



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
Tuesday, September 10, 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 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 regular meeting held July 08, 2024, and special meeting held on August 19, 2024. (pages 3-6)

4. Bills and Communications: None



The Housing Authorities are Equal Housing Opportunity Organizations



5. Report of the Secretary:

The Report of the Secretary is intended to brief the Commission on items, issues, key dates, etc., that do not require specific action, and are not separate items on the Board of Commissioners Agenda.

5a. Occupancy and Leasing Report (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. HACH Board of Commissioners: Reappointment of Kaylen Escarda and Maureen Fitzgerald - Current board roster and commissioner terms; *Informational* (pages 10-13)

8b. Customer Service Survey Results; *Informational* (pages 14-18)

8c. Resolution 507, CA086 Revised 5-Year Plan 2022-2026

Recommended Board Action: *Accept and Adopt for Approval* (pages 19-38)

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, July 08, 2024

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

1. Roll Call:

Present: Chairperson Conner, Vice Chairperson Fitzgerald, Commissioner Derooy,
Commissioner Escarda, Commissioner Leon

Absent: Commissioner Zondervan-Droz

Staff: Churchill, Humphreys, Wiesner

Motion made by Vice Chairperson Fitzgerald to approve remote attendance for Chairperson Conner.
Motion seconded by Commissioner Leon.

Commissioner Zondervan-Droz was not in attendance during roll call but joined the meeting at 12:08pm during the discussion of item 5a.

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

3. Approve minutes of the board of commissioners meeting held April 08, 2024.

Motion to approve the minutes of the meeting of April 08, 2024, made by Vice Chairperson Fitzgerald.

Second - Commissioner Derooy

Roll call:

Ayes: Conner, Fitzgerald, Derooy, Escarda, Leon

Nays: None

Abstain: None

Absent: Zondervan-Droz

Chairperson Conner declared the motion carried to approve the minutes of April 08, 2024.

4. Bills and Communication:

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

Secretary Churchill goes over the SEMAP scoring and notes HACH scored 96% which is
a hi-performer score.

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, noting the tenant services department is diligently working and has added 70 vouchers since the beginning of the year. Secretary Churchill comments that our programs continue to be 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. Resolution 506, Update to Personnel Policy, Workplace Violence Protection Plan
Recommended Board Action: *Accept and Adopt for Approval*

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.

Motion to approve Resolution 506 made by Commissioner Leon.

Second - Commissioner Derooy

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

Chairperson Conner declared the motion carried and Resolution 506 approved.

8b. CA086 Draft PHA Plan; *Informational*

Secretary Churchill goes over the draft plan with the board noting updates and suggestions from the Resident Advisory Board meeting that was held on June 12, 2024. The PHA Plan will be revisited for a resolution of approval and adoption at the September 10, 2024, board meeting.

9. Closed Session: None needed.

10. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 12:29p.m.

Chairperson

Secretary

MINUTES

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

Monday, August 19, 2024

Chairperson Conner declared a quorum present and called the meeting to order at 12:03p.m.

1. Roll Call:

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

Absent: Commissioner Escarda

Staff: Churchill, Humphreys

Motion made by Commissioner Leon to approve remote attendance for Commissioner Derooy.
Motion seconded by Commissioner Zondervan-Droz.

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

3. New Business:

3a. Consideration of new preferences for voucher programs

Recommended Board Action: *Discuss options and provide direction for staff*

Secretary Churchill goes over the new preferences to be added to the Administrative Plan which would allow for Tenant Based Rental Assistance clients to be transitioned to Housing Choice Vouchers and also to allow for an ongoing Lease-in-place preference to support greater voucher utilization. The update to the plan will be published for public comment on the Housing Authority website from August 22, 2024, through October 07, 2024. A public meeting for comments will be held on October 02, 2024. The board agreed that staff should pursue addition of these preferences, by updating the Administrative Plan and holding the public hearing to receive comment. This item will be brought back before the board for resolution to approve and adopt during the October 15, 2024 regular meeting.

4. Closed Session: None needed.

5. Adjournment

There being no further business to come before the Commissioners, the meeting was adjourned at 1:05p.m.

Chairperson

Secretary

**Occupancy and Leasing Report
January 2024 - July 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	Jun-24	Jul-24	Wait List End of Month
Public Housing	195	184	186	190	191	190	192	194	800
Eureka Family Housing	51	48	49	49	48	48	48	49	794
Eureka Senior Housing	22	21	21	21	21	21	21	20	291
Total City Units	268	253	256	260	260	259	261	263	

HACH									
Tenant Based Vouchers									
Housing Choice Vouchers	1234	804	849	853	856	869	874	888	853
VASH Vouchers	95	76	75	79	79	80	80	84	N/A
Mainstream vouchers	75	51	52	54	53	55	55	55	N/A
Emergency Housing Vouchers (EHV)	182	145	146	145	144	142	141	141	N/A
Total All Vouchers	1586	1076	1122	1131	1132	1146	1150	1168	

Project Based Vouchers (note that these are a subset of HCV & VASH voucher counts shown above)									
PBV-VASH - Bayview Heights (Eureka)	22	22	22	22	22	22	22	22	N/A
PBV-HCV - Bayview Heights (Eureka)	3	3	3	3	3	3	3	2	1
PBV-HCV - Sorrell Place (Arcata)	5	5	5	5	5	5	4	5	193
PBV-HCV - Providence (Eureka)	42		41	41	41	41	42	42	N/A
PBV-HCV - Laurel Canyon	35	34	34	35	35	35	35	35	103
Total Project Based Vouchers	107	64	105	106	106	106	106	106	

Vouchers issued but not under contract, end of month (aka "Searching") 60

Note: Occupancy / utilization numbers shown are as of the first day of the month.

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

	January	February	March	April	May	June	July	Total
Traditional HCV & VASH (Includes PBVs)								
HAP income (budget authority)	\$ 568,483	\$ 568,483	\$ 564,144	\$ 600,362	\$ 575,368	\$ 629,691	\$ 629,691	\$ 4,136,223
HAP expenses	(613,174)	(633,854)	(633,889)	(645,641)	(659,503)	(673,590)	(698,755)	(4,558,406)
Surplus (Deficit)	<u>(44,691)</u>	<u>(65,371)</u>	<u>(69,745)</u>	<u>(45,279)</u>	<u>(84,135)</u>	<u>(43,899)</u>	<u>(69,064)</u>	<u>(422,183)</u>
* % Total income utilized	107.86%	111.50%	112.36%	107.54%	114.62%	106.97%	110.97%	110.21%
Administrative/Other Income	78,651	87,003	78,760	79,318	79,226	79,632	92,138	574,727
Operating expenses	(75,804)	(71,139)	(66,541)	(71,692)	(67,103)	(72,009)	(123,428)	(547,716)
Surplus (Deficit)	<u>2,846</u>	<u>15,865</u>	<u>12,219</u>	<u>7,626</u>	<u>12,122</u>	<u>7,623</u>	<u>(31,290)</u>	<u>27,011</u>
B/D Remaining HAP Cash	49,460	(6,365)	665,581	10,319	(163)	15,964	20,058	
Remaining Non-HAP Cash	729,405	718,621	731,978	735,490	724,451	735,769	748,534	
Total HCV Cash	<u>778,865</u>	<u>712,256</u>	<u>1,397,559</u>	<u>745,808</u>	<u>724,288</u>	<u>751,733</u>	<u>768,592</u>	
Cash Increase/(Decrease)	5,035	(66,609)	685,303	(651,751)	(21,520)	27,445	16,859	
# of Households Assisted	878	924	933	935	949	954	972	6,545
Average HAP Payment	\$ 698	\$ 686	\$ 679	\$ 691	\$ 695	\$ 706	\$ 719	\$ 696
Mainstream (disabled & non-elderly)								
HAP income (budget authority)	\$ 34,358	\$ 34,358	\$ 34,358	\$ 34,358	\$ 37,726	\$ 37,726	\$ 37,726	\$ 250,610
HAP expenses	(34,902)	(35,671)	(37,621)	(37,815)	(38,630)	(40,689)	(40,443)	(265,771)
Surplus (Deficit)	<u>(544)</u>	<u>(1,313)</u>	<u>(3,263)</u>	<u>(3,457)</u>	<u>(904)</u>	<u>(2,963)</u>	<u>(2,717)</u>	<u>(15,161)</u>
A % Total income utilized	101.58%	103.82%	109.50%	110.06%	102.40%	107.85%	107.20%	106.05%
Administrative/Other Income	5,845	12,139	5,845	5,845	7,043	7,121	10,155	53,993
Operating expenses	(4,779)	(4,390)	(3,966)	(4,510)	(5,862)	(4,674)	(8,188)	(36,369)
Surplus (Deficit)	<u>1,066</u>	<u>7,749</u>	<u>1,879</u>	<u>1,335</u>	<u>1,181</u>	<u>2,447</u>	<u>1,968</u>	<u>17,624</u>
B/D Remaining HAP Cash	1,690	719	37,917	(1,643)	1,005	(5,159)	(4,523)	
Remaining Non-HAP Cash	60,685	68,340	70,080	71,234	72,483	74,941	79,936	
Total MSV Cash	<u>62,375</u>	<u>69,059</u>	<u>107,997</u>	<u>69,591</u>	<u>73,488</u>	<u>69,782</u>	<u>75,413</u>	
Cash Increase/(Decrease)	(504)	6,684	38,939	(38,406)	3,897	(3,706)	5,631	
# of Households Assisted	51	52	53	53	55	55	55	374
Average HAP Payment	\$ 684	\$ 686	\$ 710	\$ 713	\$ 702	\$ 740	\$ 735	\$ 711
Emergency Housing Vouchers (EHVs)								
HAP income (budget authority)	\$ 100,228	\$ 100,228	\$ 100,228	\$ 100,228	\$ 100,228	\$ 100,228	\$ 215,277	\$ 816,646.50
HAP expenses	(120,280)	(122,235)	(121,013)	(120,651)	(118,809)	(119,805)	(118,249)	(841,042)
Surplus (Deficit)	<u>(20,052)</u>	<u>(22,007)</u>	<u>(20,785)</u>	<u>(20,423)</u>	<u>(18,581)</u>	<u>(19,577)</u>	<u>97,028</u>	<u>(24,396)</u>
A % Total income utilized	120.01%	121.96%	120.74%	120.38%	118.54%	119.53%	54.93%	102.99%
Administrative/Other Income	31,114	27,059	34,763	27,236	24,793	23,058	19,316	187,340
Operating expenses	(24,159)	(24,402)	(18,641)	(14,032)	(17,910)	(13,111)	(24,724)	(136,978)
Surplus (Deficit)	<u>6,955</u>	<u>2,657</u>	<u>16,121</u>	<u>13,205</u>	<u>6,884</u>	<u>9,947</u>	<u>(5,408)</u>	<u>50,362</u>
B/D Remaining HAP Cash	27,402	19,245	164,139	19,725	24,139	32,940	38,116	
Remaining Non-HAP Cash	153,925	143,153	150,356	161,364	164,258	171,244	167,575	
Total EH V Cash	<u>181,327</u>	<u>162,398</u>	<u>314,495</u>	<u>181,089</u>	<u>188,397</u>	<u>204,184</u>	<u>205,691</u>	
C Cash Increase/(Decrease)	(7,592)	(18,929)	152,097	(133,406)	7,308	15,787	1,507	
# of Households Assisted	145	146	145	144	142	141	141	1,004
Average HAP Payment	\$ 830	\$ 837	\$ 835	\$ 838	\$ 837	\$ 850	\$ 839	\$ 838

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

	January	February	March	April	May	June	July	Total
Total All Voucher Programs								
HAP income (budget authority)	\$ 703,069	\$ 703,069	\$ 698,730	\$ 734,948	\$ 713,322	\$ 767,645	\$ 882,694	\$ 5,203,479
HAP expenses	(768,356)	(791,760)	(792,523)	(804,107)	(816,942)	(834,084)	(857,447)	(5,665,219)
Surplus (Deficit)	<u>(65,287)</u>	<u>(88,691)</u>	<u>(93,793)</u>	<u>(69,159)</u>	<u>(103,620)</u>	<u>(66,439)</u>	<u>25,247</u>	<u>(461,740)</u>
A % Total income utilized	109.29%	112.61%	113.42%	109.41%	114.53%	108.65%	97.14%	108.87%
Administrative/Other Income	115,610	126,201	119,368	112,399	111,062	109,811	121,609	816,060
Operating expenses	(104,742)	(99,930)	(89,148)	(90,234)	(90,875)	(89,794)	(156,339)	(721,063)
Surplus (Deficit)	<u>10,867</u>	<u>26,271</u>	<u>30,219</u>	<u>22,165</u>	<u>20,187</u>	<u>20,017</u>	<u>(34,730)</u>	<u>94,997</u>
B/D Remaining HAP Cash	78,552	13,599	867,637	28,401	24,981	43,745	53,651	
Remaining Non-HAP Cash	944,014	930,114	952,414	968,088	961,193	981,955	996,046	
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>	<u>1,025,699</u>	<u>1,049,696</u>	
Cash Increase/(Decrease)	(3,062)	(78,854)	876,339	(823,563)	(10,315)	39,526	23,997	
# of Households Assisted	1,074	1,122	1,131	1,132	1,146	1,150	1,168	7,923
Average HAP Payment	\$ 715	\$ 706	\$ 701	\$ 710	\$ 713	\$ 725	\$ 734	\$ 715

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

September 10, 2024

Agenda Item 8a

Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Current Board and Commissioner Terms

BACKGROUND AND HISTORY:

The Housing Authority of the County of Humboldt Board of Commissioners bylaws allows for seven elected individuals representing five local districts, a senior tenant member, and a non-elderly tenant. Each term of a district commissioner is four years from the date of appointment. Each term of a tenant commissioner is two years from the date of appointment. At this time, there is a commissioner vacancy for district two. During the August 27, 2024, County Board of Supervisors meeting, Maureen Fitzgerald and Kaylen Escarda were reappointed for another four-year term.

The current board roster from the County of Humboldt clerk's office has been attached. As a reminder, below are the sections of the California state code regarding commissioner appointments.

California Health and Safety Code

CHAPTER 1. Housing Authorities Law 34200-34380

ARTICLE 3. Officers and Employees 34270-34286

Section 34271 - Appointment of commissioners; tenant commissioners

When the governing body of a county adopts such a resolution it shall appoint five persons as commissioners of the authority. The governing body shall appoint two additional commissioners who are tenants of the authority if the authority has tenants, or within one year after the authority first does have tenants. One such tenant commissioner shall be over 62 years of age if the authority has tenants of such age.

Section 34273 - Filing of certificate of appointment

A certificate of the appointment or reappointment of any commissioner shall be filed with the clerk and the certificate is conclusive evidence of the due and proper appointment of the commissioner.

STAFF RECOMMENDATION:

For discussion only.



COUNTY OF HUMBOLDT

For the meeting of: 8/27/2024

File #: 24-1244

To: Board of Supervisors

From: Clerk of the Board

Agenda Section: Consent

Vote Requirement: Majority

SUBJECT:

Reappointment of Maureen Fitzgerald and Kaylen Escarda to the Humboldt County Housing Authority Commission

RECOMMENDATION(S):

That the Board of Supervisors:

1. Receive and file.

STRATEGIC PLAN:

This action supports the following areas of your Board's Strategic Plan.

Area of Focus: Housing for All

Strategic Plan Category: 4001 - Provide housing and sheltering solutions for people experiencing homelessness

DISCUSSION:

The Clerk of the Board was notified that Supervisor Bohn and Supervisor Arroyo would like to make reappointments to the Humboldt County Housing Authority Commission. Supervisor Bohn is reappointing Maureen Fitzgerald for an additional term of four years. Supervisor Arroyo is also reappointing Kayleen Escarda for an additional term of four years. Both members will have a new term end date of Sept. 4, 2028.

SOURCE OF FUNDING:

General Fund

Narrative Explanation of Financial Impact:

There is no financial impact to reappointments to volunteer positions.

OTHER AGENCY INVOLVEMENT:

Housing Authority

ALTERNATIVES TO STAFF RECOMMENDATIONS:

None

ATTACHMENTS:

File #: 24-1244

Updated Roster

PREVIOUS ACTION/REFERRAL:

Meeting of: N/A

File No.: N/A

HUMBOLDT COUNTY BOARD OF SUPERVISORS

HOUSING AUTHORITY COMMISSION ROSTER (HUMBOLDT COUNTY)

AUTHORITY: File No. 24-1244
APPOINTING POWER: Board of Supervisors
MEMBERS: 7 (1 per district and 2 at-large tenant commissioners)
QUALIFICATIONS: Resident of the County
TERM: 4 years (District) and 2 years (Tenant)
FUNCTION: Authorized to exercise or transact County housing functions
DISCLOSURE CATEGORIES: 2, 3, 6, and 7

<u>NAME</u>	<u>APPOINTED</u>	<u>REAPPOINTED</u>	<u>EXPIRES</u>
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District 1

MAUREEN FITZGERALD Eureka, Ca. 95501 morenie@hotmail.com	10/9/07	09/04/12, 9/1/20 08/23/16, 08/27/24	09/04/28
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District 2
VACANCY

District 3

ELIZABETH CONNER Arcata, Ca. 95521 econner@humboldt1.com	09/06/11	08/25/15 09/03/19	09/04/27
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District 4

KAYLEN ESCARDA Eureka, Ca. 95501	10/07/08	09/04/12, 09/05/14 08/23/16, 09/01/20 08/27/24	09/04/28
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District 5

LESLIE ZONDERVAN-DROZ Trinidad, Ca. 95570	09/29/20	10/22/23	10/22/27
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TENANT COMMISSIONERS (ONE OVER 62 YEARS OF AGE, IF POSSIBLE) – 2 YEAR TERMS

Senior Tenant

Sylvia DeRooy	08/27/19	08/27/23	08/27/25
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Non-Elderly Tenant

LISA LEON	10/18/22		10/18/24
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Contact: Cheryl Churchill, Executive Director
735 W. Everding St..
Eureka, CA 95501
443-4583 cherylc@eurekahumboldtha.org

Meetings: The Humboldt County Housing Authority meets on the 2nd Monday of each month at noon at the Housing Authority Office at 735 Everding St., Eureka

Housing Authority of the County of Humboldt

Board of Commissioners Meeting

September 10, 2024

Agenda Item 8b

Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Tenant Survey Results

BACKGROUND AND HISTORY:

During a recent HACH board meeting, while reviewing the PHA goals, it was recommended that staff distribute a customer service survey for a better understanding of where the agency can improve and what areas we are meeting or exceeding tenant expectations. On July 08, 2024, a comprehensive survey was emailed to all voucher holders with emails on file. This survey was also provided on the homepage of the Housing Authority website. As of September 01, 2024, staff received 31 responses. The survey results are provided for board review and discussion.

Impact to Personnel:

None.

Fiscal Impact:

None.

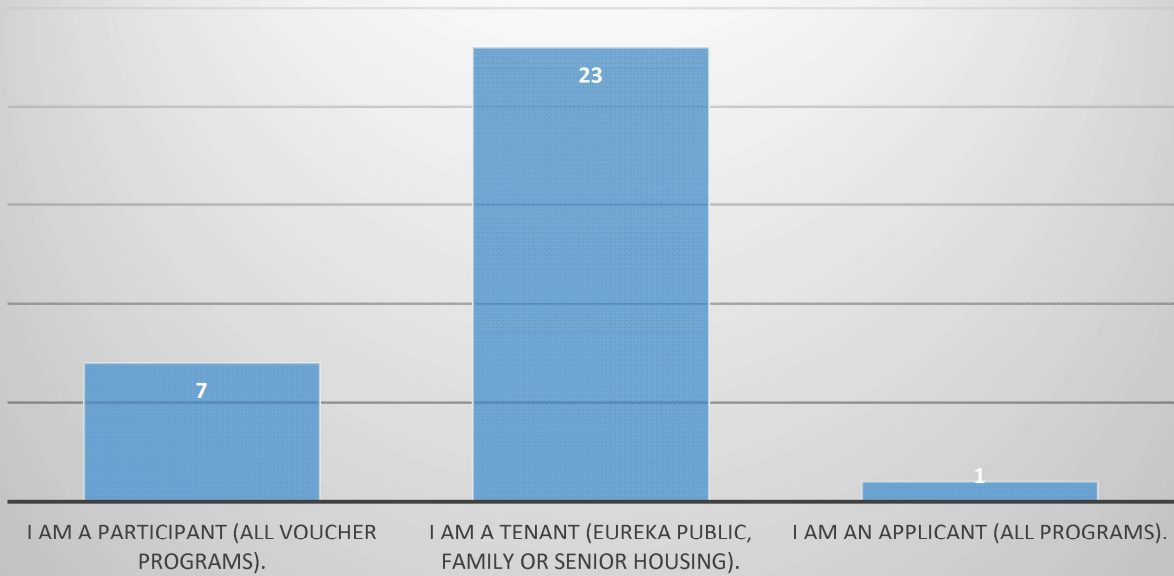
Impact to Agency Personnel:

None.

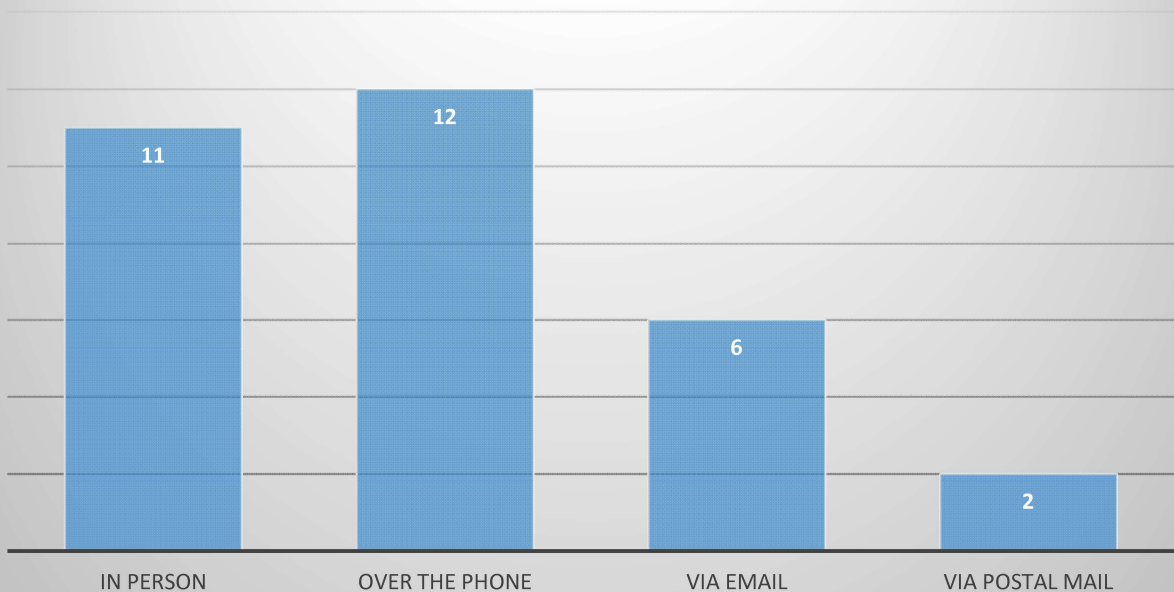
STAFF RECOMMENDATION:

Informational.

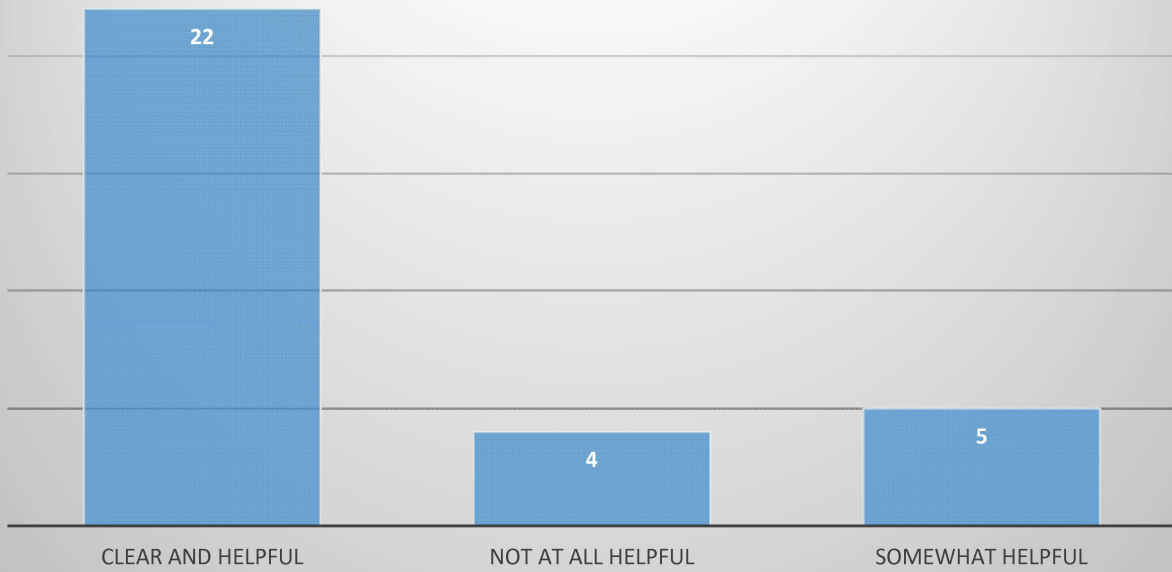
Are you an applicant, tenant, or participant (voucher programs)?



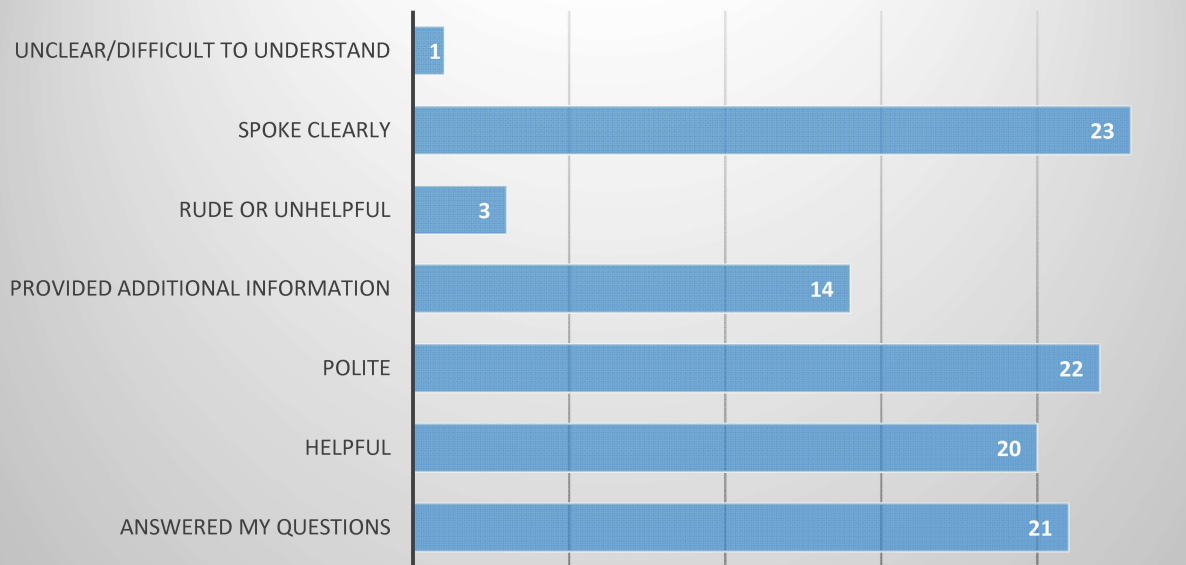
Type of Most Recent Communication with PHA



The most recent information received was:



Most recent interaction with staff was:



Comments:

Always very helpful
April was helpful and proactive about getting back to me. Thank you, April.
I'm impressed at the refined easy to understand info I receive from H.A. they are a great working together group to help us live a better life
In addition to listening to my concerns I was also directed to several resources available to me for more help.
It is hard to get a hold of the office staff .I leave messages but I get no response.
It was fine I guess. Not clear at all if there was any follow up to actually find a solution to the problem.
It was great
It was one of your meetings re redevelopment. The ladies were great
Maintenance is always extremely rude
My last interaction with the Housing Authority was a few days ago. I talked to George at the front desk. He was very helpful. The week before I spoke to George on the phone and he was extremely help then as well.
N/a
No one ever answers the phone only maintenance and Ty do
No recent interactions
Scott did my inspection this year. He was very kind and he checked my heater and found something wrong and had me contact PGE. It ended up that it was fine. It was cool he went the extra length to be sure that I was safe. I really appreciated it.
Shawlynn answers my emails within the day even on weekends. I emailed her an update . She responded . That was nice because I know she got it .
Staff work hard to assist anyone coming through their doors. I am very grateful for all the help I am receiving from them current and in the past.
Thank you for my housing.
Things in my apartment were not fixed correctly. The smoking policy is not being followed by 3 tenants and nothing has been done about it.
update app
Very pleased with their personalized service
Yesterday. The young man was polite and courteous. He came to replace the toilet paper holder.

Is there anything else you would like to share with the Housing Authority?

Besides the issue that I have with my worker I'm very happy with the housing authority I feel that you guys are on top of it you guys make sure that the houses are nice that everything is taken care of and that we're living in a good environment and I'm very happy with that.
Doing something about drug traffic and nuisance traffic in housing authority instead of ignore it
Everyone I have encountered at the Housing Authority have been more than helpful.
I am very happy that your services are available to seniors like myself on SS benefits alone. The rent for one studio apt here (unfurnished) now consumes over 2/3 of my monthly income without the assistance of the Housing Authority, leaving very little for other living expenses and food. Thank you very much for the good work you do.
I'm homeless and searching for a place to call home for good
I'm just always left wondering why there are rules at all for public housing when they're continuously being blatantly violated with no consequence. It's infuriating.
I'm very happy with the Housing Authority
Just a huge thank you for your hard work to make our lives less challenging for us.
Keep up the good work
More shelves space in the new apartment bathrooms and always have windows in the bathroom. For the future.
N/a
No
No problems, thank you for the work you do,
not at this time
Thank you very much.
Thank you.
When will the parking lot be numbered for tenants use? This will prevent units parking multiple vehicles at one time and from none tenants from parking in the lot. Why haven't the signs that are faded not been replaced and none smoking signs placed. Why are the yards mowed once every 3 months?
Your website is terrific.

Housing Authority of the County of Humboldt

Board of Commissioners Meeting

September 10, 2024

Agenda Item 8c

Memorandum

To: Commissioners

From: Cheryl Churchill, Executive Director

Subject: Annual Agency Plan Updates

BACKGROUND AND HISTORY:

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

The resident advisory board met at the Housing Authority office on June 12, 2024, to discuss the PHA goals and objectives and provide input to the annual plan. A public hearing was held on July 16, 2024, to receive comments on the plan; no comments were received.

The Board has had an 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 18, 2024.

STAFF RECOMMENDATION:

Staff recommend that the Board approve and adopt the updated agency five-year and annual plan.

5-Year PHA Plan (for All PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 03/31/2024
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA’s operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA’s mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. The **Form HUD-50075-5Y** is to be completed once every 5 PHA fiscal years by all PHAs.

A.	PHA Information.
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A.1	<p>PHA Name: HOUSING AUTHORITY OF THE COUNTY OF HUMBOLDT PHA Code: CA086</p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): 01/2022 The Five-Year Period of the Plan (i.e. 2019-2023): 2022-2026 PHA Plan Submission Type: <input type="checkbox"/> 5-Year Plan Submission <input checked="" type="checkbox"/> Revised 5-Year Plan Submission</p> <p>Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information on the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p>
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PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below.)

Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	
				PH	HCV
Lead PHA:					

B.	Plan Elements. Required for <u>all</u> PHAs completing this form.
B.1	<p>Mission. State the PHA’s mission for serving the needs of low-income, very low-income, and extremely low-income families in the PHA’s jurisdiction for the next five years.</p> <p>The mission of the Housing Authority of the County of Humboldt (HACH) 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. HACH will achieve this mission by providing Housing Choice Vouchers, including VASH, Mainstream, and EHV vouchers, and Project Based Vouchers, as options to our clients and community, as well as other assistance opportunities that may come along from time to time. 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.</p>
B.2	<p>Goals and Objectives. Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low-income, very low-income, and extremely low-income families for the next five years.</p> <p>See attached 5-year Plan Goals.</p>
B.3	<p>Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.</p> <p>See attached progress report.</p>
B.4	<p>Violence Against Women Act (VAWA) Goals. Provide a statement of the PHA’s goals, activities, objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</p> <p>The Administrative Plan for the Housing Choice Voucher Program of the Housing Authority of the County of Humboldt prohibits the denial of admission to an otherwise qualified applicant on the basis that the applicant is or has been a victim of domestic violence. The Violence Against Women Act (VAWA), addition to the Administrative Plan, was approved by the Board of Commissioners, on December 14, 2009, Resolution #386 (and updated subsequently). Additionally, the PHA maintains a preference for families that include victims of domestic violence, dating violence, sexual assault, or stalking who have either been referred by a partnering service agency or consortia or is seeking an emergency transfer under VAWA from the PHA’s public housing program or other covered housing program operated by the PHA.</p>
C.	Other Document and/or Certification Requirements.
C.1	<p>Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>A Significant Amendment or modification is defined as an action that will have a financial impact of at least \$500,000 in any fiscal year.</p>

<p>C.2</p>	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) have comments to the 5-Year PHA Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>Note: The RAB met on June 12, 2024. No comments or recommendations were made by the RAB specific to the 5-Year PHA Plan.</p>
<p>C.3</p>	<p>Certification by State or Local Officials.</p> <p>Form HUD-50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
<p>C.4</p>	<p>Required Submission for HUD FO Review.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, include Challenged Elements.</p>
<p>D.</p>	<p>Affirmatively Furthering Fair Housing (AFFH).</p>

D.1

Affirmatively Furthering Fair Housing. (Non-qualified PHAs are only required to complete this section on the Annual PHA Plan. All qualified PHAs must complete this section.)

Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.

Fair Housing Goal:

The Housing Authority aims to further awareness about fair housing.

To achieve this, we will make information available about fair housing rights and the procedures for filing fair housing complaints at locations readily accessible to the public, such as in our lobby and on our website, as well as at public outreach events.

Fair Housing Goal:

The Housing Authority aims to continue furthering fair housing choices and take regular meaningful actions to affirmatively further and promote fair housing, improve access to opportunity, and prohibit discrimination.

To achieve this goal, we will seek to expand housing opportunities and remove impediments to fair housing in our programs. One action to improve access to opportunity is we will better inform applicants and participants in our programs about the Reasonable Accommodation option and process.

Fair Housing Goal:

The Housing Authority will support enforcement of federal, state, and local fair housing laws, with a focus on source of income protection.

To achieve this goal, we will provide periodic newsletters to landlords with information about changes in California law, such as source of income protection, and actions that are not allowed.

Instructions for Preparation of Form HUD-50075-5Y - 5-Year PHA Plan for All PHAs

A. PHA Information. All PHAs must complete this section. (24 CFR § 903.4)

A.1 Include the full **PHA Name**, **PHA Code**, **PHA Fiscal Year Beginning** (MM/YYYY), **Five-Year Period** that the Plan covers, i.e. 2019-2023, **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the hearing and proposed PHA Plan.

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table.

B. Plan Elements.

B.1 Mission. State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years. (24 CFR § 903.6(a)(1))

B.2 Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years. (24 CFR § 903.6(b)(1))

B.3 Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5- Year Plan. (24 CFR § 903.6(b)(2))

B.4 Violence Against Women Act (VAWA) Goals. Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. (24 CFR § 903.6(a)(3)).

C. Other Document and/or Certification Requirements.

C.1 Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan. For modifications resulting from the Rental Assistance Demonstration (RAD) program, refer to the 'Sample PHA Plan Amendment' found in Notice PIH-2012-32, REV 2.

C.2 Resident Advisory Board (RAB) comments.

(a) Did the public or RAB have comments?

(b) If yes, submit comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. (24 CFR § 903.17(b), 24 CFR § 903.19)

C.3 Certification by State or Local Officials.

[Form HUD-50077-SL](#), *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, must be submitted by the PHA as an electronic attachment to the PHA Plan.

C.4 Required Submission for HUD FO Review.

Challenged Elements.

(a) Did the public challenge any elements of the Plan?

(b) If yes, include such information as an attachment to the Annual PHA Plan or 5-Year PHA Plan with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.

D. Affirmatively Furthering Fair Housing.

(Non-qualified PHAs are only required to complete this section on the Annual PHA Plan. All qualified PHAs must complete this section.)

D.1 Affirmatively Furthering Fair Housing. The PHA will use the answer blocks in item D.1 to provide a statement of its strategies and actions to implement each fair housing goal outlined in its accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5) that states, in relevant part: "To implement goals and priorities in an AFH, strategies and actions shall be included in program participants' ... PHA Plans (including any plans incorporated therein) ... Strategies and actions must affirmatively further fair housing ...". Use the chart provided to specify each fair housing goal from the PHA's AFH for which the PHA is the responsible program participant – whether the AFH was prepared solely by the PHA, jointly with one or more other PHAs, or in collaboration with a state or local jurisdiction – and specify the fair housing strategies and actions to be implemented by the PHA during the period covered by this PHA Plan. If there are more than three fair housing goals, add answer blocks as necessary.

Until such time as the PHA is required to submit an AFH, the PHA will not have to complete section D.; nevertheless, the PHA will address its obligation to affirmatively further fair housing in part by fulfilling the requirements at 24 CFR 903.7(o)(3) enacted prior to August 17, 2015, which means that it examines its own programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; and maintain records reflecting these analyses and actions. Furthermore, under Section 5A(d)(15) of the U.S. Housing Act of 1937, as amended, a PHA must submit a civil rights certification with its Annual PHA Plan, which is described at 24 CFR 903.7(o)(1) except for qualified PHAs who submit the Form HUD-50077-CR as a standalone document.

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the 5-Year PHA Plan. The 5-Year PHA Plan provides the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families and the progress made in meeting the goals and objectives described in the previous 5-Year Plan.

Public reporting burden for this information collection is estimated to average 1.64 hours per year per response or 8.2 hours per response every five years, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

Streamlined Annual PHA Plan (HCV Only PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 03/31/2024
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, including changes to these policies, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. The Form HUD-50075-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceed 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceed 550, and that was designated as a standard performer in the most recent PHAS and SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined and is not PHAS or SEMAP troubled.

A.	PHA Information.																																			
A.1	<p>PHA Name: Housing Authority of the County of Humboldt PHA Code: CA086 PHA Plan for Fiscal Year Beginning: (MM/YYYY): 01/2025 PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Housing Choice Vouchers (HCVs) – 1,329 (1,234 HCV and 95 VASH); Additional programs: 75 Mainstream, 182 EHV's A Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission</p> <p>Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website.</p> <p>PHA Plans are available on website at https://eurekahumboldtha.org/governance/ and via hardcopy in PHA office at 735 West Everding Street, Eureka, CA 95503.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Participating PHAs</th> <th style="width: 10%;">PHA Code</th> <th style="width: 25%;">Program(s) in the Consortia</th> <th style="width: 20%;">Program(s) not in the Consortia</th> <th style="width: 20%;">No. of Units in Each Program</th> </tr> </thead> <tbody> <tr> <td>Lead HA:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	Lead HA:																													
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Lead HA:																																				

B.	Plan Elements.				
B.1	<p>Revision of Existing PHA Plan Elements.</p> <p>a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Financial Resources.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Rent Determination.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Informal Review and Hearing Procedures.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification.</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s):</p> <p>Rent Determination: The 2024 waiver allowing a payment standard of 120% of Fair Market Rents (FMRs) expires 12/31/2024. HACH will be setting 2025 payment standards to 110% of 2025 FMRs initially, potentially increasing to 120% as allowed under HOTMA changes, if it is determined to be necessary to support successful voucher utilization.</p> <p>Operation and Management: A lease-in-place preference will be implemented, as Humboldt County is a hard-to-lease market with vacancies that average approximately 5%, such that if utilization of vouchers available for tenant-based assistance is below 90%, HACH may pull from the waitlist by time and date of application, prioritizing applicants who are eligible for the preference (having indicated eligibility with their application).</p> <p>HACH will continue seeking opportunities to use Project-Based vouchers to encourage new affordable housing development.</p> <p>HACH has been in discussions with the CoC and Department of Health and Human Services about entering an MOU to support an FYI (Foster Youth to Independence) voucher program. We will continue to pursue this addition to our voucher offerings.</p>				
B.2	New Activities. – Not Applicable				
B.3	<p>Progress Report.</p> <p>Provide a description of the PHA’s progress in meeting its Mission and Goals described in its 5-Year PHA Plan.</p> <p>See attached “PHA 5-Year Plan Goals Progress Report”.</p>				
B.4	Capital Improvements. – Not Applicable				
B.5	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N N/A</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>				
C.	Other Document and/or Certification Requirements.				

C.1	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>
C.2	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.3	<p>Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</p> <p>Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.4	<p>Challenged Elements. If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>If yes, include Challenged Elements.</p>

D. Affirmatively Furthering Fair Housing (AFFH).

D.1	<p>Affirmatively Furthering Fair Housing (AFFH).</p> <p>Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.</p> <table border="1" data-bbox="181 1207 1453 1470"> <tr> <td data-bbox="181 1207 1453 1249">Fair Housing Goal:</td> </tr> <tr> <td data-bbox="181 1249 1453 1302">The Housing Authority aims to further awareness about fair housing.</td> </tr> <tr> <td data-bbox="181 1302 1453 1470">To achieve this, we will make information available about fair housing rights and the procedures for filing fair housing complaints at locations readily accessible to the public, such as in our lobby and on our website, as well as at public outreach events.</td> </tr> </table> <table border="1" data-bbox="181 1491 1453 1785"> <tr> <td data-bbox="181 1491 1453 1533">Fair Housing Goal:</td> </tr> <tr> <td data-bbox="181 1533 1453 1596">The Housing Authority aims to continue furthering fair housing choices and take regular meaningful actions to affirmatively further and promote fair housing, improve access to opportunity, and prohibit discrimination.</td> </tr> <tr> <td data-bbox="181 1596 1453 1785">To achieve this goal, we will seek to expand housing opportunities and remove impediments to fair housing in our programs. One action to improve access to opportunity is we will better inform applicants and participants in our programs about the Reasonable Accommodation option and process.</td> </tr> </table>	Fair Housing Goal:	The Housing Authority aims to further awareness about fair housing.	To achieve this, we will make information available about fair housing rights and the procedures for filing fair housing complaints at locations readily accessible to the public, such as in our lobby and on our website, as well as at public outreach events.	Fair Housing Goal:	The Housing Authority aims to continue furthering fair housing choices and take regular meaningful actions to affirmatively further and promote fair housing, improve access to opportunity, and prohibit discrimination.	To achieve this goal, we will seek to expand housing opportunities and remove impediments to fair housing in our programs. One action to improve access to opportunity is we will better inform applicants and participants in our programs about the Reasonable Accommodation option and process.
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To achieve this goal, we will seek to expand housing opportunities and remove impediments to fair housing in our programs. One action to improve access to opportunity is we will better inform applicants and participants in our programs about the Reasonable Accommodation option and process.							

Fair Housing Goal:

The Housing Authority will support enforcement of federal, state, and local fair housing laws, with a focus on source of income protection.

To achieve this goal, we will provide periodic newsletters to landlords with information about changes in California law, such as source of income protection, and actions that are not allowed.

Instructions for Preparation of Form HUD-50075-HCV Annual PHA Plan for HCV-Only PHAs

A. PHA Information. All PHAs must complete this section. (24 CFR §903.4)

A.1 Include the full **PHA Name**, **PHA Code**, **PHA Type**, **PHA Fiscal Year Beginning** (MM/YYYY), **Number of Housing Choice Vouchers (HCVs)**, **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the public hearing and proposed PHA Plan.

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table. ([24 CFR §943.128\(a\)](#))

B. Plan Elements. All PHAs must complete this section. ([24 CFR §903.11\(c\)\(3\)](#))

B.1 Revision of Existing PHA Plan Elements. PHAs must:

Identify specifically which plan elements listed below that have been revised by the PHA. To specify which elements have been revised, mark the “yes” box. If an element has not been revised, mark “no.”

Statement of Housing Needs and Strategy for Addressing Housing Needs. Provide a statement addressing the housing needs of low-income, very low-income and extremely low-income families and a brief description of the PHA’s strategy for addressing the housing needs of families who reside in the jurisdiction served by the PHA and other families who are on the Section 8 tenant-based assistance waiting lists. The statement must identify the housing needs of (i) families with incomes below 30 percent of area median income (extremely low-income); (ii) elderly families (iii) households with individuals with disabilities, and households of various races and ethnic groups residing in the jurisdiction or on the public housing and Section 8 tenant-based assistance waiting lists. The statement of housing needs shall be based on information provided by the applicable Consolidated Plan, information provided by HUD, and generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. Once the PHA has submitted an Assessment of Fair Housing (AFH), which includes an assessment of disproportionate housing needs in accordance with 24 CFR 5.154(d)(2)(iv), information on households with individuals with disabilities and households of various races and ethnic groups residing in the jurisdiction or on the waiting lists no longer needs to be included in the Statement of Housing Needs and Strategy for Addressing Housing Needs. (24 CFR § 903.7(a)).

The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. ([24 CFR §903.7\(a\)\(2\)\(i\)](#)) Provide a description of the ways in which the PHA intends, to the maximum extent practicable, to address those housing needs in the upcoming year and the PHA’s reasons for choosing its strategy. ([24 CFR §903.7\(a\)\(2\)\(ii\)](#))

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. A statement of the PHA’s policies that govern resident or tenant eligibility, selection and admission including admission preferences for HCV. ([24 CFR §903.7\(b\)](#))

Financial Resources. A statement of financial resources, including a listing by general categories, of the PHA’s anticipated resources, such as PHA HCV funding and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources. ([24 CFR §903.7\(c\)](#))

Rent Determination. A statement of the policies of the PHA governing rental contributions of families receiving tenant-based assistance, discretionary minimum tenant rents, and payment standard policies. ([24 CFR §903.7\(d\)](#))

Operation and Management. A statement that includes a description of PHA management organization, and a listing of the programs administered by the PHA. ([24 CFR §903.7\(e\)](#)).

Informal Review and Hearing Procedures. A description of the informal hearing and review procedures that the PHA makes available to its applicants. (24 CFR §903.7(f))

Homeownership Programs. A statement describing any homeownership programs (including project number and unit count) administered by the agency under section 8y of the 1937 Act, or for which the PHA has applied or will apply for approval. (24 CFR §903.7(k))

Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements. A description of any PHA programs relating to services and amenities coordinated, promoted, or provided by the PHA for assisted families, including those resulting from the PHA's partnership with other entities, for the enhancement of the economic and social self-sufficiency of assisted families, including programs provided or offered as a result of the PHA's partnerships with other entities, and activities subject to Section 3 of the Housing and Community Development Act of 1968 (24 CFR Part 135) and under requirements for the Family Self-Sufficiency Program and others. Include the program's size (including required and actual size of the FSS program) and means of allocating assistance to households. (24 CFR §903.7(d)(i)) Describe how the PHA will comply with the requirements of section 12(c) and (d) of the 1937 Act that relate to treatment of income changes resulting from welfare program requirements. (24 CFR §903.7(d)(iii)).

Substantial Deviation. PHA must provide its criteria for determining a "substantial deviation" to its 5-Year Plan. (24 CFR §903.7(r)(2)(i))

Significant Amendment/Modification. PHA must provide its criteria for determining a "Significant Amendment or Modification" to its 5-Year and Annual Plan.

If any boxes are marked "yes", describe the revision(s) to those element(s) in the space provided.

B.2 New Activities. This section refers to new capital activities which is not applicable for HCV-Only PHAs.

B.3 Progress Report. For all Annual Plans following submission of the first Annual Plan, a PHA must include a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year PHA Plan. (24 CFR §903.11(c)(3), 24 CFR §903.7(r)(1))

B.4 Capital Improvements. This section refers to PHAs that receive funding from the Capital Fund Program (CFP) which is not applicable for HCV-Only PHAs

B.5 Most Recent Fiscal Year Audit. If the results of the most recent fiscal year audit for the PHA included any findings, mark "yes" and describe those findings in the space provided. (24 CFR §903.7(p))

C. Other Document and/or Certification Requirements.

C.1 Resident Advisory Board (RAB) comments. If the RAB had comments on the annual plan, mark "yes," submit the comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. (24 CFR §903.13(c), 24 CFR §903.19)

C.2 Certification by State of Local Officials. Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, must be submitted by the PHA as an electronic attachment to the PHA Plan. (24 CFR §903.15). Note: A PHA may request to change its fiscal year to better coordinate its planning with planning done under the Consolidated Plan process by State or local officials as applicable.

C.3 Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan. Provide a certification that the following plan elements have been revised, provided to the RAB for comment before implementation, approved by the PHA board, and made available for review and inspection by the public. This requirement is satisfied by completing and submitting form HUD-50077 ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed*. Form HUD-50077-ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed* must be submitted by the PHA as an electronic attachment to the PHA Plan. This includes all certifications relating to Civil Rights and related regulations. A PHA will be considered in compliance with the certification requirement to affirmatively further fair housing if the PHA fulfills the requirements of §§ 903.7(o)(1) and 903.15(d) and: (i) examines its programs or proposed programs; (ii) identifies any fair housing issues and contributing factors within those programs, in accordance with 24 CFR 5.154; or 24 CFR 5.160(a)(3) as applicable (iii) specifies actions and strategies designed to address contributing factors, related fair housing issues, and goals in the applicable Assessment of Fair Housing consistent with 24 CFR 5.154 in a reasonable manner in view of the resources available; (iv) works with jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; (v) operates programs in a manner consistent with any applicable consolidated plan under 24 CFR part 91, and with any order or agreement, to comply with the authorities specified in paragraph (o)(1) of this section; (vi) complies with any contribution or consultation requirement with respect to any applicable AFH, in accordance with 24 CFR 5.150 through 5.180; (vii) maintains records reflecting these analyses, actions, and the results of these actions; and (viii) takes steps acceptable to HUD to remedy known fair housing or civil rights violations, impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction's initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction. (24 CFR §903.7(o)).

C.4 Challenged Elements. If any element of the Annual PHA Plan or 5-Year PHA Plan is challenged, a PHA must include such information as an attachment to the Annual PHA Plan or 5-Year PHA Plan with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.

D. Affirmatively Furthering Fair Housing (AFFH).

D.1 Affirmatively Furthering Fair Housing. The PHA will use the answer blocks in item D.1 to provide a statement of its strategies and actions to implement each fair housing goal outlined in its accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5) that states, in relevant part: "To implement goals and priorities in an AFH, strategies and actions shall be included in program participants' ... PHA Plans (including any plans incorporated therein) Strategies and actions must affirmatively further fair housing" Use the chart provided to specify each fair housing goal from the PHA's AFH for which the PHA is the responsible program participant – whether the AFH was prepared solely by the PHA, jointly with one or more other PHAs, or in

collaboration with a state or local jurisdiction – and specify the fair housing strategies and actions to be implemented by the PHA during the period covered by this PHA Plan. If there are more than three fair housing goals, add answer blocks as necessary.

Until such time as the PHA is required to submit an AFH, the PHA will not have to complete section D., nevertheless, the PHA will address its obligation to affirmatively further fair housing in part by fulfilling the requirements at 24 CFR 903.7(o)(3) enacted prior to August 17, 2015, which means that it examines its own programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction’s initiatives to affirmatively further fair housing that require the PHA’s involvement; and maintain records reflecting these analyses and actions. Furthermore, under Section 5A(d)(15) of the U.S. Housing Act of 1937, as amended, a PHA must submit a civil rights certification with its Annual PHA Plan, which is described at 24 CFR 903.7(o)(1) except for qualified PHAs who submit the Form HUD-50077-CR as a standalone document.

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the Annual PHA Plan. The Annual PHA Plan provides a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA’s operations, programs, and services, and informs HUD, families served by the PHA, and members of the public for serving the needs of low- income, very low- income, and extremely low- income families.

Public reporting burden for this information collection is estimated to average 6.02 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality

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

RESOLUTION 507

RESOLUTION TO APPROVE ANNUAL AGENCY PLAN

AND UPDATES TO 5-YEAR PLAN

WHEREAS, In order to be in compliance with regulations of the United States Department of Housing and Urban Development, the Housing Authority of the County of Humboldt must submit a 5 year Plan every 5 years or as deemed necessary based on program changes and an Agency Plan on an annual basis; and

WHEREAS, The Agency Plans have been reviewed for accuracy and completeness; and

WHEREAS, A Public Notice stating the Draft Agency Plans were available for review at the Housing Authority office from May 30, 2024 through July 15, 2024 was published and available on the Housing Authority of the County of Humboldt website and front lobby of the Housing Authority office; and

WHEREAS, The Public Hearing was held on July 16, 2024; and

WHEREAS, There were no changes or corrections to the Agency Plans suggested.

NOW, THEREFORE, BE IT RESOLVED, That the Commissioners of the Housing Authority of the County of Humboldt do hereby approve the 5 Year Plan updates and Annual Agency Plan for 2022-2026 and 2025 respectively as submitted for review.

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

AYES:
NAYS:
ABSENT:
ABSTAIN:

Name

Name

Title

Title

Signature

Signature