,

many of you have stepped up to do whatever is necessary to get important work done.

I'd like to congratulate and thank our new division managers Sally Erickson (see a profile on Sally on p. 4), Andrea Matthiessen and Javier Mena for taking the reins of the newly restructured units. Working with staff, they have the important charge of evaluating the performance of each core function, with an eye toward achieving greater efficiencies. As we move forward with new team designs, we will be communicative as possible about how the new changes will impact resources available to our funded partners.

I'd also like to acknowledge the work being done by the Executive Strategy Team, led by Andy Miller. The first phase of the community engagement process has yielded survey responses that will inform the succeeding phases of development of the strategic plan. Throughout the summer, the team will continue to engage external stakeholders and staff to provide valuable input about investment priorities for our new bureau.

Looking ahead, we have many challenges and opportunities to tackle as a new bureau. In the third straight year of declining federal and city revenues, we must continue to sharpen our focus to do more with far fewer resources. There's greater need for housing services – from providing access to affordable rental housing to helping homeowners facing foreclosure.

The prolonged economic crisis has put many people out of work and at risk for homelessness. In this economy, many working families are only one lost

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Happy Birthday, PHB!



Coffee and donuts welcomed PHB staff July 1, as the new bureau celebrated its first official day as "One PHB."

More pics are stored on the G/Q drive in the folder "Photos/070110"



Habitat for Humanity Work Day

PHB and Habitat for Humanity Portland/Metro East are teaming up to do a work day on Friday, August 20. The PHB team is looking for 20 staffers to work on the job site from 8:30 a.m. to 3:30 p.m.

We'll be working on Habitat's "Lents Landing" project, 6305 SE 97th in Portland. The project is funded in part by PHB. Thus far, eight PHB staffers have signed up.

If you don't mind a little hard work and are not afraid of getting a little dirty, check with your manager and then e-mail Jon Gail that you want to participate.

Please reply by Friday, July 16. This is a work-related activity and so you will not have to use vacation time while you are on the job site. If we get more than 20 staff members who want to participate, we'll sort out a fair, equitable and likely random way of picking the lucky winners.

Director's Message (from page 1)

paycheck away from an eviction notice.

Now more than ever, there is urgency to our charge in ensuring that our housing investments provide a coordinated and comprehensive response to community needs. In addition, we must also continue to strengthen partnerships with our funded partners, the private sector, and state and local governments, to further leverage available housing resources, to ensure that we are doing the "most good" for our most vulnerable citizens.

We still have a lot of work ahead of us. Thank you for your support and patience, as we continue to redefine how we prioritize – and invest in – housing needs at the new Portland Housing Bureau.

Welcome to the PHB Family

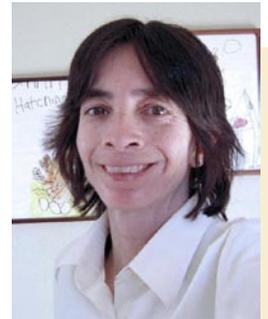
On July 1, PHB welcomed four new employees who are transitioning from their PDC functions to join PHB teams. We will be profiling Lynette Jackson in the August edition.



Charlie Chau joins PHB as a Senior Accountant focused on loans receivable transactions, Fannie Mae reporting, and federal funds billings. He has a bachelor of science degree in Business Administration, Information Systems from Portland State University. He also has a strong property management accounting background.

He likes to travel and work on home improvement and remodeling projects.

Karen Fay joins PHB as an Applications Analyst, responsible for maintaining, supporting, and developing software applications and databases including Mitas, Access or other interfaces, SQLServer databases (loan warehouse) and reports. For the last 2 ½ years, Karen was a Programmer Analyst with PDC. Prior, she worked for the State of New Mexico's Environment and Judicial Departments, and a small company that provides business solutions to the automotive industry.



Chris Hughson worked in PDC's Asset Management and Credit Administration department for five years, overseeing the city's multi-family loan portfolio. Here at PHB, Chris will continue to work in a similar capacity as a Housing Loan Compliance Analyst III.

Chris holds a Finance degree from PSU and a law degree from Willamette University. He spends his time outside of work with his family: his wife Melanie and daughters Kaitlin (4) and Audrey (2). He's currently remodeling (gutting) a 1920's Bungalow in southwest Portland and loves spending his free time in sunny Central Oregon.

Kudos to New Managers

Congrats to **Andrea Matthiessen** for her recent promotion as new manager for the Neighborhood Housing Program (NHP). Andrea has a proven track record in program coordination and has been serving in an interim manager capacity for the Access and Stabilization Team. Andrea and the rest of the NHP team will lead PHB through program changes, with the goal of blending best practices from PHB and PDC programs that have historically operated independently of each other. Andrea's team now includes: Jon Gail, Heidi Martin, Connie Buckley, Marilyn Hurtle, Dory Van Bockel, Kathy Milliken, Phil Willis-Conger and Richard Sassara.



The newly merged Asset Management and Loan Servicing (AM/LS) teams will allow for greater efficiencies to further benefit the communities we serve.

Leading the new team is **Javier Mena**, who brings solid leadership skills and extensive banking experience to lead the charge. Under Javier's leadership, the AM/LS team is made up of Louise Lauman, Sheryl Stratton, Chris Hughson, Lynette Jackson and Rebecca Schumann. Underwriter John Marshall will be assisting with portfolio analysis and further refining business systems between the AM/LS team and the Housing Development and Finance (HDF) team.



"The Asset Management and Loan Servicing team is committed at providing excellent customer service and partner relationship management," says Javier. "We will be working with our clients to better understand their portfolio, and how we can balance their immediate/future needs with the established policies in a consistent and transparent manner."

Updated PHB org charts are linked from the "Employees" tab:

<http://portlandonline.com/phb/index.cfm?c=52720>

Getting to Know ...

SALLY ERICKSON

Beginning this month, Sally Erickson will be leading the new Ending Homelessness, Access & Stabilization Team, that includes the crew of Jennifer Chang, Ryan Deibert, Tracy Lehto, and Dawn Martin.



Sally Erickson, MSW, has served as Manager of the Ending Homelessness Initiative since June 2009. She joined PHB in March 2004 to be part of the team implementing the City and County's 10-year plan to end homelessness, including developing strategies with public and private community partners. She oversees resource and budget development, contracts with community nonprofit organizations, and communication with City Commissioners and staff.

Previously, Sally served as Executive Director of the Council for the Homeless in Vancouver, Washington, a nonprofit with a mission of ending homelessness in the surrounding county. During that time she launched the planning for Bridges to Housing, a four-county, bi-state initiative to create housing and services for homeless families. From 1995-1998, Sally managed a street outreach and housing program in Honolulu, Hawaii for homeless persons with mental illnesses. She has also worked as street outreach staff and in shelter settings. She received her Master's in Social Work from the University of Hawaii and her Bachelor's degree from Occidental College where she played for four years on its first women's soccer team and used to see Barack Obama across the quad.

"I'm happy to have the chance to work more closely with Dawn and Tracy and look for ways to leverage the team's mighty skills, create efficiencies and come up with a snazzy new name for the team that is shorter than 'Ending Homelessness, Access and Stabilization Team,'" says Sally.

IN THE NEWS

Portland Housing Bureau Awards Contract to Address Housing Issues in North and Northeast
<http://portlandobserver.com/?p=3332>

Under the \$120,000 contract, the Minority Homeownership Assistance Collaborative, comprised of four community organizations, will provide outreach to seniors as well as low and moderate income residents of north and northeast Portland struggling with their mortgages or with the upkeep of their homes (June 28).

Historic Martha Washington Hotel will Reopen as Affordable Housing Residence
<http://bit.ly/duPSnN>

Through a public-private partnership, the historic Martha Washington Hotel at 1115 S.W. 11th Ave. will provide 108 affordable apartments to low-income Portlanders (June 16).

WEB HIGHLIGHTS

Work on enhancing the offerings of the PHB website continues, thanks to the collective efforts of the web team: Ben Yeager, Maileen Hamto, Jenny Kalez, Jon Gail, Antoinette Pietka, and others. New sections include:

Strategic Plan Updates
<http://portlandonline.com/phb/strategy>

Current Funding Opportunities
<http://portlandonline.com/phb/RFP>

Director's Corner
<http://portlandonline.com/phb/director>

Equity
<http://portlandonline.com/phb/equity>

Lead Reduction Program
<http://portlandonline.com/phb/lead>

If you have additions to the website, contact content manager Maileen Hamto to discuss options and timelines.

Addressing Mortgage Fraud



Local officials from the U.S. attorney's office and other federal and state agencies held a press conference on federal prosecutions of mortgage fraud. Since March 2010, 39 individuals have been charged, pled guilty or have been sentenced in 32 different cases of mortgage fraud in the metro area.

At a press conference last month, Commissioner Nick Fish joined U.S. Attorney for the District of Oregon Dwight Holton to announce recent successes of "Operation Stolen Dreams," a nationwide effort to crack down on mortgage fraud and help keep people in their homes.

The event was held at the 211info office in downtown Portland. 211info, a statewide social service referral resource, is among local nonprofits that have received funding from the Portland Housing Bureau to provide help for homeowners who may be at risk for losing their homes.

Read the op-ed co-authored by U.S. Atty. Holton and Commissioner Fish published in the June 18 Oregonian:
<http://bit.ly/bEa5vv>

**Have news for Notes from Home?
Contact Maileen Hamto at ext. 3-3292**



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