



HOUSING AUTHORITIES

CITY OF EUREKA & COUNTY OF HUMBOLDT



735 WEST EVERDING STREET, EUREKA CA 95503
PHONE: (707) 443-4583 FAX: (707) 443-4762 TTY: (800) 651-5111

AGENDA

REGULAR MEETING OF THE COUNTY OF HUMBOLDT HOUSING AUTHORITY BOARD OF COMMISSIONERS

DATE AND TIME
Monday – August 08, 2022
12:00pm

LOCATION

Pursuant to Assembly Bill No.361 (Chapter 165, Statutes of 2021) approved by the Governor on September 16, 2021) codified at Government Code Section 54953 a local legislative body is authorized to hold public meetings remotely via teleconferencing without complying with the teleconferencing requirements imposed by the Ralph M. Brown Act when, among other requirements, a legislative body of a local agency holds a meeting during a proclaimed state emergency, and makes the public meeting accessible “via a call-in option or an internet-based service option” to all members of the public seeking to access and attend the meeting, offer public comment, and address the legislative body.

PUBLIC PARTICIPATION

Public access to this meeting is available as follows:

Join Zoom meeting:

<https://us02web.zoom.us/j/88053733134?pwd=RDJncFZsbmZkUm1zRzFgWktrODdNQkT09>

Meeting ID: 880 5373 3134

Passcode: 127463

Join Zoom meeting via phone: (669) 900-6833

Persons wishing to address the Board of Commissioners are asked to submit comments for the public speaking portion of the agenda as follows:

- Send an email with your comment(s) to heatherh@eurekahumboldtha.org prior to the Board of Commissioners meeting.
- Call and leave a message at (707) 443-4583 ext. 219.

When addressing the Board, on agenda items or business introduced by Commissioners, members of the public may speak for a maximum of five minutes per agenda item when the subject is before the Board.

1. Roll Call

2. Brown Act, Remote Session Authorization, Resolution 485 (pages 3 - 4)
Recommended Board Action: Accept and Adopt for Approval



The Housing Authorities are Equal Housing Opportunity Organizations



3. Public Comment (Non-Agenda):

This time is reserved for members of the public to address the Committee relative to matters of the County of Humboldt Housing Authority not on the agenda. No action may be taken on non-agenda items unless authorized by law. Comments will be limited to five minutes per person and twenty minutes in total.

4. Approve Minutes of the Board of Commissioners Meeting held July 11, 2022. (pages 5 - 8)

5. Bills and Communications:

(5a) Q2 2022 Tenant Newsletter (pages 9 -10)

6. Report of the Secretary:

The Report of the Secretary is intended to brief the Commission on items, issues, key dates, etc., that do not require specific action, and are not separate items on the Board of Commissioners Agenda.

(6a) Covid-19 Updates

(6b) Occupancy and Leasing Report (page 11)

(6c) HCV Utilization Reports (pages 12 - 13)

7. Reports of the Commissioners:

This time is reserved for Commissioners to share any relevant news or Housing related endeavors undertaken by Commissioners.

8. Unfinished Business:

This time is reserved for any business that has been carried over from previous meetings and/or discussions.

9. New Business:

(9a) Progress update on 2022 annual goals (pages 14 - 28)

Recommended Board Action: Provide any recommendations to staff for updates/additions to goals.

10. Closed Session – If needed.

11. Adjournment

* * * Note * * *

Documents related to this agenda are available on-line at:

<https://eurekahumboldtha.org/governance/>

Know Your RIGHTS Under The Ralph M. Brown Act: Government's duty is to serve the public, reaching its decisions in full view of the public. The Board of Commissioners exists to conduct the business of its constituents. Deliberations are conducted before the people and are open for the people's review.

County of Humboldt Housing Authority

Board of Commissioners Meeting

August 08, 2022

Agenda Item 2

Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Brown Act, Meetings Held Virtually

BACKGROUND:

The Brown Act allows for meetings to occur via teleconferencing subject to certain requirements, particularly that:

- the teleconference be accessible to the public;
- members of the public be allowed to address the legislative body;
- the legislative body post an agenda; and
- at least a quorum of the legislative body participate from locations within the boundaries of the local agency's jurisdiction.

STAFF RECOMMENDATION:

If the need to continue meetings remotely is acknowledged by the board, and meets the necessary requirements, approve the resolution allowing such practice to continue moving forward until such time as it is no longer necessary or no longer allowed.

RESOLUTION NO. 485

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE COUNTY OF HUMBOLDT HOUSING
AUTHORITY MAKING FINDINGS PURSUANT TO GOVERNMENT CODE SECTION 54953, AS
AMENDED BY ASSEMBLY BILL 361, AND AUTHORIZING THE CONTINUED USE OF VIRTUAL
MEETINGS**

WHEREAS, as a result of the COVID-19 pandemic, the Governor issued Executive Order Nos. N-08-21, N-25-20 and N-29-20, which suspended certain provisions of the Ralph M. Brown Act to allow the County of Humboldt Housing Authority Board of Commissioners to conduct public meetings without strict compliance with the teleconferencing provisions of the Brown Act;

WHEREAS, Assembly Bill 361, which was signed into law on September 17, 2021, amended Government Code section 54953, to provide relief from the teleconferencing provisions of the Brown Act under certain circumstances provided the County of Humboldt Housing Authority Board of Commissioners makes certain findings;

WHEREAS, as a result of the COVID-19 pandemic, the Governor proclaimed a state of emergency on March 4, 2020, in accordance with the section 8625 of the California Emergency Services Act, and the state of emergency remains in effect;

WHEREAS, as a result of the COVID-19 pandemic, the Humboldt County Health Officer has imposed and has recommended measures to promote social distancing;

NOW, THEREFORE, the County of Humboldt Housing Authority Board of Commissioners does hereby find and resolve as follows:

1. That the Board has reconsidered the circumstances of the previously declared and existing state of emergency arising from the COVID-19 pandemic;
2. That the state of emergency continues to directly impact the ability of the members of the Board to meet safely in person, and further that local officials continue to impose or recommend measures to promote social distancing;
3. That the Board and its subordinate Committees, Commissions, and Boards may continue to conduct public meetings in accordance with Government Code section 54953(e);
4. That the Board will reconsider the above findings within 30-days of this Resolution.

PASSED AND ADOPTED on the _____ day of _____ 2022 by the following vote:

AYES:

NAYS:

ABSENT:

ABSTAIN:

ATTEST:

Name

Name

Title

Title

MINUTES

MEETING OF THE COUNTY OF HUMBOLDT HOUSING AUTHORITY BOARD OF COMMISSIONERS

MONDAY, JULY 11, 2022

Chairperson Conner declared a quorum present and called the meeting to order at 12:10pm.

1. Roll Call:

Present: Chairperson Conner, Vice Chairperson Fitzgerald, Commissioner Derooy,
Commissioner Zondervan-Droz
Absent: Commissioner Escarda
Staff: Churchill, Humphreys
Public: None in attendance

2. Brown Act, Remote Session Authorization, Resolution 483

Recommended Board Action: Accept and Adopt for Approval

RESOLUTION NO. 483

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE COUNTY OF HUMBOLDT HOUSING
AUTHORITY MAKING FINDINGS PURSUANT TO GOVERNMENT CODE SECTION 54953, AS
AMENDED BY ASSEMBLY BILL 361, AND AUTHORIZING THE CONTINUED USE OF VIRTUAL
MEETINGS

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WHEREAS, as a result of the COVID-19 pandemic, the Humboldt County Health Officer has imposed and has recommended measures to promote social distancing;

NOW, THEREFORE, the County of Humboldt Housing Authority Board of Commissioners does hereby find and resolve as follows:

1. That the Board has reconsidered the circumstances of the previously declared and existing state of emergency arising from the COVID-19 pandemic;

2. That the state of emergency continues to directly impact the ability of the members of the Board to meet safely in person, and further that local officials continue to impose or recommend measures to promote social distancing;

3. That the Board and its subordinate Committees, Commissions, and Boards may continue to conduct public meetings in accordance with Government Code section 54953(e);

4. That the Board will reconsider the above findings within 30-days of this Resolution.

Motion to approve the Resolution 483 by Commissioner Derooy.

Second - Vice Chairperson Fitzgerald

Roll Call:

Ayes: Conner, Fitzgerald, Derooy, Zondervan-Droz

Nays: None

Abstain: None

Chairperson Conner declared the motion carried and the Resolution 483 approved.

3. Public Comment (Non-Agenda): None heard.

4. Approve minutes of the board of commissioners meeting held May 09, 2022.

Motion to approve the minutes of the meeting of May 09, 2022, made by Commissioner Derooy.

Second – Commissioner Zondervan-Droz

Roll call:

Ayes: Conner, Derooy, Zondervan-Droz, Fitzgerald

Nays: None

Abstain: None

Chairperson Conner declared the motion carried to approve the minutes of May 09, 2022.

Note: Vice Chairperson Fitzgerald was not present at the meeting of May 09, 2022. However, action still passes as a majority of the quorum present at the time of this July 11, 2022 meeting voted to approve the minutes of May 09, 2022.

5. Bills and Communication:

5a. Subsidy layering review for Providence Mother Bernard House (aka Humboldt Inn), HUD communication dated May 25, 2022; *informational only*

Secretary Churchill briefs the board on the meaning of subsidy layering. Secretary Churchill goes on to note that HUD has reviewed and approved the subsidy layering for 42 Project Based Vouchers at the Providence Mother Bernard House units.

6. Report of the Secretary:

6a. Covid-19 Updates

Secretary Churchill updates the board stating that we have no changes to report and all staff are currently Covid free. Masking is required in the office for all staff and public who enter the building.

6b. Occupancy and Leasing Report

Secretary Churchill notes that we are seeing a generally upward trend. Staff continues to pull at least 50 people a month off the waitlist and are receiving a lot of applications for Public Housing.

6c. HCV Utilization Reports

Secretary Churchill updates the board on this report. Secretary Churchill notes that for the HCV program we are spending just over 100%. For the Mainstream program, we are spending down money that was funded upfront last year and we will see the monthly spending vs. funding even out in the next few months. Also noted that the case workers continue to pull from the waitlist to get more vouchers issued and people leased up.

7. Reports of the Commissioners: None heard.

8. Unfinished Business: None.

9. New Business:

9a. Project Based Vouchers Approved for Permanent Supportive Housing; *informational only*
Secretary Churchill notes that the Humboldt Inn is being renovated and converted to permanent supportive housing. HUD approved 42 project-based vouchers for the location of 1140 4th Street which will help support one of the County of Humboldt Housing Authorities goals of addressing homelessness. Construction and unit rehab is expected to be completed in late 2023.

9b. Support for City of Eureka Housing Authority Repositioning Plan, Resolution 484
Recommended Board Action: Accept and Adopt for Approval

RESOLUTION NO. 484

A RESOLUTION OF SUPPORT
ENDORSING THE CITY OF EUREKA HOUSING AUTHORITY'S REPOSITIONING PLAN

WHEREAS, officials of the County of Humboldt Housing Authority consider access to and availability of affordable housing programs to be of utmost importance to the region; and

WHEREAS, a subset of the County of Humboldt Housing Authority and City of Eureka Housing Authority Board members met as an ad-hoc committee to review the City of Eureka Housing Authority's Repositioning Plan for Public Housing to gain an understanding of various requirements and expected outcomes of the Plan; and

WHEREAS, the City of Eureka Housing Authority Board of Commissioners has approved that agency's "Repositioning Plan" on June 21, 2022, which endeavors to increase the number of

affordable housing units in Humboldt County; and

WHEREAS, the Plan will result in a change of subsidy from a HUD Annual Contributions Contract for Operating Subsidy and Capital Funds to a unit-based subsidy in the form of Project Based Vouchers for rehabilitated or replacement units; and

WHEREAS, the County of Humboldt Housing Authority is the local agency that administers HUD's voucher assistance program, including but not limited to Housing Choice Vouchers and Project Based Vouchers for Humboldt County; and

WHEREAS, the County of Humboldt Housing Authority has established the goal of increasing voucher utilization and growing the voucher program, goals that would be supported by the City of Eureka Housing Authority's repositioning efforts;

NOW, THEREFORE, BE IT RESOLVED that the County of Humboldt Housing Authority Board of Commissioners hereby supports the City of Eureka Housing Authority's Repositioning Plan, and will provide support in the form of administration of new Tenant Protection Vouchers or Project Based Vouchers and/or additional Housing Choice Vouchers related to the Plan when available and needed for the duration of the project.

Motion to approve the Resolution 484 by Commissioner Derooy.

Second - Commissioner Zondervan-Droz

Roll Call:

Ayes: Conner, Fitzgerald, Derooy, Zondervan-Droz

Nays: None

Abstain: None

Chairperson Conner declared the motion carried and the Resolution 484 approved.

10. Closed Session: None needed.

11. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 1:14p.m.

Secretary

Chairperson



Housing Insider

Issue 2022.2

"Communication leads to community."

City of Eureka Housing Authority Repositioning Plan Approved

Our Board of Commissioners met in a regularly scheduled meeting on June 21st at 7:30 p.m. via Zoom. During this meeting, the board approved the Repositioning Plan we've been working on for several months. This plan lays out a path for converting from Public Housing operating subsidy to the Section 8 operating subsidy. This will be done over several years, and many of our units will remain more or less the same as they are today, but with reinvestment to perform interior and exterior upgrades when and where needed or desired.

A large focus throughout the process of developing our plan was keeping our tenants protected during any changes. To that end, our board established a few policy directives to guide future decisions. In a nutshell, those policy directives are as follows:

1. Continue to serve low and very-low-income populations.
2. Protect existing residents (those still eligible for assistance will have a right to return to new or rehabilitated units and the housing authority will assist with relocation expenses where necessary).
3. The Housing Authority will maintain ownership and/or control of our properties.
4. Outreach and community input is necessary; it will be conducted early and often. *Please email repositioning@eurekahumboldtha.org to get on our email list for updates.*

If you'd like to view the Repositioning Plan, please request it via the email address noted above or find it on our website at: <https://eurekahumboldtha.org/RepositioningPlan2022.06.21>.

General Information

Lobby and Dumpster Hours: Open Tuesday, Wednesday, and Thursday, 10 am – 3 pm at 735 West Everding Street, Eureka, CA 95503.

Business hours are Monday-Thursday, 8:00-5:30; Fridays alternating weeks with closed days and business hours until 4:30. Please call our main line during business hours at (707) 443-4583 if you need assistance.

We have a payment drop box by our front door for easy submission of any amounts payable.

Emergency Rental Assistance Program Update

California's ERAP program has processed over 417,900 applications for rent relief assistance and paid out over \$3.7 billion state-wide. Applications submitted before March 31, 2022 are still being processed. However, please be aware that any rent relief granted will not cover charges from April 1st or later. If you are anticipating rent relief, please be aware that you are still expected to pay rent and will incur a late fee if rents are not paid timely.

For questions regarding any balance due, call Stephanie at 707.443.4583 x221.

EHA Mission Statement: *The mission of the Housing Authority of the City of Eureka is to assist low-income families with safe, decent, and affordable housing opportunities as they strive to achieve self-sufficiency and improve the quality of their lives. The Housing Authority is committed to operating in an efficient, ethical, and professional manner, and treating all clients with dignity and respect. The Housing Authority will create and maintain partnerships with its clients and appropriate community agencies in order to accomplish this mission.*

Simple Suggestions for a Super Summer

Summer began Tuesday, June 21st. School is out for summer and the scents of backyard barbeques have begun to fill the air. With everyone spending more time outside, here are a few suggestions to keep in mind so we can all get the most enjoyment out of the long daylight hours and peaceful summer nights.

1. Porches and yard areas need to be kept tidy and free of debris. Lawns are still growing rapidly as we continue to get rain; please keep green areas clear of toys, bikes, etc. so they can be mowed easily.
2. Please clean up after your pets. The last thing anyone wants is to have to navigate a mine-field of pet waste or, worse yet, clean their bare foot after stepping in something that shouldn't be there. Be sure to clean up and dispose of pet waste in the garbage can.
3. Rodent populations have increased around town over the past couple years. Attracting rodents is easy but getting rid of them is extremely hard! For that reason, please be sure that garbage in and outside your unit is properly placed in garbage cans with lids. Do not leave food or food debris laying around inside or outside your unit. Keep your yard clear of debris that provides any harborage for rodents.
4. Garbage and recycling bins need to be brought back on property, off the street, after they are emptied on pick-up day. Keeping them handy by your unit will make it easier to clear debris!
5. If you have large items or excess garbage that will not fit in your trash bin, a dumpster is provided on site at the Housing Authority office, and is accessible Tuesday, Wednesday, and Thursday from 10am to 3pm. For help outside these hours, but during office hours (8:00-5:30), call Ryan at 707.443.4583 x226.
6. We encourage you to donate unwanted items to local charities, but please do not leave "free" items at the curb for people to pick up. You may be charged for cleanup of these types of items.

Q&A

Q – Somebody is parking where I normally park. What can I do?

A – The Housing Authority does not have assigned parking at any of our sites. Parking is first come, first served. Please be respectful of those living in your immediate vicinity and that households may have visitors from time to time. However, visitors may not stay in our units longer than 3 days at a time. If you are aware of a situation where a tenant has unauthorized guests staying in their unit, please contact Community Liaison Ty to report the lease infraction and request follow-up.

Additionally, any unregistered or broken-down (nonoperational) vehicles cannot be left for extended periods of time around Housing Authority properties or in our parking lots. Such vehicles will be tagged and towed as appropriate.

Q – If I submitted a notice of change, do I have to provide backup?

A – For any type of change you report to the Housing Authority, you need to provide documentation (paperwork) that supports that change. If that change is a new job, please provide paystubs once they are available, or request that we confirm your hours and rate of pay with your new employer. If a household member has moved out, please provide evidence of a new address. Any change requires documentation that supports that the event occurred.

Volunteer opportunity: Are you a Public Housing tenant who is interested in serving on our Board of Commissioners? Please contact Heather at heatherh@eurekahumboldtha.org or 443.4583 x219 with any questions and to obtain an application for tenant commissioner.



Who to Contact

Call our main line at (707) 443-4583, then:

Sam for work orders.....x218

Neil for paperwork, certification, rent /income calculation questions.....x214

Stephanie for charges, account balance questions, and payments.....x221

Ty for questions, complaints, or concerns about the neighborhood.....x211

Nancy for all other questions regarding Housing Authority services.....x210

Emergency Maintenance phone.....444-1424

**In an emergency, please call 911
or the Eureka Police Department
at (707) 441-4060** 10

Occupancy and Leasing Report 2022

Housing Authorities of the City of Eureka and County of Humboldt

Program	Total Units Available	Jan-22	Feb-22	# Units Leased, 1st of Month		May-22	Jun-22	Wait List End of Month
				Mar-22	Apr-22			
Eureka								
Public Housing	196 *	177	180	182	181	180	180	
Eureka Family Housing	51	48	48	48	47	44	44	
Eureka Senior Housing	22	20	20	20	20	21	21	
	269	245	248	250	248	245	245	

Humboldt

<u>Tenant Based Vouchers</u>								
Housing Choice Vouchers	1137	866	860	864	860	861	864	
VASH Vouchers	73	23	23	23	26	26	28	N/A
Mainstream vouchers	75 ***	27	27	28	29	31	32	N/A
Emergency Housing Vouchers (EHV)	182	5	11	15	18	23	30	N/A ‡
<u>Project Based Vouchers</u>								
PBV-VASH - Bayview Heights (Eureka)	22 **	21	21	21	22	22	22	
PBV-HCV - Bayview Heights (Eureka)	3 **	-	-	-	3	3	3	
PBV-HCV - Sorrell Place (Arcata)	5 **	-	-	-	-			
PBV-HCV - Providence (Eureka)	42 †	-	-	-	-			
PBV-HCV - 7th & Myrtle Senior (Eureka)	35 †	-	-	-	-			

Total All Vouchers	1574	942	942	951	958	966	979
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Vouchers issued but not under contract, end of month (aka "Searching")	87
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*Total PH units is 198; 2 units are exempted for EPD use and Boys & Girls Club and are unavailable for tenant rental

**25 Project Based Vouchers at Bayview Heights Veteran's housing at 4th & C Street, Eureka; contract signed 6/30/2020.
5 Project Based HCV vouchers at Sorrell Place, extremely low income units at 7th & I Street, Arcata; effective 6/1/2022.

*** Mainstream vouchers were awarded December 2020. Funding and voucher issuance began April 2021.
25 Mainstream vouchers will be allocated via waitlist pulls; 50 will be via referral from CoC partners.

‡ No PHA waitlist for EHVs; all are issued based on referral from HHHC or HDVS. Referrals began Q4 2021.

† HUD-approved PBVs; project expected to complete construction in 2023.

COUNTY OF HUMBOLDT HOUSING AUTHORITY
All Voucher Programs
Through June 30, 2022

	January	February	March	April	May	June	Total
Traditional HCV & VASH (Includes PBVs)							
HAP income	\$ 487,449	\$ 490,581	\$ 492,982	\$ 492,810	\$ 492,002	\$ 485,420	2,941,244
HAP expenses	(491,882)	(489,328)	(494,790)	(489,895)	(496,352)	(499,603)	(2,961,850)
Surplus (Deficit)	(4,433)	1,253	(1,808)	2,915	(4,351)	(14,183)	(20,607)
% Total income utilized	100.91% A	99.74%	100.37%	99.41%	100.88% A	102.92% A	100.70%
Administrative/Other Income	71,092	71,162	83,214	69,268	112,267	77,092	484,095
Operating expenses	(62,591)	(57,222)	(62,223)	(64,273)	(83,268)	(60,183)	(389,760)
Surplus (Deficit)	8,501	13,940	20,991	4,995	29,000	16,909	94,335
Remaining HAP Cash	18,124	19,052	10,667	12,533	12,110	2,092	
Remaining Non-HAP Cash	385,079	409,050	425,907	432,218	464,707	473,027	
Total HCV Cash	403,203	428,102	436,574	444,751	476,818	475,119	
Cash Increase/(Decrease)	6,455	24,900	8,471	8,177	32,067	(1,699)	
# of Households Assisted	866	858	862	858	861	864	5,169
Average HAP Payment	\$ 567.99	\$ 570.31	\$ 574.00	\$ 570.97	\$ 576.48	\$ 578.24	573.00
Mainstream (disabled & non-elderly)							
HAP income	\$ 7,833	\$ 12,284	\$ 15,469	\$ 15,469	\$ 15,469	\$ -	66,524
HAP expenses	(17,543)	(18,014)	(18,864)	(19,822)	(21,360)	(21,567)	(117,170)
Surplus (Deficit)	(9,710)	(5,730)	(3,395)	(4,353)	(5,891)	(21,567)	(50,646)
% Total income utilized	223.96%	146.65%	121.95%	128.14%	138.08%	N/A	176.13%
Administrative/Other Income	55	55	1,508	647	6,011	885	9,161
Operating expenses	(1,575)	(1,068)	(1,291)	(1,301)	(2,763)	(2,440)	(10,437)
Surplus (Deficit)	(1,520)	(1,013)	217	(654)	3,248	(1,555)	(1,276)
Remaining HAP Cash	69,131	63,950	60,703	56,106	53,175	31,360	
Remaining Non-HAP Cash	(1,407)	(2,296)	(2,052)	(2,669)	647	(702)	
Total MSV Cash	67,724	61,654	58,651	53,437	53,822	30,658	
Cash Increase/(Decrease)	(12,191)	(6,070)	(3,003)	(5,214)	385	(23,164) B	
# of Households Assisted	27	27	28	29	31	32	174
Average HAP Payment	\$ 649.74	\$ 667.19	\$ 673.71	\$ 683.52	\$ 689.03	\$ 673.97	673.39
Emergency Housing Vouchers (EHVs)							
HAP income	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-
HAP expenses	(4,749)	(11,739)	(15,752)	(17,535)	(24,957)	(30,246)	(104,978)
Surplus (Deficit)	(4,749)	(11,739)	(15,752)	(17,535)	(24,957)	(30,246)	(104,978)
% Total income utilized	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Administrative/Other Income	6,940	13,451	11,275	12,862	18,644	15,136	78,309
Operating expenses	(6,064)	(12,924)	(10,910)	(12,457)	(18,645)	(15,141)	(76,142)
Surplus (Deficit)	876	527	365	405	(1)	(5)	2,167
Remaining HAP Cash	512,371	500,567	485,216	467,681	442,929	412,584	
Remaining Non-HAP Cash	426,639	414,688	404,613	392,951	374,709	360,770	
Total EHV Cash	939,010	915,255	889,829	860,632	817,638	773,354	
Cash Increase/(Decrease)	(12,025)	(23,755)	(25,426)	(29,197)	(42,993)	(44,284) C	
# of Households Assisted	5	11	15	18	23	30	102
Average HAP Payment	\$ 949.80	\$ 1,067.18	\$ 1,050.13	\$ 974.17	\$ 1,085.09	\$ 1,008.20	1,029.20
Total All Voucher Programs							
HAP income	\$ 495,282	\$ 502,865	\$ 508,451	\$ 508,279	\$ 507,471	\$ 485,420	\$ 3,007,768
HAP expenses	(514,174)	(519,081)	(529,406)	(527,252)	(542,669)	(551,416)	(3,183,998)
Surplus (Deficit)	(18,892)	(16,216)	(20,955)	(18,973)	(35,199)	(65,996)	(176,231)
% Total income utilized	103.81%	103.22%	104.12%	103.73%	106.94%	113.60%	105.86%
Administrative/Other Income	78,087	84,668	95,997	82,777	136,923	93,113	571,565
Operating expenses	(70,229)	(71,214)	(74,424)	(78,031)	(104,676)	(77,764)	(476,339)
Surplus (Deficit)	7,857	13,454	21,572	4,747	32,247	15,349	95,226
Remaining HAP Cash	599,626	583,569	556,586	536,320	508,214	446,036	
Remaining Non-HAP Cash	810,311	821,443	828,468	822,499	840,064	833,095	
Total Program Cash	1,409,938	1,405,012	1,385,054	1,358,819	1,348,278	1,279,131	
Cash Increase/(Decrease)	(17,760)	(4,926)	(19,958)	(26,235)	(10,541)	(69,147)	
# of Households Assisted	898	896	905	905	915	926	5,445
Average HAP Payment	\$ 572.58	\$ 579.33	\$ 584.98	\$ 582.60	\$ 593.08	\$ 595.48	584.76

Notes

A Spending above 100% indicates full utilization of monthly funding plus spending down of HUD-held reserves (which is encouraged/required by HUD).

B Cash decrease due to timing of HUD stopping MSV payments in 06/2022; expecting cash to increase as payments continue this year.

C Cash decrease due to timing of HUD stopping EHV HAP and Admin Fee disbursements from 12/2021-06/2022; expecting cash to continue to decrease as preliminary program funding is utilized per HUD program mandate. Once initial program funding gets below a certain level, HUD will initiate monthly funding again.

Housing Choice Vouchers

	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
January	985	913	889	917	918	903	882	866	884	866
February	983	906	901	921	919	898	894	867	875	858
March	977	899	908	923	918	896	897	861	875	862
April	979	896	920	928	919	908	895	859	873	858
May	977	890	920	927	917	905	895	850	873	861
June	976	890	922	930	914	898	892	853	868	864
July	969	891	929	924	919	895	882	873	865	
August	962	891	929	923	917	888	879	872	864	
September	956	896	931	927	913	888	872	883	864	
October	946	897	918	934	906	888	866	888	862	
November	939	900	913	928	903	887	881	890	866	
December	927	890	910	925	902	882	877	887	857	
Average	965	897	916	926	914	895	884	871	869	862
UML's	11,576	10,759	10,990	11,107	10,965	10,736	10,612	10,449	10,426	5,169

Mainstream Vouchers

								<u>2021</u>	<u>2022</u>
January									27
February									27
March									28
April									29
May									31
June									32
July									
August								4	
September								15	
October								18	
November								24	
December								27	
Average								21	29
UML's								88	174

Emergency Housing Vouchers

								<u>2021</u>	<u>2022</u>
January									5
February									11
March									15
April									18
May									23
June									30
July									
August									
September									
October									
November									
December								4	
Average								4	17
UML's								4	102

Total All Voucher Programs

	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
January	985	913	889	917	918	903	882	866	884	898
February	983	906	901	921	919	898	894	867	875	896
March	977	899	908	923	918	896	897	861	875	905
April	979	896	920	928	919	908	895	859	873	905
May	977	890	920	927	917	905	895	850	873	915
June	976	890	922	930	914	898	892	853	868	926
July	969	891	929	924	919	895	882	873	865	
August	962	891	929	923	917	888	879	872	868	
September	956	896	931	927	913	888	872	883	879	
October	946	897	918	934	906	888	866	888	880	
November	939	900	913	928	903	887	881	890	890	
December	927	890	910	925	902	882	877	887	888	
Average	965	897	916	926	914	895	884	871	894	908
UML's	11,576	10,759	10,990	11,107	10,965	10,736	10,612	10,449	10,518	5,445

County of Humboldt Housing Authority

Board of Commissioners Meeting

August 08, 2022

Agenda Item 9a

Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: 2023 PHA Plan Draft and 2022 Goals Progress Report

BACKGROUND AND HISTORY:

The annual goals for the PHA are established based on input from staff, board members, and tenants through a Resident Advisory Board (“RAB”) meeting. The RAB meets at least once annually to discuss the PHA’s progress on goals and offer input for the annual PHA plan. The RAB has representation from County of Humboldt Housing Authority clients. Members are given an open forum to discuss topics of interest, ask questions, and provide suggestions or recommendations. The PHA then takes the RAB input under consideration for updates to the PHA Plan to be submitted to HUD.

No recommendations pertaining to current PHA programs were made during the 8/3/2022 meeting.

STAFF RECOMMENDATION:

Review goals and draft PHA plan; discuss and suggest any updates as necessary.

5-Year PHA Plan (for All PHAs)

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing

OMB No. 2577-0226
Expires: 02/29/2016

Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. Form HUD-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

A.	PHA Information.																																
A.1	<p>PHA Name: <u>Housing Authority County of Humboldt</u></p> <p>PHA Code: <u>CA086</u></p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>01/2022</u></p> <p>PHA Plan Submission Type: <input type="checkbox"/> 5-Year Plan Submission <input checked="" type="checkbox"/> Revised 5-Year Plan Submission</p> <p>Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information on the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)</p> <table border="1"> <thead> <tr> <th rowspan="2">Participating PHAs</th> <th rowspan="2">PHA Code</th> <th rowspan="2">Program(s) in the Consortia</th> <th rowspan="2">Program(s) not in the Consortia</th> <th colspan="2">No. of Units in Each Program</th> </tr> <tr> <th>PH</th> <th>HCV</th> </tr> </thead> <tbody> <tr> <td>Lead PHA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program		PH	HCV	Lead PHA:																							
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		PH	HCV																														
Lead PHA:																																	

B.	5-Year Plan. Required for <u>all</u> PHAs completing this form.
B.1	<p>Mission. State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years.</p> <p>The mission of the County of Humboldt Housing Authority (CHHA) is to assist low-income families with safe, decent, and affordable housing opportunities as they strive to achieve self-sufficiency and improve the quality of their lives. CHHA will achieve this mission by providing Housing Choice Vouchers, including VASH, Mainstream, and EHV vouchers, and Project Based Vouchers, as options to our clients and community, as well as other assistance opportunities that may come along from time to time. The Housing Authority is committed to operating in an efficient, ethical, and professional manner, and treating all clients with dignity and respect. The Housing Authority will create and maintain partnerships with its clients and appropriate community agencies in order to accomplish this mission.</p>
B.2	<p>Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years.</p> <p>See attached 5-year Plan Goals.</p>
B.3	<p>Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.</p> <p>See attached progress report.</p>
B.4	<p>Violence Against Women Act (VAWA) Goals. Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</p> <p>The Administrative Plan for the Housing Choice Voucher Program of the County of Humboldt Housing Authority prohibits the denial of admission to an otherwise qualified applicant on the basis that the applicant is or has been a victim of domestic violence. The Violence Against Women Act (VAWA), Administrative Plan, was approved by the Board of Commissioners, on December 14, 2009, Resolution #386. Additionally, the PHA maintains a preference for families that include victims of domestic violence, dating violence, sexual assault, or stalking who have either been referred by a partnering service agency or consortia or is seeking an emergency transfer under VAWA from the PHA's public housing program or other covered housing program operated by the PHA.</p>
B.5	<p>Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>A Significant Amendment or modification is defined as an action that will have a financial impact of at least \$500,000 in any fiscal year.</p>
B.6	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the 5-Year PHA Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>

B.7	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p> <p>See attached Form 50077-SL.</p>
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Instructions for Preparation of Form HUD-50075-5Y 5-Year PHA Plan for All PHAs

A. PHA Information [24 CFR §903.23\(4\)\(e\)](#)

A.1 Include the full **PHA Name**, **PHA Code**, **PHA Fiscal Year Beginning** (MM/YYYY), **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the hearing and proposed PHA Plan.

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table.

B. 5-Year Plan.

B.1 Mission. State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years. ([24 CFR §903.6\(a\)\(1\)](#))

B.2 Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years. ([24 CFR §903.6\(b\)\(1\)](#)) For Qualified PHAs only, if at any time a PHA proposes to take units offline for modernization, then that action requires a significant amendment to the PHA's 5-Year Plan.

B.3 Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5- Year Plan. ([24 CFR §903.6\(b\)\(2\)](#))

B.4 Violence Against Women Act (VAWA) Goals. Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. ([24 CFR §903.6\(a\)\(3\)](#))

B.5 Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.

B.6 Resident Advisory Board (RAB) comments.

(a) Did the public or RAB provide comments?

(b) If yes, submit comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. ([24 CFR §903.17\(a\)](#), [24 CFR §903.19](#))

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the 5-Year PHA Plan. The 5-Year PHA Plan provides the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families and the progress made in meeting the goals and objectives described in the previous 5-Year Plan.

Public reporting burden for this information collection is estimated to average .76 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

PHA 5 Year Plan Goals

County of Humboldt Housing Authority

Goal One: **Maximize Voucher Utilization**

The County of Humboldt Housing Authority (“The PHA”) makes every effort to utilize up to 100% of the Annual Contributions Contract, or more as allowed based on draws of HUD-held reserves.

To achieve this, the PHA shall maintain a waiting list of size sufficient to issue vouchers and lease-up clients to utilize at least 96% of our Annual Contributions Contract funding. The PHA will advertise in at least one local publication quarterly, as long as the wait list is open, in order to make the public aware of our open waitlist. Additionally, the PHA will seek opportunities with other local agencies to do outreach and education about our housing programs to diverse populations, at minimum once a month, with the goal of furthering voucher utilization.

Goal Two: **Increase Landlord Participation**

When adequate funding is available, the PHA will offer landlord incentives in order to bring in new landlords and/or new units to the HCV program. Additionally, the PHA will continue to enhance and encourage communication with landlords via periodic newsletters, and work to maintain regular contact with landlords via outreach and education that promotes the participation of rental property owners in Humboldt’s voucher assistance payment program.

1. Landlord Newsletter will go out at minimum twice a year.
2. A minimum of 20 landlord contacts will be made monthly with both existing and prospective landlords.
3. A landlord orientation and/or appreciation event will be held at least once annually to acknowledge the landlords’ critical role, share client success stories that promote the program, and educate current and prospective landlords about the HCV program.

Goal Three: **Utilize Project Based Vouchers to Expand the Supply of Assisted Housing**

The PHA’s Project Based Voucher (PBV) program will continue to seek opportunities to release further PBV’s to the community and partner with local agencies and/or developers to allocate PBV’s that increase affordable housing units in Humboldt County. RFPs will be published

as needed and when determined to be consistent with the financial and programmatic goals of the agency.

The PHA may administer vouchers for the City of Eureka Housing Authority (“City”) in support of the City’s repositioning of its Public Housing stock and retaining or increasing affordable units. A resolution of support for the City of Eureka Housing Authority’s Repositioning Plan was approved at a regularly scheduled board meeting on July 11, 2022.

Goal Four: **HUD Performance Evaluation & Quality of Assistance**

In its last scored year for SEMAP (based on 2019 operations), the PHA maintained a SEMAP rating of High Performer. The PHA aims to continue receiving the highest possible score under Section 8 Management Assessment Program (SEMAP) and strives to maintain “High Performer” status.

1. The PHA will continue to perform quality control checks on tenant files, income calculations, and inspections as allowed.
2. Upon receipt of HUD certified SEMAP scoring, results will be presented to the Board of Commissioners.
3. For any score less than “High Performer” a remediation plan will be implemented and presented with the scoring.

Goal Five: **Compliance**

Management will periodically review internal controls to verify appropriate policies and procedures remain in place, up to date, and operating effectively. The PHA will ensure full compliance with all applicable standards and regulations including generally accepted accounting practices (GAAP) and governmental accounting standards board (GASB), with a goal of zero findings in annual audits, with audit report, including any findings, to be made available and presented annually.

1. Completed audit for FYx1 will be presented at a regular board of commissioners’ meeting before the end of FYx2.
2. Completed audit report will be posted on agency website.

Goal Six: **Employee Morale**

The PHA will promote and maintain a motivating work environment that attracts highly talented applicants and acknowledges a capable team of employees.

1. Budget will be allocated, approved and available to send appropriate staff to training seminars that will allow employees to gain new knowledge and/or enhance staff skills for their particular job classification and responsibilities.
2. On-demand training will be available to all staff and periodically assigned by management through a contract with HTVN.
3. Management will review training progress quarterly to identify possible opportunities for training that align with agency needs and support gaps in employee skills or knowledge.
4. The PHA will acknowledge staff monthly for their achievements by providing an employee recognition award to an employee selected by the management team.

Goal Seven: **Technology and Accessibility**

The PHA will add to our selection of resources available online in order to remove barriers to accessibility, better meet our client's needs to access and complete paperwork remotely, and offer multiple methods to successfully communicate with agency staff.

We will periodically assess the need to add data to the website. The following documents will be available online, at a minimum:

1. Application
2. Notice of Change
3. Recertification paperwork
4. Board meeting agendas
5. Administrative Plan
6. PHA Plan

Goal Eight: **Mainstream Vouchers**

The Mainstream Vouchers program was added in 2020 to bring more opportunity to the disabled community. A limited preference was added which allows for voucher placement based on referrals from Continuum of Care participating agencies for up to 50 active vouchers for people/families who are non-elderly, disabled, formerly homeless and participating in a Permanent Supportive Housing or Rapid Re-Housing program.

Per HUD's program requirements, the PHA aims to have at least 80% of these vouchers leased annually. This will be accomplished by:

1. Monthly or more frequent (as needed) meetings and communications with partner agencies to discuss, review and encourage referrals;
2. Housing Advocate working as liaison between the PHA and partner agencies to facilitate completion of paperwork, education of social workers and program participants, and continued outreach to landlords to add new units/landlords; and

3. Regularly pulling eligible applicants from the waitlist for screening/briefing and issuance of vouchers.

Goal Nine: **Emergency Housing Vouchers**

The Emergency Housing Vouchers (EHV) program was added in 2021 to bring more opportunity to community members most affected by the COVID-19 pandemic. This program requires that referrals for the 182 vouchers be made from the local Continuum of Care, Humboldt Housing and Homeless Coalition (HHHC), or by a domestic violence service provider, Humboldt Domestic Violence Services (HDVS), to the PHA, for voucher issuance. A dedicated EHV Housing Specialist works with the clients and referring partners to process paperwork, help find potential housing, make referrals to other agencies for supportive services, and generally support the success of the client in the EHV program. Vouchers may be issued until 9/30/2023. Thereafter, the existing vouchers will be funding through at least 2030, but EHV's can no longer be issued.

With the assistance of the HHHC, the PHA aims to utilize at least 80% of these vouchers, or 146 vouchers, by 9/30/2023. This will be accomplished by :

1. Monthly analysis of program success, including statistical reports, tracking:
 - a. Referrals received
 - b. Monthly vouchers issued (searching)
 - c. Monthly vouchers leased up (housed)
 - d. Total Vouchers issued and outstanding (searching)
 - e. Total Vouchers leased up
 - f. Program dollars used and available (monthly and program to date)
 - g. Landlord contacts and results
 - h. Other metrics as determined relevant
2. Caseworker outreach to landlords and actively seeking opportunities to pair voucher holders with open units in the rental market.

Goal Ten **Customer Feedback**

In order to provide for continuous improvement, the PHA will use various methods to invite feedback from interested parties, including voucher clients, landlords, community members, and staff.

We will provide an annual survey to clients to ask for their feedback and input on specific areas of focus.

We will implement a standard feedback process for any parties concerned for reporting issues, suggesting changes, and otherwise seeking answers.

PHA 5 Year Plan Goals

County of Humboldt Housing Authority

Progress Report – August 2022

Goal One: **Maximize Voucher Utilization**

The County of Humboldt Housing Authority (“The PHA”) makes every effort to utilize up to 100% of the Annual Contributions Contract, or more as allowed based on draws of HUD-held reserves.

To achieve this, the PHA shall maintain a waiting list of size sufficient to issue vouchers and lease-up clients to utilize at least 96% of our Annual Contributions Contract funding. The PHA will advertise in at least one local publication quarterly, as long as the wait list is open, in order to make the public aware of our open waitlist. Additionally, the PHA will seek opportunities with other local agencies to do outreach and education about our housing programs to diverse populations, at minimum once a month, with the goal of furthering voucher utilization.

Update:

As of June 2022, our year-to-date budget utilization exceeds 100% of our annual contributions contract. This is possible by drawing on our HUD-held reserves to fund expenses above 100% of what is funded monthly. The agency continues to do quarterly advertisements regarding our open waitlists.

Our Housing Advocate has established solid working relationships with Eureka UPLIFT, DHHS/HOME Program staff, DHHS Outreach, Food for People, Betty Chinn, St. Vincent De Paul, and other service providers. She continues to do outreach with landlords, educating new and prospective landlords about our programs and the benefits of participating.

Goal Two: **Increase Landlord Participation**

When adequate funding is available, the PHA will offer landlord incentives in order to bring in new landlords and/or new units to the HCV program. Additionally, the PHA will continue to enhance and encourage communication with landlords via periodic newsletters, and work to maintain regular contact with landlords via outreach and

education that promotes the participation of rental property owners in Humboldt's voucher assistance payment program.

1. Landlord Newsletter will go out at minimum twice a year.
2. A minimum of 20 landlord contacts will be made monthly with both existing and prospective landlords.
3. A landlord orientation and/or appreciation event will be held at least once annually to acknowledge the landlords' critical role, share client success stories that promote the program, and educate current and prospective landlords about the HCV program.

Update:

1. *Landlord newsletter issue 2022-01 sent in May 2022. Second newsletter to be issued Q3/Q4.*
2. *Housing Advocate actively calls current and prospective landlords to discuss our programs and answer questions.*
3. *Landlord appreciation luncheon is scheduled for August 24, 2022 at the Wharfinger, to thank current landlords, introduce potential new landlords, and share news/updates.*

Goal Three: **Utilize Project Based Vouchers to Expand the Supply of Assisted Housing**

The PHA's Project Based Voucher (PBV) program will continue to seek opportunities to release further PBV's to the community and partner with local agencies and/or developers to allocate PBV's that increase affordable housing units in Humboldt County. RFPs will be published as needed and when determined to be consistent with the financial and programmatic goals of the agency.

The PHA may administer vouchers for the City of Eureka Housing Authority ("City") should it be necessary in support of the City's repositioning of its Public Housing stock and retaining or increasing affordable units.

Update: The first 25 PBVs went live in 2020 and continue to be utilized. Five more PBVs were added 6/2022 to support extremely low income units in Arcata. The PHA has set aside allocations for future PBVs, but due to COVID, development has been slow and affordable housing projects in Humboldt are largely behind schedule. Currently, we're planning to add 42 PBVs of supportive housing in Eureka and 35 PBVs of senior housing in Eureka in late 2023.

Goal Four: **HUD Performance Evaluation & Quality of Assistance**

In its last scored year for SEMAP (based on 2019 operations), the PHA maintained a SEMAP rating of High Performer. The PHA aims to continue receiving the highest possible score under Section 8 Management Assessment Program (SEMAP) and strives to maintain “High Performer” status.

1. The PHA will continue to perform quality control checks on tenant files, income calculations, and inspections as allowed.
2. Upon receipt of HUD certified SEMAP scoring, results will be presented to the Board of Commissioners.
3. For any score less than “High Performer” a remediation plan will be implemented and presented with the scoring.

Update: Though HUD did not request SEMAP scoring for 2021 due to the COVID-19 pandemic, our core business practices and procedures subject to SEMAP scoring have not changed substantially through the pandemic, and the PHA expects to again attain High Performer status with the 2022 SEMAP scoring (to be done in 2023).

Goal Five: **Compliance**

Management will periodically review internal controls to verify appropriate policies and procedures remain in place, up to date, and operating effectively. The PHA will ensure full compliance with all applicable standards and regulations including generally accepted accounting practices (GAAP) and governmental accounting standards board (GASB), with a goal of zero findings in annual audits, with audit report, including any findings, to be made available and presented annually.

1. Completed audit for FYx1 will be presented at a regular board of commissioners’ meeting before the end of FYx2.
2. Completed audit report will be posted on agency website.

*Update:
The 2021 audit is still in process and will be presented at a future board meeting; no findings are expected at this time.*

Goal Six: **Employee Morale**

The PHA will promote and maintain a motivating work environment that attracts highly talented applicants and acknowledges a capable team of employees.

1. Budget will be allocated, approved and available to send appropriate staff to training seminars that will allow employees

- to gain new knowledge and/or enhance staff skills for their particular job classification and responsibilities.
- 2. On-demand training will be available to all staff and periodically assigned by management through a contract with HTVN.
- 3. Management will review training progress quarterly to identify possible opportunities for training that align with agency needs and support gaps in employee skills or knowledge.
- 4. The PHA will acknowledge staff monthly for their achievements by providing an employee recognition award to an employee selected by the management team.

Update:

- 1. *Staff have attended online or in person trainings as relevant opportunities become available.*
- 2. *All staff have access to HTVN. Managers have begun using HTVN to assign and follow up on department-specific trainings.*
- 3. *Quarterly training update reports are provided to management to review utilization of training budget and plan for further staff training.*
- 4. *Management continues to select and recognize an employee each month for their contributions to the agencies.*

Goal Seven: **Technology and Accessibility**

The PHA will add to our selection of resources available online in order to remove barriers to accessibility, better meet our client's needs to access and complete paperwork remotely, and offer multiple methods to successfully communicate with agency staff.

We will periodically assess the need to add data to the website. The following documents will be available online, at a minimum:

- 1. Application
- 2. Notice of Change
- 3. Recertification paperwork
- 4. Board meeting agendas
- 5. Administrative Plan
- 6. PHA Plan

Update: The above noted documents are available on our website. We add relevant documents and update existing forms as necessary.

Goal Eight: **Mainstream Vouchers**

The Mainstream Vouchers program was added in 2020 to bring more opportunity to the disabled community. A limited preference was added which allows for voucher placement based on referrals from Continuum of Care participating agencies for up to 50 active vouchers for people/families who are non-elderly, disabled, formerly homeless and

participating in a Permanent Supportive Housing or Rapid Re-Housing program.

Per HUD's program requirements, the PHA aims to have at least 80% of these vouchers leased annually. This will be accomplished by:

1. Monthly or more frequent (as needed) meetings and communications with partner agencies to discuss, review and encourage referrals;
2. Housing Advocate working as liaison between the PHA and partner agencies to facilitate completion of paperwork, education of social workers and program participants, and continued outreach to landlords to add new units/landlords; and
3. Regularly pulling eligible applicants from the waitlist for screening/briefing and issuance of vouchers.

Update:

1. *Housing Advocate, as main contact for Mainstream referrals from partner agencies, is in contact with referring agencies on a daily/weekly basis to do follow-up and status updates.*
2. *Housing Advocate follows up with social workers and applicants to ensure completion of paperwork before passing on to Tenant Services for voucher processing. See Goal #2 for Landlord Outreach activities. Additionally, Housing Advocate continues to do trainings for caseworkers at referring agencies to help them better understand how to complete paperwork and has met with landlords to help them understand program requirements.*
3. *PHA has been receiving referrals from partner agencies, and vouchers have been issued to eligible referral applicants. Mainstream eligible applicants will continue to be pulled from the waitlist for voucher issuance.*
4. *Additional HUD Mainstream admin fees were requested and awarded in 2022 that will allow incentives to be offered under this program (so long as funds are available).*

Goal Nine: **Emergency Housing Vouchers**

The Emergency Housing Vouchers (EHV) program was added in 2021 to bring more opportunity to community members most affected by the COVID-19 pandemic. This program requires that referrals for the 182 vouchers be made from the local Continuum of Care, Humboldt Housing and Homeless Coalition (HHHC), or by a domestic violence service provider, Humboldt Domestic Violence Services (HDVS), to the PHA, for voucher issuance. A dedicated EHV Housing Specialist works with the clients and referring partners to process paperwork, help find potential housing, make referrals to other agencies for supportive services, and generally support the success of the client in the EHV program. Vouchers may be issued until 9/30/2023. Thereafter, the

existing vouchers will be funding through at least 2030, but EHVs can no longer be issued.

With the assistance of the HHHC, the PHA aims to utilize at least 80% of these vouchers, or 146 vouchers, by 9/30/2023. This will be accomplished by :

1. Monthly analysis of program success, including statistical reports, tracking:
 - a. Referrals received
 - b. Monthly vouchers issued (searching)
 - c. Monthly vouchers leased up (housed)
 - d. Total Vouchers issued and outstanding (searching)
 - e. Total Vouchers leased up
 - f. Program dollars used and available (monthly and program to date)
 - g. Landlord contacts and results
 - h. Other metrics as determined relevant
2. Caseworker outreach to landlords and actively seeking opportunities to pair voucher holders with open units in the rental market.

Update:

1. *Program metrics are reviewed monthly. One dedicated caseworker works closely with referring parties and with clients to accept and process paperwork and assist in housing searches.*
2. *In order to expedite referrals going forward, the PHA has contracted with homeless service provider 2-1-1 Humboldt to locate and assist homeless persons on the Coordinated Entry System list to get necessary and relevant paperwork into the Housing Authority for processing and voucher issuance.*

Goal Ten

Customer Feedback

In order to provide for continuous improvement, the PHA will use various methods to invite feedback from interested parties, including voucher clients, landlords, community members, and staff.

We will provide an annual survey to clients to ask for their feedback and input on specific areas of focus.

We will implement a standard feedback process for any parties concerned for reporting issues, suggesting changes, and otherwise seeking answers.

Update: This item is in process. HR Specialist has trained in setting up online surveys. An online survey request will be sent to clients and

staff, with hardcopy also provided to tenants, to request input and feedback. To be completed by 12/31/2022.