



HOUSING AUTHORITIES CITY OF EUREKA & COUNTY OF HUMBOLDT



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

DATE AND TIME
Monday, March 18, 2024
7:30pm

LOCATION

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

All or portions of this meeting will be conducted by teleconferencing in accordance with Government Code Section 54953(b). Teleconference locations are as follows: 735 W. Everding St., Eureka CA. This location is accessible to the public, and members of the public may address the Housing Authority of the City of Eureka Board of Commissioners from any teleconference location.

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 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, February 20, 2024

4. Bills and Communications: None



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

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. Resolution 1996, Write-off Uncollectible Debt

Recommended Board Action: Accept and Adopt for Approval

8b. Annual Meeting and Election of Officers

Recommended Board Action: Elect Officers

9. Closed Session – If needed.

10. Adjournment

* * * Note * * *

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

<https://eurekaumboldtha.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

Tuesday, February 20, 2024

Chairperson Serotta declared a quorum present and called the meeting to order at 7:32pm.

1. Roll Call:

Present: Chairperson Serotta, Commissioner Byers, Commissioner Escarda, Commissioner Pittman, Commissioner Raymond
Absent: Vice Chairperson Konkler
Staff: Churchill, Humphreys
Public: None

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

3. Approve minutes of the board of commissioners meeting, held January 16, 2024.

Motion to approve the minutes of the meeting of January 16, 2024, made by Commissioner Escarda.

Second – Commissioner Byers

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

Chairperson Serotta declared the motion carried to approve the minutes of January 16, 2024.

4. Bills and Communication: None.

5. Report of the Secretary:

5a. Occupancy and Leasing Report

Secretary Churchill updates the board on this report, explaining key points of the report.

5b. HCV Utilization Reports

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

5c. Repositioning Updates

Secretary Churchill notes that HACE held an outreach meeting on January 24, 2024, which went very well. Secretary Churchill goes on to comment that HACE will have another outreach meeting on March 6, 2024. The March 6 meeting will be to receive public opinion and input on sites and buildings before the design process is tentatively completed and sent off for design review. Secretary Churchill also comments that the week of February 12,

2024, HACE received approval for further processing of the IIG (Infill Infrastructure Grant) application through the state of California. This means HACE has met the threshold requirements to move on to the next steps, over the next few months, to receive an award.

6. Reports of the Commissioners: None heard.

7. Unfinished Business: None.

8. New Business:

8a. Resolution 1995, Resolution to Approve Submission of Waiver Request to HUD in Support of HACE Repositioning Activities and Related Voucher Support from HACH
Recommended Board Action: Accept and Adopt for Approval

RESOLUTION 1995

RESOLUTION TO APPROVE SUBMISSION OF WAIVER REQUEST TO HUD IN SUPPORT OF HACE REPOSITIONING ACTIVITIES AND RELATED VOUCHER SUPPORT FROM HACH

WHEREAS, the Housing Authority of the County of Humboldt ("HACH") and the Housing Authority of the City of Eureka ("HACE") are two distinct agencies established under state and federal law to provide affordable housing services within their respective jurisdictions; and

WHEREAS, HACE has initiated repositioning activities for all of its traditional public housing as allowed and encouraged by the United States Department of Housing and Urban Development (HUD) to (1) improve existing public housing units through rehabilitation, (2) increase the number of units provided through redevelopment, and (3) streamline administrative processes and improve efficiency in the administration of providing affordable housing; and

WHEREAS, HACH passed a resolution in support of HACE's Repositioning Plan on July 11, 2022, indicating support of the repositioning plan, as HACH is the housing authority that provides rental assistance in the form of voucher-based programs for tenants and for properties, and would be the Public Housing Authority (PHA) to administer any vouchers issued or necessary for the repositioning of HACE's Public Housing properties; and

WHEREAS, HACH and HACE already operate seamlessly as the "Housing Authorities of the City of Eureka and County of Humboldt", effectively as a combined housing authority with a single staff and recognize the benefits of collaboration to better and more efficiently serve the residents of Humboldt County and the City of Eureka; and

WHEREAS, PHAs are typically limited to a cap of 25% per project being assisted by Project Based Vouchers (PBVs); and

WHEREAS, PHAs also must follow a competitive proposal process for awarding PBVs unless the PHA owns the units to be assisted; and

WHEREAS, HACH and HACE wish to request waivers from HUD regarding the 25% per project cap and the competitive proposal requirement, allowing HACH and HACE to be treated by HUD effectively as a single entity for purposes of issuing and administering vouchers related to HACE repositioning efforts; and

WHEREAS, such waiver would in no way change the ownership or management structure of either HACH or HACE, but would provide for efficiencies in allocation and administration of PBVs related to repositioning, and allow a greater number of new units to be assisted with PBVs, ensuring that they are both affordable and sustainable long-term;

NOW, THEREFORE, BE IT RESOLVED, that the Board of Commissioners of the Housing Authority of the City of Eureka hereby approves the submission of a waiver request to HUD to treat HACH and HACE as a single entity for purposes of supporting HACE repositioning activities; and

BE IT FURTHER RESOLVED, that the Executive Director of HACE, or their designee, is authorized and directed to take all necessary actions to request and implement the requested waivers, including but not limited to executing any required agreements or documents and communicating with HUD and other relevant stakeholders.

Motion to approve Resolution 1995 made by Commissioner Byers.

Second – Commissioner Raymond

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

Chairperson Serotta declared the motion carried to approve Resolution 1995.

9. Closed Session: None needed.

10. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 7:46pm.

Secretary

Chairperson

Occupancy and Leasing Report December 2023 - January 2024

HOUSING AUTHORITY OF THE CITY OF EUREKA HOUSING AUTHORITY OF THE COUNTY OF HUMBOLDT

Program HACE	Total Units Available	Dec-23	Jan-24	Wait List End of Month	
Public Housing	195	186	184	761	1
Eureka Family Housing	51	48	48	759	
Eureka Senior Housing	22	21	21	270	
Total City Units	268	255	253		

HACH					
<u>Tenant Based Vouchers</u>					
Housing Choice Vouchers	1234	764	804	1220	
VASH Vouchers	95	74	76	N/A	
Mainstream vouchers	75	51	51	N/A	2
Emergency Housing Vouchers (EHV)	182	147	145	N/A	3
Total All Vouchers	1586	1036	1076		

<u>Project Based Vouchers</u> <i>(note that these are a subset of HCV & VASH voucher counts shown above)</i>					
PBV-VASH - Bayview Heights (Eureka)	22	22	22	N/A	4
PBV-HCV - Bayview Heights (Eureka)	3	3	3	1	4
PBV-HCV - Sorrell Place (Arcata)	5	5	5	161	5
PBV-HCV - Providence (Eureka)	42	(Projects not yet completed)		N/A	6
PBV-HCV - Laurel Canyon	35		34	71	7
Total Project Based Vouchers	107	30	64		

Vouchers issued but not under contract, end of month (aka "Searching")	85
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Note: Occupancy / utilization numbers shown are as of the first day of the month.

1. Total PH units is 198; 3 units are exempted for EPD use, Boys & Girls Club, and Maintenance use and are unavailable for tenant rental.
2. 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.
Mainstream applicants share waitlist with HCV applicants.
3. No PHA waitlist for EHV's; all are issued based on referral from HHC or HDVS. Referrals began Q4 2021.
4. 25 Project Based Vouchers at Bayview Heights Veteran's housing at 4th & C Street, Eureka; contract signed 6/30/2020.
5. 5 Project Based HCV vouchers at Sorrell Place, extremely low income units at 7th & I Street, Arcata; effective 6/1/2022.
6. Providence Mother Bernard House PBV's - Occupancy based on referral from CoC; contract signed 01/08/2024.
7. Laurel Canyon (7th & Myrtle Ave.) 35 senior PBV units; contracts signed 12/07/2023.

COUNTY OF HUMBOLDT HOUSING AUTHORITY
All Voucher Programs
For the month of January 2024

	January	Total
Traditional HCV & VASH (Includes PBVs)		
HAP income (budget authority)	\$ 568,483	\$ 568,483
HAP expenses	(613,350)	(613,350)
Surplus (Deficit)	<u>(44,867)</u>	<u>(44,867)</u>
* % Total income utilized	107.89%	107.89%
Administrative/Other Income	78,651	78,651
Operating expenses	(75,804)	(75,804)
Surplus (Deficit)	<u>2,846</u>	<u>2,846</u>
B Remaining HAP Cash	49,460	
Remaining Non-HAP Cash	729,405	
Total HCV Cash	<u>778,865</u>	
Cash Increase/(Decrease)	5,035	
# of Households Assisted	880	880
Average HAP Payment	\$ 697	\$ 697
Mainstream (disabled & non-elderly)		
HAP income (budget authority)	\$ 23,546	\$ 23,546
HAP expenses	(34,902)	(34,902)
Surplus (Deficit)	<u>(11,356)</u>	<u>(11,356)</u>
A % Total income utilized	148.23%	148.23%
Administrative/Other Income	5,845	5,845
Operating expenses	(4,779)	(4,779)
Surplus (Deficit)	<u>1,066</u>	<u>1,066</u>
B Remaining HAP Cash	1,690	
Remaining Non-HAP Cash	60,685	
Total MSV Cash	<u>62,375</u>	
Cash Increase/(Decrease)	(504)	
# of Households Assisted	51	51
Average HAP Payment	\$ 684	\$ 684
Emergency Housing Vouchers (EHVs)		
HAP income (budget authority)	\$ 100,228	\$ 100,228.40
HAP expenses	(120,280)	(120,280)
Surplus (Deficit)	<u>(20,052)</u>	<u>(20,052)</u>
A % Total income utilized	120.01%	120.01%
Administrative/Other Income	31,114	31,114
Operating expenses	(24,159)	(24,159)
Surplus (Deficit)	<u>6,955</u>	<u>6,955</u>
B Remaining HAP Cash	27,402	
Remaining Non-HAP Cash	153,925	
Total EHV Cash	<u>181,327</u>	

COUNTY OF HUMBOLDT HOUSING AUTHORITY
All Voucher Programs
For the month of January 2024

	January			Total
C Cash Increase/(Decrease)		(7,592)		
# of Households Assisted		145		145
Average HAP Payment	\$	830		\$ 830

COUNTY OF HUMBOLDT HOUSING AUTHORITY
All Voucher Programs
For the month of January 2024

	January	Total
Total All Voucher Programs		
HAP income (budget authority)	\$ 692,257	\$ 692,257
HAP expenses	(768,532)	(768,532)
Surplus (Deficit)	<u>(76,275)</u>	<u>(76,275)</u>
A % Total income utilized	111.02%	111.02%
Administrative/Other Income	115,610	115,610
Operating expenses	(104,742)	(104,742)
Surplus (Deficit)	<u>10,867</u>	<u>10,867</u>
Remaining HAP Cash	78,552	
Remaining Non-HAP Cash	944,014	
Total Program Cash	<u>1,022,566</u>	
Cash Increase/(Decrease)	(3,062)	
# of Households Assisted	1,076	1,076
Average HAP Payment	\$ 714	\$ 714

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 12/11/2023

HCV - \$2,664,225
MSV - \$152,151
EHV - \$723,876

**Additional \$2,142,682 awarded to reserves to support voucher growth.*

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. Second installment of EHV Services Fees received in July of 2023 for \$159,250. Third and final installment of EHV Services Fees received in September of 2023 for \$159,250.

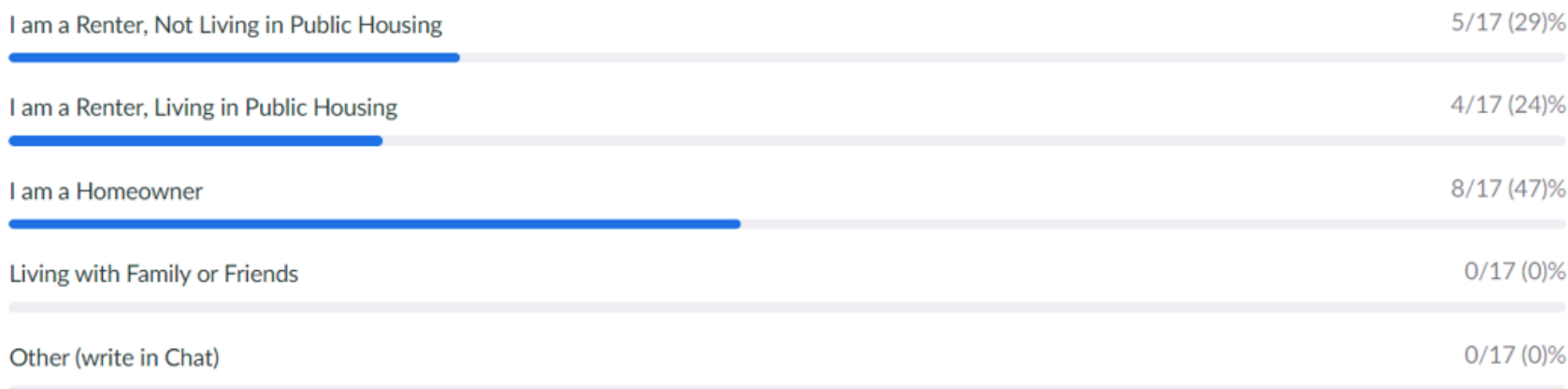
Housing Authority of the City of Eureka (HACE)
Repositioning Updates

Date	Description
Accomplishments	
3/2024	Documents filed with state to create limited partnerships for Green and Blue phases <ul style="list-style-type: none"> • Hiler I LP (Green Phase) • Clark I LP (Blue Phase)
	Noise study conducted 3/5/2024 by consultant; not expecting anything prohibitive from results of this study.
	Community Outreach meeting held via Zoom on 3/6. See attached poll questions and corresponding results.
Issues	
N/A	None noted.
Risks	
N/A	No imminent risks.
Next Steps	
3/2024	Planning for follow-up outreach with Hiler/Burrill residents to give input on interiors of preliminary designs (tentative 3/28/2024 Zoom). Pre-application for design review tentative for 3/27/2024 Feedback from pre-app and outreach will be used to adjust design before submitting to City of Eureka for formal design review.
Budget Status	
N/A	Cost of contract work is covered by developers; no HACE budget updates.

Poll Questions and Results from 3/6/2024 Community Outreach Meeting

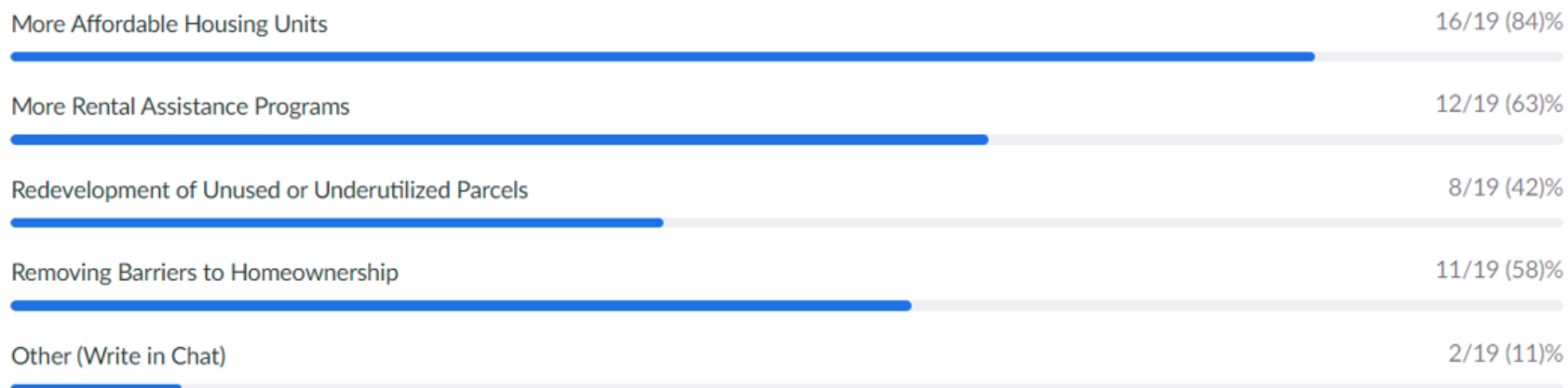
1. Which option best describes your living situation? Choose one option. (Single Choice) *

17/17 (100)% answered



2. What would you like to see happen in our community to help address housing affordability? Choose all that apply. (Multiple Choice) *

19/19 (100)% answered



3. Look and Feel #1: Which of these two projects do you prefer, A or B? Choose one option. (Single Choice) *

20/20 (100)% answered

A

7/20 (35)%

B

13/20 (65)%

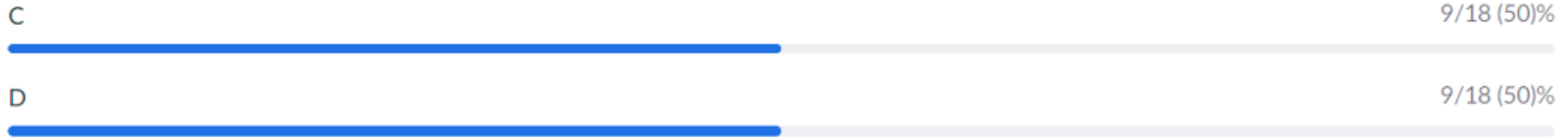
Look & Feel #1

- **Poll Question 3:** Which of these two projects do you prefer, A or B? What features do you like or dislike? (write in the chat)
- **Pregunta de la encuesta 3:** ¿Cuál de estos dos proyectos prefieres, A o B? ¿Qué características le gustan o no le gustan? (por favor ingresa al chat)



4. Look and Feel #2: Which of these two projects do you prefer, C or D? Choose one option. (Single Choice) *

18/18 (100)% answered



Look & Feel #2

- **Poll Question 4:** Which of these two projects do you prefer, C or D? What features do you like or dislike? (write in the chat)
- **Pregunta de la encuesta 4:** ¿Cuál de estos dos proyectos prefieres, C o D? ¿Qué características le gustan o no le gustan? (por favor ingresa al chat)



5. . Look and Feel #3: Which of these two projects do you prefer, E or F? Choose one option. (Single Choice) *

17/17 (100)% answered

E

8/17 (47)%

F

9/17 (53)%

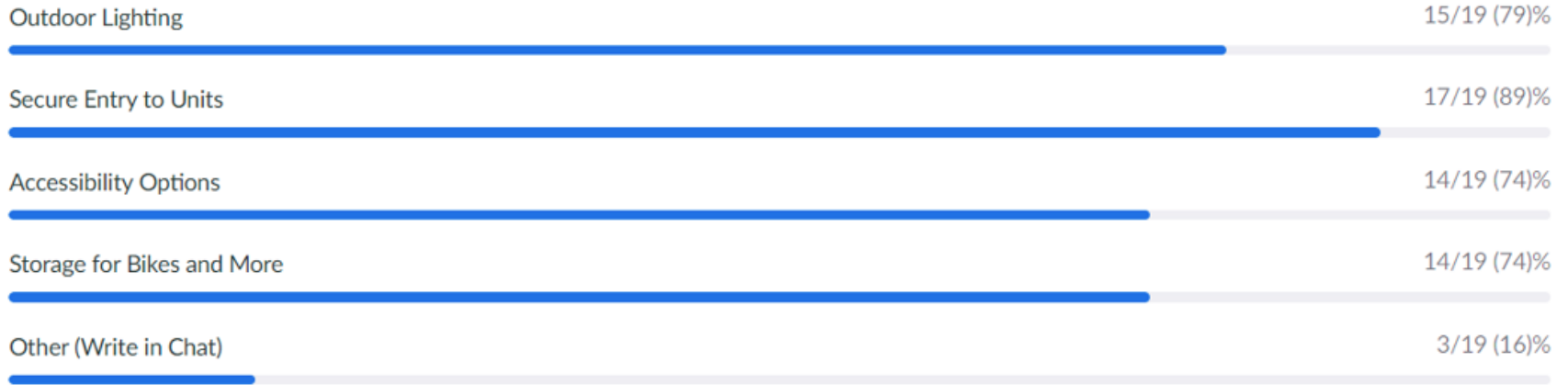
Look & Feel #3

- **Poll Question 5:** Which of these two projects do you prefer, E or F? What features do you like or dislike? (write in the chat)
- **Pregunta de la encuesta 5:** ¿Cuál de estos dos proyectos prefieres, E o F? ¿Qué características le gustan o no le gustan? (por favor ingresa al chat)



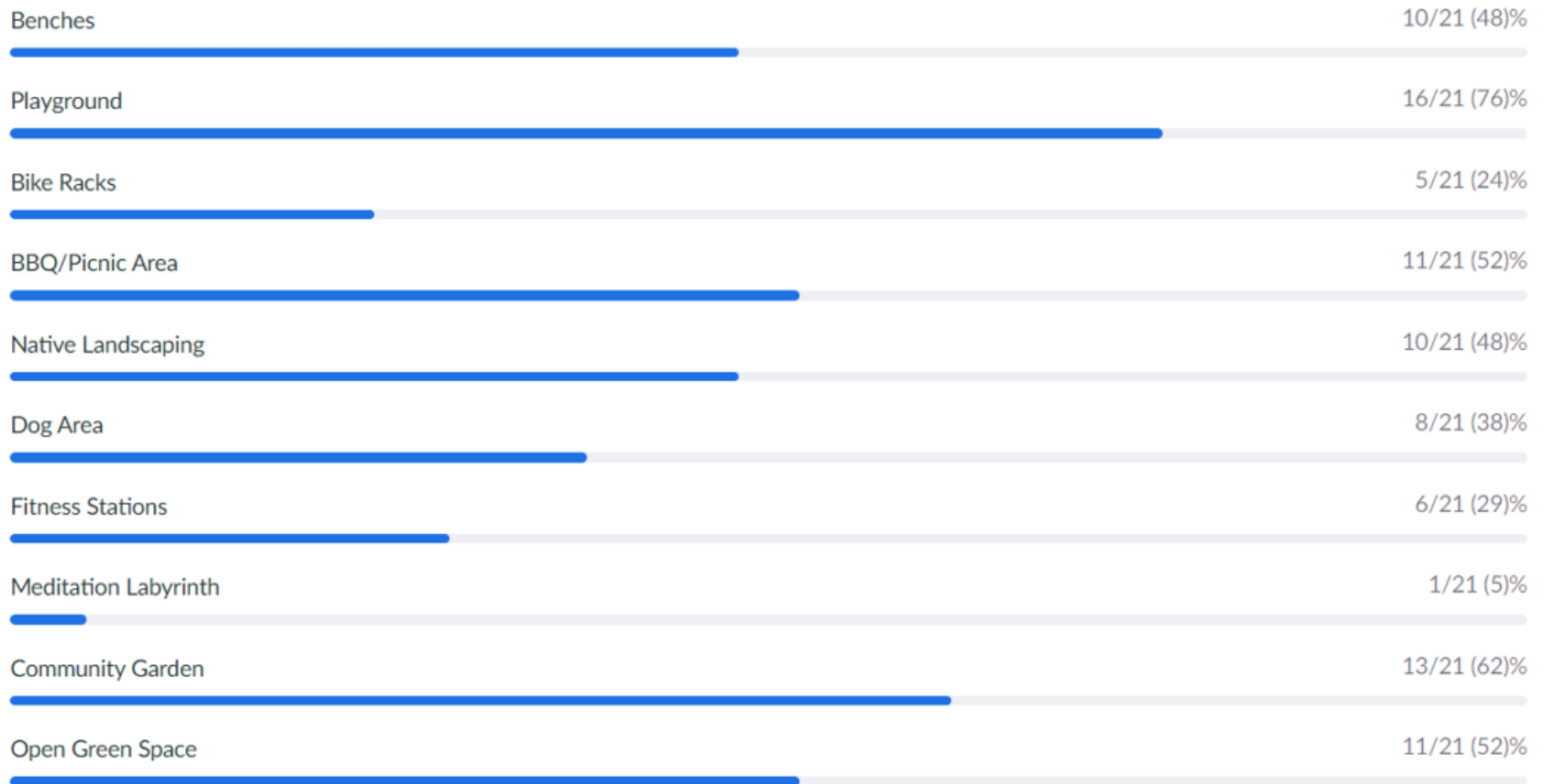
6. Which of the following features do you think are most important to include in affordable housing? Choose all that apply. (Multiple Choice) *

19/19 (100)% answered



7. What type of outdoor space options would you prioritize in this project? (choose up to 4) (Multiple Choice) *

21/21 (100)% answered



Housing Authority of the City of Eureka

Board of Commissioners Meeting

March 18, 2024

Agenda Item 8a

Memorandum

To: Commissioners

From: Dustin Wiesner, Director of Finance, Administration and Technology

Subject: Write Off of Uncollectible Accounts Receivable

BACKGROUND:

The Housing Authority of the City of Eureka routinely writes off uncollectible accounts receivable after all reasonable efforts have been made to collect the debt. All write offs over \$5,000.00 require board approval with a resolution.

Impact to Personnel:

None.

Fiscal Impact:

Once a debt is deemed uncollectible, it is written off, or removed from the accounting books. Write-offs are reflected in financial statements as a decrease in Accounts Receivable (an asset), and an increase in expenses. This transaction is an accounting entry that does not affect cash flow. Additionally, the decrease in Accounts Receivable positively affects some of the HUD ratios that are used to evaluate our agency's operations.

Note that debts are still reported in HUD systems, and any person reported owing cannot be assisted by HUD-funded programs until debts are paid. Additionally, once a debt is written off internally, it is submitted to a collection agency for further follow-up. However, the resulting collections from this process are historically very low.

Alternatives:

Keeping uncollectible receivables on the books fails to properly account for bad debts and to comply with Generally Accepted Accounting Principles (GAAP). Additionally, it does not reflect a conservative approach to the collectability of past tenant debts. This option is not recommended.

STAFF RECOMMENDATION:

Staff recommends that the Board approve and adopt the resolution to write off uncollectible debts.

Ppty	Code	Name	Balance	Status	DL1	DL2	Move Out Date	Rent	Late	Work Orders	Misc Tenant Charge	Cleaning & Damages
EFH	10002089		824.38	past	11/2/2023	tenant deceased	8/31/2023	-	-	-	-	824.38
EFH	10005801		5,134.86	past	11/2/2023	11/21/2023	10/2/2023	2,646.00	173.11	12.00	-	2,303.75
252	10005263		25,156.31	past	abandonment	move-out statement returned	11/1/2023	1,259.31	60.00	20.00	-	23,817.00
								\$ 3,905.31	\$ 233.11	\$ 32.00	\$ -	\$ 26,120.75

PREPARED BY

Johnny Wilson
 Accountis Receivable Clerk

1/17/2024
 Date

APPROVALS

J. D. Dutton
 Director of Finance

1/17/2024
 Date

Charles Hill
 Executive Director

1/18/2024
 Date

City Office, Housing Authority of the City of Eureka

Ppty	Code	Name	Balance	Status	DEL	DEL	Move-Out Date	Rent	Late	Work Order	Misc Tenant Charge	Cleaning & Damages
EFH	10003811		7,568.80	past	7/11/2023	8/17/2023	6/6/2023	5,625.05	180.00	-	-	1,763.75
252	10003203		14,099.63	past	9/19/2023	10/19/2023	7/25/2023	11,152.88	-	-	-	2,946.75
			<u>\$ 21,668.43</u>					<u>\$ 16,777.93</u>	<u>\$ 180.00</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 4,710.50</u>

PREPARED BY

Johnny Wilson
Accounts Receivable Clerk

11/14/2023
Date

APPROVALS

J. D. Dunstan-Wimmer
Director of Finance

11/15/2023
Date

Cheryl Churchill
Executive Director

11/15/2023
Date

HOUSING AUTHORITY OF THE CITY OF EUREKA

RESOLUTION 1996

TO WRITE OFF CERTAIN UNCOLLECTIBLE ACCOUNTS RECEIVABLE

WHEREAS, All efforts to collect certain accounts from former tenants of the HACE owned and/or managed properties 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>Housing Program</u>	<u>Amount</u>
Eureka Family Housing	
Unit Abandoned	\$ 5,134.56
Move-out	<u>\$ 7,568.80</u>
Total Eureka Family Housing	\$12,703.36
Public Housing	
Unit Abandoned	\$25,156.31
Unit Abandoned	<u>\$14,099.63</u>
Total Public Housing	\$39,255.94

PASSED AND ADOPTED on the _____ day of _____ 2024 by the following vote:

AYES:
NAYS:
ABSENT:
ABSTAIN:

Name

Name

Title

Title

Signature

Signature

Housing Authority of the City of Eureka

Board of Commissioners Meeting

March 18, 2024

Agenda Item 8b

Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Annual Election of Officers

BACKGROUND AND HISTORY:

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

Attached are the “Ten Commandments for Commissioners”, from the commissioner handbook, as well as the goals established for 2024. The commandments serve as a reminder of the board duties you have pledged to carry out on behalf of the agency. As policy and goal setting are primary responsibilities of commissioners, the current year’s goals are also brought back for reference.

STAFF RECOMMENDATION:

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

TEN COMMANDMENTS FOR COMMISSIONERS

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

Housing Authority of the City of Eureka

PHA Goals

5-Year Goals, 2021-2025

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

Goal One: **Redevelopment**

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

During 2021-2022, PHA staff worked with consultants under a HUD-funded technical assistance contract (TAC) to explore and define repositioning options. A formal repositioning plan was created, which was approved by the board of commissioners June 21, 2022. This plan establishes policy for future repositioning action, and is included as an addendum to this PHA plan.

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

Additionally, the PHA may need to remove units from inventory temporarily or permanently during the next five years. Units may be taken offline temporarily with approved vacant status from HUD while undergoing modernization, prior to a SAC application with HUD. They may also be removed from circulation and be designated non-dwelling units with approval from HUD in order to provide for Administrative Uses, such as additional maintenance storage and/or office space.

Goal Two: **Community Partners**

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

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

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

Goal Three: **Access to Services**

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

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

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

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

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

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

Goal Five: **Sustainability**

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

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

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

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

Goal Six: **Investment in PHA Team**

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

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

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

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

Goal Seven: **Technology**

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

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

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

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

Goal Eight

Customer Feedback

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

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

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