



# HOUSING AUTHORITIES

## CITY OF EUREKA & COUNTY OF HUMBOLDT



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### AGENDA

#### REGULAR MEETING OF THE CITY OF EUREKA HOUSING AUTHORITY BOARD OF COMMISSIONERS

DATE AND TIME  
Monday – August 15, 2022  
7:30pm

#### 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/89241420389?pwd=S0VJc3lXYmdkYlFwK05od1VyWWcvZz09>

Meeting ID: 892 4142 0389

Passcode: 870143

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](mailto: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 1966 (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 June 21, 2022 and July 18, 2022.  
(pages 5- 13)

5. Bills and Communications: None

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 14)

6c. HCV Utilization Reports (pages 15- 16)

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 17- 29)

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.

# City of Eureka Housing Authority

Board of Commissioners Meeting

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August 15, 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. 1966**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE CITY OF EUREKA 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 City of Eureka 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 City of Eureka 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 City of Eureka 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 CITY OF EUREKA HOUSING AUTHORITY BOARD OF COMMISSIONERS**

**TUESDAY, JUNE 21, 2022**

Chairperson Serotta declared a quorum present and called the meeting to order at 7:33pm.

**1. Roll Call:**

Present: Chairperson Serotta, Vice Chairperson Konkler, Commissioner Escarda,  
Commissioner Raymond

Absent: Commissioner Byers

Staff: Churchill, Humphreys, Wiesner

Public: None in attendance

**2. Brown Act, Remote Session Authorization, Resolution 1961**

Recommended Board Action: Accept and Adopt for Approval

#### **RESOLUTION NO. 1961**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE CITY OF EUREKA 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 City of Eureka 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 City of Eureka 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 City of Eureka 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 1961 by Vice Chairperson Konkler.

Second - Commissioner Escarda

Roll Call:

Ayes: Serotta, Escarda, Konkler, Raymond

Nays: None

Abstain: None

Chairperson Serotta declared the motion carried and the Resolution 1961 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 Escarda.

Second – Vice Chairperson Konkler

Roll call:

Ayes: Serotta, Escarda, Konkler, Raymond

Nays: None

Abstain: None

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

5. Bills and Communication: None.

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 briefs the board on the report noting that there hasn't been much change in the numbers over the past month. However, the maintenance department continues to work on unit turns.

6c. HCV Utilization Reports

Secretary Churchill updates the board on this report. Secretary Churchill notes that we currently have 72 HCV vouchers out searching. Also noted is the case workers continue to work to get our numbers up. Secretary Churchill comments that HUD has approved the Project Based Vouchers for the Providence units and 7<sup>th</sup> and Myrtle units.

7. Reports of the Commissioners: None heard.

8. Unfinished Business: None.

9. New Business:

9a. Eureka Family Housing, Tenant Selection Plan update, Resolution 1962  
Recommended Board Action: Accept and Adopt for Approval

CITY OF EUREKA HOUSING AUTHORITY

RESOLUTION NO. 1962

APPROVAL OF UPDATE TO THE TENANT SELECTION PLAN

WHEREAS, The City of Eureka Housing Authority, from time to time, reviews it's Tenant Selection Plan for any necessary updates; and

WHEREAS, The Tenant Selection Plan has been reviewed to ensure that it reflects current operating practices, program priorities, and HUD requirements; and

WHEREAS, The Tenant Selection Plan has been posted to the City of Eureka Housing Authority website for public comment through June 16, 2022; and

WHEREAS, There were no changes or corrections to the Tenant Selection Plan suggested;

NOW, THEREFORE, the City of Eureka Housing Authority Board of Commissioners does hereby approve the update to the Tenant Selection Plan.

Motion to approve the Resolution 1962 by Commissioner Raymond

Second - Vice Chairperson Konkler

Roll Call:

Ayes: Serotta, Escarda, Konkler, Raymond

Nays: None

Abstain: None

Chairperson Serotta declared the motion carried and the Resolution 1962 approved.

9b. City of Eureka Housing Authority Repositioning Plan, Resolution 1963  
Recommended Board Action: Accept and Adopt for Approval

CITY OF EUREKA HOUSING AUTHORITY

RESOLUTION 1963  
REPOSITIONING PLAN

WHEREAS, the City of Eureka Housing Authority (Authority) faces many challenges with its public housing portfolio such as aging housing stock, underfunding by the US Department of Housing and Urban Development (HUD), and high demand for affordable housing; and

WHEREAS, the Authority contracted with EMG/Bureau Veritas to complete a Physical Needs Assessment (PNA) in 2020 regarding the status of the Public Housing units managed by the Authority; and

WHEREAS, the completed PNA report identified a backlog of repairs estimated at over \$57 million over the next 20 years; and

WHEREAS, the estimated HUD Total Development Cost (value) for the same properties is approximately \$51 million, indicating that the properties cannot be efficiently rehabilitated; and

WHEREAS, the Authority must continue to pursue innovative approaches to preserve its housing portfolio to address the growing demand for housing available to low- and very low-income individuals and families; and

WHEREAS, the Department of Housing and Urban Development (HUD) issued guidance under the Section 18 and Section 22 programs to provide greater efficiencies for Public Housing Agencies (PHAs) to address the growing backlog of unmet capital needs; and

WHEREAS, HUD has provided a Technical Assistance Contract to assist the Authority with developing a repositioning strategy; and

WHEREAS, a Repositioning Ad-Hoc Committee was formed and met on April 26, 2022, May 03, 2022, May 10, 2022, May 23, 2022 and June 02, 2022 to discuss and understand HUD requirements and repositioning strategy, and suggest policy input for the repositioning plan;

NOW, THEREFORE, BE IT RESOLVED that the Board does approve and adopt this Repositioning Plan, and directs the City of Eureka Housing Authority staff to move forward with steps to implement the Repositioning Plan for public housing, including but not limited to RAD, Section 18, and/or Section 22.

Motion to approve the Resolution 1963 by Commissioner Escarda.

Second - Vice Chairperson Konkler

Roll Call:

Ayes: Serotta, Escarda, Konkler, Raymond

Nays: None

Abstain: None

Chairperson Serotta declared the motion carried and the Resolution 1963 approved.



10. Closed Session: None needed.

11. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 8:15p.m.

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Secretary

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Chairperson

## **MINUTES**

### **MEETING OF THE CITY OF EUREKA HOUSING AUTHORITY BOARD OF COMMISSIONERS**

**TUESDAY, JULY 18, 2022**

Chairperson Serotta declared a quorum present and called the meeting to order at 7:35pm.

**1. Roll Call:**

Present: Chairperson Serotta, Vice Chairperson Konkler, Commissioner Byers,  
Commissioner Escarda, Commissioner Pittman

Absent: Commissioner Raymond

Staff: Churchill, Humphreys, Wiesner

Public: None in attendance

**2. Brown Act, Remote Session Authorization, Resolution 1964**

Recommended Board Action: Accept and Adopt for Approval

#### **RESOLUTION NO. 1964**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE CITY OF EUREKA 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 City of Eureka 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 City of Eureka 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 City of Eureka 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 1964 by Vice Chairperson Konkler.

Second - Commissioner Escarda

Roll Call:

Ayes: Serotta, Escarda, Konkler, Byers, Pittman

Nays: None

Abstain: None

Chairperson Serotta declared the motion carried and the Resolution 1964 approved.

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

4. Approve Minutes of the Board of Commissioners Meeting held June 21, 2022.

It is noted that Commissioner Escarda was not in attendance at the June 21, 2022, meeting and must abstain. Chairperson Serotta states that since we do not have a quorum vote as required to approve the minutes of June 21, 2022, these minutes will be brought back for a vote at the next regular meeting of August 15, 2022.

5. Bills and Communication:

5a. County of Humboldt Housing Authority, Resolution of Support for City of Eureka Housing Authority (CEHA) Repositioning Plan

Secretary Churchill informs the board that the County of Humboldt Housing Authority Board of Commissioners has approved the Resolution of Support for CEHA's Repositioning Plan.

5b. Q2 2022, Tenant Newsletter

Chairperson Serotta asks for discussion or questions on the tenant newsletter. None heard.

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 briefs the board on the report noting that our numbers are a bit low but as of today, we have ten units that are ready for lease up. Secretary Churchill notes that the tenant services department is interviewing and pulling from our waitlist for unit lease ups.

6c. HCV Utilization Reports

Secretary Churchill updates the board on this report. Secretary Churchill notes that for the HCV program, we are pulling 75 applicants 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. Progress update on 2022 annual goals

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

Secretary Churchill comments that the City of Eureka Housing Authority updates its goals annually and every five years. At this time, we are updating the annual goals. Secretary Churchill asks if the board would like to see anything added or changed for these goals. Vice Chairperson Konkler comments that it may be a goal to request the City of Eureka to provide the Housing Authority with an annual update to their zoning changes. Secretary Churchill comments that she would speak with the City of Eureka on this item and will provide an update to the board at a later date.

9b. Request for Proposals, Community Engagement Consulting; Informational only

Secretary Churchill informs the board that this RFP is published on the Housing Authority website, in the North Coast Journal publication and several other online news/information sources located in Humboldt County and the Bay Area. Additionally, several bid packets and emails went out to companies we work with regularly.

9c. Write Off of Uncollectible Account Receivable, Resolution 1965

Recommended Board Action: Approve write off

CITY OF EUREKA HOUSING AUTHORITY

RESOLUTION 1965

TO WRITE OFF CERTAIN UNCOLLECTIBLE ACCOUNTS RECEIVABLE

WHEREAS, All efforts to collect certain accounts from former tenants of the Conventional Public Housing program have been unsuccessful; and

WHEREAS, The U.S. Department of Housing and Urban Development has recommended that after all reasonable efforts have been made to collect vacated accounts, the Board of Commissioners, based on the recommendations of the Executive Director, should authorize the charging off of such accounts.

NOW, THEREFORE, BE IT RESOLVED, That the following accounts be transferred to Collection Loss;

<u>Tenant Public Housing</u>	<u>Amount</u>
Eviction	\$10,659.13
Eviction	\$7,116.75

Motion to approve Resolution 1965 made by Commissioner Escarda.

Second – Commissioner Byers

Roll call:

Ayes: Serotta, Escarda, Konkler, Byers, Pittman

Nays: None

Abstain: None

Chairperson Serotta declared the motion carried and Resolution 1965 approved.

10. Closed Session: None needed.

11. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 8:04.m.

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Secretary

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Chairperson

## 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			
<b>Eureka</b>								
Public Housing	196 *	177	180	182	181	180	180	421
Eureka Family Housing	51	48	48	48	47	44	44	463
Eureka Senior Housing	22	20	20	20	20	21	21	161
	<b>269</b>	<b>245</b>	<b>248</b>	<b>250</b>	<b>248</b>	<b>245</b>	<b>245</b>	

#### **Humboldt**

<u>Tenant Based Vouchers</u>								
Housing Choice Vouchers	1137	822	816	820	812	813	814	
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	<b>1574</b>	<b>898</b>	<b>898</b>	<b>907</b>	<b>910</b>	<b>918</b>	<b>929</b>	

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 EHV's; 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
<b>Traditional HCV &amp; VASH (Includes PBVs)</b>							
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% <b>A</b>	99.74%	100.37%	99.41%	100.88% <b>A</b>	102.92% <b>A</b>	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
<b>Mainstream (disabled &amp; non-elderly)</b>							
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>B</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
<b>Emergency Housing Vouchers (EHVs)</b>							
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) <b>C</b>	
# 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
<b>Total All Voucher Programs</b>							
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	<b>965</b>	<b>897</b>	<b>916</b>	<b>926</b>	<b>914</b>	<b>895</b>	<b>884</b>	<b>871</b>	<b>869</b>	<b>862</b>
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									<b>21</b>	<b>29</b>
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									<b>4</b>	<b>17</b>
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	
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UML's	11,576	10,759	10,990	11,107	10,965	10,736	10,612	10,449	10,518	5,445



# City of Eureka Housing Authority

Board of Commissioners Meeting

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August 15, 2022

Agenda Item: 9a

## Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: PHA Plan Updates

### BACKGROUND AND HISTORY:

The City of Eureka Housing Authority is considered a “Qualified PHA” by HUD because it meets the following criteria:

1. Has a combined unit total of 550 or less public housing units and vouchers
2. Is not designated troubled by HUD and
3. Does not have a failing score under SEMAP (doesn’t apply; Section 8 only)

While a qualified PHA is **exempt** from the requirement of submitting an annual plan, we must still do the following annually:

1. Annual Public Hearing – scheduled for 9/14/2022
2. Complete HUD’s Civil Rights Certification – due 10/17/2022
3. Consider recommendations of the Resident Advisory Board from Annual Public Hearing (note that no specific recommendations were made during the 6/15/22 meeting)
4. Assure Five-Year Plan is consistent with local Consolidated plan, via HUD form 50077SL certification from state or local official – due 10/17/2022. (The Public Housing Agency Plan is a plan that informs HUD, residents, and the public of the Public Housing Agencies (PHAs) mission for serving the needs of low-income and very low-income families and the PHA’s strategy for addressing those needs. PHAs must submit 5-year plans for public housing programs, and update plans every 5 years or whenever there is a significant change.)

### STAFF RECOMMENDATION:

Review the 5-year goals, review the progress report on annual goals for 2022, and provide input to staff regarding any changes.

Note that this will come back to the board for final approval on 10/17/2022.

<b>5-Year PHA Plan (for All PHAs)</b>	<b>U.S. Department of Housing and Urban Development Office of Public and Indian Housing</b>	<b>OMB No. 2577-0226 Expires: 02/29/2016</b>
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**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.

<b>A.</b>	<b>PHA Information.</b>																																				
A.1	<p><b>PHA Name:</b> <u>City of Eureka Housing Authority</u> <b>PHA Code:</b> <u>CA025</u></p> <p><b>PHA Plan for Fiscal Year Beginning:</b> (MM/YYYY): <u>01/2021</u>  <b>PHA Plan Submission Type:</b> <input type="checkbox"/> 5-Year Plan Submission <input checked="" type="checkbox"/> Revised 5-Year Plan Submission</p> <p><b>Availability of Information.</b> 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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<b>B.</b>	<b>5-Year Plan.</b> Required for <u>all</u> PHAs completing this form.
<b>B.1</b>	<p><b>Mission.</b> 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 City of Eureka Housing Authority 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.</p>
<b>B.2</b>	<p><b>Goals and Objectives.</b> 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 "PHA Goals – City of Eureka Housing Authority 5-Year Goals, 2021-2025".</p>
<b>B.3</b>	<p><b>Progress Report.</b> 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 commentary included in attached "City of Eureka Housing Authority PHA Goals – 5-Year Goals, 2021-2025" and "City of Eureka Housing Authority PHA Goals FY2022 Annual Goals Progress Update".</p>
<b>B.4</b>	<p><b>Violence Against Women Act (VAWA) Goals.</b> 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 City of Eureka Housing Authority makes all applicants and residents aware of our Violence Against Women Act (VAWA) Policy. All applicants are given a copy of the policy when they apply. Additionally, residents are given the policy again at initial lease up and all annual recertifications. Lastly, the PHA provides the VAWA notice with every proposed termination as well. This iterative policy ensures that no applicants or residents are unfamiliar with VAWA or are discriminated against because they are a victim of domestic violence.</p> <p>The City of Eureka Housing Authority offers a preference for victims of domestic violence, dating violence, sexual assault, or stalking. This preference allows victims of domestic violence to move up the wait list which may enable families to receive housing sooner. Additionally, if clients cannot be safely served in our Public Housing, they will be referred for an HCV voucher based on the Administrative Plan of the County of Humboldt Housing Authority. VAWA protections are available equally to all individuals regardless of sex, gender identity, or sexual orientation. Our Community Liaison processes VAWA requests and will work with the client and local service agencies to best serve any VAWA requests.</p> <p>In addition, PHA staff do outreach with local agency partners who provide services and support to victims of domestic violence. Referrals may be made to partner agencies for wraparound services for victims when a VAWA incident occurs.</p>
<b>B.5</b>	<p><b>Significant Amendment or Modification.</b> Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>Approved by City Board of Commissioners on February 03, 2010, Resolution #1852, the definition of "Significant Amendment" is defined as a monetary change of \$500,000 or more to the Annual Plan.</p>
<b>B.6</b>	<p><b>Resident Advisory Board (RAB) Comments.</b></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> <p>See attached Summary of Tenant Comments from 6/10/2020 Resident Advisory Board meeting. While RAB members participated in active discussion and made suggestions, none of them were specific to the 5-Year PHA Plan.</p>

<b>B.7</b>	<b>Certification by State or Local Officials.</b>  <a href="#">Form HUD 50077-SL</a> , <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.
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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.

# City of Eureka Housing Authority

## PHA Goals

### 5-Year Goals, 2021-2025

*In addition to annual goals which are developed and/or updated with input from the Resident Advisory Board, Board of Commissioners, PHA staff, and any community input, the City of Eureka Housing Authority, with input from the aforementioned parties, has established these overarching long-term goals for our housing and services.*

Goal One: **Redevelopment**

Previously, the PHA agreed to explore repositioning of the entire 198-unit Public Housing portfolio through various HUD processes, such as demolition and disposition, streamlined voluntary conversion, etc. and that, considering input from the public, tenants, consultants, and other available information sources, and in alignment with the City of Eureka Housing Element, staff would make a recommendation to the Board of Commissioners with whichever process is most advantageous and economically feasible to the agency.

During 2021-2022, PHA staff worked with consultants under a HUD-funded technical assistance contract (TAC) to explore and define repositioning options. A formal repositioning plan was created, which was approved by the board of commissioners June 2022. This plan establishes policy for future repositioning action.

The PHA will continue to work toward repositioning its Public Housing portfolio. This includes seeking developers, development partners, financing, submitting applications to HUD's Special Application Center, doing community outreach, holding consultation meetings with tenants and establishing plans to rehouse tenants as needed, and communicating with the city at large.

Goal Two: **Community Partners**

The PHA will continue to work with community agencies to develop and strengthen partnerships with other service providers, to seek referrals for clients who are in danger of losing their housing or otherwise needing assistance. The PHA aims to house people and keep them housed; to that end, the support of service providers is often necessary and helpful. The PHA will make every effort to connect residents with local agencies by providing relevant information.

The PHA will provide a list of community agencies and service providers to tenants with notices to correct to help them access relevant support to help them retain their housing.

During 2022, assistance was obtained for many tenants from outside agencies in order to move on to other housing that would be better long-term situations and prevent eviction filings. Additionally, several tenants were assisted from outside agencies to help them retain their housing. Examples of local supportive agencies that worked with tenants include DHHS, IHSS, PACE, Senior Resource Center, APS, CWS, churches, schools, and EPD.

Goal Three: **Access to Services**

The PHA will work to improve the ease of access to our services. We will continue to review information format and delivery methods to achieve greater efficiency and effectiveness in program delivery, optimize ease of use and understanding by applicants and participants, and make program information more accessible, e.g. by simplifying forms and processes, increasing the use of our website and implementing other available technologies.

Annually, the PHA will do a review/assessment of our website as well as manual processes including most used forms/data and ensure that the most widely used resources are made available on the website.

We have been consistently adding new information as it is available and necessary to share with the public. Multiple staff are now trained in how to publish updates to the website. We regularly publish board agendas, plan updates, RFPs, and job advertisements, along with the ongoing availability of common forms and program information.

Goal Four: **Equal Opportunity & Fair Housing**

The PHA is always mindful of providing fair and equitable opportunities for current and future residents in accordance with state and federal law.

We will review/update processes as necessary and undertake affirmative measures to ensure access to affordable housing regardless of any protected class status. We will work to ensure housing is accessible to persons with all varieties of disabilities. Additionally, we will get common/standard forms translated to meet the needs of groups identified in our Language Access Plan.

Goal Five: **Sustainability**

The PHA will constantly work to achieve and maintain financial and environmental sustainability.

Financially, this will be done through controlling expenditures, seeking greater efficiencies of internal operations, seeking additional revenue sources, and balancing the needs of tenants with the appropriate level of affordable housing amenities.

Environmentally, we will seek opportunities for savings, e.g. through water efficient landscape improvements and other energy efficiency measures.

As we take further steps toward repositioning Public Housing, we will maintain focus on both financial and environmental sustainability in our approach.

Goal Six: **Investment in PHA Team**

Ongoing training of PHA staff has long been an annual requirement. With expected growth of PHA programs, training will become even more critical.

We will continue to use current training programs, such as HTVN's online training, as well as seek additional modes of training delivery, including offsite seminars, internal team training, and self-paced training options supported by management follow-up.

Staff will also be cross trained as available, to support staff career goals, strengthen staff's capacity to move up through available positions, and support agency succession planning capability.

During 2022, all departments have worked to actively cross-train staff so they may back each other up in the event of any staff absences.

Goal Seven: **Technology**

The PHA will continue to invest in technology upgrades and additions to ensure digital security, expand digital storage, and improve efficiency, flexibility, and customer service.

We will look for opportunities to expand our Tenant Portal, as possible, beyond work-order requests and payment submissions.

We will provide a computer kiosk at our PHA office for applicant and tenant self-service, such as making payments online, obtaining recertification paperwork, and completing other online forms.

The PHA will work to enhance our online presence and availability, through regular updates to our website and utilizing social media and other communication tools to disseminate current and critical information to our residents, community, and other partners.

Goal Eight

**Customer Feedback**

The PHA will use various methods to invite feedback from interested parties, including tenants, community members, and staff.

We will provide an annual survey to tenants 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.



# City of Eureka Housing Authority

## PHA Goals

### FY 2022 Annual Goals – *July 2022 Progress Update*

Goal One: **Occupancy**

The City of Eureka Housing Authority shall maintain a waiting list of sufficient size so we can fill our public housing units within 20 days of a unit becoming rent-ready.

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.

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. The Housing Advocate will seek out and schedule outreach activities.

The PHA shall mix its public housing development populations ethnically, racially and income-wise as much as possible.

*Update: 2 out of the 13 units leased up in 2022 (as of 7/12/2022) have leased within 20 days of becoming rent-ready. Longer than expected lease-up times are occurring primarily because applicants are not updating wait-list contact information and/or are no longer interested in Public Housing. This results in having to pull more people off the waitlist for screening for each unit filled. Historically, we pulled/screened 3 applicants per unit; now it is taking an average of 7 applicants to successfully fill one unit.*

*To address this change, we are doing a full wait-list update for all 2- and 3-bedroom applicants and will do a monthly update for 1-bedroom applicants, in order to establish a more current waitlist and reduce the number of screenings required to fill units.*

Goal Two: **Smoke-Free**

PHA properties have been smoke-free since 2016, and we will continue to enforce the no-smoking policy. HACE will send an annual reminder letter to tenants regarding the no-smoking policy and informing tenants of their rights and lease responsibilities concerning this policy.

Based on input from tenants in the 2021 annual meeting, in 2022 we will evaluate our Smoke-free policy for efficacy, consider a more structured policy, and update tenants with any new policy requirements per HUD's guidelines.

*Update: Policy is under review.*

Goal Three: **Neighborhood Watch**

The PHA will support and facilitate meetings and make available meeting space periodically for tenants and neighbors interested in forming a Neighborhood Watch program. The PHA will reach out to interested tenants based on a survey sent out in 2021, to have a further discussion and encourage them to become active members of their community, dedicated to making housing a clean and safe environment.

*Update: A neighborhood watch meeting for South Albee Street took place April 27<sup>th</sup>, 6:00-8:00 pm at the Housing Authority office. A few PH tenants attended, but no further interest has been expressed regarding starting a PH tenant-based neighborhood watch group.*

Goal Four: **Tenant Communication**

The PHA will continue to enhance and encourage communication with tenants via a quarterly newsletter. The newsletter is both sent via USPS mail as well as posted to our website for reference.

*Update: We continue to publish a quarterly tenant newsletter.*

Goal Five: **Compliance**

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: There were no findings in the 2020 audit. The 2021 audit is still in process; no findings are anticipated.*

Goal Six: **Maintenance**

HACE maintenance team continues to work toward more efficient operations. Increases in efficiency to be supported by:

1. Training all maintenance personnel in the use of tablets for performing annual inspections and for initiating/completing work orders timely.
2. Cross-training where possible so the department is able to sufficiently cover scheduled inspections and emergency needs when not fully staffed.
3. Sourcing at least one additional/back-up contractor for each routine service (e.g. painting, flooring, and cleaning) to support the most rapid completion of unit turns possible.

*Update: Maintenance department is fully staffed, and all personnel are trained in using tablets. Cross training continues to occur with all staff. Sourcing contractors remains a challenge during the pandemic, but we continue to try new service providers and seek additional contractors.*

Goal Seven: **Phone System**

The PHA will continue to review and update our phone system biannually in order to make it easier to navigate, reach the intended recipient, and be more user friendly.

*Update: Phone system review and updates will occur as needed.*

Goal Eight: **Technology and Accessibility**

The PHA will add to our selection of resources available for download from our website in order to better meet our client's needs to access and complete paperwork remotely and successfully communicate with agency staff without interfacing directly.

Specifically:

1. We will continue to provide the following online, and assess the need to add further documents digitally:
  - a. Application
  - b. Notice of Change
  - c. Recertification paperwork
  - d. Board meeting agendas
2. We will continue accepting tenant payments through an online processing portal and explore the option to accept payment via additional methods (e.g. debit/credit cards).

*Update: The documents listed above have been added to the website and the website is updated frequently with new and time-sensitive announcements. Tenants are encouraged to use the payment portal, but payments are not currently accepted via credit cards.*

Goal Nine:

**Repositioning**

As the PHA's public housing stock nears 70 years in age, it is evident the need to explore options to guarantee the future of affordable housing in Eureka. The PHA will work with HUD, consultants, developers, and any other available sources to explore various opportunities to maintain and/or increase affordable housing stock in a financially, environmentally, and socially sound manner.

The PHA will assemble and present a report to the Board in 2022 from the work done in 2021-2022 with Enterprise Community Partners, Structure PDX, HUD, and any other participants, disseminating the work done and the recommended path for repositioning.

*Update: Repositioning plan developed in conjunction with Enterprise Community Partners and board input approved by Board at regular meeting on 6/21/2022, with resolution of support approved by County of Humboldt Housing Authority on 6/11/2022.*

*An RFP for Community Engagement Consulting was issued 7/11/2022. Next steps include issuing an RFQ for developer interest and beginning work on HUD's Special Applications Center (SAC) applications.*

Goal Ten:

**Staff Retention and Training**

The PHA will promote and maintain a motivating work environment with a capable team of employees.

1. Budget will be allocated, approved and available to send appropriate staff to training seminars that will enhance staff skills for their particular job classification and responsibilities.
2. On-demand training will be available to all staff through a contract with HTVN
3. The PHA will acknowledge staff monthly for their achievements by providing an employee recognition award to an employee selected by the management team.

*Update: Staff are enrolled in appropriate training and certification opportunities as available. The Management team selects one employee monthly to acknowledge for their contributions.*

Goal Eleven:

**Customer Feedback**

The PHA will use various methods to invite feedback from interested parties, including voucher clients, 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: In process; Admin staff are setting up an online survey following the model of another California PHA.*

Goal Twelve: **City of Eureka Planning Department Updates**

The PHA will request annually a report and/or presentation from the City of Eureka Planning Department to update the Housing Authority staff and board on any new or changed ordinances, policies, zoning, etc. that may impact Housing Authority operations.

*Note: This is a new goal established for 2023 forward.*