



HOUSING AUTHORITIES

CITY OF EUREKA & COUNTY OF HUMBOLDT



735 WEST EVERDING STREET, EUREKA CA 95503
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AGENDA

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

DATE AND TIME
Monday, July 15, 2024
7:30pm

LOCATION

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

All or portions of this meeting may 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, June 24, 2024 (pages 3 -10)

4. Bills and Communications: Tenant Newsletter, Housing Insider, Q2 2024 (pages 11 -12)



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 (page 13)

5b. HCV Utilization Reports (pages 14 -15)

5c. Repositioning Updates (page 16)

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 2002, Update to EFH Tenant Selection Plan (pages 17 -20)

Recommended Board Action: *Accept and Adopt for Approval*

8b. Resolution 2003, Write Off of Uncollectible Accounts Receivable (pages 21 -23)

Recommended Board Action: *Accept and Adopt for Approval*

8c. CA025 Draft PHA Plan; *Informational* (pages 24 -32)

8d. Board Meeting Day and Time Survey Results; *Informational* (pages 33 -34)

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, June 24, 2024

Vice Chairperson Konkler declared a quorum present and called the meeting to order at 7:30pm.

1. Roll Call:

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

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

3. Approve minutes of the board of commissioners meeting, held May 20, 2024.

Commissioner Escarda notes that Commissioner Raymond was late to the meeting and not absent.

Motion to approve the minutes of the meeting of May 20, 2024, made by Commissioner Escarda, with update to minutes regarding Commissioner Raymond noted above.

Second – Commissioner Byers

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

Vice Chairperson Konkler declared the motion carried to approve the minutes of May 20, 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, noting that we are above 96% occupancy.

5b. HCV Utilization Reports

Secretary Churchill updates the board and goes over key points of the report, noting we have been pulling 100 applications from the waitlist every month. Secretary Churchill notes every program is utilizing over 100% of funding and are drawing on our reserves.

5c. Repositioning Updates

Secretary Churchill notes that for May and June we have been busy with design review and our application for tax credits. Secretary Churchill continues to note that we have also been working on our applications to HUD for the demolition process and the disposition process. Applications will be submitted to HUD next week.

6. Reports of the Commissioners: None heard.

7. Unfinished Business: None.

8. New Business:

8a. Housing Tools Executive Summary Presentation of HACE Community Engagement Outcomes Report; *Informational*

Presentation was made via zoom by Housing Tools, Community Development Manager, Sherry Morgado and Community Development Project Manager, Cassie Miracle. Housing Tools went over the report with the board, discussing outcomes and development determinations that were made based off of the multiple community meetings that have taken place over the past two years.

8b. Resolution 1998, Authorizing Submission of HUD Special Applications Center, Green Phase

Recommended Board Action: *Accept and Adopt for Approval*

RESOLUTION 1998

Resolution Authorizing the Submission of Demolition and Disposition Application to the U.S Department of Housing and Urban Development Special Applications Center (SAC) for the Land and Units within the 25-1 Redevelopment Project (Green Phase)

Whereas, the Board of Commissioners (the “Board”) of the Housing Authority of the City of Eureka (“HACE” or the “Authority”) has entered into an agreement with its partner developer, Brinshore Development (“Brinshore”) to facilitate the redevelopment of the 25-1 public housing site (the “Project”), located at or about 3230 Hiler Street in the City of Eureka, California (the “Property” or “Green Phase”); and

Whereas, the Property is part of CA025000001 under the project name “Eureka City” which in its entirety consists of 198 existing public housing units built between 1952 to 1983; and

Whereas, the Board passed Resolution 1963 on June 21, 2022, approving a repositioning plan for Eureka City that recommended demolition and eventual disposition of the Project area as a first phase; and

Whereas, HACE staff, in their capacity to implement the repositioning plan, wish to demolish and redevelop the 25-1 and Prospect Ave site over seven (7) phases; and

Whereas, the phases for the Project will be divided in a process that will reflect ground lease areas associated with each phase of the Project; and

Whereas, the ground lease will be based on terms from the Master Development Agreement entered into with Brinshore for redevelopment of the 25-1 and Prospect Avenue properties; and

Whereas, as a part of one of the initial phases of the Project, HACE, working in tandem with its development partners and resident input, wishes to demolish the existing eight (8) public housing units within three (3) buildings along Hiler Street between Burrill Street to the south and West Everding Street to the north; and

Whereas, the property will be disposed of via a ground lease for 1.19 acres, and an affiliated limited liability company of Brinshore will then demolish and redevelop the entire site with similarly highly subsidized units along with 36 additional units resulting in 44 units within one (1) building; and

Whereas, the demolition costs for the Project will be financed with Low Income Housing Tax Credit equity, and

Whereas, the Project is currently subject to a Declaration of Trust between the U.S. Department of Housing and Urban Development ("HUD") and the Authority; and

Whereas, the Project was determined to meet HUD Special Applications Center Section 18 physical obsolescence justification criteria as determined by a Physical Needs Assessment conducted on the property; and

Whereas, the Board is asked to approve, in concept, the demolition and disposition plans of the Project phase in an effort to improve overall community livability through the submittal of the HUD Section 18 application, specifically HUD Forms 52860 and 52860-A along with required attachments; and

Whereas, the Authority and its relocation consultants, held meetings with impacted Project residents to receive input relating to the demolition plans; and

Whereas, the potential units to be identified as relocation resources will be decent, safe and sanitary with rents no higher than those permitted by 24 CFR 970.21; and

Whereas, consultation regarding the proposed demolition has occurred with local government representatives, specifically Mayor Bergel's office, which is supportive of the project; and

Whereas, HACE desires to assist Brinshore with the demolition, disposition and future redevelopment of the Project and in furtherance thereof, seeks approval for the submission of a HUD SAC Section 18 Demolition and Disposition Application under 24 CFR 970.17(c).

NOW THEREFORE, BE IT RESOLVED, by the Board of Commissioners of the Housing Authority of the City of Eureka as follows:

1. The Executive Director, or her designee, is hereby authorized to prepare, execute, and submit any and all applications, certifications, agreements and other documents to the HUD SAC Office, including but not limited to HUD Section 18 Disposition and Demolition Applications (HUD Forms 52860 and 52860-A), in connection with the demolition and disposition of eight (8) public housing units within three (3) buildings along Hiler Street between Burrill Street to the south and West Everding Street to the north and to take such other actions and to sign such other documents as she may deem necessary or desirable to carry out the intent of this Resolution.

2. The Resolution shall be in effect from and after the date of its adoption.

Motion to approve Resolution 1998 made by Commissioner Byers.

Second – Commissioner Pittman

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

Vice Chairperson Konkler declared the motion carried to approve Resolution 1998.

8c. Resolution 1999, Authorizing Submission of HUD Special Applications Center,
Master Plan

Recommended Board Action: *Accept and Adopt for Approval*

RESOLUTION 1999

Resolution Authorizing the Submission of Demolition Application to the U.S Department of Housing and Urban Development Special Applications Center (SAC) for the 25-1 and Prospect Avenue Redevelopment Project (Master Plan)

Whereas, the Board of Commissioners (the “Board”) of the Housing Authority of the City of Eureka (“HACE” or the “Authority”) has entered into an agreement with its partner developer, Brinshore Development (“Brinshore”) to facilitate redevelopment of the 25-1 and Prospect Avenue public housing site (the “Project”), located at or about 3107 Prospect Avenue in the City of Eureka, California (the “Property” or “Master Plan”); and

Whereas, the Property is part of CA025000001 under the project name “Eureka City” which in its entirety consists of 198 existing public housing units built between 1952 to 1983; and

Whereas, the Board passed Resolution 1963 on June 21, 2022, approving a repositioning plan for Eureka City that recommended demolition of the Project area as a first phase; and

Whereas, HACE staff, in their capacity to implement the repositioning plan, wishes to demolish 97 public housing units, three (3) non-dwelling units, three (3) non-dwelling structures (an administrative building, a Boys and Girls Club facility, and a maintenance building) to eventually redevelop the entire Project site; and

Whereas, the Project is currently subject to a Declaration of Trust between the U.S. Department of Housing and Urban Development (“HUD”) and the Authority; and

Whereas, as a part of the first phase of the Project, HACE, working in tandem with its development partners and resident input, seeks to redevelop the Property with similarly highly subsidized units along with up to approximately 115 additional units, resulting in 212 total new dwelling units to be deployed in seven (7) phases which will house residents at 80% AMI and below; and

Whereas, the demolition costs for the Property will be financed with Low Income Housing Tax Credit equity at a later date when financing is secured, and

Whereas, the Property was determined to meet HUD Special Applications Center Section 18 physical obsolescence justification criteria as determined by a Physical Needs Assessment conducted on the property; and

Whereas, the Board is asked to approve, in concept, the demolition plans of the first phase of the Property in an effort to improve overall community livability through the submittal of the HUD

Section 18 application, specifically HUD Forms 52860 and 52860-A along with required attachments; and

Whereas, the Authority and its relocation consultants held meetings with impacted Project residents to receive input relating to the demolition plans; and

Whereas, the potential units to be identified as relocation resources will be decent, safe and sanitary with rents no higher than those permitted by 24 CFR 970.21; and

Whereas, consultation regarding the proposed demolition has occurred with local government representatives, specifically Mayor Bergel's office, which is supportive of the Project; and

Whereas, HACE desires to assist Brinshore with the demolition and future redevelopment of the Property and in furtherance thereof, seeks approval for the submission of a HUD SAC Section 18 Demolition Application under 24 CFR 970.17(c).

NOW THEREFORE, BE IT RESOLVED, by the Board of Commissioners of the Housing Authority of the City of Eureka as follows:

1. The Executive Director, or her designee, is hereby authorized to prepare, execute, and submit any and all applications, certifications, agreements and other documents to the HUD SAC Office, including but not limited to HUD Section 18 Disposition and Demolition Applications (HUD Forms 52860 and 52860-A), in connection with the Master Plan phase of 25-1 and Prospect Avenue and to take such other actions and to sign such other documents as she may deem necessary or desirable to carry out the intent of this Resolution.

2. The Resolution shall be in effect from and after the date of its adoption.

Motion to approve Resolution 1999 made by Commissioner Byers.

Second – Commissioner Pittman

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

Vice Chairperson Konkler declared the motion carried to approve Resolution 1999.

8d. Resolution 2000, Authorizing Submission of HUD Special Applications Center, Blue Phase

Recommended Board Action: *Accept and Adopt for Approval*

RESOLUTION 2000

Resolution Authorizing the Submission of Demolition Application to the U.S Department of Housing and Urban Development Special Applications Center (SAC) for the C & Clark Street Redevelopment Project (Blue Phase)

Whereas, the Board of Commissioners (the "Board") of the Housing Authority of the City of Eureka ("HACE" or the "Authority") has entered into an agreement with its partner developer, Brinshore Development ("Brinshore") to facilitate redevelopment of the C & Clark Street public housing site

(the "Project"), located at or about 1115 C Street in the City of Eureka, California (the "Property"); and

Whereas, the Property is part of CA025000001 under the project name "Eureka City" which in its entirety consists of 198 existing public housing units built between 1952 to 1983; and

Whereas, the Board passed Resolution 1963 on June 21, 2022, approving a repositioning plan for Eureka City that recommended demolition of the Project area as a first phase; and

Whereas, HACE staff, in their capacity to implement the repositioning plan, wishes to demolish twelve (12) public housing units and access tenant protection vouchers for resident relocation to redevelop the entire Project site eventually; and

Whereas, the Project is currently subject to a Declaration of Trust between the U.S. Department of Housing and Urban Development ("HUD") and the Authority; and

Whereas, as a part of the Project's redevelopment, HACE, working in tandem with its development partners and resident input, anticipates redeveloping the Property site with similarly highly subsidized units along with up to 32 additional units resulting in 44 total new dwelling units which will house residents at 80% AMI and below; and

Whereas, the demolition costs for the Project will be financed with Low Income Housing Tax Credit equity, and

Whereas, the Project units were determined to meet HUD Special Applications Center Section 18 physical obsolescence justification criteria as determined by a Physical Needs Assessment conducted on the property; and

Whereas, the Board is asked to approve, in concept, the demolition plans of the first phase of the Project in an effort to improve overall community livability through the submittal of the HUD Section 18 application, specifically HUD Forms 52860 and 52860-A along with required attachments; and

Whereas, the Authority and its relocation consultants, held meetings with impacted Project residents to receive input relating to the demolition and redevelopment plans; and

Whereas, the potential units to be identified as relocation resources will be decent, safe and sanitary with rents no higher than those permitted by 24 CFR 970.21; and

Whereas, consultation regarding the proposed demolition has occurred with local government representatives, specifically Mayor Bergel's office, which is supportive of the project; and

Whereas, HACE desires to assist Brinshore with the demolition and future redevelopment of the Project and in furtherance thereof, seeks approval for the submission of a HUD SAC Section 18 Demolition Application under 24 CFR 970.17(c).

NOW THEREFORE, BE IT RESOLVED, by the Board of Commissioners of the Housing Authority of the City of Eureka as follows:

1. The Executive Director, or her designee, is hereby authorized to prepare, execute, and submit any and all applications, certifications, agreements and other documents to the HUD SAC Office, including but not limited to HUD Section 18 Disposition and Demolition Applications (HUD Forms 52860 and 52860-A), in connection with the C & Clark Street demolition and to take such other actions and to sign such other documents as she may deem necessary or desirable to carry out the intent of this Resolution.

2. The Resolution shall be in effect from and after the date of its adoption.

Motion to approve Resolution 2000 made by Commissioner Byers.

Second – Commissioner Pittman

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

Vice Chairperson Konkler declared the motion carried to approve Resolution 2000.

8e. Resolution 2001, Update to Personnel Policy Adding Workplace Violence Protection Plan

Recommended Board Action: *Accept and Adopt for Approval*

RESOLUTION 2001

RESOLUTION TO ACCEPT AND APPROVE UPDATE TO THE PERSONNEL POLICY ADDING WORKPLACE VIOLENCE PREVENTION PLAN

WHEREAS, the Housing Authority of the City of Eureka Board of Commissioners have determined that from time to time it is necessary to make certain changes to the Authorities' Personnel Policy; and

WHEREAS, the Personnel Policy has been updated to maintain compliance with changes in California law adding the Workplace Violence Protection Plan; and

WHEREAS, all revisions have been reviewed by the Housing Authority of the City of Eureka Board of Commissioners; therefore

BE IT RESOLVED, that the Housing Authority of the City of Eureka Board of Commissioners does hereby approve revisions to the Personnel Policy.

Motion to approve Resolution 2001 made by Commissioner Escarda.

Second – Commissioner Byers

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

Vice Chairperson Konkler declared the motion carried to approve Resolution 2001.

9. Closed Session: None needed.

10. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 8:57pm.

Secretary

Chairperson



ISSUE JUNE 2024

OFFICE: 707-443-4583
FAX: 707-443-4762

HOUSING INSIDER

"COMMUNICATION LEADS TO COMMUNITY"

PHA OUTREACH FINDINGS AND REPORT AVAILABLE

The Housing Authority of the City of Eureka engaged Housing Tools, a consulting firm, to do a community outreach and engagement project funded by grants through the state of California and aimed at accelerating new housing production. While we believe that Eureka needs more housing, especially affordable housing for low-income households, it is helpful to have independent confirmation that the rest of our community agrees. We appreciate all the tenants who participated and shared feedback with us, as well as the wider community and key stakeholders who took the time to share their thoughts and experiences related to housing.

Some of the big picture needs that were identified include:

- Denser housing development (more infill, redevelopment, etc.)
- Education, outreach, and community dialogue around affordable housing
- More partnerships with social service agencies to help improve housing success

In our resident focus groups, some more specific needs were also shared, including:

- More ADA accessibility improvements
- Outdoor community space
- More exterior lighting and storage
- Centralized trash collection (e.g. dumpsters)
- Services targeted to support tenant needs, through collaborations between HACE and other support agencies

We will refer to these findings regularly, as we go forward with plans to redevelop several of our public housing sites. You can find the final report at https://bit.ly/HACE_Community_Engagement_Report.

TENANT REMINDERS

Submitting a Notice of Change without documentation will only inform the caseworker, but it will not constitute a change. Please provide proper documentation.

Be sure to close all gates to PHA properties completely. Gates should not be propped open with anything.

Tenants will be asked to remove unauthorized pets from unit. Before considering a pet contact our Community Liaison to discuss requirements for pet ownership.

HOW TO FILL OUT A MONEY ORDER

Money Order Sample

Keep receipt



DATES TO REMEMBER

Our office will be closed on these holidays!

July 4th – Independence Day

September 2nd – Labor Day

September 9th – Admissions Day



NEW! Online method for submitting comments, complaints, or concerns:

It's important to us that we hear from you, whether it's what you like or don't like, suggestions for change, or whatever else you think we need to hear. You can complete our feedback form online at any time by going here:

<https://eurekahumboldt.org/PHACustomerSurvey>

EHA Mission Statement: The mission of the Housing Authority of the City of Eureka 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.

General Information

Lobby and Dumpster Hours: Open Tuesday-Thursday 9am-4pm.

Business Hours: Open Monday-Thursday 8am-5:30pm; Closed alternate Fridays and business hours are 8am-4:30pm.

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



Q&A

Q: Are PHA inspections mandatory?

A: Yes, PHA inspections are mandatory as per Lease Agreement. Failure to permit access to the unit by the PHA after proper advance notification is a lease violation.

To pass inspection, ensure the following:

- Unit is clean and orderly.
- Smoke alarms are installed and functioning properly.
- All lights bulbs are in place and functional.

PHA replacements of smoke alarms, batteries, and light bulbs are subject to a charge.

Volunteer Opportunity: Are you a **Public Housing** resident who is interested in serving on our Board of Commissioners? Please contact Heather at 707-443-4583 ext. 219 or heatherh@eurekahumboldttha.org with questions and to obtain an application for tenant commissioner.

Visit us at www.eurekahumboldttha.org



Broken Water Line



Broken Window



Stopped-Up Sewer



No Heat



Door Un-Closable



Power Outage



Gas Leak



Health Hazards

IS YOUR WORK ORDER AN EMERGENCY?

A work order emergency is an issue that requires immediate attention from the landlord. Please see the following emergencies below.

1. **No Water** impacts basic needs and demands. If you find any leaks contact maintenance immediately.
2. **Gas Leaks** are very dangerous. If you suspect a gas leak, turn off your appliances, immediately evacuate the area, call 911, then contact our maintenance team.
3. **Fire** is the most serious emergency. Evacuate the building and immediately call 911 once you're safely outside.
4. **Flooding** can cause serious property damage. Contact our maintenance team immediately to prevent further damage.
5. **Power Outage** may occur due to extreme weather conditions and are beyond PHA control. If the power is out due to hair dryers or space heaters, check the circuit breaker to reset it. If you need assistance, contact our maintenance team.
6. **No Heat** could be an emergency during the cold season. Submit a work order request if your heaters are not working properly.

If a work order is **NOT** an emergency, all other requests will be received in the order submitted.

WHO TO CONTACT

Call our main line at 707.443-4583; then:

Work orders request.....	x218
For emergency work orders ONLY contact 707-444-1424	
Paperwork, certification, rent, income calculation questions.....	x214
Accounting for charges, account balance, questions, and payments.....	x221
Questions, complaints, or concerns about the neighborhood.....	x211
All other questions regarding Housing Authority services.....	x210

In case of an emergency, please call 911 or the Eureka Police Department at 707-441-4060.

Occupancy and Leasing Report January 2024 - May 2024

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

Program HACE	Total Units Available	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Wait List End of Month	
Public Housing	195	184	186	190	191	190	742	1
Eureka Family Housing	51	48	49	49	48	48	776	
Eureka Senior Housing	22	21	21	21	21	21	281	
Total City Units	268	253	256	260	260	259		

HACH

<u>Tenant Based Vouchers</u>								
Housing Choice Vouchers	1234	804	849	853	856	869	942	
VASH Vouchers	95	76	75	79	79	80	N/A	
Mainstream vouchers	75	51	52	54	53	55	N/A	2
Emergency Housing Vouchers (EHV)	182	145	146	145	144	142	N/A	3
Total All Vouchers	1586	1076	1122	1131	1132	1146		
<u>Project Based Vouchers (note that these are a subset of HCV & VASH voucher counts shown above)</u>								
PBV-VASH - Bayview Heights (Eureka)	22	22	22	22	22	22	N/A	4
PBV-HCV - Bayview Heights (Eureka)	3	3	3	3	3	3	2	4
PBV-HCV - Sorrell Place (Arcata)	5	5	5	5	5	5	183	5
PBV-HCV - Providence (Eureka)	42		41	41	41	41	N/A	6
PBV-HCV - Laurel Canyon	35	34	34	35	35	35	93	7
Total Project Based Vouchers	107	64	105	106	106	106		

Vouchers issued but not under contract, end of month (aka "Searching")	84
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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 HHHC 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 May 2024

	January	February	March	April	May	Total
Traditional HCV & VASH (Includes PBVs)						
HAP income (budget authority)	\$ 568,483	\$ 568,483	\$ 564,144	\$ 600,362	\$ 575,368	\$ 2,876,840
HAP expenses	(613,174)	(633,854)	(633,889)	(645,641)	(659,503)	(3,186,061)
Surplus (Deficit)	<u>(44,691)</u>	<u>(65,371)</u>	<u>(69,745)</u>	<u>(45,279)</u>	<u>(84,135)</u>	<u>(309,221)</u>
* % Total income utilized	107.86%	111.50%	112.36%	107.54%	114.62%	110.75%
Administrative/Other Income	78,651	87,003	78,760	79,318	79,226	402,957
Operating expenses	(75,804)	(71,139)	(66,541)	(71,692)	(67,103)	(352,279)
Surplus (Deficit)	<u>2,846</u>	<u>15,865</u>	<u>12,219</u>	<u>7,626</u>	<u>12,122</u>	<u>50,678</u>
B/D Remaining HAP Cash	49,460	(6,365)	665,581	10,319	(163)	
Remaining Non-HAP Cash	729,405	718,621	731,978	735,490	724,451	
Total HCV Cash	<u>778,865</u>	<u>712,256</u>	<u>1,397,559</u>	<u>745,808</u>	<u>724,288</u>	
Cash Increase/(Decrease)	5,035	(66,609)	685,303	(651,751)	(21,520)	
# of Households Assisted	878	924	933	935	949	4,619
Average HAP Payment	\$ 698	\$ 686	\$ 679	\$ 691	\$ 695	\$ 690
Mainstream (disabled & non-elderly)						
HAP income (budget authority)	\$ 34,358	\$ 34,358	\$ 34,358	\$ 34,358	\$ 37,726	\$ 175,158
HAP expenses	(34,902)	(35,671)	(37,621)	(37,815)	(38,630)	(184,639)
Surplus (Deficit)	<u>(544)</u>	<u>(1,313)</u>	<u>(3,263)</u>	<u>(3,457)</u>	<u>(904)</u>	<u>(9,481)</u>
A % Total income utilized	101.58%	103.82%	109.50%	110.06%	102.40%	105.41%
Administrative/Other Income	5,845	12,139	5,845	5,845	7,043	36,717
Operating expenses	(4,779)	(4,390)	(3,966)	(4,510)	(5,862)	(23,507)
Surplus (Deficit)	<u>1,066</u>	<u>7,749</u>	<u>1,879</u>	<u>1,335</u>	<u>1,181</u>	<u>13,209</u>
B/D Remaining HAP Cash	1,690	719	37,917	(1,643)	1,005	
Remaining Non-HAP Cash	60,685	68,340	70,080	71,234	72,483	
Total MSV Cash	<u>62,375</u>	<u>69,059</u>	<u>107,997</u>	<u>69,591</u>	<u>73,488</u>	
Cash Increase/(Decrease)	(504)	6,684	38,939	(38,406)	3,897	
# of Households Assisted	51	52	53	53	55	264
Average HAP Payment	\$ 684	\$ 686	\$ 710	\$ 713	\$ 702	\$ 699
Emergency Housing Vouchers (EHVs)						
HAP income (budget authority)	\$ 100,228	\$ 100,228	\$ 100,228	\$ 100,228	\$ 100,228	\$ 501,142.00
HAP expenses	(120,280)	(122,235)	(121,013)	(120,651)	(118,809)	(602,988)
Surplus (Deficit)	<u>(20,052)</u>	<u>(22,007)</u>	<u>(20,785)</u>	<u>(20,423)</u>	<u>(18,581)</u>	<u>(101,846)</u>
A % Total income utilized	120.01%	121.96%	120.74%	120.38%	118.54%	120.32%
Administrative/Other Income	31,114	27,059	34,763	27,236	24,793	144,966
Operating expenses	(24,159)	(24,402)	(18,641)	(14,032)	(17,910)	(99,143)
Surplus (Deficit)	<u>6,955</u>	<u>2,657</u>	<u>16,121</u>	<u>13,205</u>	<u>6,884</u>	<u>45,823</u>
B/D Remaining HAP Cash	27,402	19,245	164,139	19,725	24,139	
Remaining Non-HAP Cash	153,925	143,153	150,356	161,364	164,258	
Total EHV Cash	<u>181,327</u>	<u>162,398</u>	<u>314,495</u>	<u>181,089</u>	<u>188,397</u>	
C Cash Increase/(Decrease)	(7,592)	(18,929)	152,097	(133,406)	7,308	
# of Households Assisted	145	146	145	144	142	722
Average HAP Payment	\$ 830	\$ 837	\$ 835	\$ 838	\$ 837	\$ 835

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

	January	February	March	April	May	Total
Total All Voucher Programs						
HAP income (budget authority)	\$ 703,069	\$ 703,069	\$ 698,730	\$ 734,948	\$ 713,322	\$ 3,553,140
HAP expenses	(768,356)	(791,760)	(792,523)	(804,107)	(816,942)	(3,973,688)
Surplus (Deficit)	<u>(65,287)</u>	<u>(88,691)</u>	<u>(93,793)</u>	<u>(69,159)</u>	<u>(103,620)</u>	<u>(420,548)</u>
A % Total income utilized	109.29%	112.61%	113.42%	109.41%	114.53%	111.84%
Administrative/Other Income	115,610	126,201	119,368	112,399	111,062	584,639
Operating expenses	(104,742)	(99,930)	(89,148)	(90,234)	(90,875)	(474,929)
Surplus (Deficit)	<u>10,867</u>	<u>26,271</u>	<u>30,219</u>	<u>22,165</u>	<u>20,187</u>	<u>109,710</u>
B/D Remaining HAP Cash	78,552	13,599	867,637	28,401	24,981	
Remaining Non-HAP Cash	944,014	930,114	952,414	968,088	961,193	
Total Program Cash	<u>1,022,566</u>	<u>943,712</u>	<u>1,820,051</u>	<u>996,488</u>	<u>986,173</u>	
Cash Increase/(Decrease)	(3,062)	(78,854)	876,339	(823,563)	(10,315)	
# of Households Assisted	1,074	1,122	1,131	1,132	1,146	5,605
Average HAP Payment	\$ 715	\$ 706	\$ 701	\$ 710	\$ 713	\$ 709

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 estimated as of 06/07/2024

HCV - \$2,365,771

MSV - \$143,200

EHV - \$196,536

**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.

D Cash for April HAP received early in March.

Housing Authority of the City of Eureka (HACE)

Repositioning Updates

Date	Description
Accomplishments	
6/2024	<ul style="list-style-type: none"> Letter of support provided by City of Eureka for Green, Blue, and Master Phase plans Tenant consultations completed and board resolution passed, allowing HACE to submit application to HUD Green Phase tax credit application submitted 7/2/2024 Blue Phase (C & Clark) went to preliminary design review 6/12/24 Blue Phase Going to Design Review committee 7/10/2024
Issues	
N/A	None noted.
Risks	
N/A	No imminent risks.
Next Steps	
7/2024	<ul style="list-style-type: none"> Green, Blue & Master phases HUD SAC application will be submitted after Physical Needs Assessment (PNA) report updates are completed
Budget Status	
N/A	Cost of contract work is covered by developers; no HACE budget updates.

Key

Green Phase = 3230 Hiler Street

Blue Phase = C & Clark Street

Master Phase = Main site “25-1” & Prospect Street

Housing Authority of the City of Eureka

Board of Commissioners Meeting

July 15, 2024

Agenda Item 8a

Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Eureka Family Housing Tenant Selection Plan, Update

BACKGROUND AND HISTORY:

The Tenant Selection Plan is a document that establishes policies applied to all residents and applicants regarding tenant selection and ongoing occupancy in the Eureka Family Housing properties (1112 E Street, 735 P Street, and 615 West Hawthorne Street, in Eureka). These policies are established in compliance with HUD's Occupancy Handbook 4350.3, which applies to multifamily assisted properties.

From time to time, updates are required of our guiding documents in order to keep them in line with any changes in regulations or practice. The last update to the Plan was performed in 2022. The current draft updated Tenant Selection Plan has been made available on our website since June 6, 2024. All program participants and applicants were notified that a draft Plan was available for review during the 30-day public comment. No comments were received regarding the draft updated Plan. You may view the updated Tenant Selection Plan in its entirety on the Housing Authority website at this address, https://bit.ly/EFH_TSP_2024Update.

STAFF RECOMMENDATION:

Review draft updated Tenant Selection Plan and approve for adoption.

Notable Changes to the Eureka Family Housing Tenant Selection Plan

Section	Policy	Notes
2-A	<p>Use of Electronic Signatures</p> <p><u>HA Policy</u> Acceptable methods of electronic signature include: For all documents, unless it is clearly stated that wet signatures (original, ink on paper) are required, digital signatures may be accepted. A digital signature may be a handwritten signature input on to an electronic document (for example, when signing a pdf document digitally) or a scanned or digitized image of a handwritten signature that's attached to an electronic record (for example when an original document is signed then scanned for submission). In any case, a digital signature should match an official signature of record, such as the signature on a driver's license or state identification card (or equivalent).</p>	Previous TSP did not address electronic signatures.
2-B	<p>Transmission of Forms, Notices, and Documents</p> <p><u>HA Policy</u> In compliance with federal, state, and local laws and HUD regulations, the HA will securely, electronically transmit HUD-approved and required documents when feasible throughout the application, move-in, and annual and interim recertification process. Tenants and applicants may request paper copies of such documents and may provide information in paper form at any time. The HA will inform applicants of their ability to communicate electronically with the HA and/or receive paper copies of documents via the application. The following methods are acceptable for electronic submission of documents: The Housing Authority of the City of Eureka (HACE) will accept completed digital files e.g. pdf, scans, and emails with attachments.</p>	Previous TSP did not address electronic transmissions.
6	<p>Screening Criteria</p> <p>(See Chapter 6 for detail regarding screening criteria, mandatory denials, and discretionary denials, as this is the primary source other than income determining eligibility to become an EFH tenant.)</p>	This chapter is recommended reading.

6-E	<p>Credit History</p> <p><u>HA Policy</u> In order for a credit report to be considered acceptable, the credit report may show minor, moderate, or limited credit problems within the last three years. A lack of a credit history will not automatically result in an application being denied. The HA will consider the existence of mitigating factors, such as loss of employment or other financial difficulties, before denying admission to an applicant based on the failure to meet prior financial obligations.</p>	Previous TSP did not address credit history
7-A	<p>Transfer Requests/Unit Transfer Policy</p> <p><u>HA Policy</u> Residents will be placed on a transfer waiting list if they meet one of the following conditions: (1) Unit transfer is needed based on the need for an accessible unit, as certified by a physician or other medical professional, as a reasonable accommodation for persons with verified disabilities (2) Unit transfer is needed due to a change in family composition (3) Current residents who meet any of the qualifications above may be given priority over applicants. • Residents requesting transfers for the above reasons will be placed on a transfer list based on the apartment size occupancy standards. • Residents with disabilities will be given priority for an apartment which has accessible features. • Transfers should occur after the completion of the initial lease term (except those based on accessibility needs) and are limited to five days to move out of the current apartment and to move into the new apartment. • When a household transfers to a new apartment, management will close out the existing deposit, deduct resident charges and determine a new security deposit based on the new TTP or program requirement.</p>	Language more clearly codifies transfer policy.
9	<p>Provisions Required Under HOTMA (Housing Opportunity Through Modernization Act of 2016)</p> <p>(This chapter details new provisions and program changes that are a result of HOTMA implementation.)</p>	This Chapter specifically highlights recent changes.

HOUSING AUTHORITY OF THE CITY OF EUREKA
RESOLUTION NO. 2002
APPROVAL OF UPDATE TO THE
EUREKA FAMILY HOUSING TENANT SELECTION PLAN

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

WHEREAS, As of May 31, 2024, the U.S. Department of Housing and Urban Development (HUD) requires the Tenant Selection Plan be revised to reflect the Housing Opportunity Through Modernization Act of 2016 (HOTMA) rules and discretionary policies; and

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

WHEREAS, A Public Notice to receive comments to the Tenant Selection Plan update was published in the North Coast Journal from June 6, 2024 – July 4, 2024; and

WHEREAS, The Tenant Selection Plan has been posted to the Housing Authority of the City of Eureka website for public comment through July 5, 2024; and

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

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

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

AYES:

NAYS:

ABSENT:

ABSTAIN:

ATTEST:

Name

Name

Title

Title

Signature

Signature

Housing Authority of the City of Eureka

Board of Commissioners Meeting

July 15, 2024

Agenda Item 8b

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.

2024.07 Write Offs, Housing Authority of the City of Eureka

Ppty	Code	Name	Balance	Status	DL1	DL2	Move Out Date	Rent	Late	Work Orders	Misc Tenant Charge	Cleaning & Damages
EFH	t0007094		5,213.18	past	5/21/2024	6/5/2024	4/2/2024	4,399.11	180.00	-	-	634.07
255	t0006905		13,151.59	past	5/21/2024	6/5/2024	4/16/2024	1,148.59	120.00	5,605.57	74.18	6,203.25
			<u>\$ 18,364.77</u>					<u>\$ 5,547.70</u>	<u>\$ 300.00</u>	<u>\$ 5,605.57</u>	<u>\$ 74.18</u>	<u>\$ 6,837.32</u>

PREPARED BY

Johnny Wilson
Accounts Receivable Clerk

7/2/2024
Date

APPROVALS

J. Dustin Wiener
Director of Finance

7/3/2024
Date

Cheryl Chell
Executive Director

7/8/2024
Date

HOUSING AUTHORITY OF THE CITY OF EUREKA

RESOLUTION 2003

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>Housing Program</u>	<u>Amount</u>
Eureka Family Housing, Unit Abandoned	\$ 5,213.18
Public Housing, Eviction	<u>\$13,151.59</u>
Total All Programs	\$18,364.77

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

AYES:

NAYS:

ABSENT:

ABSTAIN:

Kali Serotta

Name

Chairperson

Title

Signature

Cheryl Churchill

Name

Secretary

Title

Signature

Housing Authority of the City of Eureka

Board of Commissioners Meeting

July 15, 2024

Agenda Item 8c

Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: 5-year Agency Plan Update – Draft for review

BACKGROUND AND HISTORY:

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

The resident advisory board met on June 04, 2024, in person at the Housing Authority office, to discuss the PHA goals and objectives and provide input to the annual plan.

The Board is responsible for goal setting, reviewing progress updates, and to offer input relative to the 5-year plan update. The PHA Plan must be submitted to HUD by October 15, 2024. The draft plan is currently published and out for 45-day public review. This will be brought back again at the September 16th meeting for final review and approval.

STAFF RECOMMENDATION:

For review and discussion only; *revisit for approval on September 16, 2024.*

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 Housing Authority of the City of Eureka, with input from the aforementioned parties, has established these overarching long-term goals for our housing and related services.

Goal One: **Redevelopment**

Background:

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.

In January 2023, PHA issued an RFQ to seek a development partner. Submissions for the RFQ were reviewed and ranked, with the recommended development partner approved by the Board of Commissioners in June 2023.

The PHA will continue to work toward repositioning its Public Housing portfolio. This includes working with a development partner, obtaining financing, submitting applications to HUD's Special Application Center (SAC), 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.

2024 Update: PHA, in collaboration with Brinshore and Operative Office (Development Partners) has begun the repositioning process with plans for “Green Phase” (3230 Hiler Street), Master Plan (7.4 acres south of Harris Street), and “Blue Phase” (12 units at C & Clark Streets). Development Partners are working on project designs, approvals with the City of Eureka, and obtaining Financing. A tax credit application was submitted to TCAC for Green Phase. Any phase is expected to take approximately 24 months from the point of tax-credit approval.

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.

2024 Update: Assistance has been obtained for several tenants from outside agencies in order to get needed housing supports or move to other housing that would be better long-term situations and prevent eviction filings. Additionally, tenants have received referrals to other 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.

2024 Update: The website is updated on a regular basis to reflect the latest information available to the public. New information is included on the home page as well as in the relevant topic section of the website.

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. All staff will be trained annually on fair housing and equal opportunity. Additionally, we will get common/standard forms translated to meet the needs of groups identified in our Language Access Plan.

2024 Update: All staff completed fair housing and equal opportunity training in 2024. Additionally, over the course of several outreach meetings, we gained experience using interpretation services, and we have provided several translated documents and presentations. HACE will continue to work toward translating common documents into Spanish, consistent with our LEP, and provide interpretation services as needed.

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.

2024 Update: Key metrics are discussed at monthly management meetings to discuss/reveal potential improvements in financial and operational efficiency. With repositioning activity, we are working toward highly energy efficient units.

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 training programs, such as 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.

2024 Update: All departments have worked to actively cross-train staff so they may back each other up in the event of any staff absences. Additionally, staff have actively sought out and attended various training opportunities, both in person and online, to stay current with myriad changes at HUD.

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.

2024 Update: One interview room connected to our office lobby has been converted for tenant use, to print paperwork needed for applications and recertification. Client response has been positive, so we will continue to offer this resource.

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.

2024 Update: A Customer Service Survey link has been added to our website home page as a standard feedback option. Additionally, an online survey was emailed to voucher clients. Responses are still being collected and will be shared at a future date.

Housing Authority of the City of Eureka

Resident Advisory Board Meeting Summary

Housing Authority Conference Room

June 4, 2024 ,12:00pm – 1:30pm

Staff in Attendance

Cheryl Churchill, Executive Director

Jennifer Toole, Housing Supervisor

Tenants in Attendance

B. Maschke

Note: While we had several tenants confirm that they would be in attendance, actual attendance was only one tenant.

Meeting Notes

Cheryl opened the meeting by sharing the purpose of our annual meeting.

Cheryl reviewed the HACE goals and shared progress on goals that were included in the PHA plan for 2024. Discussion and comments were exchanged during the review of the goals. Cheryl shared the repositioning process and briefly goes over how the transition will affect public housing and tenants.

- Tenant noted that the redevelopment that we are working on is very exciting and she is happy to hear that HACE is developing more housing.

Participant/Tenant Comments

- Tenant states that she initially wanted to transition from PH to a section 8 voucher but realized that with rents as expensive as they are, she is likely unable to afford to transition to section 8 and plans on staying in her unit as long as she can. Tenant stated that she is no longer on the section 8 list and is very happy with her rental unit.

- Cheryl commented that applicants can be on the waitlist, obtain a voucher, and search for a rental and if the tenant is unable to find one that they can afford, they can give up the voucher and remain in the current rental.
 - Cheryl shared that with the voucher, a tenant's section 8 rent would only be 30-40% of income and probably wouldn't be that much more expensive than what she pays in public housing.
 - Tenant is reminded that she is welcome to reapply for section 8 and can apply as many times as she likes, and that often tenants do this, and can prepare for the next time they are issued a voucher.
- Discussion returned to the list of goals and it was noted that we continue to work with DHHS and other agencies as a lot of their clients need housing and assistance.
 - Tenant comments that it is great that we are working with local agencies to help people get housing.
- Tenant notes that the process to apply for public housing was easy due to Housing Authority staff assistance. Tenant comments that she had applied for housing with several other housing authorities across many states and found HACE was the most straight-forward and comprehensive process she experienced. Tenant comments that with staff, she feels Nancy Chance, Office Assistant, was pivotal in her obtaining housing. She suggests that with a new front office assistant to make sure they have backup or cross training to help ensure others receive the same level of care and support.
 - Cheryl comments that cross training is one of our ongoing goals.
- During review of goals, tenant comments that she does read the tenant newsletter that we send in the mail quarterly, and that it is appreciated.
- Tenant notes that she feels it would be nice to have a housing sponsored social event on site at her property such as a barbeque so neighbors could interact and create more of a community.

Concerns/Complaints

- Tenant comments about a pest issue at her site and acknowledged that maintenance staff has been doing a great job of trying to get rid of the problem and knows that we are unable to use harsh chemicals to remedy the problem because of state law.
 - Cheryl notes that we are doing everything that is legal and safe to eradicate the rodents.
- Tenant comments that she has been unsuccessful using the "tenant portal" to pay her rent.
 - Cheryl states that she does audit things like this from time to time and will look into any issues with the Finance/Accounting staff.

- Tenant states she feels unsafe at times.
 - Cheryl comments that it is unfortunate that she had any negative experiences and notes that it is tough because the units the tenant lives in are near the downtown area, where homeless issues are more focused.
 - Cheryl reminds her to report any issues with our community liaison when she feels unsafe or to call Eureka Police Department in emergency situations.

Wrap-up

Cheryl asked the tenant if she had anything further that she would like to go over today. Tenant comments that she is very thankful for the Housing Authority, and that she and her household do love their apartment and what the location affords.

Housing Authority of the City of Eureka

Board of Commissioners Meeting

July 15, 2024

Agenda Item 8d

Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Board Meeting Day and Time Survey Results

BACKGROUND AND HISTORY:

As the board members have expressed an interest in changing the day and time of the HACE board meeting to better accommodate their schedules, Housing Authority staff provided a survey of potential days and times to change the board meeting to. The survey results are provided in the July 15, 2024, meeting agenda for review and discussion. Once an agreed upon day and time is established, staff will bring back this item for approval and resolution.

STAFF RECOMMENDATION:

For review and discussion only; *revisit for approval on August 19, 2024.*

HACE Board Meeting Day and Time Survey

	COUNT	%
Monday at 9:00am	2	40%
Monday at 12:00pm	3	60%
Monday at 3:00pm	2	40%
Monday at 5:30pm	2	40%
Monday at 6:00pm	4	80%
Wednesday at 9:00am	2	40%
Wednesday at 12:00pm	3	60%
Wednesday at 3:00pm	2	40%
Wednesday at 5:30pm	1	20%
Wednesday at 6:00pm	2	40%
Thursday at 9:00am	2	40%
Thursday at 12:00pm	4	80%
Thursday at 3:00pm	3	60%
Thursday at 5:30pm	2	40%
Thursday at 6:00pm	2	40%