



Seattle Housing Authority 2024 Highlights

The [Seattle Housing Authority](#) served nearly 38,000 people with low incomes in 2024, providing safe, stable housing and services that foster self-sufficiency, better health, improved education and other opportunities for residents and voucher participants to improve their lives. We thank our many partners and offer a few highlights from 2024 on our work to advance our mission.

- **Make race and social justice actionable**

Created an Information Technology Intern program, providing SHA tenants with the opportunity to work in IT at SHA and develop job skills that make them readily employable in the high-demand technology sector. Initiated an intern program to broaden opportunities for underrepresented groups in the field of affordable housing development. Received approval from the SHA Board of Commissioners of a [2025-2030 Strategic Plan](#). The plan is unique in that the process was staff led with a high level of resident interaction and exemplifies SHA's commitment to race and social justice principles. Completed a race and social justice-based Supervisory Training Series, which included a customized version for Maintenance and Trades Supervisors who primarily work in the field.

- **Improve customer service**

Made it easier for tenants and others to transact with SHA conveniently and securely by adding to services available online through the [SHA Portal](#). Increased property management staff on-site presence in communities to better support residents. Expanded and improved coordination of resident services. Merged different maintenance divisions into one cohesive [Housing Maintenance Services](#) group to bring improvements and efficiencies to maintaining high-quality SHA communities and good condition of residents' homes.

- **Provide reintegration housing**

Established a [Reintegration Housing](#) pilot, built on the recognition that the criminal justice system disproportionately incarcerates people of color and that race and social justice inequities and barriers extend into the process of people trying to find housing and rebuild their lives after incarceration. During the pilot phase SHA is providing up to 24 months of housing rental subsidy to up to 60 households, coupled with peer mentorship, education, training, employment and connection to community resources. Partners include the Black Prisoners' Caucus Community Group, Freedom Project, Washington State Department of Corrections and people who were formerly or are currently incarcerated.

○ Close the digital divide

Continued to [advance digital equity](#) as a significant component of SHA services. The internet is a necessity in every aspect of modern life – participation in society, democracy, the economy, cultural and civic life, learning, health care and essential services – and SHA is aware that not all tenants have the internet skills, devices and service they need. Providing multi-lingual services from hands-on Digital Navigators has shown that with the right support residents are gaining internet access and skills they say are dramatically changing their lives for the better. A pilot in six locations with high populations of Black, Indigenous and People of Color residents to provide in-unit connectivity in addition to existing common area Wi-Fi is in the installation phase.

○ Develop and preserve affordable housing

Purchased [Verse Seattle](#), a 98-unit apartment building in the Central District, to preserve it as affordable housing and ensure that existing residents were not displaced by the inability to pay market rate rent. Completed construction of [Sawara](#) at Yesler and leased all 114 units. Returning and new residents filled all units at [Jefferson Terrace](#), SHA's largest apartment building, following a major renovation and upgrade to preserve nearly 300 units of affordable housing centrally located near Harborview Medical Center and downtown Seattle.

○ Better meet the needs of people seeking a housing voucher

Changed application for a chance at a [Housing Choice Voucher](#) from an occasional isolated registration and random drawing to an ongoing pool of applicants that may be joined at any time. Everyone on the list has an equal chance in more frequent random drawings regardless of when they joined the list, giving all those seeking rental assistance, through a voucher to rent with landlords throughout Seattle, a chance at being drawn as vouchers become available.

○ House our veterans

Formed a [Collaborative Case Management](#) partnership with the King County Veterans Program to facilitate the process of getting veterans, many of whom are homeless, into safe, stable housing using SHA's veteran-designated Housing Choice Vouchers. Through the partnership, 100 additional veterans are either living in their new housing or are in the process of renting with a voucher.

○ Support resident-led initiatives

Established an ongoing Yesler Legacy Fund to ensure continuation of programs to support academic success for children, positive youth development, job opportunities and advancement, overall health and strong social networks in the Yesler community. This innovative collaboration will create long-term, sustainable opportunities and life-changing outcomes for current and future Yesler residents. The fund, developed in partnership with Seattle University and the Seattle Foundation, is designed to be community-driven and a powerful way for residents to take a leadership role and, together with community partners, collectively influence goals, decision-making and outcomes. As part of the redevelopment of Jackson Park Village, SHA created a process for residents, including youth, to be part of the planning and design process. Through art programs, small focus groups an open house and other activities residents have shared their vision of home and influenced the design of the new development with a focus on creating community and supporting the needs of families.

- **Secure the ability to meet the needs of our community**

SHA led the process to extend a contract with the U.S. Department of Housing and Urban Development that preserves flexibility for SHA and 38 other housing authorities across the country to use federal funds in ways that meet the highest priorities in the local community we serve. SHA leveraged our long-standing relationships in Congress, which passed a bill that renewed Moving to Work contracts for 15 years. The program, which was created in 1996 for select high-performing housing authorities, has become the foundation for many of the innovations and partnerships that benefit SHA tenants and the community, and drive the quality, scale, effectiveness and efficiency of our housing programs and services.

- **Be a leader in addressing climate change**

Served as a national model for [environmental stewardship](#) in affordable housing. Continued to progress on a commitment to reduce greenhouse gas emissions by 50 percent and energy consumption by 15 percent across all SHA portfolios by 2032. SHA received \$2.1 million in 2024 in incentives for energy and emission reduction projects from city and state agencies. Executive leadership was invited to present at an Innovative Housing Showcase on the National Mall in Washington, D.C. The Environmental Protection Agency chose an SHA community to announce major Solar for All/Green House Gas Reduction Act funding for Washington State, the governor partnered with SHA to announce a Clean Energy Credits program to benefit low-income people affected by moves to more sustainable energy sources and HUD leadership toured SHA to learn about innovations in sustainable housing development and climate mitigation.

- **Strive for excellence**

The National Association of Housing and Redevelopment Officials, an organization that represents and supports housing authorities at the national level, honored the Seattle Housing Authority with a [2024 Award of Excellence and six Awards of Merit](#). The awards recognize programs that improve efficiency and effectiveness and serve as models for other agencies. SHA's Tenant Alert System that enables instant communication with tenants via text, email and phone in the event of an urgent situation or emergency won the Award of Excellence. Awards of Merit were received for SHA's Computer Labs, Digital Navigation, Deferred Maintenance Dashboard, Deferred Maintenance Team, Hinoki Apartments and Race and Social Justice Supervisory Training Series.