



# HOUSING AUTHORITIES

## CITY OF EUREKA & COUNTY OF HUMBOLDT



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

### AGENDA

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

DATE AND TIME  
Monday, July 08, 2024  
12:00pm

#### LOCATION

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

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

#### PUBLIC PARTICIPATION

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

Persons wishing to address the Board of Commissioners are asked to submit comments for the public speaking portion of the agenda as follows:

- Send an email with your comment(s) to [heatherh@eurekahumboldtha.org](mailto:heatherh@eurekahumboldtha.org) prior to the Board of Commissioners meeting.
- Call and leave a message at (707) 443-4583 ext. 219.

When addressing the Board on agenda items or business introduced by Commissioners, members of the public may speak for a maximum of five minutes per agenda item when the subject is before the Board.

#### 1. Roll Call

#### 2. Public Comment (Non-Agenda):

This time is reserved for members of the public to address the Committee relative to matters of the Housing Authority of the County of Humboldt not on the agenda. No action may be taken on non-agenda items unless authorized by law. Comments will be limited to five minutes per person and twenty minutes in total.

#### 3. Approve Minutes of the Board of Commissioners meeting held April 08, 2024. (pages 3-4)

#### 4. Bills and Communications:

- 4a. HUD letter dated June 5, 2024: Section 8 Management Assessment Program (SEMAP) Score for FY 2023. (pages 5-6)



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 7)

5b. HCV Utilization Reports (pages 8-9)

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 506, Update to Personnel Policy, Workplace Violence Protection Plan  
Recommended Board Action: *Accept and Adopt for Approval* (pages 10-37)

8b. CA086 Draft PHA Plan; *Informational* (pages 38-48)

9. Closed Session – If needed.

10. Adjournment

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

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

<https://eurekahumboldtha.org/governance/>

Know Your RIGHTS Under The Ralph M. Brown Act: Government's duty is to serve the public, reaching its decisions in full view of the public. The Board of Commissioners exists to conduct the business of its constituents. Deliberations are conducted before the people and are open for the people's review.

## **MINUTES**

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

**Monday, April 08, 2024**

Chairperson Conner declared a quorum present and called the meeting to order at 12:00p.m.

**1. Roll Call:**

Present: Chairperson Conner, Vice Chairperson Fitzgerald, Commissioner Derooy,  
Commissioner Leon, Commissioner Zondervan-Droz  
Absent: Commissioner Escarda  
Staff: Churchill

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

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

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

Motion to approve the minutes of the meeting of February 20, 2024, made by Commissioner Derooy.

Second - Commissioner Zondervan-Droz

Roll call:

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

Chairperson Conner declared the motion carried to approve the minutes of February 20, 2024.

**4. Bills and Communication:**

4a. HUD letter dated March 14, 2024, Approval of Payment Standard, 120% FY 2024 SAFMRs

Secretary Churchill discusses the letter with the board noting that the payment standard has been raised to 120%.

4b. HUD letter dated March 18, 2024, PHA Plan Approval – Housing Authority of the County of Humboldt FYB 2024

Secretary Churchill states that the letter reflects HUD approval of the PHA Plan.

**5. Report of the Secretary:**

5a. Occupancy and Leasing Report

Secretary Churchill briefs the board on this report.

5b. HCV Utilization Reports

Secretary Churchill goes over this report with the board and points out key items. Secretary Churchill notes that the waitlist number is down from a few months ago due to the tenant services department pulling 100 names a month off the waitlist. Our tenant services department is diligently working to get the waitlist number below 1,000. Secretary Churchill comments that our programs are being utilized well above 100% which means we are pulling from our reserves.

6. Reports of the Commissioners: None heard.

7. Unfinished Business: None.

8. New Business:

8a. Annual Meeting and Election of Officers  
Recommended Board Action: *Elect Officers*

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

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

Second – Commissioner Derooy

Roll call:

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

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

9. Closed Session: None needed.

10. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 12:18p.m.

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Chairperson

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Secretary



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

June 5, 2024

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

Dear Ms. Churchill:

This letter provides the scoring information for the **Housing Authority of the County of Humboldt's** Section 8 Management Assessment Program (SEMAP) for fiscal year ending **December 31, 2023**. SEMAP enables HUD to better manage the Housing Choice Voucher (HCV) program by identifying PHA capabilities and deficiencies related to the administration of the HCV program. As a result, HUD will be able to provide more effective program assistance to PHAs.

The **Housing Authority of the County of Humboldt's** final score for fiscal year ending **December 31, 2023**, is **96%**. The Housing Authority's overall designation is **High**. The following are the scores for each indicator:

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

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

Sincerely,

A handwritten signature in cursive script, appearing to read "Trevor Auser".

for

Gerard R. Windt

Director

Office of Public Housing, San Francisco

**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	
<b>Total City Units</b>	<b>268</b>	<b>253</b>	<b>256</b>	<b>260</b>	<b>260</b>	<b>259</b>		

**HACH**

<b>Tenant Based Vouchers</b>								
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
<b>Total All Vouchers</b>	<b>1586</b>	<b>1076</b>	<b>1122</b>	<b>1131</b>	<b>1132</b>	<b>1146</b>		
<b>Project Based Vouchers (note that these are a subset of HCV &amp; VASH voucher counts shown above)</b>								
PBV-VASH - Bayview Heights (Eureka)	22	22	22	22	22	22	N/A	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
<b>Total Project Based Vouchers</b>	<b>107</b>	<b>64</b>	<b>105</b>	<b>106</b>	<b>106</b>	<b>106</b>		

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 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 May 2024**

	January	February	March	April	May	Total
<b>Traditional HCV &amp; VASH (Includes PBVs)</b>						
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
<b>Mainstream (disabled &amp; non-elderly)</b>						
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
<b>Emergency Housing Vouchers (EHVs)</b>						
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
<b>Total All Voucher Programs</b>						
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>
<b>A % Total income utilized</b>	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>B/D Remaining HAP Cash</b>	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	1,022,566	943,712	1,820,051	996,488	986,173	
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 County of Humboldt

Board of Commissioners Meeting

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July 08, 2024

Agenda Item 8a

## Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Personnel Policy Update, Workplace Violence Prevention Plan

### BACKGROUND AND HISTORY:

SB 553, approved by the Governor in September 2023, requires that employers with more than 10 employees in the state of California must implement a workplace violence prevention plan (WVPP), which involves training employees on workplace violence hazards, maintaining workplace violent incident logs and records, and conducting periodic reviews of the WVPP. Requirements for a WVPP take effect July 1, 2024. See attached OSHA Information for Employers flyer.

### Impact to Personnel:

Employee training will be conducted upon establishment of the plan, upon hire, annually, and whenever a change is made to the plan. Staff will be trained on how to report incidents, how to respond to threats of violence, and strategies to avoid harm. They will also learn about hazards specific to their job function and workplace location, and how to reduce hazards.

### Fiscal Impact:

None.

### Alternatives:

As our agencies are required to implement a WVPP, non-adoption is not recommended.

### STAFF RECOMMENDATION:

Adopt a resolution approving changes to the Personnel Policy, adding the Workplace Violence Prevention Plan, to be in compliance with updates to California state law.

# Workplace Violence Prevention in General Industry (Non-Health Care Settings) – Information for Employers

According to the Occupational Safety and Health Administration (OSHA), workplace violence is the second leading cause of fatal occupational injuries in the United States, affecting nearly 2 million American workers annually. SB 553 addresses workplace violence by requiring employers to implement basic protections to protect employees while at work.

This fact sheet is an overview of the **California Senate Bill 553** (SB 553), which was signed into law on September 30, 2023. SB 553 amended Labor Code section 6401.7 to require employers to develop and implement a workplace violence prevention plan in accordance with newly codified Labor Code section **6401.9**, which sets out the requirements for the plan. Starting July 1, 2024, the majority of employers in California must establish, implement, and maintain a Workplace Violence Prevention Plan that includes:

- Prohibiting employee retaliation.
- Accepting and responding to reports of workplace violence.
- Employee workplace violence training and communication.
- Emergency response.
- Workplace violence hazard assessments.
- Other requirements, such as maintaining a Violent Incident Log.

## What must employers know?

All employers, employees, places of employment, and employer-provided housing must comply with the new Labor Code requirements, except those listed in subsection (b) of Labor Code 6401.9.

This fact sheet only provides an overview.



Employers should review the full requirements of **California Senate Bill 553** (SB 553), which includes Labor Code section 6401.9.

## Creating a workplace violence prevention plan

Labor Code section 6401.9 outlines the elements of a workplace violence prevention plan required by section 6401.7:

- Every covered employer is required to establish, implement, and maintain an effective workplace violence prevention plan.
- The plan needs to include the following:
  - The names of persons responsible for its implementation.
  - Effective procedures for employee involvement in developing and implementing the plan.
  - Methods to coordinate implementation of the plan with other employers, when applicable.
  - Procedures for employers to handle and respond to reports of workplace violence, while ensuring no retaliation against the reporting employee.
  - Procedures to ensure compliance from employees, including supervisors.



section **3203** of title 8 of the California Code of Regulations or maintained as a separate document.

## **Violent incident log requirements**

Employers must maintain a log of all incidents of workplace violence even if the incident did not result in injury. This log must include information on every workplace violence incident, based on employee statements, witness statements, and investigation findings. Incident information must include at least the following:

- Incident date, time, location.
- Workplace violence “Type” (1, 2, 3, and/or 4).
- Detailed description of the incident.
- Classification of who committed the violence.
- The circumstances at the time of the incident.
- Where the incident occurred.
- Specific incident characteristics, such as physical attacks, weapon involvement, threats, sexual assault, animal incidents, or other events.
- What the consequences of the incident were, including any involvement law enforcement.
- What steps were taken to protect employees from further threat or hazards.
- Who completed the log, including their name, job title, and the date completed.

Note: Employers must exclude personal identifying information that would identify any person involved in a violent incident.

## **Training employees on workplace violence**

- Employers must provide effective training and ensure that training materials are easy to understand and match the workers’ education, reading skills, and language.
- Employers must provide employees with an initial training and annually thereafter.
- The training is required to cover various aspects, including the following:

- Procedures to communicate with employees regarding workplace violence matters.
- Emergency response protocols.
- Training provisions.
- Procedures to identify and evaluate workplace violence hazards that include inspections with the following frequency:
  - When the plan is first set up.
  - Periodically scheduled.
  - After violent incidents.
  - Whenever a new hazard becomes known.
- Procedures to timely correct workplace violence hazards identified and evaluated.
- Procedures for post-incident response and investigation.
- Procedures that allow for plan review
  - Annually.
  - When a deficiency is observed or becomes apparent.
  - After a workplace violence incident.
- Any other procedure necessary for employee health and safety as required by the Division and Standards Board.
- The plan must be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.
- The written plan may be incorporated as a stand-alone section in the written injury and illness prevention program required by

- Familiarizing employees with the plan, how to obtain a copy, and how to participate in the development and implementation of the employer's plan.
- Definitions and requirements of Labor Code section 6401.9.
- How to report workplace violence incidents without fear of retaliation.
- Understanding of job-specific violence hazards and preventive measures.
- Purpose of the violent incident log and how to obtain related records.
- Opportunities for interactive discussions with someone knowledgeable about the employer's plan.
- When new or previously unidentified workplace violence hazards are discovered, or changes are made to the plan, the employer must provide additional training that focuses on the specific hazard or plan modifications.

## Employer responsibilities with workplace violence recordkeeping requirements

- The plan must be in writing and easily accessible to employees, authorized employee representatives, and Cal/OSHA representatives.
- Records of workplace violence hazard identification, evaluation, and correction must be created and maintained for a minimum of five years.
- Training records must be created and maintained for a minimum of one year.
- Violent incident logs must be maintained for a minimum of five years.
- Records of workplace violence incident investigations under must be maintained for a minimum of five years.



## Additional information and resources

As required by **title 8, section 342(a). Reporting Work-Connected Fatalities and Serious Injuries**, Employers have a legal responsibility to immediately report to Cal/OSHA any serious injury or illness, or death (including any due to workplace violence) of an employee occurring in a place of employment or in connection with any employment.

Additional regulations that may apply to workplace violence and exposure can be found in the following title 8 sections:

- **Section 342** (Reporting Work-Connected Fatalities and Serious Injuries).
  - For instructions on reporting, go to **Report a Work-Related Accident – Employers**.
- **Section 3203** (Injury and Illness Prevention).
- **Section 14300** (Employer Records-Log 300).
  - For information on The Log of Work-Related Injuries and Illnesses (Cal/OSHA Form 300), go to **Brief Guide to Recordkeeping Requirements**.

February 2024



This document is available with active links at [www.dir.ca.gov/dosh/dosh\\_publications](http://www.dir.ca.gov/dosh/dosh_publications)  
 For assistance regarding this subject matter, employers may contact  
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**Housing Authority of the City of Eureka  
Housing Authority of the County of Humboldt**

**Workplace Violence Prevention Plan**

**July 01, 2024**

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## ATTACHMENT A

### Appendices

- A. Workplace Violent Incident Log
- B. Workplace Violence Prevention Environmental Hazard Assessment & Control Checklist

**Housing Authority of the City of Eureka  
Housing Authority of the County of Humboldt  
Workplace Violence Prevention Plan**

**Section I: Policy**

Our establishments, the Housing Authority of the City of Eureka and the Housing Authority of the County of Humboldt, are committed to our employees' safety and health. We refuse to tolerate any form of violence in the workplace and will make every effort to prevent violent incidents from occurring by implementing a Workplace Violence Prevention Program (WVPP). We will provide adequate authority and budgetary resources to responsible parties so that our goals and responsibilities can be met. Our policy is to establish, implement, and maintain an effective plan as required by SB 533.

All managers, supervisors and employees are responsible for implementing and maintaining our WVPP Program. We encourage employee participation in designing and implementing our program. We require prompt and accurate reporting of all violent incidents whether or not physical injury has occurred. We will not discriminate against victims of workplace violence. A copy of this policy statement and WVPP Plan is readily available to all employees and from each manager and supervisor.

Our plan ensures that all employees, including supervisors and managers, adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions which create a security hazard for others in the workplace.

All employees, including managers and supervisors, are responsible and accountable for using safe work practices, for following all directives, policies, and procedures, and for assisting in maintaining a safe and secure work environment.

The management of our agencies is responsible for ensuring that all safety and health policies and procedures involving workplace security are clearly communicated and understood by all employees. Managers and supervisors are expected to enforce the rules fairly and uniformly.

**The WVPP Plan will be reviewed and updated annually.**



## Section II: Prohibited Acts

The Housing Authority of the City of Eureka and the Housing Authority of the County of Humboldt will not ignore, condone, or tolerate *threats of violence* or *workplace violence* by any employee, appointed or elected official, volunteer, contractor, client, or visitor.

- *Threats of violence* include both verbal and non-verbal conduct that causes a person to fear for his or her safety because there is a reasonable possibility he or she might be physically injured and that serves no legitimate work-related purpose.
- *Workplace violence* means any act of violence or threat of violence that occurs at the work site. The term workplace violence shall not include lawful acts of self-defense or defense of others. Workplace violence includes the following:
  - The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury
  - An incident involving the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether or not the employee sustains an injury

*Workplace violence* can be categorized into four types:

**Type 1:** Workplace violence committed by a person who has no legitimate business at the work site - includes violent acts by anyone who enters the workplace with the intent to commit a crime

**Type 2:** Workplace violence directed at employees by customers, clients, patients, students, inmates, or visitors

**Type 3:** Workplace violence against an employee by a present or former employee, supervisor, or manager

**Type 4:** Workplace violence committed in the workplace by someone who does not work there but has or is known to have had a personal relationship with an employee.

In addition, the Housing Authority of the City of Eureka and the Housing Authority of the County of Humboldt prohibits all *dangerous weapons* not used for fire suppression, accident and incident response, emergency medical services, the service of law enforcement, or security duties on all Housing Authority of the City of Eureka and Housing Authority of the County of Humboldt property. Any employee or appointed or elected official in possession of prohibited dangerous weapons on Housing Authority of the City of Eureka and Housing Authority of the

County of Humboldt property is in violation of this policy and may be subject to disciplinary action up to and including dismissal. Any volunteer, contractor, client, or visitor in possession of prohibited dangerous weapons will be banned from the premises. *Dangerous weapons* include any instrument capable of inflicting death or serious bodily injury.

### **Section III: Responsibility and Authority**

The Workplace Violence Prevention Program Administrator is Heather Humphreys, Human Resources, and she has the authority and responsibility for implementing the provisions of this program for the Housing Authority of the City of Eureka and the Housing Authority of the County of Humboldt. All managers, supervisors and employees are responsible for implementing and maintaining the WVPP in their work areas and for answering employee questions about the program.

In addition, a WVPP Planning Group will be established to assess and review the vulnerability to workplace violence at our establishment and reach agreement on preventive actions to be taken. This group will be responsible for developing employee training programs in violence prevention and plans for responding to acts of violence. They will also audit our overall Workplace Violence Prevention Program.

### **Managers and Supervisors**

Responsibilities include, but are not limited to:

- Implementing the plan in their work areas;
- Providing input to the Administrator regarding the plan;
- Participating in investigations of workplace violence reports; and
- Answering employee questions concerning this plan.

### **Employees**

Responsibilities include, but are not limited to:

- Complying with the plan;
- Maintaining a violence-free work environment;
- Attending all training;
- Following all directives, policies, and procedures; and
- Reporting suspicious persons in the area and alerting the proper authorities when necessary.

The Workplace Violence Prevention Group will consist of:

Name: Cheryl Churchill Title: Executive Director

Phone: (707) 443-4583 x224

Name: Heather Humphreys Title: Executive Assistant / HR Manager

Phone: (707) 443-4583 x219

Name: Jennifer Toole Title: Housing Programs Supervisor

Phone: (707) 443-4583 x215

Name: Dustin Wiesner Title: Director of Finance, Administration & Tech.

Phone: (707) 443-4583 x220

Name: Ryan Harvey Title: Maintenance Supervisor

Phone: (707) 443-4583 x226

#### **Section IV: Compliance**

All employees are responsible for and will be held accountable for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment.

Managers, supervisors, and employees will comply with work practices that are designed to make the workplace more secure and will not engage in threats or physical actions which create a security hazard for others in the workplace. Managers and supervisors will:

- Inform employees, supervisors, and managers about our Workplace Violence Prevention Program.
- Evaluate the performance of all employees in complying with our establishment's workplace security measures.
- Recognize employees who perform work practices which promote security in the workplace.
- Provide training and/or counseling to employees who need to improve work practices designed to ensure workplace security.
- Discipline employees for failure to comply with workplace security practices.
- Follow established workplace security directives, policies, and procedures.
- Ensure all employees receive annual training on this plan.

Managers and supervisors will maintain an open, two-way communications system on all workplace safety, health and security issues. Our establishment has a communication system

designed to encourage a continuous flow of safety, health and security information between management and our employees without fear of reprisal and in a form that is readily understandable. Our communication system consists of the following items:

- New employee orientation on our establishment's workplace security policies, procedures and work practices.
- Annual review of our Workplace Violence Prevention Program with all personnel.
- Training programs designed to address specific aspects of workplace security unique to our establishment.
- Regularly scheduled safety meetings with all personnel that include workplace security discussions.
- A system to ensure that all employees, including managers and supervisors, understand the workplace security policies.
- Posted or distributed workplace security information.

## **Section V: Communication**

Managers and supervisors are responsible for communicating with employees about workplace violence in a form readily understandable by all employees. Employees are encouraged to inform their supervisors about any threats of violence or workplace violence. Employees may use the Workplace Violent Incident Log (Appendix A) to assist in their reporting of incidents. No employee will be disciplined for reporting any threats of violence or workplace violence.

After the employee has reported their concerns about any threats of violence or workplace violence to their supervisor, the supervisor will report this information to the Administrator who will investigate the incident. The Administrator will then inform the employee of the results of their investigation and any corrective actions to be taken as part of the Housing Authority of the City of Eureka and the Housing Authority of the County of Humboldt's responsibility in complying with hazard correction measures outlined in the WVP plan.

Any employee who believes he or she has the potential of violent behavior is encouraged to seek interventions and to communicate any time off needed with their direct supervisor to seek counseling.

## **Training and Instruction**

We have established the following policy on training all employees with respect to workplace violence and security.

All employees, including managers and supervisors, shall have training and instruction on general and job-specific workplace security practices. Training and instruction shall be provided when the Workplace Violence Prevention Program is first established and periodically thereafter. Training shall be provided to all new employees and to other employees for whom training has not previously been provided. It shall also be provided to all employees, supervisors, and managers given new roles for which specific workplace security training for the job roles has not previously been provided. Additional training and instruction will be provided to all personnel whenever the employer is made aware of new or previously unrecognized security hazards.

General workplace violence and security training and instruction includes, but is not limited to, the following:

- Explanation of the Workplace Violence Prevention Program including measures for reporting any violent acts or threats of violence.
- Recognition of workplace security hazards including the risk factors associated with the four types of violence.
- Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
- Ways to defuse hostile or threatening situations.
- Measures to summon others for assistance.
- Employee routes of escape.
- Notification of law enforcement authorities when a criminal act may have occurred.
- Emergency medical care provided in the event of any violent act upon an employee.
- Post-event trauma counseling for those employees desiring such assistance.

In addition, we provide specific instructions to all employees regarding workplace security hazards unique to their job responsibilities, to the extent that such information was not already covered in other training.

We have chosen the following items for training and instruction for managers, supervisors, and employees:

- Crime awareness.
- Location and operation of alarm systems, and other protective devices.
- Communication procedures.
- Dealing with angry, hostile or threatening individuals.
- Using the "buddy" system or other assistance from co-employees.
- Awareness of indicators that lead to violent acts by service recipients.
- Employee assistance programs.
- Review of anti-violence policy and procedures.
- Managing with respect and consideration for employee well-being.
- Pre-employment screening practices.

## **Section VI: Procedures**

### **Emergencies and Reporting a Crime**

For immediate assistance in an emergency that is not associated with a service call, contact emergency services or law enforcement by calling 911. For immediate assistance in an emergency associated with a service call in progress, follow internal procedures for requesting immediate back-up assistance by notifying local law enforcement. Employees should also notify their supervisor, manager, and the Administrator as soon as possible.

### **Reporting Workplace Violence Concerns**

Employees who witness or experience *threats of violence* or *workplace violence* can report the incident through their chain of command or directly to Human Resources. Employees may report anonymously and without fear of reprisal by submitting the incident in writing through interoffice mail.

### **Restraining Orders**

Employees or other personnel affiliated with the Housing Authority of the City of Eureka and the Housing Authority of the County of Humboldt who have an active restraining order issued against another person that includes the workplace are encouraged to provide a copy of the restraining order to their supervisor and the Administrator. Supervisors who receive notification

of a restraining order that includes the workplace will meet with the Administrator to decide what actions, if any, need to be initiated.

## **Section VII: Hazard Assessment**

The Workplace Violence Prevention Group will perform workplace hazard assessment for workplace security in the form of record keeping and review, periodic workplace security inspections, and a workplace survey. The assessment group will identify workplace violence and security issues and make recommendations to management and employees.

### **Hazard Correction**

Corrective actions will be implemented in a timely manner, prioritized on the severity of the hazard, documented, and dated. Engineering controls and work practice controls will be used to correct unsafe work conditions, practices, or procedures that threaten the security of employees.

*Engineering controls* mean an aspect of the built space or a device that removes a hazard from the workplace or creates a barrier between the worker and the hazard.

Make the workplace unattractive to robbers by:

- Improving lighting around and at the workplace.
- Post signs notifying the public that limited cash is kept on the premises and that cameras are monitoring the facility.
- Utilize surveillance measures, such as cameras and mirrors, to provide information as to what is going on outside and inside the workplace and to dissuade criminal activity.
- Ensure the adequacy of workplace violence systems
- Post emergency telephone numbers for law enforcement, fire, and medical services
- Control, access to, and freedom of movement within, the workplace by non-employees, including recently discharged employees or persons with whom one of our employees is having a dispute.
- Install effective systems to warn others of a violent danger or to summon assistance, e.g., alarms or panic buttons.
- Ensure employees have access to a telephone with an outside line.
- Provide employee training/retraining(refreshers) on the WVPP, which could include but is not limited to the following:

- Recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- Ensure that all reports of violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the person making the threat.
- Improve how well our establishment's management and employees communicate with each other.
- Procedures for reporting suspicious persons, activities, and packages.
- Provide/review employee, supervisor, and management training on emergency action procedures.
- Ensure adequate employee escape routes.
- Increase awareness by employees, supervisors, and managers of the warning signs of potential workplace violence.
- Ensure that employee disciplinary and discharge procedures address the potential for workplace violence.
- Establish a policy for prohibited practices.
- Limit the amount of cash on hand and use time access safes for large bills.
- Provide procedures for a "buddy" system for specified emergency events.

## **Section VIII: Post Incident Response and Investigation**

Managers and supervisors will respond to, investigate, and document incidents according to these procedures:

- If indicated, provide immediate medical care or first aid and follow established injury/illness reporting procedures;
- Identify all employees involved in the incident;
- Offer staff individual trauma counseling resources;
- Complete the Environmental Hazard Assessment & Control Checklist (Appendix B);
- Conduct a debriefing with all affected staff; solicit feedback from all personnel involved in the incident as to the cause of this incident and if injuries occurred, how injury could have been prevented;
- Determine if prevention measures developed under this plan were effectively implemented; and
- Record the incident in the Workplace Violent Incident Log (Appendix A).



## **Section IX: Record Keeping**

Note: Care must be taken to ensure appropriate confidentiality of medical and personnel records, as required by the ADA (Americans with Disabilities Act) and other applicable regulations or policies.

Periodic updates and reviews of the following workplace violence reports and records will be made:

- Occupational Safety and Health Administration (OSHA) 200 logs
- Workplace violence incident reports
- Information compiled for recording assault incidents or near-assault incidents (i.e. Threat & Assault Log)
- Insurance records
- Police reports
- Workplace survey
- Accident investigations
- Training records
- Grievances
- Inspection information
- Other relevant records or information

The records review will be performed on the following schedule: Annual review.

- Records of workplace violence hazard identification, evaluation, and correction will be maintained for three years in accordance with the recordkeeping requirements of the Housing Authority of the City of Eureka and the Housing Authority of the County of Humboldt's Injury and Illness Prevention Program.
- Training for each employee, including the employee's name, training dates, type of training, and training provider will be maintained for a minimum of three years.
- Records of violent incidents (Workplace Violent Incident Log) will be maintained a minimum of five years at 735 W. Everding St., Eureka CA 95503.

## **Workplace Security Inspections**

Periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence will be performed by the following observer(s) in the following areas of our workplace:

Observer: Management level staff or safety committee member.

Area: All relevant areas (shop, parking lots, offsite properties, etc.)

Periodic inspections are performed according to the following schedule:

- Every six months
- When we initially established our Workplace Violence Prevention Program;
- When new, previously unidentified security hazards are recognized;
- When occupational injuries or threats of injury occur; and
- Whenever workplace security conditions warrant an inspection.

Periodic inspections for security hazards consist of identification and evaluation of workplace security hazards and changes in employee work practices and may require assessing for more than one type of workplace violence. Our establishment performs inspections for each type of workplace violence by using the methods specified below to identify and evaluate workplace security hazards.

Inspections for workplace security hazards from violence by strangers (Type 1) include assessing:

- The need for security surveillance measures, such as mirrors or cameras.
- Posting signs notifying the public that limited cash is kept on the premises.
- Procedures for employee response during a robbery or other criminal act.
- Procedures for reporting suspicious persons or activities.
- Posting of emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line.
- Adequacy of lighting and security for designated parking lots or areas.

Inspections for workplace security hazards from violence by customers or clients (Type 2) include assessing:

- Access to, and freedom of movement within, the workplace.
- Adequacy of workplace security systems, such as door locks, security windows, physical

barriers, and restraint systems.

- Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of our establishment.
- Employees' skill in safely handling threatening or hostile service recipients.
- Adequacy of lighting and security for designated parking lots or areas.
- The availability of employee escape routes.

Inspections for workplace security hazards from violence by co-workers (Type 3) include assessing:

- How well our establishment's anti-violence policy has been communicated to employees, supervisors, and managers.
- How well our establishment's management and employees communicate with each other.
- How well our employees, supervisors and managers know the warning signs of potential workplace violence.
- Access to, and freedom of movement within, the workplace by non-employees, specifically recently discharged employees.
- Frequency and severity of employee-reported threats of physical or verbal abuse by managers, supervisors, or other employees.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.
- Employee disciplinary and discharge procedures.

Inspection for workplace security hazards from violence by personal relations (type 4) include assessing:

- Access to, and freedom of movement within, the workplace by non-employees, specifically personal relations with whom one of our employees is having a dispute.
- Frequency and severity of employee-reported threats of physical or verbal abuse which may lead to violent acts by a personal relation.
- Adequacy of workplace security systems, such as door locks, security windows, and physical barriers.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs.

- The use of work practices such as "buddy" systems, as appropriate, for identified risks (e.g., walking employees to their cars or mass transit stops at the end of the workday).
- Adequacy of lighting and security for designated parking lots or areas.

## **Section X: Annual Review**

Housing Authority of the City of Eureka and the Housing Authority of the County of Humboldt's Workplace Violence Prevention Plan will be reviewed annually or whenever there are significant changes in the workplace environment, policies, or procedures, and updated as needed considering the following criteria:

- Staffing;
- Sufficiency of security systems;
- Job, equipment, and facility design and risks;
- Modifications or additions to tasks and procedures that affect Plan implementation.
- Newly identified hazards;
- Prior year incidents;
- Identified deficiencies; and
- Feedback provided by employees and their authorized representatives.

## **ATTACHMENT A**

### **Final Recommendations**

Based on the records review, workplace security inspections and workplace survey, the Workplace Violence Prevention Group has identified the following issues that need to be addressed:

### **Workplace Hazard Control and Prevention**

In order to reduce the risk of workplace violence, the following measures have been recommended:

Engineering Controls and Building or Work Area Design:

Workplace Practices:

Management has instituted the following as a result of the workplace violence hazard assessment and the recommendations made by the Workplace Violence Prevention Group:

--

These changes were completed on (date)\_\_\_\_\_.

Policies and procedures developed as a result of the Workplace Violence Prevention Group's recommendations:

--

**Appendix A**  
**WORKPLACE VIOLENT INCIDENT LOG**

This form must be completed for every record of violence in the workplace

<b>Incident ID #*:</b>	<b>Date and Time of Incident:</b>	<b>Department:</b>
<b>Specific Location of Incident:</b>		

*\* Do not identify employee by name, employee #, or SSI. The Incident ID must not reflect the employee's identity)*

**Describe Incident** (Include additional pages if needed):

**Assailant information:**

<input type="checkbox"/> Patient	<input type="checkbox"/> Client	<input type="checkbox"/> Customer
<input type="checkbox"/> Family or Friend of Patient	<input type="checkbox"/> Family or Friend of Client	<input type="checkbox"/> Family or Friend of Customer
<input type="checkbox"/> Partner/Spouse of Victim	<input type="checkbox"/> Parent/Relative of Victim	<input type="checkbox"/> Co-Worker/Supervisor/Manager
<input type="checkbox"/> Former Partner/Spouse of Victim	<input type="checkbox"/> Animal	<input type="checkbox"/> Person In Custody
<input type="checkbox"/> Robber/Burglar	<input type="checkbox"/> Passenger	<input type="checkbox"/> Stranger
<input type="checkbox"/> Student	<input type="checkbox"/> Other:	

**Circumstances at time of incident:**

<input type="checkbox"/> Employee Performing Normal Duties	<input type="checkbox"/> Poor Lighting	<input type="checkbox"/> Employee Rushed
<input type="checkbox"/> Employee Isolated or Alone	<input type="checkbox"/> High Crime Area	<input type="checkbox"/> Low Staffing Level
<input type="checkbox"/> Unable to Get Help or Assistance	<input type="checkbox"/> Working in a Community Setting	<input type="checkbox"/> Unfamiliar or New Location
<input type="checkbox"/> Other:		

**Location of Incident:**

<input type="checkbox"/> Patient or Client Room	<input type="checkbox"/> Emergency or Urgent Care	<input type="checkbox"/> Hallway
<input type="checkbox"/> Waiting Room	<input type="checkbox"/> Restroom or Bathroom	<input type="checkbox"/> Parking Lot or Outside Building
<input type="checkbox"/> Personal Residence	<input type="checkbox"/> Breakroom	<input type="checkbox"/> Cafeteria
<input type="checkbox"/> Other:		

**Type of Incident (check as many apply):**

<input type="checkbox"/> Robbery	<input type="checkbox"/> Grabbed	<input type="checkbox"/> Pushed
<input type="checkbox"/> Verbal Threat or Harassment	<input type="checkbox"/> Kicked	<input type="checkbox"/> Scratched
<input type="checkbox"/> Sexual Threat, Harassment, or Assault	<input type="checkbox"/> Hit with an Object	<input type="checkbox"/> Bitten
<input type="checkbox"/> Animal Attack	<input type="checkbox"/> Shot (or Attempted)	<input type="checkbox"/> Slapped
<input type="checkbox"/> Threat of Physical Force	<input type="checkbox"/> Bomb Threat	<input type="checkbox"/> Hit with Fist
<input type="checkbox"/> Threat of Use of Weapon or Object	<input type="checkbox"/> Vandalism (of Victim's Property)	<input type="checkbox"/> Knifed (or Attempted)
<input type="checkbox"/> Assault With A Weapon or Object	<input type="checkbox"/> Vandalism (of Employer's Property)	<input type="checkbox"/> Arson
<input type="checkbox"/> Robbery	<input type="checkbox"/> Other:	

**Consequences of incident:**

Medical care provided? <input type="checkbox"/> Yes <input type="checkbox"/> No	Law enforcement called? <input type="checkbox"/> Yes <input type="checkbox"/> No	Security contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did anyone provide assistance to conclude the event? <input type="checkbox"/> Yes <input type="checkbox"/> No		Days lost from work (if any) _____
Actions taken by employer to protect employees from a continuing threat? <input type="checkbox"/> Yes <input type="checkbox"/> No		

**Completed by:**

Name:	Title:	Date:
Telephone:	Email:	
Signature:	Telephone:	

**Appendix B**  
**WORKPLACE VIOLENCE PREVENTION**  
**ENVIRONMENTAL HAZARD ASSESSMENT & CONTROL CHECKLIST**

<b>Assessed by:</b>	<b>Title:</b>
<b>Location(s) Assessed:</b>	

This checklist is designed to evaluate the workplace and job tasks to help identify situations that may place employees at risk of workplace violence.

Step 1: Identify risk factors that may increase Housing Authority of the City of Eureka and the Housing Authority of the County of Humboldt's vulnerability to workplace violence events

Step 2: Conduct a workplace assessment to identify physical and process vulnerabilities

Step 3: Develop a corrective action plan with measurable goals and target dates

**STEP 1: IDENTIFY RISK FACTORS**

Yes	No	Risk Factors	Comments:
		Does staff have contact with the public?	
		Does staff exchange money with the public?	
		Does staff work alone?	
		Is the workplace often understaffed?	
		Is the workplace located in an area with a high crime rate?	
		Does staff enter areas with high crime rates?	
		Does staff have mobile workplaces?	
		Does staff perform public safety functions that might put them in conflict with others?	
		Does staff perform duties that may upset people?	
		Does staff work with people known or suspected to have a history of violence?	
		Do any employees have a history of threats of violence?	

**STEP 2: CONDUCT ASSESSMENT**

**Building Interior**

Yes	No	Building Interior	Comments:
		Are employee ID badges required?	



		Are employees notified of past workplace violence events?	
		Are trained security personnel or staff accessible to employees?	
		Are bullet resistant windows or similar barriers used when money is exchanged with the public?	
		Are areas where money is exchanged visible to others?	
		Is a limited amount of cash kept on hand with appropriate signage?	
		Could someone hear an employee who called for help?	
		Do employees have a clear line of sight of visitors in waiting areas?	
		Do areas used for client or visitor interviews allow co-employees to observe problems?	
		Are waiting and work areas free of objects that could be used as weapons?	
		Is furniture in waiting and work areas arranged to prevent employee entrapment?	
		Are clients and visitors clearly informed how to use the department services so they will not become frustrated?	
		Are private, locked restrooms available for employees?	
		Do employees have a secure place to store personal belonging?	

## Building Exterior

Yes	No	Building Exterior	Comments:
		Do employees feel safe walking to and from the workplace?	
		Are the entrances to the building clearly visible from the street?	
		Is the area surrounding the building free of bushes or other hiding places?	
		Are security personnel provided outside the building?	
		Is video surveillance provided outside the building?	
		Is there enough lighting to see clearly?	
		Are all exterior walkways visible to security personnel?	

## Parking Area

Yes	No	Parking Area	Comments:
		Is there a nearby parking lot reserved for staff?	
		Is the parking lot attended and secure?	
		Is the parking lot free of blind spots and landscape trimmed to prevent hiding places?	
		Is there enough lighting to see clearly?	
		Are security escorts available?	

## Security Measures

Yes	No	Security Measures	Comments:
		Is there a response plan for workplace violence emergencies?	
		Are there physical barriers? (between staff and clients)	
		Are there security cameras?	
		Are there panic buttons?	
		Are there alarm systems?	
		Are there metal detectors?	
		Are there X-ray machines?	
		Do doors lock?	
		Does internal telephone system activate emergency assistance?	
		Are telephones with an outside line programed for 911?	
		Are there two-way radios, pagers, or cell phones?	
		Are there security mirrors?	
		Is there a secured entry?	
		Are there personal alarm devices?	
		Are there "drop safes" to limit available cash?	
		Are pharmaceuticals secured?	
		Is there a system to alert staff of the presence, location, and nature of a security threat?	
		Is there a system in place for testing security measures?	

**STEP 3: DEVELOP CORRECTIVE ACTION PLAN**

(Action Plan Types: *BI* – Building Interior, *BE* – Building Exterior, *PA* – Parking Area, *SM* – Security Measure)

Type	Action Item	Person(s) Responsible	Target Date	Status	Comments

RESOLUTION 506

RESOLUTION TO ACCEPT AND APPROVE

UPDATE TO THE PERSONNEL POLICY  
ADDING WORKPLACE VIOLENCE PROTECTION PLAN

WHEREAS, the Housing Authority of the County of Humboldt 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 County of Humboldt Board of Commissioners; therefore

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

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 County of Humboldt

Board of Commissioners Meeting

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July 08, 2024

Agenda Item 8b

## Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Annual 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 12, 2024, in person at the Housing Authority office, to discuss the PHA goals and objectives and provide input to the annual plan.

The Board has had the opportunity to review goals and progress updates, and to offer input at regularly scheduled board meetings relative to the annual plan. The PHA Plan must be submitted to HUD by October 31, 2024. The draft plan is currently published and out for 45-day public review. This will be brought back again at the September 10<sup>th</sup> (Tuesday) meeting for final review and approval.

### STAFF RECOMMENDATION:

For review and discussion only; *revisit for approval on September 10, 2024.*

# PHA 5 Year Plan Goals

## Housing Authority of the County of Humboldt

### 2024 Update

Goal One: **Maximize Voucher Utilization**

The Housing Authority of the County of Humboldt ("The PHA") makes every effort to utilize up to 100% of the Annual Contributions Contract, or more as allowed based on draws of HUD-held reserves.

To achieve this, the PHA shall maintain a waiting list of size sufficient to issue vouchers and lease-up clients to utilize at least 96% of our Annual Contributions Contract funding. The PHA will advertise in at least one local publication quarterly, as long as the wait list is open, in order to make the public aware of our open waitlist. Additionally, the PHA will seek opportunities with other local agencies to do outreach and education about our housing programs to diverse populations, at minimum once a month, with the goal of furthering voucher utilization.

2024 Update: All programs' monthly spending is above 100%, indicating that we are utilizing 100% of monthly funding and drawing on reserves to help support program growth.

Goal Two: **Increase Landlord Participation**

When adequate funding is available, the PHA will offer landlord incentives in order to bring in new landlords and/or new units to the HCV program. Additionally, the PHA will continue to enhance and encourage communication with landlords via periodic newsletters, and work to maintain regular contact with landlords via outreach and education that promotes the participation of rental property owners in Humboldt's voucher assistance payment program.

1. Landlord Newsletter will go out at minimum twice a year.
2. A minimum of 20 landlord contacts will be made monthly with both existing and prospective landlords.
3. A landlord orientation and/or appreciation event will be held at least once annually to acknowledge the landlords' critical role, share client success stories that promote the program, and educate current and prospective landlords about the HCV program.
4. An annual landlord survey will be done via USPS mail with an online response option, seeking input/feedback from landlords. Any relevant feedback will be used to improve operations.

2024 Update: Landlord newsletter is in process; to reflect change to security deposit law effective 7/1 and luncheon planned for August. Landlord contacts continue to be made by Housing Advocate and caseworkers. Annual landlord survey to be sent out after luncheon.

Goal Three: **Utilize Project Based Vouchers to Expand the Supply of Assisted Housing**

The PHA's Project Based Voucher (PBV) program will continue to seek opportunities to release further PBV's to the community and partner with local agencies and/or developers to allocate PBV's that increase affordable housing units in Humboldt County. RFPs will be published as needed and when determined to be consistent with the financial and programmatic goals of the agency.

The PHA may administer vouchers for the City of Eureka Housing Authority ("City") in support of the City's repositioning of its Public Housing stock and retaining or increasing affordable units. A resolution of support for the City of Eureka Housing Authority's Repositioning Plan was approved at a regularly scheduled board meeting on July 11, 2022.

2024 Update: 43 PBVs allocated for City "Green Phase" project (note that 8 will be new vouchers and 35 will come from existing allocation). Also working with local nonprofits to add PBVs at recent Homekey projects (expected Q3 2024). Will continue seeing opportunities to partner, using PBVs to increase new housing production.

Goal Four: **HUD Performance Evaluation & Quality of Assistance**

In its last scored year for SEMAP (based on 2019 operations), the PHA maintained a SEMAP rating of High Performer. The PHA aims to continue receiving the highest possible score under Section 8 Management Assessment Program (SEMAP) and strives to maintain "High Performer" status.

1. The PHA will continue to perform quality control checks on tenant files, income calculations, and inspections as allowed.
2. Upon receipt of HUD certified SEMAP scoring, results will be presented to the Board of Commissioners.
3. For any score less than "High Performer" a remediation plan will be implemented and presented with the scoring.

2024 Update: Quality control file checks and inspections continue to occur periodically. 96% SEMAP score for FYE 12/31/2023; overall designation "High" for Humboldt PHA.



Goal Five: **Compliance**

Management will periodically review internal controls to verify appropriate policies and procedures remain in place, up to date, and operating effectively. The PHA will ensure full compliance with all applicable standards and regulations including generally accepted accounting practices (GAAP) and governmental accounting standards board (GASB), with a goal of zero findings in annual audits, with audit report, including any findings, to be made available and presented annually.

1. Completed audit for FYx1 will be presented at a regular board of commissioners' meeting before the end of FYx2.
2. Completed audit report will be posted on agency website.

2024 Update: 2023 Audit in process. 2022 Audit, presented in Q4 2023, had no findings.

Goal Six: **Employee Morale**

The PHA will promote and maintain a motivating work environment that attracts highly talented applicants and acknowledges a capable team of employees.

1. Budget will be allocated, approved and available to send appropriate staff to training seminars that will allow employees to gain new knowledge and/or enhance staff skills for their particular job classification and responsibilities.
2. On-demand training will be available to all staff and periodically assigned by management through a contract with Yardi.
3. Management will review training progress quarterly to identify possible opportunities for training that align with agency needs and support gaps in employee skills or knowledge.
4. The PHA will acknowledge staff monthly for their achievements by providing an employee recognition award to an employee selected by the management team.

2024 Update: Staff training budget is being utilized to support the many changes HUD is implementing. HTVN contract was canceled and replaced with Yardi (software) Aspire on-demand training. Management reviews training budget utilization monthly and recognizes an employee of the month every month.

Goal Seven: **Technology and Accessibility**

The PHA will add to our selection of resources available online in order to remove barriers to accessibility, better meet our client's needs to access and complete paperwork remotely, and offer multiple methods to successfully communicate with agency staff.

We will periodically assess the need to add data to the website. The following documents will be available online, at a minimum:

1. Application
2. Notice of Change
3. Recertification paperwork
4. Board meeting agendas
5. Administrative Plan
6. PHA Plan

2024 Update: In addition to providing regular website updates, a computer room with a printer available to clients for printing bank statements and other verification paperwork necessary for Housing Authority programs has been made available. This information is also on the Housing Authority website.

Goal Eight: **Mainstream Vouchers**

The Mainstream Vouchers program was added in 2020 to bring more opportunity to the disabled community. A limited preference was added which allows for voucher placement based on referrals from Continuum of Care participating agencies for up to 50 active vouchers for people/families who are non-elderly, disabled, formerly homeless and participating in a Permanent Supportive Housing or Rapid Re-Housing program.

Per HUD's program requirements, the PHA aims to have at least 80% of these vouchers leased annually. This will be accomplished by:

1. Monthly or more frequent (as needed) meetings and communications with partner agencies to discuss, review and encourage referrals;
2. Housing Advocate working as liaison between the PHA and partner agencies to facilitate completion of paperwork, education of social workers and program participants, and continued outreach to landlords to add new units/landlords; and
3. Regularly pulling eligible applicants from the waitlist for screening/briefing and issuance of vouchers.

2024 Update: At least 80% of Mainstream vouchers have been issued, and 70% of Mainstream vouchers are leased up as on 6/1/2024. We will continue issuing vouchers and accepting referrals to get to 100%, at which point vouchers will be issued only when turnover happens, or if new vouchers are added.

Goal Nine: **Emergency Housing Vouchers**

The Emergency Housing Vouchers (EHV) program was added in 2021 to bring more opportunity to community members most affected by the

COVID-19 pandemic. This program requires that referrals for the 182 vouchers be made from the local Continuum of Care, Humboldt Housing and Homeless Coalition (HHHC), or by a domestic violence service provider, Humboldt Domestic Violence Services (HDVS), to the PHA, for voucher issuance. A dedicated EHV Housing Specialist works with the clients and referring partners to process paperwork, help find potential housing, make referrals to other agencies for supportive services, and generally support the success of the client in the EHV program. Vouchers may be issued until 9/30/2023. Thereafter, the existing vouchers will be funding through at least 2030, but EHV's can no longer be issued.

With the assistance of the HHHC, the PHA aims to utilize at least 80% of these vouchers, or 146 vouchers, by 9/30/2023. This will be accomplished by :

1. Monthly analysis of program success, including statistical reports, tracking:
  - a. Referrals received
  - b. Monthly vouchers issued (searching)
  - c. Monthly vouchers leased up (housed)
  - d. Total Vouchers issued and outstanding (searching)
  - e. Total Vouchers leased up
  - f. Program dollars used and available (monthly and program to date)
  - g. Landlord contacts and results
  - h. Other metrics as determined relevant
2. Caseworker outreach to landlords and actively seeking opportunities to pair voucher holders with open units in the rental market.

2024 Update: All EHV's were issued by 9/30/2023, and PHA has met goal of 80% utilization of EHV's. Because future funding for the EHV program is unknown, PHA will work to transition EHV holders to Housing Choice Vouchers (HCV) by verifying we have applications on file for the HCV program, and recommending clients submit applications for any that are missing.

#### Goal Ten

##### **Customer Feedback**

In order to provide for continuous improvement, the PHA will use various methods to invite feedback from interested parties, including voucher clients, landlords, community members, and staff.

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

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

2024 Update: 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 COUNTY OF HUMBOLDT**

### **RESIDENT ADVISORY BOARD MEETING SUMMARY**

**June 4, 2024, 12:00pm – 1:30pm**

#### Staff

Cheryl Churchill, Executive Director

Heather Humphreys, Executive Assistant

Jennifer Toole, Housing Programs Supervisor

#### Attendees

Anna Brooks, Christy Doviak, Lisa Peeples, Vernon Price, Maricruz Gomez, Joan Loitz, Maria Elena Lopez

Note that some attendees participated as they are employees of the Department of Health and Human Services who assist people with Section 8 paperwork and wanted to learn more about the Housing Authority programs and goals.

#### Meeting Notes

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

Cheryl reviewed the HACH goals and shared progress on goals that were included in the plan for 2024. Discussion and comments were exchanged during the review of the goals.

#### Attendees Comments

- Attendee asks if we have any new property owners signing up to participate in Section 8 in the past few years.
  - Cheryl responds that we have had landlord incentives the past few years and have had new landlords sign up.
- Attendee asks if we have seen landlords who were reluctant in the past, who now want to participate in Section 8.
  - Jennifer replies that since last year she has received a lot of calls from landlords inquiring about how they go about participating in the program.

- Attendee, who is a DHHS case worker, comments that Section 8 is good for landlords because it ensures they receive their rent payment. Regardless if the tenant loses their income, they know that the Housing Authority will send the Section 8 rent. Attendee goes on to comment that the landlords also know that the tenant must keep their unit clean because the Housing Authority conducts annual inspections.
  - Cheryl asks if attendee thinks the landlords understand that they will receive their rent even if the tenant loses income.
  - Attendee, DHHS case worker, responds that landlords will usually call them to convey that their client, the tenant, need to follow the rules and keep their unit in order as the landlords do not want to lose the tenant.
- Cheryl asks how long attendees have been with their landlords.
  - Attendees respond, one with their landlord for thirteen years, another fifteen years, another for six years, another for four and a half years.
  - Cheryl responds that for our landlord luncheon, it may be a good idea to invite onsite property managers to the Housing Authority landlord luncheon. Attendees agree.
- Cheryl continues to go over the goals noting that for Project Based Vouchers (PBV) that after a year of using that particular voucher, they can request a Section 8 voucher and move to a unit that is not project based.
  - The attendee, DHHS case worker, notes that he had a client who recently switched his PBV to a Section 8 voucher and moved to a unit that was not project based and has benefited from the change.
- While going over the goals, Cheryl mentions about the new Housing Opportunity Through Modernization Act (HOTMA) provisions will be implemented January 1, 2025.
  - Attendee asks how the transition is working for the employees.
  - Cheryl responds that there is a learning curve. However, the Housing Authority has two employees who have been focused on HOTMA trainings.
  - Jennifer Toole notes that we will be updating our processes, recertification forms, updating the ACOP, Administrative Plan, policy books, and changing the reporting system from PIC to HIP to stay in compliance with HOTMA.
  - Jennifer goes on to note that these changes are good for the tenants as it changes our income reporting allowing more time to get verifications in. For instance, instead of 60 days, the time frame will be changing to 120 days for verification reporting.
  - Attendee comments that this is a wonderful change.

- While going over the goal regarding Emergency Housing Vouchers (EHV) and possible end date for the funding of that program, attendee suggests clients with an EHV should get on the waitlist for a Housing Choice Voucher.
  - Jennifer comments that our Housing Advocate has been recommending that to our EHV clients.
  - Cheryl responds that we will add that suggestion to our goal list: Anyone that has an EHV to get on the HCV waitlist.
- During the discussion pertaining to customer service, Cheryl mentions that we have a feedback survey on our website home page. Cheryl asks how many of attendees use their email accounts for correspondence.
  - Attendees respond that they predominantly use email for correspondence.
  - Cheryl notes that we will work toward getting out a customer service survey to our tenants via email.
- Pertaining to customer service, Cheryl asks the group if they feel there is enough contact from their worker, if they know who their worker is and how to contact him/her?
  - One attendee responds that he is highly impressed with their worker and feel they have great communication with the worker.
  - Another attendee responds that if they need to speak with their worker, they contact the front desk and are routed to their contact.
  - Another person comments that they are unsure of who their worker is.
  - Cheryl notes that the worker information is on our website and based on your last name you can see who your worker is.
  - Cheryl goes on to state that we will get out an update to our clients of who their worker is based on their last name and how to contact their case worker.

#### Concerns/Complaints

- While discussing HOTMA, attendee comments that providing printed out bank statements gets expensive and the change of reporting time from 60 to 120 days is a great update.
  - Cheryl notes that the Housing Authority has a computer room for clients, and they are more than welcome to come into the office and use the computer and printer to print out their bank statements for free.
  - Attendee suggests putting this information on the website.

- Cheryl replies that Heather can certainly update the website with this information. *Note: This was completed on June 26, 2024.*

### Wrap-up

Cheryl asked the attendees if they had anything further that they would like to go over today. Attendees thank staff for the meeting and found it very informative.