

ACCOMACK-NORTHAMPTON REGIONAL HOUSING AUTHORITY
MINUTES OF THE
November 18, 2014
4:00 p.m.
A-NPDC Conference Room
Accomac, Virginia

DIRECTORS PRESENT:

Steven B. Miner
Katherine H. Nunez
Vincent Holt

Accomack County
Northampton County
Section 8 Representative

DIRECTORS ABSENT:

Richard Jenkins
William Hughes

Accomack County
Northampton County

OTHERS PRESENT:

Elaine Meil
Susan Haycox
Melissa Matthews
Bobbie Jo Wert

David Annis
Kat Edwards
Christine Ross
Colin Kean

1. Call to Order

Vice Chairman Miner called the meeting to order at 4:08 p.m.

2. Minutes of the September 24, 2014 Meeting

Presented were the minutes of the September 24, 2014 meeting.

Adoption of the presented minutes was requested.

Director Nunez moved to approve the minutes of the September 24, 2014 meeting as presented. Seconded by Director Holt, 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 (August/Sept.) | \$5,547.29 |
| A-NPDC | William Hughes Tax Credit Project (August/Sept.) | <u>9,582.66</u> |
| | Total Due A-NPDC | \$15,129.95* |
| Section 8 Checking Account | | |
| A-NPDC | Administration, August/Sept. | \$39,856.85* |

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

4. Current A-NPDC Projects Financial Report

The presented report indicated that 33.25 percent of the FY 2015 budget had been expended while 33.33 percent of the fiscal year has passed.

Board acceptance of the attached report was requested.

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

5. FY 2014 Audit

Michael Aukamp of Dunham and Aukamp, PLC advised staff that he is working on the draft FY 2014 Audit, but that it may not be complete by the November 18 Board Meeting. Staff will distribute by email if available prior to the Board Meeting.

A copy of the FY 2014 Audit was not received in time to be included in the mailed meeting packet, therefore a copy was provided at the meeting.

Director Nunez suggested staff bring the motion back at the January meeting to allow Board Members time to review the audit completely.

6. Property Management

Mill Run Apartments – 26 Duplex Apartments

- Vacancies: Mill Run has no vacancies.
- Rent: All rents are up to date.
- Maintenance Issues: Management is working on items identified during the unit's inspections. There has been some problems with the computer boards of the front-load washing machines.
- Other: DHCD has completed a physical inspection of the property with no findings (letter attached).

Sunnyside Village – 23 Single Family Houses

- Vacancies: One three-bedroom unit is vacant.
- Rent: One tenant is behind, but is expected to become current soon.
- Maintenance Issues: Units are being turned as they become vacant. Routine maintenance and a few issues with appliances.
- Other: DHCD completed a physical inspection of the property as part of a HOME funds compliance monitoring. All was in order (letter attached).

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 3 vacant units. Management was processing one family who become over-incomed just before moving in, and continues to work on qualifying families for the vacant units.
- Rent: One family is behind with rent payments.
- Maintenance: The entire complex was pressure-washed in October.
- Other: Management is preparing for a VHDA compliance review that will include physical inspections of the units and an audit of all tenant files. Also, staff is reviewing a new property management agreement that was provided by TM Associates Management, Inc.

Crispus Attucks Apartments – 22 Duplex Apartments

- Vacancies: Good news! Crispus Attucks has no vacancies.
- Rent: All rents are current.
- Maintenance: No issues to report. Only routine maintenance and turn-over repairs.
- Other: VHDA conducted a physical inspection of the units and found everything to be in order (letter attached).

William Hughes Apartments – 34 Apartments in 6 Buildings

- Vacancies: This number is changing daily as completed units are being reoccupied. The last building containing 10 apartments has been turned-over by the contractor. Our goal is to have William Hughes fully rented by mid-December.
- Rent: All rents are current.
- Maintenance issues: None.
- Other issues: USDA conducted an audit and physical inspection of the property and files in July. This is the first RD inspection since East Coast began managing the property, and the first time William Hughes was found to be in compliance for years (letter attached). Congratulations to East Coast Management.

Current financial reports for each property were attached for review.

7. Housing Development Projects

William Hughes Apartments

The construction at William Hughes is 98% complete. A progress inspection was conducted on November 4th, and was attended by representatives from VHDA, USDA, and VCDC. A final punch list was compiled by the project architect in consultation with the previously mentioned agencies. The punch list should be completed this week, with the exception of new exterior light pole fixtures, and a new property sign. Families who were temporarily relocated off the property are in the process of moving back.

Staff is working with DHCD to schedule a closing for the HOME funds, and USDA to finalize the post-construction closing documents.

Director Nunez suggested hosting a “Grand Re-Opening” in the spring, and invite our legislators so they can see the improvements being done on the Eastern Shore.

8. Housing Choice Voucher Section 8 Program

Staff Completed and submitted the FY14 SEMAP Certification on August 28th. This process verifies the status and quality of the administration of the Section 8 program annually. We have determined the A-NRHA score to be 125, which would achieve a “High Performer” rating. SEMAP will be reviewed by HUD and they will issue a final determination.

We received a revised rating from HUD on our SEMAP assessment. Due to the fact that the A-NRHA had a less than 95% reporting rate for transactions in HUD’s system. We received zero point for Indicators 9 – 12, even though staff performance in those indicators received a passing score. Staff has been working to correct the system errors to assure an adequate reporting rate moving forward and will send a corrective action report to HUD for SEMAP shortfalls.

Each year several program elements must be reviewed and adopted.

- Fair Market Rents
- Payment Standards
- Utility Allowances

At the time of the meeting, only Utility Allowances were published. Director Nunez requested that once Fair Market Rents and Payment Standards are published, they be emailed to each Board Member for approval.

Director Nunez moved to adopt the Utility Allowances as published. Seconded by Director Holt, the motion carried by unanimous vote.

PHA's may now elect to establish a policy for performing unit inspections biennially rather than annually. Staff has continued to discuss this internally and there are still several issues that are unresolved. We will present a plan for moving forward at our next meeting.

Bobbie Wert will be present at the meeting to discuss to State initiatives to end homelessness that the RHA could have a positive impact on by once again adopting waiting list priorities focusing on homelessness.

The Community Partners of the Eastern Shore (CPES) is the local Continuum of Care (CoC) whose mission is to develop, sustain and coordinate a comprehensive CoC for the homeless and near homeless citizens of the Eastern Shore of Virginia. Our CPES is a member of the Department of Housing and Community Development (DHCD) Balance of State (BoS) Continuum of Care (CoC).

CPES continues to work on Strategic Planning in efforts to make homelessness rare, brief and non-reoccurring. Current projects include the development of a website, updating the electronic CPES Resource Directory, updating the CPES Pocket Pal (resource guide), and branding.

As a member of the BoS, the CPES is pleased to announce that DHCD BoS CoC has been selected, along with 68 other U.S. communities, to participate in Zero: 2016, a national campaign to end veteran and chronic homelessness in the next two years. The Campaign is being spearheaded by Community Solutions, a national non-profit based in New York City. The organization said it would work intensively with DHCD BoS CoC to meet the federal goals set by President Obama to end veteran homelessness by Dec. 2015 and chronic homelessness by Dec. 2016. The initiative is a rigorous follow-on to the group's successful 100,000 Homes Campaign, which announced in June that it had helped communities house 105,000 chronically homeless Americans in under four years.

CPES will be hosting the annual Point In Time (PIT) count Team Building Training on November 19, 2014 from 9AM until 11AM at the Eastern Shore Community College

Workforce Center Room 170/180. This training will educate and prepare our community for the January 28, 2015 PIT count. The PIT is a 24 hour snap shot of our community needs. The data collected provides statistical evidence used by our CPES members as they seek funding for community resources and services for persons/families living within Accomack and Northampton County's.

Opening Doors: Federal Strategic Plan to Prevent and End Homelessness set a bold and audacious goal to end Veteran homelessness in the United States before the end of 2015. Over the last three years, the Obama Administration and our partners in states and communities across the country have achieved a 24 percent decrease in homelessness among Veterans, during a time when our country was facing the worst recession since the Great Depression. Several communities, such as Phoenix, Salt Lake City, Houston, New Orleans and others are already on track to meet or beat this goal. On June 4, 2014, as part of the Joining Forces initiative, First Lady Michelle Obama announced that a growing coalition of mayors, governors, and county officials are committed to ending Veteran homelessness in their communities by the end of 2015, and called on additional mayors and local leaders to join this effort.

Through the Mayors Challenge to End Veteran Homelessness, mayors and other state and local leaders across the country will marshal Federal, local, and nonprofit efforts to end Veteran homelessness in their communities. Ending Veteran homelessness means reaching the point where there are no Veterans sleeping on our streets and every Veteran has access to permanent housing. Should Veterans become homeless or be at-risk of becoming homeless, communities will have the capacity to quickly connect them to the help they need to achieve housing stability. When those things are accomplished, our nation will achieve its goal.

The CPES will be working with DHCD BoS to participate with the Mayors Challenge.

Staff would like the Board to consider adopting waiting list preferences in support of these initiatives. The proposed preferences will be presented at the meeting. Staff needs to consider the impact of these preferences prior to making a recommendation.

9. Housing Counseling

NCALL Homeownership Program

Patricia Grove attended a Train the Trainer Class held at ESCC in order to receive a certificate of completion to become a qualified trainer for VHDA's Homeownership Education Program. Some of the objectives of this course were to learn tips on marketing and outreach to increase awareness of the program, establishing partnerships in order to share resources, and lastly, to build on facilitation techniques to keep participants actively engaged. Several local realtors also attended the class.

A Homeownership Education Workshop was conducted in October at ESCC. The class was held on two evenings from 6:00pm to 9:00pm. The course covered personal finance

and credit and speakers were present to cover the roles of a realtor, home inspector, and loan closer. The class was well attended and the follow up comments were very positive. The next class will probably be held in January.

We are still exploring course options for Financial Literacy Classes, but will be conducting some workshops in November and December.

There are currently approximately ten pre-purchase clients in the “ready to buy” category. Some are still working on increasing assets, and several have been actively looking. Many of the homes in the low to moderate price range have major structural issues making them ineligible in most cases for government loan programs such as FHA, VA, and USDA. New construction is often just out of the affordability reach for most of the first time homebuyers on the Shore, creating a challenge to find decent, affordable housing. Some of these clients may be eligible for the 502 Direct Program which would increase their affordability, but realtors are often hesitant to encourage their buyers with that option due to the historically long processing time. Perhaps utilizing FAHE will help to expedite the process and allow for more potential buyers to have access to that loan option.

| Pre-Purchase Counseling | Current Month: October | Cumulative FY 2014 | Total RIF Cumulative |
|-------------------------------------|-----------------------------------|-------------------------------|---------------------------------|
| # of orientations held | 0 | 4 | 11 |
| Orientation attendees | 0 | 11 | 39 |
| Client Intakes | 5 | 61 | 135 |
| Additional Counseling Sessions Held | 3 | 48 | 110 |
| # of final workshops held | 1 | 4 | 7 |
| Mortgage submissions | 0 | 11 | 20 |
| Mortgage closings | 0 | 8 | 15 |
| Financing leveraged | 0 | \$ 879,557 | \$ 1,472,257 |

| Growing Your Money Financial Literacy | Current Month: October | Cumulative FY 2014 | Total Cumulative |
|--------------------------------------------------|-----------------------------------|-------------------------------|-----------------------------|
| New GYM participants | 0 | 7 | 31 |
| GYM graduates | 0 | 3 | 20 |

| Default and Foreclosure Counseling | Current Month: October | Cumulative FY 2014 | Total Cumulative |
|-----------------------------------------------|-------------------------------|---------------------------|-------------------------|
| Intake sessions | 0 | 27 | 72 |
| Additional Foreclosure Sessions | 4 | 81 | 193 |
| Positive Foreclosure Prevention Outcomes | 0 | 9 | 28 |
| Homeowner Budget/Predatory lending Counseling | 0 | 2 | 10 |

10. Executive Director’s Report

Asset Management Activities

Two 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

Funding has already been arranged for an accurate count of the homes lacking indoor plumbing on the Chesapeake Bay side of the Eastern Shore. Executive Director Meil was able to arrange a capacity grant that will pay for the seaside portion of the study. The company is surveying the shore now.

Weirwood & Rental Inspection Ordinance

Staff met with John Outten, Building Official of Northampton County. Several potential solutions were discussed and he intends to take the information back to the Northampton County Board of Supervisors.

Strategic Plan Report

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

AN-RHA 2012-15 Goals and Objectives

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Goal #1: To operate in a responsible and accountable manner which implements the RHA’s clearly defined mission.</p> |
| <p>Objectives</p> <ol style="list-style-type: none"> 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.

1.1b 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.

1.1d 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.
- 4.

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 (NCHEC) 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.

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.

11. Other Matters

No other matters were discussed at this time.

12. Public Participation

No public participation took place at this time.

13. Adjournment

There being no further business, the meeting was adjourned.

Copy teste:

Richard Jenkins, Chairman

Elaine K. N. Meil, Secretary/Treasurer