



HOUSING AUTHORITIES

CITY OF EUREKA & COUNTY OF HUMBOLDT



735 WEST EVERDING STREET, EUREKA CA 95503
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AGENDA

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

DATE AND TIME
Monday, March 13, 2023
12:00pm

LOCATION

Housing Authority of the County of Humboldt
735 W. Everding Street, Eureka CA 95503

PUBLIC PARTICIPATION

Public access to this meeting is available in person at the location above.

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. 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.

3. Approve Minutes of the Board of Commissioners meeting held February 14, 2023. (pages 3- 5)

4. Bills and Communications: None.

5. 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.

5a. Occupancy and Leasing Report (page 6)

5b. HCV Utilization Reports (pages 7- 9)



The Housing Authorities are Equal Housing Opportunity Organizations



6. Reports of the Commissioners:

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

7. Unfinished Business:

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

8. New Business:

8a. Memo, dated December 27, 2022, from Elizabeth Conner regarding March 2023 board elections; *informational* (page 10)

8b. Annual Meeting and Election of Officers (pages 11- 19)
Recommended Board Action: Elect Officers

9. Closed Session – If needed.

10. 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.

MINUTES

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

TUESDAY, FEBRUARY 14, 2023

Chairperson Conner declared a quorum present and called the meeting to order at 12:06p.m.

1. Roll Call:

Present: Chairperson Conner, Commissioner Escarda, Commissioner Leon, Commissioner Zondervan-Droz

Absent: Derooy, Fitzgerald

Staff: Churchill, Humphreys

Public: Kristina Brizuela and Kimberly Megois, both of Fortuna Family Resource Center

At the time of roll call, Commissioner Derooy was not present. However, Commissioner Derooy joined the meeting at 12:11pm during the discussion of item 6b.

2. Brown Act, Remote Session Authorization, Resolution 496

Recommended Board Action: Accept and Adopt for Approval

RESOLUTION NO. 496

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.

Motion to approve the Resolution 496 by Commissioner Zondervan-Droz

Second - Commissioner Escarda

Roll Call:

Ayes: Conner, Escarda, Leon, Zondervan-Droz
 Nays: None
 Abstain: None
 Absent: Derooy, Fitzgerald

Chairperson Conner declared the motion carried and the Resolution 496 approved.

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

4. Approve minutes of the board of commissioners meeting held January 09, 2023.

Motion to approve the minutes of the meeting of January 09, 2023, made by Commissioner Escarda

Second – Commissioner Zondervan-Droz

Roll call:

Ayes: Conner, Escarda, Leon, Zondervan-Droz
 Nays: None
 Abstain: None
 Absent: Derooy, Fitzgerald

Chairperson Conner declared the motion carried to approve the minutes of January 09, 2023.

5. Bills and Communication: None

6. Report of the Secretary:

6a. Covid-19 Updates

Secretary Churchill notes that there are no changes to report. The office lobby continues to stay open Tuesday, Wednesday, and Thursday, 10:00am – 3:00pm. Secretary Churchill notes that we will be removing the covid-19 update from the agenda.

6b. Occupancy and Leasing Report

Secretary Churchill goes over this report with the board and notes that a change was made to the report, correcting the calculations for the housing choice vouchers. The updated report was sent to the commissioners earlier that day.

6c. HCV Utilization Reports

Secretary Churchill goes over this report with the board and points out key items of the report.

7. Reports of the Commissioners: Chairperson Conner notes that for the Regional Housing Trust Fund, potential development for Humboldt County, in late January the board of supervisors approved a grant application for funding needed to support creation of a regional entity.

8. Unfinished Business: None.

9. New Business:

9a. Programs Overview & Updates (*informational*)

Secretary Churchill provides a review of the Housing Authority of the County of Humboldt Programs and offerings and goes over the differences and requirements for the various programs. Secretary Churchill also briefs the board on the several programs and preferences that the Housing Authority of the County of Humboldt has added over the past few years.

9b. Return to In-Person Meetings (*for discussion*)

Secretary Churchill notes that remote meetings will be ending as of February 28, 2023. Secretary Churchill comments that in March 2023, we will be conducting in person meetings once again. Secretary Churchill goes over what qualifies a board member for "just cause" and "emergency circumstances" to allow one to attend meetings remotely. Secretary Churchill briefly goes over the Brown Act rules for attending remotely. Secretary Churchill reminds the board that for the March 13, 2023, meeting, we will be attending in person at the Housing Authority conference room located at 735 W. Everding St., Eureka California.

10. Closed Session: None needed.

11. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 12:38p.m.

Secretary

Chairperson

Occupancy and Leasing Report October 2022 - January 2023

Housing Authorities of the City of Eureka and County of Humboldt

| Program | Total Units Available | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Wait List End of Month |
|---|--------------------------|------------------------------|------------|------------|------------|---------------------------|
| Eureka | | | | | | |
| Public Housing | 195 | 183 | 182 | 186 | 185 | 516 * |
| Eureka Family Housing | 51 | 46 | 46 | 47 | 48 | 531 |
| Eureka Senior Housing | 22 | 19 | 19 | 19 | 19 | 192 |
| Total City units | 268 | 248 | 247 | 252 | 252 | |
| Humboldt | | | | | | |
| <u>Tenant Based Vouchers</u> | | | | | | |
| Housing Choice Vouchers | 1234 | 776 | 771 | 773 | 782 | 1069 |
| VASH Vouchers | 95 | 71 | 69 | 69 | 70 | N/A |
| Mainstream vouchers | 75 | 36 | 37 | 39 | 43 | N/A *** |
| Emergency Housing Vouchers (EHV) | 182 | 64 | 69 | 80 | 86 | N/A ‡ |
| Total All Vouchers | 1586 | 947 | 946 | 961 | 981 | |
| <u>Project Based Vouchers (note that these are a subset of HCV & VASH voucher counts shown above)</u> | | | | | | |
| PBV-VASH - Bayview Heights (Eureka) | 22 | 22 | 22 | 22 | 22 | N/A ** |
| PBV-HCV - Bayview Heights (Eureka) | 3 | 3 | 3 | 3 | 3 | 0 ** |
| PBV-HCV - Sorrell Place (Arcata) | 5 | 4 | 4 | 5 | 5 | 15 ** |
| PBV-HCV - Providence (Eureka) | 42 | (Projects not yet completed) | | | | † |
| PBV-HCV - 7th & Myrtle Senior (Eureka) | 35 | | | | | |
| Total PBVs | 107 | 29 | 29 | 30 | 30 | |

| | |
|--|----|
| Vouchers issued but not under contract, end of month (aka "Searching") | 71 |
|--|----|

*Total PH units is 198; 3 units are exempted for EPD use, Boys & Girls Club, and Maintenance use 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; projects expected to complete construction in 2023.

COUNTY OF HUMBOLDT HOUSING AUTHORITY
All Voucher Programs
For the month of January 2023

| | January | Total |
|---|------------------|------------------|
| Traditional HCV & VASH (Includes PBVs) | | |
| HAP income | \$ 547,514 | \$ 547,514 |
| HAP expenses | <u>(521,253)</u> | <u>(521,253)</u> |
| Surplus (Deficit) | <u>26,261</u> | <u>26,261</u> |
| * % Total income utilized | 95.20% | 95.20% |
| Administrative/Other Income | 75,927 | 75,927 |
| Operating expenses | <u>(57,389)</u> | <u>(57,389)</u> |
| Surplus (Deficit) | <u>18,538</u> | <u>18,538</u> |
| B Remaining HAP Cash | 15,197 | |
| Remaining Non-HAP Cash | <u>546,993</u> | |
| Total HCV Cash | 562,189 | |
| Cash Increase/(Decrease) | 14,569 | |
| # of Households Assisted | 841 | 841 |
| Average HAP Payment | \$ 620 | \$ 620 |
| Mainstream (disabled & non-elderly) | | |
| HAP income | \$ 23,639 | \$ 23,639 |
| HAP expenses | <u>(29,831)</u> | <u>(29,831)</u> |
| Surplus (Deficit) | <u>(6,192)</u> | <u>(6,192)</u> |
| A % Total income utilized | 126.19% | 126.19% |
| Administrative/Other Income | 2,768 | 2,768 |
| Operating expenses | <u>(2,659)</u> | <u>(2,659)</u> |
| Surplus (Deficit) | <u>109</u> | <u>109</u> |
| B Remaining HAP Cash | (1,723) | |
| Remaining Non-HAP Cash | <u>42,711</u> | |
| Total MSV Cash | 40,988 | |
| Cash Increase/(Decrease) | (1,906) | |
| # of Households Assisted | 43 | 43 |
| Average HAP Payment | \$ 694 | \$ 694 |
| Emergency Housing Vouchers (EHVs) | | |
| HAP income | \$ - | \$ - |
| HAP expenses | <u>(76,264)</u> | <u>(76,264)</u> |
| Surplus (Deficit) | <u>(76,264)</u> | <u>(76,264)</u> |
| A % Total income utilized | N/A | N/A |
| Administrative/Other Income | 11,884 | 11,884 |
| Operating expenses | <u>(16,160)</u> | <u>(16,160)</u> |
| Surplus (Deficit) | <u>(4,276)</u> | <u>(4,276)</u> |
| B Remaining HAP Cash | 27,743 | |
| Remaining Non-HAP Cash | <u>149,958</u> | |
| Total EHV Cash | 177,701 | |
| C Cash Increase/(Decrease) | (107,282) | |
| # of Households Assisted | 86 | 86 |
| Average HAP Payment | \$ 887 | \$ 887 |

COUNTY OF HUMBOLDT HOUSING AUTHORITY
All Voucher Programs
For the month of January 2023

| | January | Total |
|-----------------------------------|-----------------|-----------------|
| Total All Voucher Programs | | |
| HAP income | \$ 571,153 | \$ 571,153 |
| HAP expenses | (627,348) | (627,348) |
| Surplus (Deficit) | <u>(56,195)</u> | <u>(56,195)</u> |
| A % Total income utilized | 109.84% | 109.84% |
| Administrative/Other Income | 90,579 | 90,579 |
| Operating expenses | (76,208) | (76,208) |
| Surplus (Deficit) | <u>14,371</u> | <u>14,371</u> |
| Remaining HAP Cash | 41,217 | |
| Remaining Non-HAP Cash | <u>739,662</u> | |
| Total Program Cash | 780,878 | |
| Cash Increase/(Decrease) | (94,619) | |
| # of Households Assisted | 970 | 970 |
| Average HAP Payment | \$ 647 | \$ 647 |

Notes

* Larger increase than expected to HCV budget authority for 2023. Expecting award to get reduced after federal budget finalization, or for excess funds to be placed in reserves.

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

B HAP cash on hand is minimal, but sufficient HAP reserves are held with HUD. HUD held reserve requests submitted as necessary. Restrictd cash position may go "negative" while waiting for HUD held reserve deposits and is temporarily funded with excess unrestricted funds.

HUD Held Reserves

HCV - \$802,288

MSV - \$287,236

EHV - \$1,025,575

C Cash decrease due to timing of HUD stopping EHV HAP and Admin Fee disbursements; expecting cash to continue to decrease as initial program funding is utilized per HUD program mandate. Once initial program funding gets below a certain level, HUD will

Housing Choice Vouchers

| | <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> | <u>2023</u> |
|-----------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| January | 913 | 889 | 917 | 918 | 903 | 882 | 866 | 884 | 866 | 841 |
| February | 906 | 901 | 921 | 919 | 898 | 894 | 867 | 875 | 858 | |
| March | 899 | 908 | 923 | 918 | 896 | 897 | 861 | 875 | 862 | |
| April | 896 | 920 | 928 | 919 | 908 | 895 | 859 | 873 | 858 | |
| May | 890 | 920 | 927 | 917 | 905 | 895 | 850 | 873 | 861 | |
| June | 890 | 922 | 930 | 914 | 898 | 892 | 853 | 868 | 864 | |
| July | 891 | 929 | 924 | 919 | 895 | 882 | 873 | 865 | 856 | |
| August | 891 | 929 | 923 | 917 | 888 | 879 | 872 | 864 | 854 | |
| September | 896 | 931 | 927 | 913 | 888 | 872 | 883 | 864 | 851 | |
| October | 897 | 918 | 934 | 906 | 888 | 866 | 888 | 862 | 846 | |
| November | 900 | 913 | 928 | 903 | 887 | 881 | 890 | 866 | 839 | |
| December | 890 | 910 | 925 | 902 | 882 | 877 | 887 | 857 | 842 | |
| Average | 897 | 916 | 926 | 914 | 895 | 884 | 871 | 869 | 855 | 841 |
| UML's | 10,759 | 10,990 | 11,107 | 10,965 | 10,736 | 10,612 | 10,449 | 10,426 | 10,257 | 841 |

Mainstream Vouchers

| | | | | | | | | <u>2021</u> | <u>2022</u> | <u>2023</u> |
|-----------|--|--|--|--|--|--|--|-------------|-------------|-------------|
| January | | | | | | | | | 27 | 43 |
| February | | | | | | | | | 27 | |
| March | | | | | | | | | 28 | |
| April | | | | | | | | | 29 | |
| May | | | | | | | | | 31 | |
| June | | | | | | | | | 32 | |
| July | | | | | | | | | 36 | |
| August | | | | | | | | 4 | 37 | |
| September | | | | | | | | 15 | 36 | |
| October | | | | | | | | 18 | 37 | |
| November | | | | | | | | 24 | 38 | |
| December | | | | | | | | 27 | 39 | |
| Average | | | | | | | | 21 | 33 | 43 |
| UML's | | | | | | | | 88 | 397 | 43 |

Emergency Housing Vouchers

| | | | | | | | | <u>2021</u> | <u>2022</u> | <u>2023</u> |
|-----------|--|--|--|--|--|--|--|-------------|-------------|-------------|
| January | | | | | | | | | 5 | 86 |
| February | | | | | | | | | 11 | |
| March | | | | | | | | | 15 | |
| April | | | | | | | | | 18 | |
| May | | | | | | | | | 23 | |
| June | | | | | | | | | 30 | |
| July | | | | | | | | | 38 | |
| August | | | | | | | | | 42 | |
| September | | | | | | | | | 46 | |
| October | | | | | | | | | 64 | |
| November | | | | | | | | | 69 | |
| December | | | | | | | | 4 | 80 | |
| Average | | | | | | | | 4 | 37 | 86 |
| UML's | | | | | | | | 4 | 441 | 86 |

Total All Voucher Programs

| | <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> | <u>2023</u> |
|-----------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| January | 913 | 889 | 917 | 918 | 903 | 882 | 866 | 884 | 898 | 970 |
| February | 906 | 901 | 921 | 919 | 898 | 894 | 867 | 875 | 896 | |
| March | 899 | 908 | 923 | 918 | 896 | 897 | 861 | 875 | 905 | |
| April | 896 | 920 | 928 | 919 | 908 | 895 | 859 | 873 | 905 | |
| May | 890 | 920 | 927 | 917 | 905 | 895 | 850 | 873 | 915 | |
| June | 890 | 922 | 930 | 914 | 898 | 892 | 853 | 868 | 926 | |
| July | 891 | 929 | 924 | 919 | 895 | 882 | 873 | 865 | 930 | |
| August | 891 | 929 | 923 | 917 | 888 | 879 | 872 | 868 | 933 | |
| September | 896 | 931 | 927 | 913 | 888 | 872 | 883 | 879 | 933 | |
| October | 897 | 918 | 934 | 906 | 888 | 866 | 888 | 880 | 947 | |
| November | 900 | 913 | 928 | 903 | 887 | 881 | 890 | 890 | 946 | |
| December | 890 | 910 | 925 | 902 | 882 | 877 | 887 | 888 | 961 | |
| Average | 897 | 916 | 926 | 914 | 895 | 884 | 871 | 894 | 925 | 970 |
| UML's | 10,759 | 10,990 | 11,107 | 10,965 | 10,736 | 10,612 | 10,449 | 10,518 | 11,095 | 970 |

Memorandum

Date: December 27, 2022

To: Housing Authority of the County of Humboldt Board of Directors

From: Elizabeth Conner, Board Chairperson

CC: Cheryl Churchill, Executive Director/Secretary; Heather Humphreys, Executive Assistant

RE: Board Elections, March 2023

This memo is regarding my continued interest in serving as the Chairperson for the County of Humboldt Housing Authority's Board of Commissioners. I have served on this board since 2011. My background in affordable housing and my familiarity with both the Humboldt and Eureka Housing Authority's operations together give me a solid foundation that supports the knowledge requirements and experience needed for this position.

If it is the will of the board, I'd be happy to serve another term as the County of Humboldt Housing Authority's Board of Commissioners Chairperson.

Thank you,



Elizabeth Conner

Housing Authority of the County of Humboldt

Board of Commissioners Meeting

March 13, 2023

Agenda Item 8b

Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Annual Election of Officers

BACKGROUND AND HISTORY:

In accordance with the bylaws of the Housing Authority, the Board of Commissioners must hold an annual meeting to elect officers for the following year and discuss the progress on meeting goals.

Attached are the “Ten Commandments for Commissioners”, from the commissioner handbook, as well as the goals established for 2023, which were approved at the August 08, 2022 board meeting. The commandments serve as a reminder of the board duties you have pledged to carry out on behalf of the agency. As policy and goal setting are primary responsibilities of commissioners, the current year’s goals are also brought back for reference.

STAFF RECOMMENDATION:

Please be prepared to elect new officers and discuss Housing Authority goals as needed.

TEN COMMANDMENTS FOR COMMISSIONERS

1. KNOW HOUSING PROGRAMS. Don't let the jargon confuse you. Read Federal publications, Journal of Housing, etc. Attend NAHRO, and other housing conferences and training sessions (local as well as national). Be informed.
2. SEPARATE POLICY MAKING (YOUR JOB) FROM ADMINISTRATION (THE EXECUTIVE DIRECTOR AND STAFF'S JOB). The Commissioners are the policy makers and do not get involved with the administration of the programs. Policy sets the direction of the agency - the goals - and establishes and approves programs, reviews progress, but does not get involved in the implementation and the actual administration of these programs.
3. KNOW YOUR LOCAL OPERATIONS - visit projects and offices besides the board room. Attend project functions. Get statistics on occupancy, rent collections, maintenance costs, etc. Know the quality of your maintenance (if applicable), the financial status of your programs, and the operations of your staff. Be sure to request this information from the Executive Director.
4. SET GOALS AND OBJECTIVES. This should be done with your other Commissioners using staff input. Monitor progress in achieving goals and hold someone responsible for failure as well as success. Know where your Housing Authority is going.
5. MAKE POLICY DECISIONS BASED ON FACTS AND INFORMATION. See that you have adequate written data well before board meetings; study it, discuss it with others as needed, and then vote accordingly. A well planned, advance agenda with detailed backup information is essential to making sound decisions on important PHA policies.
6. BE INNOVATIVE. You weren't appointed to be a rubber stamp. Bring your own talents and experience into your Housing Authority Commissioner's role.
7. LET HUD KNOW YOUR THOUGHTS ABOUT HOUSING MATTERS. HUD publishes proposed policies in the Federal Register. They want comments from local policy makers as well as paid staff. At least know what your Executive Director is telling HUD.
8. KEEP IN TOUCH WITH LOCAL ELECTED OFFICIALS. They appointed you. They should be interested in your problems as well as your observations. Don't forget the City's or County's potential role in helping your Housing Authority, and vice versa.
9. LISTEN TO TENANTS. Don't forget that the tenants are your constituents.
10. SEE THAT YOUR PHA HAS AN ACTIVE PUBLIC RELATIONS PROGRAM. The taxpayers pay your bills. You need their support and confidence.

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 HHC, 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.