

ACCOMACK-NORTHAMPTON REGIONAL HOUSING AUTHORITY
MINUTES OF THE
January 28, 2015
4:00 p.m.
A-NPDC Conference Room
Accomac, Virginia

DIRECTORS PRESENT:

Richard Jenkins
Steven B. Miner
Vincent Holt

Accomack County
Accomack County
Section 8 Representative

DIRECTORS ABSENT:

William Hughes
Katherine H. Nunez

Northampton County
Northampton County

OTHERS PRESENT:

Elaine Meil
Susan Haycox
Melissa Matthews

David Annis
Colin Kean

1. Call to Order

Chairman Jenkins called the meeting to order at 4:13 p.m.

2. Minutes of the November 18, 2014 Meeting

Presented were the minutes of the November 18, 2014 meeting.

Adoption of the presented minutes was requested.

Director Holt moved to approve the minutes of the November 18, 2014 meeting as presented. Seconded by Director Miner, the motion carried by unanimous vote.

3. Bills Payable and Financial Statement

Commission approval was requested for the following Bills Payable and attached Financial Statements:

General Operating Account		
A-NPDC	Mill Run Tax Credit Project (Nov/Dec)	\$3,741.23
A-NPDC	William Hughes Tax Credit Project (Nov/Dec)	<u>9,705.62</u>
	Total Due A-NPDC	\$13,446.85*
Section 8 Checking Account		
A-NPDC	Administration, November/December	\$40,665.29*

Mill Run Apartments, LLC

No bills were payable at this time.

William Hughes Apartments, LLC

No bills were payable at this time.

* Detail was included with agenda item “Current A-NPDC Financial Report”

Director Miner moved to approve the Bills Payable as presented. Seconded by Director Holt, the motion carried by unanimous vote.

4. Current A-NPDC Projects Financial Report

The presented report indicated that 49.64 percent of the FY 2015 budget had been expended while 50 percent of the fiscal year has passed.

Board acceptance of the attached report was requested.

Director Holt moved to accept the Current A-NPDC Financial Report as presented. Seconded by Director Miner, the motion carried by unanimous vote.

5. FY 2014 Audit

The draft FY 2014 Audit prepared by Dunham & Aukamp, PLC was attached. Please note the following:

- Management Discussion and Analysis is included on pages 3-5. Additional explanation can be added by the Board if deemed appropriate.
- There were no findings or questioned costs (Audit Page 22)

Mr. Aukamp was available via conference call upon request to answer any questions.

Acceptance of the FY 2014 Audit as prepared by Dunham & Aukamp, PLC was requested.

Director Holt moved to accept the FY 2014 Audit as prepared by Dunham & Aukamp, PLC. Seconded by Director Miner, the motion carried by unanimous vote.

6. CY 2015 Budgets

Board adoption of the following attached CY 2015 Budgets was requested:

1. Mill Run Apartments
2. Crispus Attucks
3. Onancock Square Apartments (approved by USDA)
4. William Hughes Apartments (approved by USDA)

Director Miner moved to adopt the above listed CY 2015 Budgets as requested. Seconded by Director Holt, the motion carried by unanimous vote.

7. Property Management

Mill Run Apartments – 26 Duplex Apartments

- Vacancies: One vacancy as of the first of January. The turn-over maintenance work has been completed and the unit is ready for a new family.
- Rent: All rents are up to date.
- Maintenance Issues: A water pipe froze during the very cold weather. One heat pump and a front loading washing machine required maintenance.
- Other: The Mill Run families were encouraged to form a tenant organization that would meet regularly to discuss issues related to the property management, and other issues that affect their community. Any problems or concerns identified by the group with the property maintenance or policies would be presented to the owner. Unfortunately, only 3 persons attended the initial meeting, and there has been little to no interest expressed by the tenants to follow-up with a second meeting.

Sunnyside Village – 23 Single Family Houses

- Vacancies: One three-bedroom unit is vacant. A family has been approved to move-in the unit.
- Rent: One tenant is behind, but are expected to become current soon.
- Maintenance Issues: Maintenance crews are working to correct items identified by the November inspections.
- Other: No other issues at this time.

Virginia Street – 10 Single Family Houses

- Vacancies: Virginia Street has one vacant 3-bedroom house.
- Rent: All rents are up to date.
- Maintenance issues: Only routine maintenance issues and unit turn-over work.
- Other: Unit inspections are scheduled for later this month.

Onancock Square – 40 Apartments in 4 Buildings

- Vacancies: There are 5 vacant units. The recent vacancies include a family who moved-out with no notice, a family who lost their rental assistance, and a family that was involved in a tragic auto accident. Management published two ads in local newspapers that resulted in 13 new applications to add to the waiting list. Management has also been working weekends interviewing families and processing applications in order to reoccupy the units as soon as possible.
- Rent: One family is behind with rent payments.
- Maintenance: Only routine maintenance issues and unit turn-over repairs.
- Other: No other issues to report at this time.

Crispus Attucks Apartments – 22 Duplex Apartments

- Vacancies: None at this time, but 3 families are planning to move-out within a couple of months.
- Rent: All rents are current.
- Maintenance: No issues to report. Only routine maintenance and turn-over repairs.
- Other: No other issues at this time.

William Hughes Apartments – 34 Apartments in 6 Buildings

- Vacancies: All newly rehabilitated units were leased as of 12/31/14.
- Rent: All rents are current.
- Maintenance issues: A few of the new mini-split heat pumps have required a warranty call-back, but the HVAC company has been very responsive and all issues have been resolved.
- Other issues: Dish Network was hired to install a special type of TV service that only requires one satellite dish per building. Our property manager is working with Directv to set-up a similar system for tenants who prefer Directv. This will eliminate the need for a separate satellite dish for all 34 units.
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Current financial reports for each property was attached for your review.

8. Housing Development Projects

William Hughes Apartments

The construction at William Hughes is complete and all units have been reoccupied. Staff has requested a price from the contractor to install new light fixtures on the existing light poles, which would be an additional work change order. Also, the contractor has agreed to rework some of the asphalt patches in the parking area as soon as we have some

warmer weather. The new property sign was scheduled to be installed last week.

Staff has requested closing instructions from VHDA for the HOME Loan. The next capital contribution from our equity partner will coincide with the closing of the HOME funds.

9. Housing Choice Voucher Section 8 Program

We currently have 485 families under lease in Accomack and Northampton Counties. An additional 40 families were pulled from the waiting list and staff conducted briefing sessions to provide program information and issued vouchers this week. Our goal is to increase the number of families under lease in the beginning of the year and pull in smaller groups as needed due to attrition.

At the last meeting we discussed the PHA's option to inspect units less frequently. The 2014 Appropriations Act allows PHA's to inspect biennially instead of annually. The provisions take place immediately for any unit that was inspected in the last 12 months. Although it is a sound strategy for lowering administrative costs, many older units could suffer deterioration in a two-year period.

The Act proposes a second strategy, giving PHA's the ability to utilize alternative inspection methods to meet the HQS requirement. These alternatives allow PHA's to comply with the biennial requirement by relying on inspections conducted by another housing assistance program such as HOME and Low Income Housing Tax Credits. These properties are inspected by DHCD or VHDA every two years as part of their funding compliance.

Adopting the strategy of using an alternative inspection would save on inspections we have to outsource for Accomack Manor, Onancock Square, Mill Run, Crispus Attucks and Sunnyside Village. This method would save approximately \$6,250 per year in fees that we are currently paying for inspection services. If the Board approves, the only action needed to implement this strategy would be to amend the Administrative Plan.

Staff recommended the Board adopt the use of alternate inspections of HOME and LIHTC units to meet the biennial HQS inspection requirement and approve the necessary changes to the Administrative Plan.

Director Miner moved to adopt the use of the alternate inspections of HOME and LIHTC units to meet the biennial HQS inspection requirement and approve the necessary changes to the Administrative Plan. Seconded by Director Holt, the motion carried by unanimous vote.

At the last meeting we also explored with the Board the option of adopting waiting list preferences in support of state and federal homelessness initiatives. Staff met further on this issue and on the workings of the Section 8 program in general and is not

recommending that the Board take action on this issue at this time.

Nan McKay has provided an update to our Administrative Plan. The majority of the changes are wording, formatting and pagination. The only significant change is to the process regarding the determination of the utility allowances. The Appropriations Act of 2014 requires PHA's to amend their policy so that "The PHA must use the lower of the family's voucher bedroom size or the unit size when establishing the family's utility allowance." This is a cost savings measure for PHA's that must be implemented. A copy of the proposed changes will be available for review at the meeting.

Every 5 years PHA's must examine their current goals and objectives, assess progress and determine whether the current goals are still the primary focus or whether the PHA feels the need to pursue new or additional goals. The current 5-year goals of the A-NRHA are listed below. Please review prior to the meeting for discussion and adoption of goals for FY15 – FY19.

Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.

HUD Strategic Goal: Increase the availability of decent, safe and affordable housing.

PHA Goal: Expand the supply of assisted housing.

Objectives:

- Apply for additional rental vouchers when available
- Leverage private or other public funds to create additional housing opportunities
- Acquire or build new units

PHA Goal: Improve the quality of assisted housing

Objectives:

- Maintain High Performing PHA designation (SEMAP score)
- Increase customer satisfaction of landlords and voucher recipients
- Maintain the high level of integrity in the HQS inspection process
- Concentrate on efforts to bring the inspection process in line with HUD's requirement that PHA-owned units be inspected by an independent agency.
- Concentrate on bringing agency in line with HUD's Rental Housing Integrity Improvement Project
- Provide replacement vouchers

PHA Goal: Increase assisted housing choices

Objectives:

- Provide voucher mobility counseling
- Conduct outreach efforts to potential voucher landlords
- Develop plan for voucher homeownership program
- Encourage private/public developers to use project-based vouchers as a means of providing affordable housing

- Use project basing as a means to ensure the PHA's ability to meet the affordability needs of those seeking housing in its housing developments, both existing and newly constructed or rehabilitated
- Develop lease purchase options to create homeownership opportunities in PHA owned housing

HUD Strategic Goal: Improve community quality of life and economic vitality

PHA Goal: Provide an improved living environment

Objectives:

- Cooperate with private/public partners to provide housing for special resident groups (elderly, persons with disabilities)
- Participate in local Continuum of Care Plan
- Develop family friendly assisted housing developments
- Use energy saving measures such as Earthcraft standards in designing PHA units or improvements

HUD Strategic Goal: Promote self-sufficiency and asset development of families and individuals

PHA Goal: Promote self-sufficiency and asset development of assisted families

- Provide or attract supportive services to improve assistance recipients employability
- Provide or attract supportive services to increase independence for the elderly or families with disabilities
- Implement Family Self-Sufficiency program
- Partner with the Accomack-Northampton Planning District Commission to provide families and individuals with the tools for self-sufficiency through its housing counseling program
- Partner with the Eastern Shore Housing Alliance to provide families and individuals to work towards homeownership through its homeownership education and counseling program

Staff requested permission to submit PHA 5-year Plan Goals and Objectives to HUD.

Director Miner moved to grant permission for staff to submit PHA 5-year Plan Goals and Objectives to HUD. Seconded by Director Holt, the motion carried by unanimous vote.

10. Housing Counseling

Pre-Purchase Counseling	Current Month: November	Cumulative FY 2015	Total RIF Cumulative
# of orientations held	0	0	11
Orientation attendees	0	0	39
Client Intakes	4	9	135
Additional Counseling Sessions Held	1	4	111
# of final workshops held	0	1	7
Mortgage submissions	0	0	20
Mortgage closings	0	0	15
Financing leveraged	0	\$ 0	\$ 1,472,257

Growing Your Money Financial Literacy	Current Month: November	Cumulative FY 2015	Total Cumulative
New GYM participants	0	0	31
GYM graduates	0	0	20

Default and Foreclosure Counseling	Current Month: November	Cumulative FY 2015	Total Cumulative
Intake sessions	1	1	72
Additional Foreclosure Sessions	0	4	193
Positive Foreclosure Prevention Outcomes	0	0	28
Homeowner Budget/Predatory lending Counseling	0	0	10

11. Executive Director's Report

Asset Management Activities

Ten individuals are also being managed for debt owed to the Housing Choice Voucher Program. Currently four clients are paying on their collections.

Eastern Shore IPR Survey

Staff continues to work with Skeo to complete the modified scope of work.

Strategic Plan Report

Staff continues to work toward the RHA Goals and Objectives the report is below.

AN-RHA 2012-15 Goals and Objectives

Goal #1: To operate in a responsible and accountable manner which implements the RHA's clearly defined mission.

Objectives

1. Develop an internal management structure which provides a clear linkage between responsibility and accountability
2. Develop a clear board structure with optimized size and composition capable of advocacy for carrying out the RHA mission
3. Develop the partnerships people and resources to ensure success – target per program

Measures

1.1a The Director of Housing Services will conduct quarterly meetings with staff to assess process toward RHA program goals.

5/13 Executive Director Meil and Director of Housing Services Edwards met with the entire staff to discuss how the Sequester will impact Section 8.

7/13 Staff has been trained in a new system to manage phone calls and changes have been made to the split workloads more evenly.

9/13 As follow-up, staff is scheduled for a question and answer session since all staff are now implementing the new system. A-NRHA clients are being given clear direction to only bring complete documents and staff is developing ways to streamline certain tasks to reduce administrative time spent on the program. The administrative assistants are being trained in aspects of the program so they can assist clients with obtaining their documentation and providing client services such as obtaining SNAP information, and child support information.

1/14 Staff have met twice to reinforce the new system and answer questions. Already phone calls are being answered more quickly and notification times of rental changes in family portion are increasing. Staff will work to quantify progress so it can be tracked.

3/14 A new tracking tool has been developed to show progress against program goals.

5/14 Staff continues to review the tracking tool weekly.

1/15 Staff visited the City of Virginia Beach's Housing and Community Preservation Office and brought back significant information regarding the manner used to manage the lobby and organizational habits used by the organization. Staff is conducting a poll regarding other authorities and whether they have a walk in policy, as we do, or an appointment based system. Results are now available yet.

Staff has conducted a poll to determine other housing authorities' practices for managing a homeless preference and found almost no other authority contiguous or similar in size that has this preference. In general, these authorities are increasing administrative efficiency by reducing the number of preferences not increasing them. Staff met and also evaluated the Section 8 Administrative budget and the potential costs associated with implementing this change and do not believe this to be the highest priority at this time. The top priority remains leasing additional

units up to the budget authority for clients who are on the Waiting List.

1.1b The Director of Housing Services will conduct quarterly file review for RHA program compliance.

3/13 Director of Housing Services Edwards is conducting the review and working on potential family fraud cases.

7/13 Director of Housing Services Edwards has started the comprehensive SEMAP review of the Section 8 Housing Choice Voucher Program.

9/13 Director of Housing Services Edwards has completed the SEMAP review.

9/14 Director of Housing Services Edwards has completed the SEMAP review.

1.1c Director level staff will monitor monthly lease rate, and housing assistance payments.

The bi-annual update of the list is complete. Staff opened the Waiting List and over 300 families applied.

3/14 Staff have begun planning to reopen the Waiting List. Staff intends to have a one day opening with a housing fair to educate the public about fair housing issues including how to avoid scams.

5/14 Staff have determined that the housing fair will take place before September in partnership with the Continuum of Care Committee. Since the waiting list numbers have dropped, the Waiting List will be opening in June for a week. Staff will also review whether it will also be opened at the housing fair after the results of the June opening.

7/14 236 Applications were made for the Waiting List.

1/15 Staff has increased the lease rate and additional administrative fees are now being received from HUD. Briefings are underway for a pull of individuals from the Waiting List.

1.1d Director of Housing Services will report progress at Board meeting after each quarter. Described in the Housing Choice Voucher Memorandum.

1.1e Staff will develop a tracking tool to report on progress on the strategic plan.

11/12 The Goals and Objectives and status report has been added.

1.2a Educate the Board regarding Board structure requirements from the Commonwealth of Virginia as well as RHA programs in September 2013. Request guidance from Board. *A copy of the Code of Virginia was presented.*

1.2b Implement any changes requested by the Board in FY2014.

1.3 See 3.6a and 3.6b.

Goal #2: To deliver quality programs that can be politically and financially supported.

Objectives

1. Professional development program with dedicated resources. For training and recruitment.
2. Holistic approach to client services, administered directly and through partners
3. Project, development reserve fund with annual set-asides for real estate and services opportunities.

Measures

- 2.1a Director level staff member will attend Governor's Housing Conference annually.
- 2.1b Section 8 Housing Choice Voucher Program staff member will attend a conference or class on Section 8 annually.

5/13 Director of Administration Haycox has attended the VAHCDO annual conference with special sessions regarding Sequestration.

- 2.1c Budget for the attendance of one staff member to the Governor's Housing Conference and the cost of one Section 8 class annually.

11/12 Community Development Coordinator Wert attended the Governor's Housing Conference November 14-16, 2012.

- 2.1d Staff members will update housing counseling certification biennially (May 2013, May 2015).

5/13 Andrea Bailey has completed her certification. Both Bobbie Jo Wert and Patricia Connolly Grove still have theirs in effect. Ms. Grove is also maintaining her pre-purchase homeownership education, foreclosure basics, foreclosure intervention, and advanced foreclosure certifications. She has applied for a scholarship for the last course of the homeownership counseling (available in August) and once she completes this she will have complete NeighborWorks Center for Homeownership Education and Counseling (NCHCEC) certification.

- 2.1e When recruiting for positions, review the skills needed and test skills as part of hiring process.

7/13 Staff has developed an appropriate skills test that includes basic math, simple word problems similar to daily work and accuracy tests. Interviews are scheduled to begin July 22.

9/13 Staff conducted several interviews and the position was filled by Jennifer Giddens, who has returned to the Eastern Shore.

5/14 Jennifer Giddens is leaving the Eastern Shore for family reasons. Staff will be recruiting a staff person for the program using the skills test that has been developed. Additionally, staff is prioritizing stability in previous work experience.

7/14 A basic skills interview has been scheduled for several candidates.

9/14 Staff conducted several interviews and selected Jen Hope, previously of Accomack County Social Services.

2.2a See 3.6a and 3.6b

2.2b Maintain active membership in Continuum of Care partnership with other service providers.

11/12 Staff attended the statewide CoC meeting at the Governor's Conference in November 2012.

Community Development Coordinator Wert has assisted the CoC with writing an application for Permanent Supportive Housing. Staff is also assisting the CoC with the Emergency Solutions Grant. Initial discussions are targeting the funds for the Domestic Violence Shelter. Staff also attends monthly meetings.

1/15 Several staff are participating in the Point-in-Time Count of the Homeless on January 28.

2.3 The Director of Administration will research reserve fund standards and develop a recommendation for the Board that will be presented in May 2013.

5/13 Director of Administration Haycox has contacted the auditor to determine levels adopted by other PHAs and will ask in the VAHCDO sessions the same question to administrative professionals attending the financial sessions.

Goal #3 : To communicate effectively to gain public support and obtain new partnerships

Objectives

1. Create Guiding Principles that board and localities create/buy-in , creating more fundable projects
2. Use client information to provide a more positive picture and message of working families on the Eastern Shore
3. Provide article to new papers on regular basis every other month showcasing a program or project.
4. Appear before Board of Supervisors of both counties one time a year with over view of projects and programs
5. Annually report
6. Develop partners to address issues

Measures

3.1a Educate Board on planning principles (Crime Prevention Through Environmental Design, Design Characteristics of Traditional Neighborhoods) related to multifamily development at the September 2012, November 2012 and January 2013 Board meetings.

9/12 Crime Prevention Through Environmental Design principles education was presented at the September 2012 Board meeting.

1/13 Design Characteristics of Traditional Neighborhoods was presented at the January 2013 Board meeting.

3.1b Create a Guiding Principles document at the March 2013 meeting.

Staff will use the Counties' Comprehensive Planning to begin this effort. Since updates are underway, staff intends to monitor the efforts and will bring this back to the Board when the timing is appropriate.

3.1c Present the Guiding Principles document to Accomack County and Northampton County Board of Supervisors by August 2013.

3.2a Create an in-depth article, using HAPPY software data, showing how working families use the Section 8 Housing Choice Voucher Program. Provide the article to the local news outlets by February 2013.

Director of Housing Services Edwards has prepared the information.

3.3a The Director of Housing Services will provide the Board an article in January, May and September.

An article on efforts to help families with damaged homes from Hurricane Sandy was featured in the newspaper.

3.3b The Director of Housing Development will provide the Board an article in March, July and November.

Director of Housing Development Annis contacted the Eastern Shore News with an article idea about Mill Run Apartments. It was featured on the first page below the fold on March 13, 2013. Director of Housing Development Annis presentation on affordable housing issues to the Northampton and Accomack County Board was highlighted in an article in the newspaper. Director of Housing Development Annis arranged for the William Hughes Apartment renovation to be featured on the Virginia Community Capital website on May 8, 2014.

3.4 The Executive Director will arrange for an annual report to Accomack County and Northampton Boards of Supervisors in July.
*2013 Director of Community Development Annis has appeared before the county boards to present the annual report.
2014 Executive Director Meil and Director of Community Development Annis appeared before the Northampton County Planning Commission to provide information regarding the affordable housing.*

3.5 The Executive Director will produce an annual report consisting of the articles and highlights of the Board packets by July.

The annual report was presented at the July meeting.

3.6a Change Board packet to include within the Executive Director's memorandum all

existing partnerships with a brief description of the partnership and date of last contact. Request guidance at each meeting providing the Board with an opportunity to develop partners, as needed.

Existing Contacts

Continuum of Care Committee, October 2012, regular monthly meeting
Center for Independent Living, October 2012, Section 8 Administration Plan Comments
Community Service Board, November 2012, RHA staff provided assistance regarding a client
Northampton Social Services, November 2012, RHA staff provided assistance regarding a client
DHCD Training Event at the ESCC, October 2012, Staff attended training on the Enterprise Initiative and the Virginia Individual Development Account program
DHCD HPP Staff, October 2012, Staff attended the HPP Interchange Session
Virginia Department of Emergency Management, July 2013

3.6b As new potential partners become known, discuss adding the partner to the list.

3/14 Director of Housing Services Kat Edwards attended a statewide emergency management conference to discuss the Disaster Restoration committee work after Hurricane Sandy. Virginia Department of Emergency Management has requested Accomack County form a Disaster Restoration committee and as part of that committee is asking for a member from the RHA. A staff member has been assigned.

12. Other Matters

No other matters were discussed at this time.

13. Public Participation

No public participation took place at this time.

14. Adjournment

There being no further business, the meeting was adjourned.

Copy teste:

Richard Jenkins, Chairman

Elaine K. N. Meil, Secretary/Treasurer