

PROVIDING HEALTHY,  
SUSTAINABLE,  
AFFORDABLE HOUSING  
AND SERVICES TO  
QUALIFIED RESIDENTS  
IN THE NORTH VALLEY

CHIPHOUSING.ORG



# 2017 ANNUAL REPORT



# CHIP

Community Housing  
Improvement Program

NeighborWorks®  
CHARTERED MEMBER



# LETTER FROM THE BOARD CHAIR

As the Board Chair of CHIP, I was saddened to hear that Dave Ferrier was leaving the organization that he has led for 25 years. But I realized that nothing lasts forever. Dave is leaving the organization with an incredibly talented staff that has kept CHIP fiscally solvent while creating thousands of affordable housing units for clients in our service area.

The CHIP Board has initiated the process to replace Dave by securing the services of a recruiter to conduct a national search for a CEO/President. It is expected that the process will take about 6 months. Fortunately, CHIP has a transition plan in place that appointed Kris Zappettini as Interim President/CEO until a new leader is hired. Kris is a long term employee of CHIP that is very familiar with all the operations of the organization. Kris is highly respected in the local community for her expertise in housing development.

I am optimistic that, with the guidance of the board and Kris' leadership, CHIP will continue to produce decent, safe, and affordable housing units through our Self Help and Multi-Family housing programs in the North Valley.

I am very proud to have known Dave for over 35 years. I worked with him at CHIP during the 1980's. He was a great leader, supervisor, and friend. We plan to keep in touch both professionally and socially for years to come.

**Dave Burkland**  
Board Chair



## FOR THE CAUSE



November Marked CHIP's third annual Rock the House fundraiser. This year's theme was "November in NOLA" and guests were treated to a Cajun-style meal, jazz by BOGG, costume contest and more. Major sponsors included Tri Counties Bank, Sierra North Valley Realtors and Community Economics, Inc. (for a complete list of sponsors, see donors page). This event netted more than \$20k to help CHIP provide more homes and services to people in the North State.

Mark your calendars for CHIP's 45th anniversary celebration at Rock the House 2018 on **Friday, November 16**.

If you are interested in sponsorship, contact Desiree Gonzalez ([dgonzalez@chiphousing.org](mailto:dgonzalez@chiphousing.org), 530-891-6931X249).

## 2017 BOARD OF DIRECTORS

**Dave Burkland**  
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**Joseph Feist Esq.**  
Vice Chair

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**Vanessa Haro**  
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**Aaron Haar**  
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**Andy Holcombe**  
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**Mark Hooper**  
Retired Nurse

**Fong Lo**  
Social Security Administration

**Ed Mayer**  
Butte County Housing Authority

**Joy Murphy**  
Retired

**Samantha Dennison**  
IHSS Worker  
Affordable Housing Resident

**Yvette Zuniga**  
Butte College

## FINANCIAL STATEMENT

### UNRESTRICTED NET ASSETS

2017	\$6,567,345	▲ 6.43%
2016	\$6,170,659	

### TOTAL NET ASSETS

2017	\$10,788,127	▲ 2.01%
2016	\$10,575,173	

### PROPERTY IN DEVELOPMENT

2017	\$5,927,300	▲ 28.84%
2016	\$4,600,581	

### TOTAL ASSETS

2017	\$23,282,772	▲ 9.07%
2016	\$21,346,414	



# CHIP's 2018-2020 Strategic Planning Goals (In order of priority):

1

## Asset Management

Improve the economic and physical viability of CHIP's rental portfolio each year.

4

## Homeownership

By year three, diversify the delivery of homeownership opportunities that may exist outside of CHIP's core service area through new service(s), increasing annual production by 20% over 2017 baseline.

## Self-Help Lot Acquisition & Development

Increase/maintain pipeline of available building lots in advance of 24 months of current production goals.

2

## Resident Services

Increase the number of services available at CHIP's rental portfolio by ten percent each year.

5

3

## Rental Housing Acquisition & Development

By year three, add not less than 100 units to CHIP's rental portfolio of owned units. Consider opportunities that may exist outside of CHIP's core service area (contiguous counties); may or may not be units managed by CHIP. Build pipeline for future years.

6

## Community Engagement

Increase community engagement for CHIP's programs to strengthen financial, program, political and volunteer support for our mission.

## OUR ROOTS

### 2018 Marks CHIP's 45th anniversary!

Chico Housing Improvement Program (CHIP) began as a partnership between Community Action Volunteers in Education (CAVE) at CSU Chico and the City of Chico, and was founded in 1973 by Jim Jessee, Keith Hopkins, Bill Murphy and Kevin Campbell. CHIP's original purpose was to improve a small neighborhood south of campus through a housing rehab program.

In 1980, we diversified operations by becoming a USDA Self-Help Housing grantee, and expanded to several counties. In 1991, the articles were amended to change the name to *Community Housing Improvement Program, Incorporated*.

What began as a small grassroots agency serving Chico residents has since become a respected organization known as a leader and innovator in rural housing issues.

CHIP is a private, non-profit 501(c)(3) corporation serving Butte, Glenn, Tehama, Shasta, Sutter, Yuba and Colusa counties. We assist low-income and rural disadvantaged residents, seniors and others who lack financial resources or knowledge to improve or provide adequately for their housing.



Our organization has built more than 2500 housing units in our seven-county service area.

While much of our funding comes from government funding and contracts, grants, donations and sponsorships from businesses and individuals help us continue to provide much-needed services to disadvantaged North State residents, help prevent homelessness, enhance communities and provide upward mobility to the clients we serve. Thank you for helping us continue "Helping People Help Themselves" for 45 years!

If you would like to make a one-time or monthly recurring donation to CHIP, visit [www.chiphousing.org](http://www.chiphousing.org). If you are interested in including us in your major gift planning, contact Desiree Gonzalez by phone at 530-891-6931 x249 or email [dgonzalez@chiphousing.org](mailto:dgonzalez@chiphousing.org) or mail in the donation form at the end of this report.



# RESIDENT SERVICES VOLUNTEERS

Each year, CHIP partners with resident volunteers and volunteers from other organizations to bring resident services on site. Here is a list of the programs and the organizations or individuals who have helped us:

## BUTTE COUNTY

### MURPHY COMMONS - CHICO

- Community Garden – Resident Volunteers • Toddler Program – Valley Oaks Children's Services • Every Woman Counts – California Health Collaborative • Latino support group (Promotores) – Northern Valley Catholic Social Services (NVCSS) • Family University Night – CSU Chico • After-School – Baha'I Group • Youth Animator Training – Baha'I Group • Zumba Class – Angeles • Fit Dance – Sarahi • Dungeons & Dragons – Resident Volunteer • Movie Night - Resident Volunteer • Butte College Informational – Butte College • CalFresh – Benefits Enrollment • Smoke Free Housing – Tobacco Free Coalition • Faces & Food – Valley Oaks Children's Services • Bed Bugs Prevention • Upward bound – CSU • Better Money Habits – Bank of America

### LA VISTA VERDE - CHICO

- Zumba Class – Angeles • Nutrition Class – University of California Cooperative Extension (UCCE) • Promotores – NVCSS • Women's Leaders Group (Promotores) - NVCSS • Smoke Free Housing – Tobacco Free Coalition • Upward bound - CSU Chico

### EAST OF EATON - CHICO

- Promotores – NVCSS • Support for residents and Cultural Activities – Menyuan Family Circle • Support for residents and Cultural Activities – Zoo Siab • Smoke Free Housing – Tobacco Free Coalition

### LUCIAN MANOR SENIOR APARTMENTS - CHICO

- Nutrition Class – NVCSS • Nutrition Information – GRUB • Smoke Free Housing – Tobacco Free Coalition

### PARADISE COMMUNITY VILLAGE - PARADISE

- Every Woman Counts – California Health Collaborative • Better Money Habits – Bank of America • Nutrition Class – UCCE • Financial Education – Bank of America • Job Opportunity Workshop – Workforce Alliance • Employment Services Workshop – Job Seekers • Strengthening Families – The Family Place • Crochet Class – Resident Volunteer • Care Giver Resource – Butte College Foster Kinship • Girl Scouts – Resident Volunteer • Butte College Informational – Butte College • SNAP/HEAP – CalFresh • Health & Activities – Curves • Smoke Free Housing – Tobacco Free Coalition • Make your money grow – Financial Education • Domestic Violence – Catalyst

### HAZEL HOTEL - GRIDLEY

- Senior Financial Protection – CCRH • Nutrition Information – SNAP – CSU • Smoke Free Housing – Tobacco Free Coalition • SNAP-Ed – NVCSS

## YUBA-SUTTER COUNTIES

### MARYMEAD PARK - MARYSVILLE

- Crochet Class – Crystal (manager) • After-School Program – Resident volunteers • Nutrition Class – UCCE • Family Learning in Play – Playzeum • Every Woman Counts – California Health Collaborative • Better Money Habits – Bank of America • CalFresh – Center for Healthy Communities • Smoke Free Housing – Tobacco Free Coalition • Summer Fun – Resident volunteers • Bed Bugs Prevention

### MAPLE PARK 1 - LIVE OAK

- Family Learning in Play – Playzeum • After-School – Resident Volunteers • Promotores – Sutter Yuba Behavioral Health • Every Woman Counts – California Health Collaborative • Nutrition Class – UCCE • Smoke Free Housing – Tobacco Free Coalition • Bed Bugs Prevention • Better Money Habits – Bank of America • CMSP Primary Care Benefit – Sutter-Yuba Public Health

### MAPLE PARK SENIOR APARTMENTS - LIVE OAK

- Better Money Habits – Bank of America • Every Woman Counts – California Health Collaborative • Nutrition Class – UCCE • Smoke Free Housing – Tobacco Free Coalition • Bed Bugs Prevention • Senior Financial Abuse Prevention • CMSP Primary Care Benefit – Sutter-Yuba Public Health



## TEHAMA COUNTY

### BRICKYARD CREEK - RED BLUFF

- Food Preservation Workshop – Community Action Network • Craft Class – Resident volunteer • Section 8 sign up – Northern Valley Catholic Social Services

## GLENN COUNTY

### RANCHO DE SOTO - ORLAND

- Art Program – Joy Murphy & Resident Volunteers • Every Woman Counts – California Health Collaborative • Immigration Workshop – Glenn County • CalFresh – Center for Healthy Communities • Butte College Presentation – Butte College • Zumba Class – Sarahi • Nutrition Class – UC Cooperative Extension • Domestic Violence - Catalyst

## SHASTA COUNTY

### LINDEN APARTMENTS - REDDING

- Extreme Kids – Bethel Church • Redding Rocks – Redding Rocks • Every Woman Counts – California Health Collaborative • Spanish & Youth Group Bible Studies – Resident Volunteers • Zumba Class – Resident Volunteer • Step Aerobics Class – Resident Volunteer • Vital Rush Zumba – Resident Volunteer • Cooking Demo (Nutrition) – UCCE • Line Dancing – Resident Volunteer • Better Money Habits – Bank of America

# NeighborWorks America Provides Support for CHIP



In 2013, CHIP became a chartered member of NeighborWorks America, which provides trainings, conferences, funding, and participation in a network of similar organizations focused on affordable housing and related services. In December 2017, NeighborWorks invited CHIP to attend a portfolio strengthening clinic through their National Real Estate Program's asset management division. This workshop took place at the NeighborWorks Training Institute (NTI) in Washington, DC.

Staff members (pictured) Holly McCormick, Wendy Phillips and Kris Zappettini along with board member Vanessa Haro represented CHIP at NTI. The team spent five days evaluating portfolio-specific issues and opportunities, studying repositioning strategies, and considering other organizational changes to help strengthen both our portfolio and our organization.

A primary purpose of the training was to establish a clear understanding of the issues and opportunities and to identify solutions to improve the portfolio's financial health. CHIP was tasked to develop a plan that would act as the basis for the National Real Estate Program Grant we will submit in 2018. Should our application be approved, CHIP will have the opportunity to be awarded funding for the next three years.

The team presented our plan at the end of the training and received feedback and guidance on the proposal. It was an opportunity for three CHIP departments to collaboratively work on the problem and establish a path towards solutions. Vanessa gained a better understanding of how to evaluate the financial condition of a property and did an outstanding job presenting on behalf of the group.



## AFTER SCHOOL PROGRAM FUNDERS



BRADLEY GLANVILLE  
& KRIS ZAPPETTINI



THANK  
YOU  
FOR YOUR

HELP



# WOULD YOU OR YOUR ORGANIZATION LIKE TO FUND A PROGRAM?

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NAME ON A PLAQUE AT  
THE COMMUNITY CENTER

For more information, contact Desiree Gonzalez  
891-6931x249 [dgonzalez@chiphousing.org](mailto:dgonzalez@chiphousing.org)



# POSITIVE CHANGES FOR PROPERTY MANAGEMENT

2017 was a year of change for the Property Management Department, as we brought on several new staff members as new hires, or in new roles.

Our new Director of Property Management **Wendy Phillips** is a native of Chico who recently moved back after 29 years in the Bay Area. Wendy was hired in August and has worked in non-profits her entire career, including the past seventeen years in the field of affordable housing management and services. Also in August, CHIP contracted with local realtor **David Bronson** to serve as our broker of record.

Earlier in the year, we hired Facility Manager **Aaron McLaughlin** into the newly created role for CHIP's entire rental housing portfolio. Aaron has worked for 10 years as the maintenance specialist at Murphy Commons, one of CHIP's family developments, and prior to that worked as a general contractor.

Other new or returning property management staff:  
*Maintenance Specialists*

<b>Geoff Delp</b>	Murphy Commons
<b>Roy Williams</b>	La Vista Verde, Longfellow & North Point
<b>Luis Oropeza</b>	Rancho de Soto, Shotover Inn & Las Palmas (Orland/Hamilton City)
<b>Natale DiGenova</b>	Campbell Commons, Lucian Manor (Chico)
<b>Victor Reynoso</b>	Hazel Hotel, Paradise Community Village (Gridley & Paradise)
<b>Alex Polino</b>	Roving
<i>Landscape Technician</i>	
<b>Diego Hernandez</b>	Marymead Park (Marysville)
<i>Resident Managers</i>	
<b>Leo Puga</b>	Shotover Inn & Las Palmas (Hamilton City)
<b>Lance Ayala-Hartland</b>	Lucian Manor (Chico)
<b>Al Cancilla</b>	Campbell Commons
<b>Jessica Mua</b>	Longfellow Apartments (Chico)
<b>Noemi Hernandez</b>	Maple Park Senior Apartments (Live Oak)



The Property Management Department is fortunate to have such talented and committed staff members, both those that recently joined us, and those who have been here for many years! We look forward to building and strengthening our team in the next year with the shared goal of providing quality housing and building community throughout our properties.

## RENTAL HOUSING RECAP



**Maple Park Senior Apartments** was completed in March of 2016 and by 2017, the project completed major milestones and rent-up was complete.

**Drinking Water for Schools Grant Program:** CHIP is a technical assistance provider for the Drinking Water for Schools Grant program through the California State Water Resources Control Board. The purpose of this funding is to improve access to as well as the quality of drinking water in public schools. Tom Barrett is our water consultant and a longtime CHIP associate board member.

**Brickyard Creek Apartments:** CHIP was awarded \$10,000 from The McConnell Foundation Fund through the Shasta Regional Community Foundation. This funding was used to improve the community room at Brickyard Creek Apartments. New signage, paint, furniture, and large screen TV were installed as well as a computer lab. These improvements will directly benefit the residents to support community activities as well as program delivery provided by other local agencies.



# FROM RENTAL HOUSING RESIDENT TO HOMEOWNER

Maggie Guzman is a single mom and an administrative assistant at Rush Personnel. She and her kids lived at East of Eaton Apartments in Chico for several years, then finally took the leap to homeownership at Villa la Michele/Heartland Park subdivision in Orland. In late 2017, they moved in.

Lena Whitley, her former resident manager, told her about the application. When she was accepted, our Loan Packager Raquel Calva—herself a former CHIP rental tenant and self-help builder—was able to guide her and her family through the process, making it as easy as possible.

“Maggie is a great mother who works very hard to make sure her kids get exactly what they need,” Lena said. “She is also kind and understanding. I loved watching Maggie go from an apartment she could afford to succeeding in home ownership in just a few years.”

“Maggie is more than deserving,” says Lupe Vasquez, East of Eaton’s current resident manager, “I barely got to be her manager, but when I went to do her move-out inspection, Maggie was so happy that she finally was able to move in to her new CHIP home. She said that it was a big blessing for her and her children to be able to call it their own home,” Lupe adds. “I wished her and her family the best in their new home, and we were sad to lose a good tenant, but we were happy to see her start her new journey with a new CHIP home.”

Maggie’s teenage son helped her build the home. “I loved it,” says Maggie. “It was a life experience. It was tough, but it was a really good experience.”



#	OF CHIP HOUSEHOLDS WHO BECAME SELF-HELP HOMEOWNERBUILDERS IN 2017	COMMUNITY ORIGINATED FROM	SELF-HELP SUBDIVISION
2		LA VISTA VERDE (CHICO)	VILLA LA MICHELE/HEARTLAND PARK (ORLAND)
1		RANCHO DE SOTO (ORLAND)	VILLA LA MICHELE/HEARTLAND PARK (ORLAND)
1		EAST OF EATON (CHICO)	VILLA LA MICHELE/HEARTLAND PARK (ORLAND)
2		LINDEN APARTMENTS (REDDING)	LONGSPUR/FOXRUN (COTTONWOOD)

## DID YOU KNOW?

Many of our former rental housing residents go on to become homeowners through our self help program? One of the reasons our motto is: **“Helping People Help Themselves.”**

## ACTIVE SELF-HELP DEVELOPMENTS

SUBDIVISION	TOTAL LOTS	AVAILABLE LOTS
LONGSPUR PARK/FOXRUN 2 (COTTONWOOD)	32	0
VILLA LA MICHELE III/HEARTLAND PARK (ORLAND)	38	0
SISKIYOU GROVE (THERMALITO)	8	0
STONEFOX RANCH (CORNING)	23	16
TBA (OFF NEWPORT AVE) (ORLAND)	33	33



## SELF-HELP HOUSING HIGHLIGHTS

### NEW BEGINNINGS

- Provided mutual self-help housing opportunities in five different counties: Butte, Glenn, Tehama, Shasta and Yuba.
- Completed 42 homes in three different communities (14 in the Calle Vista Subdivision in Oroville, 11 in the Sierra Vista 2 Subdivision in Linda, and 17 in the Villa La Michele Phase 3 Subdivision in Orland).
- Began two new subdivisions in Cottonwood. We haven’t built in Shasta County since 2010 and haven’t been in Cottonwood for 20 years (1997).
- Completed site development on 24 lots in Cottonwood and purchased 56 new finished lots in the towns of Orland and Corning. It’s our first time building in Corning!
- Had an average of 62 homes under construction at one time throughout the year.



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Chico, CA 95928  
530.891.6931  
chiphousing.org

## THANK YOU TO OUR FUNDERS, LENDERS & PARTNERS!

Bank Of America Charitable Foundation • City of Chico • City of Live Oak • City of Orland • Dowling, Daniel • Merritt Community Capital • MidPen Housing • Neighborworks • NeighborWorks Capital • RBC Capital Markets • Regional Housing Authority of Sutter & Nevada Counties • Rural Community Assistance Corporation • Rural LISC • State of California Housing & Community Development (HCD) • Tri Counties Bank • Umpqua Bank Charitable Foundation • USDA Rural Development • U.S. Dept. of Housing & Urban Development

## THANK YOU TO OUR DONORS!

Active 2030 Club Of Chico • Allstate (Sonia Aery) • Almendra Winery • Amazon Smile Foundation • Anonymous - in memory of Linda Huffmon • **Arthur J. Gallagher & Co.** • Baksh, Leah • **Banner Bank** • Broadbent & Associates • Burkland, Dave & Reinhard, Joanne • **Butte Creek Foundation** • Caldwell's Creative Laminates • California Housing Partnership Corporation • Caliber Home Loans • **California Water Services Company** • Calva, Raquel • **Carlson, Cynthia** • Carlson, Harold & Hanson, Linnea • Chico Enterprise-Record • Chico News & Review • **Chico Noon Exchange Club** • Chico Performance • City of Orland • Comcast • **Community Economics, Inc.** • Davis, Kelly • Diaz Insulation • Disneyland Resort Community Relations • DK Web Designs • Enloe Medical Center • Farwood Bar & Grill • Feist, Joe • Ferrier, David • Floors By Ray, Inc. • Fowkes, Katie and Dr. Donald • Gaia Hotel & Spa • Gilbert, Deziree • **Glanville, Bradley and Zappettini, Kris** • Gonzalez, Desiree and Mark • Grid Alternatives • Gubb & Barshay LLP • Harrah's Lake Tahoe • Holcombe, Andrew & Schulte, Ann • Hook, Dave and Sherry • Hooper, Mark • **InterWest Insurance** • Jon N Bon's Yogurt Shop • KEGE 101.7 THE EDGE • Kelly, Nancy • Lamb, Ryan • Law Office Of Kevin Sears • LRT Graphics • **McConnell Fund/Shasta Regional Foundation** • McEntire Landscaping, Inc. • Mid Valley Title & Escrow • Moore, Sarah • Mount Tehama Winery • Murphy, Joy • Mutual Of America • Nelsen Family Dentistry • Network for Good • North Star Engineering • North Valley Dermatology Center/Rejuvenate • North Valley Raingutter • Orient and Flume • **Pacific Gas & Electric Co.** • Palys, Gayle • Payless Building Supply • Peppermill Resort Casino • Perkins, Gail • Phillips, Don & Lynn • Placer Title Co. • Precision Business Associates, Inc. • Quezada, Jill • Rabobank • Rebuilding Together • **Redding Bank Of Commerce** • Riggs, Rachel • Ritter, Elizabeth • Rolling Hills Casino • Rowland, Betty • Schiffman, Irving • Shasta Daisy Winery • Shinn, Cheryl and Bill • **Sierra North Valley Realtors** • **Slater & Son** • Smith, Scott • Sonoma Raceway • **Soroptomist Bidwell Rancho** • Sterle, Danielle • Sugar Bowl Ski Resort • **Sunseri Construction** • Tackett, Ron • Tehama Group Communications • **Timio's Title** • Watkins, Debbie • Woodstock's Pizza



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Community Housing Improvement Program (CHIP)  
1001 Willow Street Chico, CA 95928

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