

Resident Advisory Board Meeting

Wednesday, February 23, 2022 2:00 P.M. via Zoom

I. Start of Meeting - Natalie Smith-Wells started the meeting at 2:02 p.m.

II. Overview of Meeting - The purpose of the meeting was to discuss the Fiscal Year 2023 Annual Plan with the Resident Advisory Board members. Included in the presentation were the renderings of the Windsor/Maley. Residents also heard about the three programs that will continue as part of the Housing Authority.

Ms. Smith-Wells discussed what the PHA plan is, which she explained is essentially a guide - for all of the Public Housing Agencies - that talks about policies, programs, how to do operations, and strategies for being able to meet local housing needs and goals.

She explained that there are two parts to the PHA plan. One part is the Annual Plan, and the other part is the Five-Year Plan. The Housing Authority is currently in the midst of the Five-Year Plan, which is the 2020-to-2024 plan, but there will be some revisions to the Plan. She explained that the discussion today would focus on the Five-Year Plan revisions and the Annual Plan.

Ms. Smith-Wells introduced Kara Lennard, Director of Development; Chandra Washington, Deputy Director of Finance; Venkisha Haynes, HCV Manager for the Housing Choice Voucher program; and Charles Woodyard, CEO.

Ms. Smith-Wells also introduced Dorothy Maddox, the FSS Coordinator; Seletha Bradley-Morris, the new HCV-FSS Coordinator; and Estella Hunter, the Assistant Property Manager for Palmetto Park.

III. Annual Plan Framework - Ms. Smith-Wells did an overview of the Annual Plan framework as well as the Five-Year Plan and how the meeting would flow.

IV. Finance with Chandra Washington - Ms. Washington discussed the finances. She stated that the finances that would be discussed are based on the 2020 audit as the Housing Authority is in the midst of the June 30, 2021, audit. She said that final numbers will hopefully be available to residents by the middle of April.

She said that the assets of the Authority exceeded its liabilities by \$55 million, which is considered the net position. As of June 30, 2020, cash balance was \$13,097,673, which represented an increase of \$835,000.

The Housing Authority's lease-up rate for the Housing Choice Voucher program was 82 percent, based on ACC total of 1,337 units, and there were 1,100 actual units leased.

This number has since gone up. The updated numbers will be provided once the audit is complete.

The Housing Authority submits a monthly recap of its activities in addition to submitting monthly projections and comments on shortfalls.

Under the Housing Choice Voucher program, there are Mainstream Vouchers. The Housing Authority was currently awarded 31 Emergency Housing Vouchers. The subsidy was \$244,000.

HUD CARES funds were received during the fiscal period, which all funds were expended.

The Rental Assistance Program was administered by the Housing Authority in conjunction with the City of Daytona Beach. There was also an agreement with CareerSource, which was also funded for the 2021 fiscal year.

There were no questions from residents after the presentation.

V. Housing Choice Voucher - Ms. Smith-Wells presented the Housing Choice Voucher program. Some of the process improvements were that the program updated the HCV homeownership process. Four clients have closed on their homes.

There was also a lot of work regarding streamlining the recertification process and implementation. Ms. Smith-Wells

stated that throughout COVID, the Housing Authority was pushed to begin to do more electronically.

The Housing Authority has increased its payment standards to 110 percent for the Housing Choice Voucher program. The Housing Authority has the ability to set payment standards between 90 and 110 percent. The Housing Authority opted to do the max.

Staff training and development have been ongoing. Staff has also improved processes by using a centralized database to put all of their information there so that the manager is able to do a lot of quality control. This includes resident phone calls.

Ms. Smith-Wells discussed process efficiencies, which includes the resident portal. There is also now a landlord single point of contact.

Ms. Smith-Wells discussed addressing performance indicators. The Housing Authority is doing quality control and file-review processing. A file clerk has been hired to make sure file reviews are continued and quality control is at a high level.

Monthly SEMAP audits are being conducted. SEMAP is the scoring for the Housing Choice Voucher program. This determines whether the program is high performing, standard, or low performing. The Housing Authority is

continuing special program utilization, which is outside of normal Housing Choice Vouchers, including Emergency Housing Vouchers.

The Housing Authority is working to decrease homelessness in Daytona Beach. The Housing Authority was awarded 31 Emergency Housing Vouchers and is currently at 93.5 percent utilization.

The Housing Choice Voucher program picked up another 298 Project-Based Vouchers, which is a part of a revision to the Annual Plan. The Project-Based Voucher Program is the Windsor/Maley. The name is The WM at the River. All clients who are at Windsor/Maley are still connected to the Housing Authority, but they are no longer Public Housing residents but Project-Based Voucher holders.

There was a question in the chat from a resident asking if it is available now. Ms. Smith-Wells asked the resident to clarify. The resident asked if the Rent Café was available to pay rent online. Ms. Smith-Wells introduced Sherley Roman, who is the new Senior Property Manager and oversees Northwood II, Northwood Village, and Walnut Oak. Ms. Roman will be reaching out to residents in these properties as the transition to Rent Café for Public Housing begins to take place.

HCV is currently using it, and the next step is to get everybody on the Public Housing side who would like to use Rent Café set up.

VI. Affordable Housing/Asset Management - Ms. Smith-Wells

stated that the ACOP will be updated. The ACOP is the rules, regulations, and policies of how Public Housing is run.

One amendment to the ACOP is Chapter Four, which is the waiting list. Currently, the wait list is set to site-based wait list. If a client comes and the wait list is open at the time, the client has the ability to sign up for each one of the sites.

The change to the ACOP includes showing the transfer policy regarding the waiting list. If a client is already housed and the name comes up on another property, the Housing Authority will defer to the transfer policy, which shows all the things that the client would have to have completed and have to have done well as a resident to be considered to go to another property within the portfolio. It also shows the client will had to have lived in the unit for 24 months. According to the policy, the client will have lived in the unit for 24 months, adhere to the lease, rent must be up to par, housekeeping must be up to par. If the client has completed all these things and the name comes up, the

client would be able to move to another property within the portfolio.

Site-based waiting lists include Caroline Village, Palmetto Park, Northwood Village, Walnut Oak, and Northwood II. This change will be brought before the Board of Commissioners for approval.

Within the Affordable Housing and Asset Management, there are designated Property Managers and Assistant Property Managers on each site. A chart was provided to the residents showing Property Managers and Assistant Managers.

The only vacancy is the Assistant Property Manager at Northwood, Walnut Oak, and Northwood II. There will be a job posting to fill the position as quickly as possible.

Ms. Smith-Wells informed the residents that the Resident Council elections will be conducted between March and April of 2022. The residents will be seeing some handouts, flyers, and Save the Dates. There will be a meeting with all of the properties with the League of Women Voters Volusia County. A third party is involved to show the residents that the process is fair.

Ms. Smith-Wells informed the residents that the Housing Authority has withdrawn its CHAPs for the family sites and is currently leasing to improve occupancy rates.

A question came in through chat from a resident asking for a good email for the Property Manager of Northwood. Ms. Smith-Wells asked Ms. Roman to answer the question. Ms. Roman replied to the resident through chat.

VII. Resident Services - Ms. Smith-Wells discussed Resident Services. She asked for residents that are part of FSS to let her know in the chat. Ms. Smith-Wells acknowledged a recent graduate of the FSS program. She asked residents to encourage their neighbors to be a part of FSS. Ms. Smith-Wells told the residents that the Neighborhood Network Centers have gone from three to two, which are available at Northwood Village and Palmetto Park. Ms. Smith-Wells told the residents that the Housing Authority will be entering into the Annual Plan a new grant that the Housing Authority was awarded in the amount of \$921,126, for the Older Adult Home Modification Grant. This allows the Housing Authority to go out and provide safe and functional home modifications and limited repairs to meet the needs of low-income elderly homeowners. Ms. Smith-Wells told the residents that if they know someone who is 62 or older and is a homeowner in the 32114-zip code that has things at their home that the Housing Authority could help with to let her know.

Ms. Smith-Wells stated that the Housing Authority received three NAHRO Awards of Merit in 2021, which was for the LEAD Center, Rental Assistance Program for Daytona Beach residents, and grocery deliveries for Public Housing families.

A resident asked Ms. Smith-Wells if Ms. Roman can put up the phone number for Northwood. Ms. Smith-Wells asked Ms. Roman to provide the resident with the phone number.

VIII. Strategic Plan/5-Year Annual Plan Revision - Mr. Woodyard

presented the Strategic Plan/5-year Annual Plan. Mr. Woodyard told the residents that he has been able to go across the country and identify Public Housing in each city.

Mr. Woodyard presented a pyramid to the residents. The point of the pyramid is Customer Satisfaction. Mr. Woodyard stated he should not be able to ride around any city and identify Public Housing. He stated he wants to switch everything around and make everything about the resident. Mr. Woodyard stated that he has communicated to staff that what they're going to be graded on objectives that demonstrate that the Housing Authority is doing a good job of providing the best customer service possible for residents.

Mr. Woodyard discussed doing a rehab on Caroline Village units, but he didn't like the floorplan that was offered. He stated that rehab has been shelved for now. He stated that the Housing Authority is looking at a combination of building new units and decreasing the density at Palmetto Park, Caroline Village, and Northwood Village, which would allow the Housing Authority to rehab the units in a way that the floorplans are updated.

Mr. Woodyard stated that his goal is to be able to drive anywhere in the City of Daytona Beach and not be able to point out Public Housing. He would like to see more Affordable Housing Units for families.

IX. Development - Kara Lennard presented Development. Ms.

Lennard told the residents that their involvement in the process is important and that resident feedback helps the Housing Authority in creating the Plan.

Ms. Lennard stated that there have been a few changes implemented in the Annual Plan. Ms. Lennard told the residents that when discussing Asset Management Policy, it's referring to the physical properties as well as the land that the Housing Authority owns. There will be an assessment of all existing developments, properties, and vacant lots.

Ms. Lennard stated that as part of the Affordable Housing Master Plan, the Housing Authority is looking at opportunities that are out there for homeownership, purchase of additional land, disposing some of the land that isn't developable, disposing of some units or making changes to units, looking at developing new multifamily housing, and looking at existing properties.

Ms. Lennard explained disposition to the residents. She first discussed the RAD/Section 18 Blend, which is another way of converting units to change them from the Public Housing platform to the Voucher platform, just like what was done at Windsor/Maley.

The other thing that is being launched into RAD is a transfer of assistance. Ms. Lennard explained that if there are some units in the portfolio that are Public Housing that are no longer working or the Housing Authority thinks it can be better, assistance can be taken from the units and transferred over to create new construction units.

Ms. Lennard told the residents that the Housing Authority is evaluating the vacant lots and will be looking for a path to move forward with those so they're not just sitting there.

A question came in the chat asking when the new assessment will take place and if it's possible to own current units

or will the Housing Authority build some for the residents to buy. Ms. Lennard stated that it's all part of the assessment process that the Housing Authority is looking into. Ms. Lennard said she will take it under advisement.

X. Questions from Residents - Ms. Smith-Wells asked residents if they have any questions. There were no questions from residents.

Ms. Smith-Wells then conducted a brief quiz.

She asked the residents the name of the new program that the Housing Authority just received a grant for in the amount of \$921,126. A resident stated that it is the "Older Adult Home Modification Program." Ms. Smith-Wells recognized two other residents who also stated the correct answer through chat.

Ms. Smith-Wells asked the residents what percentage the payment standards are currently in the Housing Choice Voucher program. A resident stated that it 110 percent.

Ms. Smith-Wells stated that the Housing Authority on the HCV side is already using, and Public Housing is transitioning over to start using, a certain portal for residents. She asked the residents what the name is for the portal. A resident stated that it is the "Rental Café."

Ms. Smith-Wells asked the residents how many clients recently became homeowners and asked for one amount of down

payment assistance that the new homeowners received. A resident stated that there were four, and that one was \$12,000 and two were \$14,000 or \$15,000.

Ms. Smith-Wells asked the residents what the name of the new vouchers that the Housing Authority has, of which 31 were received. A resident stated it was "Emergency Vouchers." Another resident correctly answered, "Emergency Housing," in the chat.

Ms. Smith-Wells asked the residents what type of vouchers the Housing Choice Voucher program picked up with the RAD transition of Windsor/Maley, which included 298 vouchers. A resident stated that it's called "PBV, Project-Based Vouchers."

Ms. Smith-Wells stated that Mr. Woodyard put up what looked like a tent and there were five core areas that the Housing Authority is going to be moving forward in with the Strategic Plan. She asked the residents to give her the name or names of what some of the items were on the triangle. A resident stated that "Customer Satisfaction was one," which is the one that Mr. Woodyard focused on.

Ms. Smith-Wells asked the residents what the word Ms. Lennard used when it comes to getting rid of certain housing. A resident stated "disposition." Another resident put "disposition" in the chat.

Ms. Smith-Wells asked the residents the name of the new Senior Property Manager. A resident stated that it was "Sherley Roman."

Ms. Smith-Wells stated that Chandra Washington shared some things regarding finances, and she kept giving the residents a disclaimer. Ms. Smith-Wells asked the residents from what year were the finance reports. A resident responded with "2020." Another resident put "2020" in the chat.

Ms. Smith-Wells then asked the residents when the updated audit is expected. Two residents stated that it was "April." Another resident put the answer in the chat.

XI. End of Meeting - Ms. Smith-Wells told the residents that all the information is posted on the website. Residents can go to the website and look at the full Annual Plan as far as what is being submitted this year, including the revisions of the Five-Year Plan.

She stated the 2020 audit is also posted on the website. As soon as the 2021 audit is complete, it will be switched out on the website.

Ms. Smith-Wells asked the residents if they have any questions. A resident asked if she could have a copy of the PowerPoint. Ms. Smith-Wells stated that the PowerPoint is available online as well.

Ms. Smith-Wells told the residents that if they go to the website, they'll see a place where the residents can locate the Agency plans. Also, the meeting will be transcribed, and the transcription of the meeting will be available online as well.

A resident stated that Ms. Dorothy Maddox is awesome and Ms. Venkisha Haynes as well, and that they have both helped her.

Another resident added in the chat that Ms. Dorothy Maddox is excellent.

There were no further questions. Ms. Smith-Wells ended the call.

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