



# HOUSING AUTHORITIES CITY OF EUREKA & COUNTY OF HUMBOLDT



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

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

DATE AND TIME  
Monday, July 10, 2023  
12:00pm

### LOCATION

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

All or portions of this meeting will be conducted by teleconferencing in accordance with Government Code Section 54953(b). Teleconference locations are as follows: 210 Pomeroy Hollow Rd., Eureka California. The location is accessible to the public, and members of the public may address the County of Humboldt Housing Authority Board of Commissioners from any teleconference location.

### 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](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 meeting held March 13, 2023.

4. Bills and Communications:

- 4a. HUD letter dated May 15, 2023 regarding Section 8 Management Assessment Program (SEMAP) scoring.
- 4b. 2023.1 Landlord Newsletter



The Housing Authorities are Equal Housing Opportunity Organizations



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

5b. HCV Utilization Reports

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. Annual Agency Goals Update for Annual Plan; *discussion*

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, MARCH 13, 2023

Vice Chairperson Fitzgerald declared a quorum present and called the meeting to order at 12:04p.m.

1. Roll Call:

Present: Vice Chairperson Fitzgerald, Commissioner Zondervan-Droz, Commissioner Leon, Commissioner Escarda, Commissioner Derooy

Absent: Chairperson Conner

Staff: Churchill, Humphreys

Motion made by Vice Chairperson Fitzgerald to approve remote attendance for Commissioner Derooy. Motion seconded by Commissioner Zondervan-Droz.

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

3. Approve minutes of the board of commissioners meeting held February 14, 2023.

Motion to approve the minutes of the meeting of February 14, 2023, made by Commissioner Zondervan-Droz.

Second – Commissioner Leon

Roll call:

Ayes: Fitzgerald, Escarda, Derooy, Leon, Zondervan-Droz

Nays: None

Abstain: None

Absent: Conner

Vice Chairperson Fitzgerald declared the motion carried to approve the minutes of February 14, 2023.

4. Bills and Communication: None

5. Report of the Secretary:

5a. Occupancy and Leasing Report

Secretary Churchill briefs the board on this report.

5b. HCV Utilization Reports

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

6. Reports of the Commissioners: None heard.

7. Unfinished Business: None.

8. New Business:

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

Secretary Churchill informs the board that Chairperson Conner has provided a letter stating that if it is the decision of the board, she would like to continue her position as Chairperson to the County of Humboldt Housing Authority of the Board of Commissioners.

8b. Annual Meeting and Election of Officers

Recommended Board Action: Elect Officers

Vice Chairperson asks the Board if anyone would like to discuss or nominate someone to Chairperson and Vice Chairperson.

Motion made by Commissioner Zondervan-Droz to re-elect Elizabeth Conner as Chairperson and to re-elect Maureen Fitzgerald as Vice Chairperson.

Second – Commissioner Escarda

Roll call:

Ayes: Fitzgerald, Escarda, Derooy, Leon, Zondervan-Droz

Nays: None

Abstain: None

Absent: Conner

Vice Chairperson Fitzgerald declared the motion carried and confirmed re-election of the current Board of Commissioners officers.

9. Closed Session: None needed.

10. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 12:41p.m.

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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)

May 15, 2023

Ms. Cheryl Churchill  
Executive Director  
Housing Authority of the County of Humboldt  
735 W. Everding  
Eureka, CA 95503

Dear Ms. Churchill:

This letter provides the scoring information for the **Housing Authority of the County of Humboldt's** Section 8 Management Assessment Program (SEMAP) for fiscal year ending **December 31, 2022**. SEMAP enables HUD to better manage the Housing Choice Voucher (HCV) program by identifying PHA capabilities and deficiencies related to the administration of the HCV program. As a result, HUD will be able to provide more effective program assistance to PHAs.

The **Housing Authority of the County of Humboldt's** final score for fiscal year ending **December 31, 2022**, is **88%**. The Housing Authority's overall designation is **Standard**. The following are the scores for each indicator:

Indicator 1	Selection from Waiting List (24 CFR 982.54(d)(1) and 982.204(a))	<b>15</b>
Indicator 2	Reasonable Rent (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and 982.507)	<b>20</b>
Indicator 3	Determination of Adjusted Income (24 CFR part 5, subpart F and 24 CFR 982.516)	<b>20</b>
Indicator 4	Utility Allowance Schedule (24 CFR 982.517)	<b>5</b>
Indicator 5	HQS Quality Control (24 CFR 982.405(b))	<b>0</b>
Indicator 6	HQS Enforcement (24 CFR 982.404)	<b>0</b>
Indicator 7	Expanding Housing Opportunities	<b>N/A</b>
Indicator 8	Payment Standards (24 CFR 982.503)	<b>5</b>
Indicator 9	Timely Annual Reexaminations (24 CFR 5.617)	<b>10</b>
Indicator 10	Correct Tenant Rent Calculations (24 CFR 982, Subpart K)	<b>5</b>
Indicator 11	Pre-Contract HQS Inspections (24 CFR 982.305)	<b>5</b>
Indicator 12	Annual HQS Inspections (24 CFR 982.405(a))	<b>10</b>
Indicator 13	Lease-Up	<b>20</b>
Indicator 14	Family Self-Sufficiency (24 CFR 984.105 and 984.305)	<b>N/A</b>
Indicator 15	Deconcentration Bonus	<b>N/A</b>

Thank you for your cooperation with the SEMAP process. Should you have any questions concerning your scores or required corrective actions, you may contact Jennifer Estrella, Portfolio Management Specialist, at (415) 489-6447.

Sincerely,

A handwritten signature in blue ink, consisting of a large, stylized loop followed by a horizontal line extending to the right.

Gerard R. Windt  
Director  
Office of Public Housing



Issue 2023.1

*“Communication leads to community.”*

# Landlord Newsletter

## 2023: More Units, Landlords Still Needed to Meet Housing Needs

In our last newsletter, we shared that households assisted by vouchers had grown from 898 to 960 households during 2022. During first quarter of this year, that number continued to increase, to nearly 1,000 households, with 993 assisted households as of March 1, 2023. Additionally, we have at least 100 clients with vouchers currently searching for housing. While we’re thrilled that more families are securing safe, stable housing utilizing voucher support, our ability to assist further households is dependent on Humboldt County landlords agreeing and continuing to participate in our programs.

### What does a voucher-assisted household look like?

Characteristic	% of Total
Elderly head of household	45%
Children in home	19%
Disabled household	65%
Household Size	% of Total
1 Person	71%
2 Persons	16%
3 Persons	5%
4 Persons	4%
5 Persons or more	4%
Bedroom Size	% of Total
0 BR (Studio)	7%
1 BR	51%
2 BR	31%
3 BR	9%
4 BR or larger	2%

As illustrated in the chart shown there is a great need for assistance in one- or two-bedroom units, for one- and two-person households. Nearly two-thirds of our clients have a disabled household member, and one in five has children in the home. Without voucher assistance and participation from private landlords, these members of our community may be living in unsafe or overcrowded housing or facing homelessness. We encourage you to share your positive stories as participating landlords with others, so they could also enjoy these benefits of renting to our clients.

### 10 Benefits of Renting to Section 8 Tenants

1. Consistent rent payments made by the Housing Authority
2. Tenants pre-screened for certain criminal histories
3. Constant tenant base (helping to lower vacancy rates)
4. Less turnover (another reason for lower vacancy rates)
5. Tenants are highly motivated to pay their portion of rent
6. Less delinquency
7. Fewer evictions
8. Periodic inspections
9. Free advertising
10. The joy of helping people in need

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

# Landlords are Encouraged to be Active in Managing their Properties

As we put the pandemic years behind us and move back to “business as usual” we have seen higher than normal inspection failures. Inspections are intended to verify that the housing being assisted remains in a generally safe and sanitary condition. However, they are performed annually at most, and biannually for units that pass their first annual inspection and/or haven’t had inspection failures in the past. Due to the length of time between PHA Inspector visits, landlords are encouraged to check in with their tenants, do their own inspections, and be aware of any maintenance issues or potential repairs needed at their rentals. As Benjamin Franklin once said, “An ounce of prevention is worth a pound of cure.” In other words, it’s best to prevent problems or fix them when they’re small, rather than ignoring what will inevitably become larger, more difficult problems if left unaddressed. Regular maintenance is the responsibility of the landlord or property manager, and it is important for ensuring the safety and comfort of tenants, as well as the security of your real estate investment. Landlords should keep communications open and active with tenants (though not intrusive) so that they are kept informed by residents of any problems, whether they be insignificant or require immediate attention.

The table below shows the types and amounts of failed voucher program inspections that occurred in 2022.

Inspection Failure Type	Count 2022	% of Total Failures
Health & Safety	3	2.91%
Non Health & Safety	12	11.65%
Routine Maintenance	84	81.55%
Uncategorized	4	3.89%
<b>Total Failed Inspections</b>	<b>103</b>	

The “Health and Safety” category typically reflects a non-operational or removed smoke detector. These failures are largely preventable by testing batteries regularly and requiring alarms remain active/installed.

“Non-health and safety” failures represent missed inspections or tenant-caused issues, which is why it’s important for landlords to stay in touch with tenants.

“Routine Maintenance” can range from a loose toilet, to missing CO2 detector, to oven burners not working, light covers missing, mold, or other relatively minor maintenance issues that, many times, can be resolved quickly and with little expense.

## General & Contact Information

Our lobby is open 10 a.m. to 3 p.m. Tuesdays, Wednesdays, and Thursdays. Business hours are weekly Monday-Thursday, 9:00-4:30, and Fridays alternating 9:00-4:30 and closed.

Please call our main line during business hours at (707) 443-4583 x210 if you need assistance.

**Address:** 735 West Everding Street  
Eureka, CA 95503

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

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

**Caseworkers are based on tenant last name:**

- Begins with A-Gr**..... x216
- Begins with Gu-Pr**..... x227
- Begins with Pu-Z**..... x233
- Mandee** for EHV program ..... x231
- Stephanie** for accounting..... x221
- Housing Advocate** Jennifer..... x217

**Front desk** for all other questions regarding Housing Authority services..... x210



## Upcoming Event Announcement:

We’re thrilled to announce that the Housing Authority is planning our **second annual Landlord Appreciation Luncheon**, scheduled for July 20, 2023 from 11:45-1:30 pm. We’re excited to show our appreciation for our landlords working with us and supporting our programs. Once again, we’ll be at Eureka’s beautiful Wharfinger building, and lunch will be provided, along with an update from the Housing Authority and guest speakers. If you’re interested in getting on our list to attend, or want to share questions or ideas for topics you’d be interested in hearing about, please contact Jennifer Toole, Housing Advocate, at [jtoole@eurekahumboldtha.org](mailto:jtoole@eurekahumboldtha.org) or via call/text to 707.599.0729. We look forward to seeing you in July!



**Occupancy and Leasing Report  
January 2023 - May 2023**

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

Program	Total Units Available	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Wait List End of Month
<b>Eureka</b>							
Public Housing	195	185	184	184	183	185	598 *
Eureka Family Housing	51	48	47	49	49	49	630
Eureka Senior Housing	22	19	19	21	21	21	150
<b>Total City units</b>	<b>268</b>	<b>252</b>	<b>250</b>	<b>254</b>	<b>253</b>	<b>255</b>	

**Humboldt**

<b>Tenant Based Vouchers</b>								
Housing Choice Vouchers	1234	771	773	775	772	763	1107	
VASH Vouchers	95	70	70	70	72	74	N/A	
Mainstream vouchers	75	43	45	48	50	50	N/A ***	
Emergency Housing Vouchers (EHV)	182	86	100	102	108	111	N/A ‡	
<b>Total All Vouchers</b>	<b>1586</b>	<b>970</b>	<b>988</b>	<b>995</b>	<b>1002</b>	<b>998</b>		
<b>Project Based Vouchers (note that these are a subset of HCV &amp; VASH voucher counts shown above)</b>								
PBV-VASH - Bayview Heights (Eureka)	22	22	22	22	22	22	N/A **	
PBV-HCV - Bayview Heights (Eureka)	3	3	3	3	3	3	0 **	
PBV-HCV - Sorrell Place (Arcata)	5	5	5	5	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>30</b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>30</b>		

Vouchers issued but not under contract, end of month (aka "Searching")	56
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\*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 EHV's; all are issued based on referral from HHC 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 May 2023**

	January	February	March	April	May	Total
<b>Traditional HCV &amp; VASH (Includes PBVs)</b>						
HAP income (budget authority)	\$ 554,989	\$ 561,152	\$ 561,152	\$ 561,152	\$ 561,152	\$ 2,799,595
HAP expenses	(526,837)	(538,214)	(543,930)	(543,711)	(543,035)	(2,695,727)
Surplus (Deficit)	<u>28,152</u>	<u>22,938</u>	<u>17,222</u>	<u>17,441</u>	<u>18,117</u>	<u>103,868</u>
* % Total income utilized	94.93%	95.91%	96.93%	96.89%	96.77%	96.29%
Administrative/Other Income	75,927	92,620	76,230	74,998	74,742	394,517
Operating expenses	(57,389)	(65,305)	(70,107)	(62,912)	(60,073)	(315,786)
Surplus (Deficit)	<u>18,538</u>	<u>27,315</u>	<u>6,123</u>	<u>12,086</u>	<u>14,669</u>	<u>78,731</u>
<b>B</b> Remaining HAP Cash	15,197	2,741	29,886	(3,180)	93,597	
Remaining Non-HAP Cash	<u>546,993</u>	<u>597,179</u>	<u>567,907</u>	<u>610,780</u>	<u>469,621</u>	
Total HCV Cash	562,189	599,919	597,793	607,600	563,218	
Cash Increase/(Decrease)	14,569	37,730	(2,126)	9,806	(44,381)	
# of Households Assisted	843	844	844	844	837	4,212
Average HAP Payment	\$ 625	\$ 638	\$ 644	\$ 644	\$ 649	\$ 640
<b>Mainstream (disabled &amp; non-elderly)</b>						
HAP income (budget authority)	\$ 23,639	\$ 23,639	\$ 24,287	\$ 24,287	\$ 23,833	\$ 119,685
HAP expenses	(29,831)	(31,687)	(32,401)	(33,608)	(33,660)	(161,187)
Surplus (Deficit)	<u>(6,192)</u>	<u>(8,048)</u>	<u>(8,114)</u>	<u>(9,321)</u>	<u>(9,827)</u>	<u>(41,502)</u>
<b>A</b> % Total income utilized	126.19%	134.05%	133.41%	138.38%	141.23%	134.68%
Administrative/Other Income	2,768	2,768	9,761	2,811	2,949	21,057
Operating expenses	(2,659)	(3,434)	(3,623)	(3,001)	(4,218)	(16,934)
Surplus (Deficit)	<u>109</u>	<u>(666)</u>	<u>6,138</u>	<u>(190)</u>	<u>(1,269)</u>	<u>4,123</u>
<b>B</b> Remaining HAP Cash	(1,723)	122	5,938	(1,852)	5,074	
Remaining Non-HAP Cash	<u>42,711</u>	<u>42,545</u>	<u>41,764</u>	<u>48,416</u>	<u>42,822</u>	
Total MSV Cash	40,988	42,667	47,702	46,564	47,896	
Cash Increase/(Decrease)	(1,906)	1,679	5,035	(1,138)	1,332	
# of Households Assisted	43	45	48	50	50	236
Average HAP Payment	\$ 694	\$ 704	\$ 675	\$ 672	\$ 673	\$ 683
<b>Emergency Housing Vouchers (EHVs)</b>						
HAP income (budget authority)	\$ 37,098	\$ 37,098	\$ 37,098	\$ 37,098	\$ 37,098	\$ 185,490.00
HAP expenses	(76,264)	(82,314)	(86,565)	(88,899)	(90,540)	(424,582)
Surplus (Deficit)	<u>(39,166)</u>	<u>(45,216)</u>	<u>(49,467)</u>	<u>(51,801)</u>	<u>(53,442)</u>	<u>(239,092)</u>
<b>A</b> % Total income utilized	205.57%	221.88%	233.34%	239.63%	244.06%	228.90%
Administrative/Other Income	11,884	27,313	25,144	20,121	37,745	122,207

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

	January	February	March	April	May	Total
Operating expenses	(16,160)	(37,880)	(27,311)	(21,459)	(30,801)	(133,611)
Surplus (Deficit)	<u>(4,276)</u>	<u>(10,566)</u>	<u>(2,167)</u>	<u>(1,338)</u>	<u>6,944</u>	<u>(11,404)</u>
<b>B</b> Remaining HAP Cash	27,743	-	1,538	1,177	14,662	
Remaining Non-HAP Cash	<u>149,958</u>	<u>114,694</u>	<u>96,854</u>	<u>82,378</u>	<u>51,376</u>	
Total EHV Cash	177,701	114,694	98,391	83,555	66,037	
<b>C</b> Cash Increase/(Decrease)	(107,282)	(63,007)	(16,303)	(14,836)	(17,518)	
# of Households Assisted	86	100	102	108	111	507
Average HAP Payment	\$ 887	\$ 823	\$ 849	\$ 823	\$ 816	\$ 837

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

	January	February	March	April	May	Total
<b>Total All Voucher Programs</b>						
HAP income (budget authority)	\$ 615,726	\$ 621,889	\$ 622,537	\$ 622,537	\$ 622,083	\$ 3,104,770
HAP expenses	(632,932)	(652,215)	(662,896)	(666,218)	(667,235)	(3,281,496)
Surplus (Deficit)	<u>(17,207)</u>	<u>(30,327)</u>	<u>(40,360)</u>	<u>(43,682)</u>	<u>(45,153)</u>	<u>(176,727)</u>
<b>A % Total income utilized</b>	102.79%	104.88%	106.48%	107.02%	107.26%	105.69%
Administrative/Other Income	90,579	122,702	111,134	97,930	115,436	537,781
Operating expenses	(76,208)	(106,619)	(101,040)	(87,372)	(95,092)	(466,331)
Surplus (Deficit)	<u>14,371</u>	<u>16,083</u>	<u>10,094</u>	<u>10,558</u>	<u>20,344</u>	<u>71,450</u>
Remaining HAP Cash	41,217	2,863	37,362	(3,855)	113,332	
Remaining Non-HAP Cash	739,662	754,418	706,525	741,574	563,819	
Total Program Cash	<u>780,878</u>	<u>757,280</u>	<u>743,886</u>	<u>737,719</u>	<u>677,151</u>	
Cash Increase/(Decrease)	(94,619)	(23,598)	(13,394)	(6,168)	(60,568)	
# of Households Assisted	972	989	994	1,002	998	4,955
Average HAP Payment	\$ 651	\$ 659	\$ 667	\$ 665	\$ 669	\$ 662

**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. Restricted cash position may go "negative" while waiting for HUD held reserve deposits and is temporarily funded with excess unrestricted funds.

HUD Held Reserves as of 04/05/2023

HCV - \$901,380

MSV - \$209,707

EHV - \$830,600

**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 initiate monthly funding again.

**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	843
February	906	901	921	919	898	894	867	875	858	844
March	899	908	923	918	896	897	861	875	862	844
April	896	920	928	919	908	895	859	873	858	844
May	890	920	927	917	905	895	850	873	861	837
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>842</b>
UML's	10,759	10,990	11,107	10,965	10,736	10,612	10,449	10,426	10,257	4,212

**Mainstream Vouchers**

								<u>2021</u>	<u>2022</u>	<u>2023</u>
January									27	43
February									27	45
March									28	48
April									29	50
May									31	50
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>47</b>
UML's								88	397	236

**Emergency Housing Vouchers**

								<u>2021</u>	<u>2022</u>	<u>2023</u>
January									5	86
February									11	100
March									15	102
April									18	108
May									23	111
June									30	
July									38	
August									42	
September									46	
October									64	
November									69	
December								4	80	
Average								<b>4</b>	<b>37</b>	<b>101</b>
UML's								4	441	507

**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	972
February	906	901	921	919	898	894	867	875	896	989
March	899	908	923	918	896	897	861	875	905	994
April	896	920	928	919	908	895	859	873	905	1002
May	890	920	927	917	905	895	850	873	915	998
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>991</b>
UML's	10,759	10,990	11,107	10,965	10,736	10,612	10,449	10,518	11,095	4,955

# County of Humboldt Housing Authority

Board of Commissioners Meeting

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July 10, 2023

Agenda Item 8a

## Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Annual Agency Plan Updates

### BACKGROUND AND HISTORY:

As required by HUD, the Housing Authority must annually update the PHA Plan.

The resident advisory board met on June 29, 2023, to discuss the PHA goals and objectives and provide input to the annual plan.

The Board has had the opportunity to review goals and progress updates, and to offer input at regularly scheduled board meetings relative to the annual plan.

The PHA Plan must be submitted to HUD by October 31, 2023.

### STAFF RECOMMENDATION:

Staff recommend that the Board discuss the updated goals for the upcoming annual plan.

# PHA 5 Year Plan Goals

## Housing Authority of the County of Humboldt

### Progress Report – July 2023

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 May 2023, our most recent completed reporting period, overall utilization of CY funding is at 105.69%, with all programs utilizing 96% or more of their annual funding. Exceeding 100% of our annual contributions contract is possible by drawing on our HUD-held reserves to fund any HAP expenses above 100%.*

*The agency continues to advertise regularly and to do periodic outreach events promoting our voucher programs. Additionally, our Housing Advocate has established strong working relationships with social service agencies and landlords, which helps support both a continued stream of applicants for the programs as well as a source of new landlords/units to support increased program participation.*

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 2023-01 sent in April 2023. Second newsletter to be issued in Q3/Q4.*
2. *Housing Advocate routinely calls current and prospective landlords to discuss our programs, answer questions, and seek new units for participants. We have added 20 new landlords since 1/3/2023.*
3. *Landlord appreciation luncheon is scheduled for July 20<sup>th</sup>, 2023, at the Wharfinger, to acknowledge 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") in support of the City's repositioning of its Public Housing stock and retaining or increasing affordable units. A resolution of support for the City of Eureka Housing Authority's Repositioning Plan was approved at a regularly scheduled board meeting on July 11, 2022.

*Update:*

1. *25 PBVs live in 2020, Bayview Heights (veterans), Eureka*
2. *5 PBVs live in 2022, Sorrel Place (30% AMI), Arcata*
3. *35 PBVs expected 8/2023, Laurel Canyon (seniors), Eureka*
4. *42 PBVs expected 12/2023, Providence Mother Bernard House (homeless), Eureka*
5. *In combination with the Housing Authority of the City of Eureka's repositioning goals, we anticipate converting additional tenant-based vouchers to project-based to support new construction.*



6. *We will continue to seek further opportunities to use project based vouchers to bring new permanent housing to Humboldt County.*

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:*

*2022 was the first year that SEMAP scoring has been done by HUD since the COVID-19 pandemic was declared. For 2022, HACH received a “standard” rating with a score of 88%. This was due to noncompliance with the requirement to perform Quality Control Inspections (QCIs). These QCIs have restarted in 2023, with a certain percentage of inspections being redone for quality control purposes, and it is anticipated that HACH will receive “High Performer” status in 2024 once the 2023 SEMAP assessment is done.*

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 2022 audit is still in process and will be presented at a future board meeting; no findings are expected at this time. The 2021 audit was presented to the board in Q4-2022 and had no findings.*

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 both online and in-person trainings as relevant opportunities have become available.*
2. *Due to increased costs of training and travel, it is anticipated that the per-employee training budget will be increased in 2024, to continue allowing staff access to the best training opportunities relevant to our niche market.*
3. *Quarterly training updates reports are provided for management to review utilization of training budgets; it is anticipated the budget will be 100% utilized for 2023.*
4. *Management continues to select and recognize an employee each month for recognition of 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 continue to be available and updated as necessary on our website. We also post general announcements such as job openings, waitlist openings, and other updates to our website as they come up.*

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. *Though partner agencies have been more focused on providing referrals for EHV's (see goal #9), the Housing Advocate is still working with them to also obtain referrals for Mainstream vouchers.*
2. *PHA continues to work with partner agencies to help complete paperwork, educate staff, and add landlords/units for Mainstream clients.*
3. *As of 7/1/2023, there are both referral clients and waitlist clients searching for housing with Mainstream vouchers. It is anticipated that this program will be at least 80% utilized by 12/31/2023.*

Goal Nine: **Emergency Housing Vouchers**

The Emergency Housing Vouchers (EHV) program was added in 2021 to bring more opportunity to community members most affected by the COVID-19 pandemic. This program requires that referrals for the 182 vouchers be made from the local Continuum of Care, Humboldt Housing and Homeless Coalition (HHHC), or by a domestic violence service provider, Humboldt Domestic Violence Services (HDVS), to the

PHA, for voucher issuance. A dedicated EHV Housing Specialist works with the clients and referring partners to process paperwork, help find potential housing, make referrals to other agencies for supportive services, and generally support the success of the client in the EHV program. Vouchers may be issued until 9/30/2023. Thereafter, the existing vouchers will be funding through at least 2030, but EHV's can no longer be issued.

With the assistance of the 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 continue to be reviewed monthly. The dedicated EHV caseworker participates in CoC weekly case conferencing to help coordinate referrals for EHV's.*
2. *As of 7/1/2023, 70% of vouchers are leased up and providing assistance. Another 18% are actively searching for housing to lease-up in and utilize EHV assistance.*
3. *EHV caseworker continues to work in office as well as in the field, meeting with landlords and other social service agencies to get referrals completed, assist participants with locating housing, and educating landlords about the program and various EHV incentives, in order to increase utilization.*

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:*

*An online survey has been made available so feedback can be provided 24/7. Go to*

*<https://eurekahumboldtwa.org/PHACustomerSurvey>.*