



# HOUSING AUTHORITIES

## CITY OF EUREKA & COUNTY OF HUMBOLDT



735 WEST EVERDING STREET, EUREKA CA 95503  
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### AGENDA

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

DATE AND TIME  
Monday – March 20, 2023  
7:30pm

#### LOCATION

Housing Authority of the City of Eureka  
735 W. Everding St., Eureka CA

#### PUBLIC PARTICIPATION

Public access to this meeting is available 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](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. 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 meetings:

- 3a. Regular meeting, January 17, 2023 (pages 3- 7)
- 3b. Regular meeting, February 21, 2023 (page 8)

#### 4. Bills and Communications:

- 4a. HUD letter dated January 12, 2023: Approval of 5-Year PHA Plan Revision (page 9)

#### 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.



The Housing Authorities are Equal Housing Opportunity Organizations



- 5a. Occupancy and Leasing Report (page 10)
- 5b. HCV Utilization Reports (pages 11- 13)
- 5c. Repositioning Updates

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: None.

8. New Business:

- 8a. Programs Overview & Updates (*informational*) (pages 14- 17)
- 8b. Return to In-Person Meetings (*for discussion*) (pages 18- 23)
- 8c. Annual Meeting and Election of Officers  
Recommended Board Action: Elect Officers (pages 24- 30)

9. Closed Session – If needed.

10. Adjournment

\* \* \* Note \* \* \*

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

<https://eurekahumboldt.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**

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

**Monday, January 17, 2023**

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, Commissioner Raymond

Absent: None

Staff: Churchill, Humphreys

Public: None in attendance

**2. Brown Act, Remote Session Authorization, Resolution 1980**

Recommended Board Action: Accept and Adopt for Approval

#### **RESOLUTION NO. 1980**

**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 1980 by Commissioner Byers.

Second – Vice Chairperson Konkler

Roll Call:

Ayes: Serotta, Konkler, Escarda, Byers, Raymond, Pittman

Nays: None

Abstain: None

Absent: None

Chairperson Serotta declared the motion carried and the Resolution 1980 approved.

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

4. Approve minutes of the board of commissioners meeting, held October 05, 2022, special meeting.

Motion to approve the minutes of the meeting of October 05, 2022, made by Commissioner Byers

Second – Vice Chairperson Konkler

Roll call:

Ayes: Serotta, Konkler, Byers, Escarda, Pittman

Nays: None

Abstain: Raymond

Absent: None

Chairperson Serotta declared the motion carried to approve the minutes of October 05, 2022.

Approve minutes of the board of commissioners meeting, held October 17, 2022, regular meeting.

Motion to approve the minutes of the meeting of October 17, 2022, made by Commissioner Raymond

Second – Commissioner Escarda

Roll call:

Ayes: Serotta, Konkler, Escarda, Pittman, Raymond

Nays: None  
Abstain: Byers  
Absent: None

Chairperson Serotta declared the motion carried to approve the minutes of October 17, 2022.

Approve minutes of the board of commissioners meeting, held November 21, 2022, regular meeting.

Motion to approve the minutes of the meeting of November 21, 2022, made by Commissioner Raymond

Second – Commissioner Escarda

Roll call:  
Ayes: Serotta, Konkler, Escarda, Pittman, Raymond  
Nays: None  
Abstain: Byers  
Absent: None

Chairperson Serotta declared the motion carried to approve the minutes of November 21, 2022.

Approve minutes of the board of commissioners meeting, held December 02, 2022, special meeting.

Motion to approve the minutes of the meeting of December 02, 2022, made by Vice Chairperson Konkler

Second – Commissioner Byers

Roll call:  
Ayes: Serotta, Konkler, Byers, Escarda  
Nays: None  
Abstain: Pittman, Raymond  
Absent: None

Chairperson Serotta declared the motion carried to approve the minutes of December 02, 2022.

Approve minutes of the board of commissioners meeting, held December 19, 2022, regular meeting.

Motion to approve the minutes of the meeting of December 19, 2022, made by Commissioner Escarda

Second – Commissioner Pittman

Roll call:  
Ayes: Serotta, Konkler, Escarda, Pittman

Nays: None  
Abstain: Byers, Raymond  
Absent: None

Chairperson Serotta declared the motion carried to approve the minutes of December 19, 2022.

5. Bills and Communication:

5a. Q4 2022 Tenant Newsletter (Housing Authority of the City of Eureka, tenants)  
Secretary Churchill briefs the board on the tenant newsletter pointing out keys points of the Q4 2022 newsletter.

5b. 2022.2 Landlord Newsletter (Housing Authority of the County of Humboldt, landlords)  
Secretary Churchill briefs the board on the landlord newsletter.

6. Report of the Secretary:

6a. Covid-19 Updates

Secretary Churchill notes that the Housing Authority will be following the California Covid pay guidelines and 40 hours of paid Covid sick leave ended 12/31/2022.

6b. Occupancy and Leasing Report

Secretary Churchill updates the board on this report, pointing out keys points of the report.

6c. HCV Utilization Reports

Secretary Churchill updates the board and goes over keys points of the report.

7. Reports of the Commissioners: Vice Chairperson Konkler comments that he assisted the Regional Center helping with people who were displaced from their homes due to the recent earthquakes. Vice Chairperson Konkler goes on to ask Secretary Churchill what happened to the Housing Authority units from to the earthquake. Secretary Churchill states that we had four households that were displaced in the Eureka Family property at 1112 E Street due to water heaters breaking and broken pipes. Secretary Churchill goes on to note that the displaced households were moved into a hotel and the maintenance staff was immediately onsite working on repairs and water damage.

8. Unfinished Business: None.

9. New Business:

9a. Staff salary schedule effective January 01, 2023, approved on October 19, 2022;

*Informational*

No comments are made on this informational item.

9b. Resolution 1981, Write off Uncollectible Debt

Recommended Board Action: Accept and Adopt for Approval

RESOLUTION 1981  
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                     | \$14,917.90   |

Motion to approve the Resolution 1981 by Commissioner Raymond

Second – Commissioner Byers

Roll Call:

Ayes: Serotta, Konkler, Byers, Escarda, Pittman, Raymond

Nays: None

Abstain: None

Absent: None

Chairperson Serotta declared the motion carried and the Resolution 1981 approved.

10. Closed Session: None needed.

11. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 8:06pm.

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Secretary

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Chairperson

The Commissioners of the City of Eureka Housing Authority met in a Regular Session on Tuesday, February 21, 2023, at 7:30p.m. via Zoom.

Those present and absent were:

Commissioners present: Vice Chairperson Konkler, Commissioner Byers, Commissioner Escarda

Commissioners absent: Chairperson Serotta, Commissioner Raymond, Commissioner Pittman

Staff present: Churchill, Humphreys

Public present: None

Vice Chairperson Konkler declared at 7:45 p.m. the absence of a quorum. All items on this meeting agenda will be moved to the next regular session, scheduled for Monday, March 20, 2023.

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Secretary

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Chairperson





U.S. Department of Housing and Urban Development  
San Francisco Regional Office - Region IX  
One Sansome Street, Suite 1200  
San Francisco, California 94104-4430  
[www.hud.gov](http://www.hud.gov)  
[espanol.hud.gov](http://espanol.hud.gov)

January 12, 2023

Ms. Cheryl Churchill  
Executive Director  
City of Eureka Housing Authority  
725 West Everding Street, Eureka, CA 95503  
Eureka, CA 95503

Re: 5-Year PHA Plan Revision Approval – City of Eureka Housing Authority FYB 2021

Dear Ms. Churchill:

This letter is to inform you that the City of Eureka Housing Authority's 5-Year Plan Revision (Plan) submission for the PHA Fiscal Year (FY) 2021 beginning January 1, 2021, is approved. The Plan approved is **version 2**. This approval of the Plan submission does not constitute an endorsement of the strategies and policies outlined in the Plan. In providing assistance to families under programs covered by this Plan, the City of Eureka Housing Authority will comply with the rules, standards, and policies established in its Plan, as provided in 24 CFR §903 and other applicable regulations.

Your approved Plan and all required attachments and documents must be made available for review and inspection at the principal office of the PHA during normal business hours. Once posted, your plan will remain on display until your next Plan (whether next year's plan or an intervening significant amendment or modification) is submitted and is approved by HUD.

Please note a housing authority has the option to schedule one public hearing to address several changes to its approved Plan. Changes that require public hearing include: PHA Plan Significant Amendments; changes due to Demolition/Disposition; Homeownership; use of Capital Funds; Capital Fund Financing; proposed New Development or Mixed Finance projects; implementation of Rental Assistance Demonstration (RAD) Program; Flat Rents policies.

If you have any questions regarding your PHA Plan or the information in this letter, please contact Jennifer Estrella, Portfolio Management Specialist, at (415) 489-6447.

Sincerely,

A handwritten signature in blue ink, appearing to read "Gerard R. Windt".

Gerard R. Windt  
Director  
Office of Public Housing

# Occupancy and Leasing Report October 2022 - January 2023

## Housing Authorities of the City of Eureka and County of Humboldt

| Program   | Total Units<br>Available | Oct-22                       | Nov-22     | Dec-22     | Jan-23     | Wait List<br>End of Month |
|---|--------------------------|------------------------------|------------|------------|------------|---------------------------|
| <b>Eureka</b>   |                          |                              |            |            |            |                           |
| 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                       |
| <b>Total City units</b>   | <b>268</b>               | <b>248</b>                   | <b>247</b> | <b>252</b> | <b>252</b> |                           |
| <b>Humboldt</b>   |                          |                              |            |            |            |                           |
| <u>Tenant Based Vouchers</u>  |                          |                              |            |            |            |                           |
| Housing Choice Vouchers   | 1234                     | 776                          | 771        | 773        | 771        | 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 ‡                     |
| <b>Total All Vouchers</b>   | <b>1586</b>              | <b>947</b>                   | <b>946</b> | <b>961</b> | <b>970</b> |                           |
| <u>Project Based Vouchers (note that these are a subset of HCV &amp; 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                       |                              |            |            |            |                           |
| <b>Total PBVs</b>   | <b>107</b>               | <b>29</b>                    | <b>29</b>  | <b>30</b>  | <b>30</b>  |                           |

|  |    |
|--|----|
| 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            |
|---|------------------|------------------|
| <b>Traditional HCV &amp; VASH (Includes PBVs)</b> |                  |                  |
| 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>    |
| <br>* % Total income utilized                     | <br>95.20%       | <br>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>    |
| <br><b>B</b> Remaining HAP Cash                   | <br>15,197       |                  |
| Remaining Non-HAP Cash                            | <u>546,993</u>   |                  |
| Total HCV Cash                                    | 562,189          |                  |
| <br>Cash Increase/(Decrease)                      | <br>14,569       |                  |
| <br># of Households Assisted                      | <br>841          | <br>841          |
| Average HAP Payment                               | \$ 620           | \$ 620           |
| <b>Mainstream (disabled &amp; non-elderly)</b>    |                  |                  |
| 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>   |
| <br><b>A</b> % Total income utilized              | <br>126.19%      | <br>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>       |
| <br><b>B</b> Remaining HAP Cash                   | <br>(1,723)      |                  |
| Remaining Non-HAP Cash                            | <u>42,711</u>    |                  |
| Total MSV Cash                                    | 40,988           |                  |
| <br>Cash Increase/(Decrease)                      | <br>(1,906)      |                  |
| <br># of Households Assisted                      | <br>43           | <br>43           |
| Average HAP Payment                               | \$ 694           | \$ 694           |
| <b>Emergency Housing Vouchers (EHVs)</b>          |                  |                  |
| HAP income  | \$ -             | \$ -             |
| HAP expenses                                      | <u>(76,264)</u>  | <u>(76,264)</u>  |
| Surplus (Deficit)                                 | <u>(76,264)</u>  | <u>(76,264)</u>  |
| <br><b>A</b> % Total income utilized              | <br>N/A          | <br>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>   |
| <br><b>B</b> Remaining HAP Cash                   | <br>27,743       |                  |
| Remaining Non-HAP Cash                            | <u>149,958</u>   |                  |
| Total EHV Cash                                    | 177,701          |                  |
| <br><b>C</b> Cash Increase/(Decrease)             | <br>(107,282)    |                  |
| <br># of Households Assisted                      | <br>86           | <br>86           |
| Average HAP Payment                               | \$ 887           | \$ 887           |

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

|                                   | January         | Total           |
|-----------------------------------|-----------------|-----------------|
| <b>Total All Voucher Programs</b> |                 |                 |
| HAP income                        | \$ 571,153      | \$ 571,153      |
| HAP expenses                      | (627,348)       | (627,348)       |
| Surplus (Deficit)                 | <u>(56,195)</u> | <u>(56,195)</u> |
| <b>A % Total income utilized</b>  | 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   | <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>855</b>  | <b>841</b>  |
| 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   |  |  |  |  |  |  |  | <b>21</b>   | <b>33</b>   | <b>43</b>   |
| 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   |  |  |  |  |  |  |  | <b>4</b>    | <b>37</b>   | <b>86</b>   |
| 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   | <b>897</b>  | <b>916</b>  | <b>926</b>  | <b>914</b>  | <b>895</b>  | <b>884</b>  | <b>871</b>  | <b>894</b>  | <b>925</b>  | <b>970</b>  |
| UML's     | 10,759      | 10,990      | 11,107      | 10,965      | 10,736      | 10,612      | 10,449      | 10,518      | 11,095      | 970         |

# Housing Authority of the City of Eureka

Board of Commissioners Meeting

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March 20, 2023

Agenda Item 8a

## Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Overview of HACE Programs

### BACKGROUND AND HISTORY:

This month, we're reviewing program offerings and differences in the Housing Authority of the City of Eureka programs, as there are often questions from the public about what programs we administer and how to qualify for them. While we recommend that these inquiries get referred to staff for direct assistance, it is also important to have knowledge of our various offerings and how they differ.

### Impact to Personnel:

None.

### Fiscal Impact:

None.

### Alternatives:

N/A

### STAFF RECOMMENDATION:

None; informational only.

## Housing Authority of the City of Eureka (HACE) – Locally Managed Properties

### Public Housing

Sites: 12 sites in Eureka

- 25-1 (Units in and around borders of Harris/Elizabeth/Burrill, Prospect)
- Prospect (borders 25-1 properties; built later than 25-1 development)
- C & Clark Street
- 514 West Del Norte & 1830 Albee
- 1645 C Street
- Buhne/Union/Summer
- 330 Grant Street
- 1335 B Street
- Spring & Garland
- 2523 Albee
- 510 West Harris
- 131 West Del Norte

Total Units: 198

Excepted Units: 3 (Eureka Police annex, Boys & Girls Club, maintenance storage/prep space)

Rental Units: 195

Waitlist: Open

Average wait to be pulled for screening: 1.5 years

Income limits: 80% AMI (note that 40% of annual new admissions must be at Extremely Low Income level, 30% AMI)

Subsidy: Units are subsidized under HUD's Annual Contributions Contract for Operating Subsidy and Capital Funds Program.

### HUD FY2022 Income Limits (2023 limits expected May 2023):

| FY 2022<br>Income Limit<br>Area | Median Family Income<br><a href="#">Click for More Detail</a> | FY 2022 Income Limit<br>Category  | Persons in Family |        |        |               |        |        |        |        |
|---------------------------------|---|---|-------------------|--------|--------|---------------|--------|--------|--------|--------|
|                                 |   |   | 1                 | 2      | 3      | 4             | 5      | 6      | 7      | 8      |
| <b>Humboldt<br/>County, CA</b>  | \$79,700  | Very Low (50%) Income<br>Limits (\$)<br><a href="#">Click for More Detail</a> | 27,300            | 31,200 | 35,100 | <b>38,950</b> | 42,100 | 45,200 | 48,300 | 51,450 |
|                                 |   | Extremely Low Income<br>Limits (\$)*<br><a href="#">Click for More Detail</a> | 16,350            | 18,700 | 23,030 | <b>27,750</b> | 32,470 | 37,190 | 41,910 | 46,630 |
|                                 |   | Low (80%) Income Limits<br>(\$)<br><a href="#">Click for More Detail</a>      | 43,650            | 49,850 | 56,100 | <b>62,300</b> | 67,300 | 72,300 | 77,300 | 82,250 |

## Eureka Family Housing

Sites: 3 sites in Eureka

- 735 P Street
- 615 West Hawthorne Street
- 1112 E Street + 304 Clark Street

Total Units: 51

Subsidized units: 50 units

Market rate units: 1

Waitlist: Open

Average wait to be pulled for screening: 2 years

Income limits: 33 units at 60% AMI, 17 units at 50% AMI (see chart of income limits below)

Subsidy: Project-based Section 8 contract for 50 units. For tenants who earn above Section 8 income limits and no longer qualify for Section 8 subsidy (i.e. by increasing their income during tenancy), rental rates are limited to annual TCAC rates (see chart of Rent Limits below).

### TCAC Rent Limits:

Per HUD Notice  
Effective: April 18, 2022

#### CALIFORNIA TAX CREDIT ALLOCATION COMMITTEE 2022

**Maximum Multi-Family Tax Subsidy Projects (MTSP) Rents**  
*for Low Income Housing Tax Credit (LIHTC) Projects*  
*Placed in Service after January 1, 1990 (post 1989)*  
**For Projects Placed in Service on or before 12/31/2008**  
**Including HERA Special Limits**

| County            | Efficiency | 1 BR    | 2 BR    | 3 BR    | 4 BR    | 5 BR    |
|-------------------|------------|---------|---------|---------|---------|---------|
| <b>HUMBOLDT</b>   |            |         |         |         |         |         |
| 100% Income Level | \$1,364    | \$1,462 | \$1,754 | \$2,026 | \$2,260 | \$2,492 |
| 60% Income Level  | \$819      | \$877   | \$1,053 | \$1,215 | \$1,356 | \$1,496 |
| 55% Income Level  | \$750      | \$804   | \$965   | \$1,114 | \$1,243 | \$1,371 |
| 50% Income Level  | \$682      | \$731   | \$877   | \$1,013 | \$1,130 | \$1,246 |
| 45% Income Level  | \$614      | \$658   | \$789   | \$911   | \$1,017 | \$1,122 |
| 40% Income Level  | \$546      | \$585   | \$702   | \$810   | \$904   | \$997   |
| 35% Income Level  | \$477      | \$511   | \$614   | \$709   | \$791   | \$872   |
| 30% Income Level  | \$409      | \$438   | \$526   | \$607   | \$678   | \$748   |

### TCAC Income Limits:

Per HUD Notice  
Effective: April 18, 2022

#### CALIFORNIA TAX CREDIT ALLOCATION COMMITTEE 2022

**Maximum Income Levels**  
*For Projects Placed in Service on or before 12/31/2008*  
**Including HERA Special Limits**

| County            | One Person | Two Person | Three Person | Four Person | Five Person | Six Person | Seven Person | Eight Person |
|-------------------|------------|------------|--------------|-------------|-------------|------------|--------------|--------------|
| <b>HUMBOLDT</b>   |            |            |              |             |             |            |              |              |
| 100% Income Level | \$54,600   | \$62,400   | \$70,200     | \$77,900    | \$84,200    | \$90,400   | \$96,600     | \$102,900    |
| 60% Income Level  | \$32,760   | \$37,440   | \$42,120     | \$46,740    | \$50,520    | \$54,240   | \$57,960     | \$61,740     |
| 55% Income Level  | \$30,030   | \$34,320   | \$38,610     | \$42,845    | \$46,310    | \$49,720   | \$53,130     | \$56,595     |
| 50% Income Level  | \$27,300   | \$31,200   | \$35,100     | \$38,950    | \$42,100    | \$45,200   | \$48,300     | \$51,450     |
| 45% Income Level  | \$24,570   | \$28,080   | \$31,590     | \$35,055    | \$37,890    | \$40,680   | \$43,470     | \$46,305     |
| 40% Income Level  | \$21,840   | \$24,960   | \$28,080     | \$31,160    | \$33,680    | \$36,160   | \$38,640     | \$41,160     |
| 35% Income Level  | \$19,110   | \$21,840   | \$24,570     | \$27,265    | \$29,470    | \$31,640   | \$33,810     | \$36,015     |
| 30% Income Level  | \$16,380   | \$18,720   | \$21,060     | \$23,370    | \$25,260    | \$27,120   | \$28,980     | \$30,870     |



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### **Eureka Senior Housing**

Sites: 4 sites in Eureka

- 822 C Street
- 904 I Street
- 9<sup>th</sup> & I Street
- 942 E Street

Total Units: 22

Subsidized units: None. Some tenants have HCV (Section 8) subsidy.

Market rate units: None.

Waitlist: Open

Average wait to be pulled for screening: 3.7 years

Income limits: 9 units at 60% AMI, 13 units at 50% AMI

Subsidy: None. Rents are limited to TCAC Rent Limits (see chart above).

# Housing Authority of the City of Eureka

## Board of Commissioners Meeting

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March 20, 2023

Agenda Item 8b

## Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Remote meeting attendance under AB 2449

### BACKGROUND AND HISTORY:

During the COVID-19 pandemic and related Emergency Order, certain waivers and state laws were put in place that allowed remote meetings to take place, prioritizing safety over the traditional and more stringent Brown Act requirements. With the COVID-19 State of Emergency in California scheduled to end February 28, 2023, we will be returning to in-person meetings as of March 1, 2023, that will allow for remote meeting attendance under either AB 2449 (effective January 1, 2023), or under Brown Act requirements for posting, notification, etc. Staff and Commissioners should be aware of the teleconferencing requirements and plan accordingly.

### Impact to Personnel:

Staff will be required to hold board meetings and Commissioners will be required to attend them on site at the Housing Authority offices or otherwise have just cause or an emergency reason (as defined in AB 2449) not to attend, limited to a certain number of events per year.

### Fiscal Impact:

Immaterial.

### Alternatives:

None; meetings must be in compliance with the Ralph M. Brown act and related state laws.

### STAFF RECOMMENDATION:

Review attached memo prepared by Housing Authority legal representation; discuss as necessary.



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\* Of Counsel

September 28, 2022

## **ATTORNEY-CLIENT PRIVILEGED** **MEMORANDUM**

**To: Public Entity Clients**

**From: Ryan Plotz**

**Re: New Brown Act Legislation**

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### **I. Summary**

On September 13, 2022, the Governor signed Assembly Bill 2449 (“AB 2449”) into law. AB 2449, which goes into effect on January 1, 2023, makes further revisions to the Brown Act’s teleconferencing provisions.

In general terms, AB 2449 does the following:

- Maintains the current AB 361 teleconferencing option until December 31, 2023.
- Adds an additional teleconferencing option that (subject to certain requirements discussed below) allows less than a majority of member to participate remotely based on “just cause” or “emergency circumstances” (each as defined) if a majority of the legislative body conducts the meeting in-person from a location open to the public.

In the sections that follow, I address the continued use of the AB 361 rules and provide detail on the new AB 2449 alternative.

## II. Continued Use of AB 361 Rules

The AB 361 rules, which most public entities continue to utilize, remain unchanged by AB 2449. As you are aware, AB 361 allows a public entity to conduct a remote meeting without complying with the onerous teleconferencing requirements of the Brown Act under **any** of the following circumstances:

The legislative body holds a meeting during a proclaimed state of emergency<sup>1</sup>, **and** state or local officials have imposed or recommended measures to promote social distancing.

**or**

The legislative body holds a meeting during a proclaimed state of emergency, **and** has determined by majority vote that as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

The state of emergency proclaimed on March 4, 2020, by the Governor remains in effect.

The AB 361 teleconference option will expire on December 31, 2023. Accordingly, until that date, legislative bodies may utilize the AB 361 if the appropriate findings can be made.

## III. AB 2449 Option

As an alternative to AB 361, AB 2449 provides a further teleconference option that is less onerous than the default teleconferencing provisions contained in the Brown Act but more onerous than the AB 361 option.

AB 2449 allows for **less than a quorum** of the legislative body to participate in the public meeting via teleconference, subject to the following requirements:

- **At least a quorum of the legislative body participates in the public meeting from a single physical location, which location is open to the public.**

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<sup>1</sup> A “state of emergency” means a state of emergency proclaimed by the Governor pursuant to Section 8625 of the California Emergency Services Act.

- **A member(s) seeking to participate remotely must demonstrate either “just cause”<sup>2</sup> or that “emergency circumstances”<sup>3</sup> exist.**
  - **Just cause.** If the member seeks to appear remotely due to just cause (as defined in the footnote below), the member must notify the legislative body at the start of the public meeting of the need to appear remotely (and should notify key staff in advance of the meeting). The notification must include a general description of the circumstances relating to the need to appear remotely at the given meeting. The member shall also publicly disclose at the meeting before any action is taken, whether any other individuals 18 years of age or older are present in the room at the remote location with the member, and the general nature of the member’s relationship with any such individuals.
    - Note: The just cause exception may not be utilized by a member more than twice per calendar year.
    - Note: unlike for emergency circumstances (discussed below), the legislative body is not required to approve the request to attend for “just cause.”
  - **Emergency circumstances.** If the member seeks to appear remotely due to emergency circumstances (as defined in the footnote below), the following procedural rules apply:
    - To the extent feasible, the member seeking to appear remotely shall provide notification to key staff of the potential need to appear remotely.

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<sup>2</sup> “Just cause” means any of the following:

- A. A childcare or caregiving need of a child, parent, grandparent, grandchild, sibling, spouse, or domestic partner that requires them to participate remotely. “Child,” “parent,” “grandparent,” “grandchild,” and “sibling” have the same meaning as those terms do in Section 12945.2.
- B. A contagious illness that prevents a member from attending in person.
- C. A need related to a physical or mental disability as defined in Sections 12926 and 12926.1 not otherwise accommodated by subdivision (g).
- D. Travel while on official business of the legislative body or another state or local agency.

<sup>3</sup> “Emergency circumstances” means a physical or family medical emergency that prevents a member from attending in person.

- If notification is received before the agenda is posted, staff should add an item to the beginning of the agenda for the Council to “consider and possibly approve authorizing \_\_\_\_\_ to attend the meeting remotely due to emergency circumstances.”
- At the start of the meeting, the member seeking to appear remotely must request approval of the legislative body to so appear due to emergency circumstances.
- The legislative body shall request from the member a general description of the emergency circumstances.
- The member must provide a general description of the emergency circumstances but shall not be required to disclose any medical diagnosis or disability.
- The member shall also publicly disclose at the meeting before any action is taken, whether any other individuals 18 years of age or older are present in the room at the remote location with the member, and the general nature of the member’s relationship with any such individuals.
- The legislative body must then take action on the request at the start of the meeting by motion, with the member seeking to appear remotely abstaining from the vote.
  - Note: if the item is not on the agenda, the legislative body must first take action to add the matter to the agenda. This is accomplished by a 2/3rds vote of the legislative body after making findings that the need for the item came to the attention of staff after the agenda was posted.
- **The legislative body must provide a method by which the public can participate via remote means (i.e., either (i) a two-way audiovisual platform or (ii) a two-way telephonic service coupled with live webcasting).**
- **The agenda shall indicate the method by which the public may access the meeting and offer public comment.**

Additionally, as is the case currently with the AB 361 option, the following requirements must also be met:

- In the event of a disruption which prevents the legislative body from broadcasting the meeting to members of the public using the call-in option or internet-based service option, or in the event of a disruption within the local agency's control which prevents members of the public from offering public comments using the call-in option or internet-based service option, the body shall take no further action on items appearing on the meeting agenda until public access to the meeting via the call-in option or internet-based service option is restored.
- The legislative body shall not require that public comments be submitted in advance.
- If a public entity provides for a timed public comment period, the legislative body shall not close the public comment period until the time period has expired.
- If a public entity does not provide a timed public comment period, it shall allow a reasonable amount of time per agenda item to allow public members the opportunity to provide public comment, including time for members of the public to register with the video service provider.
- All votes shall be by roll call vote.

# Housing Authority of the City of Eureka

Board of Commissioners Meeting

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March 20, 2023

Agenda Item 8c

## 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. 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.



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## **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.

# 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.*