

Daytona Beach Housing Authority
June 16, 2023 Board Meeting 10:00 a.m.

I. Call to Order

- a. Chair Daniels called the meeting to order at approximately 10:00 a.m.

II. Roll Call

- a. Commissioners Jass, Jamison, Murphy, Brown-Crawford, and Daniels were present for roll call.

III. Invocation

- a. Commissioner Brown-Crawford leads the invocation.

III. Recognition of Visitors

- a. Chair Daniels recognizes Ms. Bradley-Morris to speak about the FSS program graduates. Ms. Bradley-Morris says that each graduate will come forward, collect a check, and take some pictures with Chair Daniels and Mr. Woodyard.

- i. Celia Fowler - Ms. Fowler states that she appreciates the FSS program because it helped her find housing, do better budgeting, and get into a program where she can make more money than she thought she'd be making. She thanks everyone that helped her.

- ii. Lille Lovett - Ms. Lovett states that the program has brought her a long way from where she came.

- iii. Pamela Willis - Ms. Willis states she is in a better place and hopes to be a homeowner.

- b. Ms. Bradley-Morris thanks everyone for attending.
 - c. Chair Daniels congratulates everyone and says he's thankful the Housing Authority is able to help out and provide these types of opportunities.

V. Public Comments

- a. There were no public comments.

VI. Approval of Minutes

- 1. Regular Board Meeting - May 19, 2023 - Commissioners Present: Daniels, Jass, Brown-Crawford, Jamison, Murphy.

- a. Commissioner Jamison made a motion to approve the minutes of May 19, 2023. Commissioner Brown-Crawford seconded the motion. Commissioners Jamison, Murphy, Brown-Crawford, and Daniels voted yes.

VII. Changes to the Agenda

- a. There were no changes to the agenda.

VIII. Consent Agenda

- a. Commissioner Murphy made a motion to approve the agenda as written. The motion was seconded by Commissioner Jamison. Commissioners Jass, Jamison, Murphy, Brown-Crawford, and Daniels voted yes.

IX. Discussion

- a. There were no items up for discussion.

X. Real Estate Development

- a.** Mr. Woodyard mentions that they're on the edge getting the land entitlement done for Brentwood parcel. Kara Lennard, the development director, has raised the possibility of using capital funds to purchase the land adjacent to it. They are extending this and looking to get some more bidders and developer partners for that.
- b.** Chair Daniels asks if it's just Brentwood.
- c.** Mr. Woodyard confirms Halifax is on there too, but the focus is on Brentwood.

XI. Business Action Items

1. Resolution 2023-21 Approval of 2024 Annual Operating Budget

- a.** Mr. Woodyard says that he asked Dom to call all of the commissioners to answer questions and that he worked closely with Dom to do the budget. This budget continues the deficit financing drawing from reserves that was done last year at a slightly larger level, but not as large as prior to his arrival. In January they anticipate taking over the LIHTC properties and bringing the property management in house. Once this happens and they do a RAD conversion to section eight units they should bring in around \$150,000 to the COCC. That will be over a five or six year period. He hopes that the Board will vote to approve the budget.
- b.** Commissioner Jamison mentions that a balanced budget is one of the requirements for the city budget and asks if it's a requirement for this budget.
- c.** Mr. Woodyard mentions that they are not required to do that type of balanced budget, that it is not required, but that they do so. In order to balance the budget they show the dip into the reserves. This is not required by HUD.
- d.** Chair Daniels says that they can always come back and change the budget to reflect the direction they are going in.
- e.** Commissioner Jass makes a motion to accept the 2023 operating budget. The motion is seconded Commissioner Murphy.
- f.** Commissioners Jamison, Brown-Crawford, Murphy, Daniels, and Jass vote yes.

XII. Old Business Items

a. Bylaws

- i.** Commissioner Brown-Crawford suggests looking at their bylaws at some point.

- ii. Mr. Gilmore says that he has a new, more modern format for the bylaws, but no other updating is needed.
- iii. Mr. Woodyard states that he read the bylaws a few months ago and he did notice some conflict of interest issues. He suggests that the commissioners make some comments about changes and that they relay them to the attorney to get the process started.
- iiii. Chair Daniels says there was a minor change made recently, but not a full review of the bylaws.

XIII. Monthly Performance

1. Customer Satisfaction

a. Family Self Sufficiency (FSS) Monthly Progress Report

- i. Ms. Bradley-Morris says that 55 people are enrolled in HCV and 40 in public housing, 95 participants FSS escrow monthly credits are as follows: HCV is \$8,218 and public housing is \$2,653, for a total of \$10,871. For current escrow HCV is 167,228.33 and for public housing it is \$69,468.57, for a total of \$236,696.90. They just gave out \$30,000 so that number is going to continue to go down.

She states that she met with Mary from Hope Brings Hope to discuss how they can build a stronger partnership in the community to help more participants become homeowners. In addition, they encourage the participants to use the money wisely when they become homeowners and get their escrow. She also attended the monthly HUD-FSS office hours. They will begin monitoring this month for FSS programs and send out letters in advance if an agency is selected for monitoring. This will continue over the next five years and be a means of support to bring the agencies to being quality programs at FSS.

The program coordinator committee meeting will be on the 22nd. This is a mandatory meeting that must have at least two participants, one being public housing and one deficits coordinator. Everybody from the community that wants to can be part of the meeting and bring in their resources. They all came together and decided how each

come together and decided now each organization can help out the other participants in the program. Ms. Mary Cortez will be doing a presentation on food grains. Ms. Bradley-Morris invites the commissioners to join the meeting if they'd like to see what's going on.

She says for public housing they are still in the process of getting all the participants to sign a new contract.

ii. Commissioner Jamison asks what issues they are having in terms of getting participants employed and if it's lack of skills.

iii. Ms. Bradley-Morris says that it's a number of things. Career Source provides everything they may need such as a resume, cover letter, or places to be referred to. As far as people not being employed, most of it is because people don't want to be employed. She says that there are people that have been in the program for three years that have never worked. HUD doesn't want FSS working one-on-one with each person to get them employment or fill out resumes, but to send them out to people that do those kinds of things. She has sent out emails and letters about jobs and asked people if they are working. Also, she has started deleting or exiting people from the program to bring in people who actually want to be a part of it.

iii. Mr. Woodyard comments that this is a sore spot with him and that he appreciates all of the work that Ms. Bradley-Morris does. He gave an anecdote of something that happened to him approximately 12 months ago. He said that he was in the office of the Palmetto Park Apartments when a young woman came in with an issue. He said that subsequently the woman told him that she had her certification in nursing assistance. He said that he put her into contact with a representative at Advent Health to help her get a job. He said that he was encouraged that she could really get a job, but that the

client never followed up with that. He said that approximately 1/3 of the clients who are eligible to be employed are actually employed, and that 4% of the clients are on zero rent. He said that the main issue is people that don't want to work. Many families are trapped in public housing. It's unacceptable that 1/3 of their population isn't working and it leads to many costs to manage them. Public safety is a factor if people aren't working. Palmetto is spiraling into a bad situation.

v. Commissioner Brown-Crawford says that she thinks it's not just related to the Daytona Beach area but nationwide after the pandemic and maybe before that. People don't want to work the way that employers want them to or come back into the office. It's generational. Parents aren't raising their kids the way they were raised. There is no ownership, no accountability, no respect of authority. The shootings are unheard of in Daytona Beach. She says it's just a different time and it's not unique to them. With regards to government funding, it's easier to get money if you don't work. Instead of subsidizing, people are penalized because they don't qualify for any type of services. People get everything for free if they don't work. There is no incentive to work.

vi. Mr. Woodyard says they're in the process of beefing up the FSS program all around. Stair stepping the rent means that if someone gets a job their rent doesn't automatically go up. Income would need to almost double for the rent to go to the next step.

vii. Commissioner Jass asks why people are satisfied with not working. She says that it's too easy for people to survive and live without going out and looking for a job.

viii. Mr. Woodyard says that a lot of housing authorities require

participants sign work agreements to get assistance. They can't do that here though.

- ix.** Commissioner Jamison says that in the old days when people were receiving unemployment they had to prove they were applying for jobs.
- x.** Commissioner Brown-Crawford says that people still do but that the problem is if people aren't looking for jobs, then WIC and all of those people step in, if you have children. Some people, with children for example, aren't getting unemployment but federal assistance.
- xi.** Chair Daniels asks about Halifax Ministry and the partnerships they are making. Ms. Bradley-Morris confirms this is the fact.
- xii.** Mr. Gilmore says that he had a meeting with Orlando Housing yesterday. If someone gets a job, there won't be a rent increase for three years to help build a nest egg and the person can move up and out. He says it's unfortunate this can't be done by everybody.
- xiii.** Commissioner Brown-Crawford asks why this can't be changed.
- xiiii.** Mr. Woodyard says that they have to be a high performer first. And he said they're moving in that direction. Originally Move To Work was an act of Congress, and it was subject to Congressional approval.
- xv.** Mr. Gilmore says there are 139 MTWs. There's a petition to open it even further.
- xvi.** Mr. Woodyard says the MTW program is still a demonstration. Everyone seems to be doing the stair step rent, and it seems to be a proven thing. He will speak to HUD and hopes it leads to something.
- xvii.** Commissioner Brown-Crawford asks if the law Congress is passing related to government subsidies will help or force some of the residents to get employment since their assistance will be cut if they're not working.
- xviii.** Commissioner Jass says that when she was in her 20s if you got assistance or lived in housing your vehicle couldn't be worth

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more than \$1,500.

xix. Chair Daniels says they have done these trainings. He says they'll probably never get past why some people work, some won't work, some can't get out of drugs, and so on. They're there to help their residents. You can't force people to take jobs or what's being given to them. He says there must be jobs for people to get and that some require degrees.

xx. Commissioner Brown-Crawford says she talking about different jobs and that there are plenty of jobs.

xxi. Chair Daniels asks what kind of work she encourages.

xxii. Commissioner Brown-Crawford says working as a receptionist or in a restaurant.

xxiii. Ms. Bradley-Morris says that HUD has come up with a new change and recertification/reexamination for participants that will not have to report their income on a recertification. If participant choose not to report their income or increase of income, it will slow down their escrow. If they get an increase it will increase their rent, but it will also increase escrow. If it's a decrease in benefit, then rent goes down. FSS coordinators encourage them to report income, but HUD is slowing down the process.

2. Housing Solutions

a. Mr. Woodyard says that Justice (Mauldin) and Ivana (Columbus) will be giving the reports today. He says that they did a reorganization of public housing property management into a north and a south region.

b. Public Housing Reports

i. Northwood Village, Walnut Oak, Northwood II

1. Ms. Columbus says that nine families have signed payment agreements for the month of May, and three are scheduled to come in on Tuesday. The department is projected to recover 37,453.41. They continue to implement the company's policies and lease

terms via legal proceedings. They have one resident pending eviction and eight files have been forwarded to legal. As of today there are zero vacant units in Northwood Village, one in Oak, and one in Northwood II. There were two before, but they moved a family that was in Palmetto after the shooting.

The chief of staff continues to conduct interviews for the tenant occupancy specialist position.

The department is in the process of merging the waitlist. Once that's completed, they will start the process of filling the vacancies.

Average turnaround time on the units, once they receive them, is three to five days. They're working on July, August, and September 2023 certifications.

They are working to make payment plans to recover department standards. If the participant isn't recertifying, they call and try to figure it out. Many are not working so one of the options is to use Utility Reimbursement Payment (URP) checks towards a payment plan. This seems to be working.

She says that they are working on the lighting in the area with maintenance staff since they have received a lot of complaints about it being dark in the area.

2. Commissioner Murphy asks about improvements on the street lighting since the city is spending a lot of money on this.
3. Mr. Woodyard says he has talked to the chief of police about this issue. They will be looking at improving the

cameras to new technology
also.

ii. Caroline Village, Palmetto Park

1. Ms. Mauldin says that a lot of her report is similar to Northwood. They have 12 new repayment agreements and are projected to recover 35,000 debts owed.

They have about 11 legal proceedings between both properties.

They have about 79 vacancies in Caroline Village and 11 in Palmetto Park. Three of those 11 are offline due to fire damage. They have 12 units ready and are working on renovating more at Caroline Village. They have six units ready at Palmetto Park. All families in Caroline Village are housed. They have about nine families going through eviction process with legal proceedings.

They are striving for more upscale customer service, such as completing online rent payments, submitting online requests, and completing recommendations online so they can get a quicker response.

They've had meetings with families to discuss hurricane preparedness. A lot of time people are not prepared for a natural disaster, even in Florida.

They are conducting interviews to staff special projects.

They are in the process of working through the ledger to clear out the balances.

They've dealt with families to do those repayment agreements and offered resources to help clear balances,

The police department is increasing patrol activities. If each resident turns on their newly placed exterior lights, it can brighten the area around their house

area around their house.
As far as maintenance, there are 180 maintenance work services for May, with a general turnaround time of three to five days.

2. Commissioner Jamison asks why there are 79 vacancies in Caroline Village.
3. Ms. Mauldin says there was a storm and they went into Section 8.
4. Mr. Woodyard says they need to make sure to mitigate the mold issues before moving people back in.
5. Commissioner Jamison asks if they will be filled using the wait lists.
6. Ms. Mauldin says that this is the goal once they've finished merging.
7. Commissioner Murphy asks if there is some kind of a deadline since they hear about merging the waitlist every meeting.
8. Mr. Woodyard says that he's taken over a large part of that issue. He predicts that the next time they meet, there will be a merged waiting list.
9. Commissioner Jamison asks if the 10 families submitted to legal for rent non-payment are mostly from Palmetto.
10. Ms. Mauldin confirms that's correct.
11. Commissioner Jass says that one of the reasons they have problems with mold is because people run the air conditioning with open windows and doors and moisture comes in that feeds the mold.
12. Chair Daniels says that Carolina Village got flooded.
13. Commissioner Jass says she knows this but that the mold was likely already there.

c. Housing Choice Voucher Report

- i. Venkisha Haynes says that they have 126 mainstream participants that are housed. They issued 153

vouchers and are continuing to receive referrals from disability solutions and the homeless coalition to get that up to 153. They are also receiving veterans referrals. They are allotted 218. They meet with the VA monthly to try to boost the numbers. Recertifications are caught up and, for the month of May, they have five. As of this morning, they only have one left because the participant is being terminated.

They are still trying to get housing participants and pulled 331 waiting list applicants on May 10. They are working on getting all of the families housed. A lot of those families are over income, so they may have to pull more families from the waiting list. The voucher count is at 1,234. So far there are 185 project-based families housed at the Windsor. Hummingbird came in on May 24th and 25th and did a training with our staff. They talked about the audit findings and worked with them for two days to assist the staff with Yardi, recertification, and maintaining participant files.

ii. Commissioner Jamison asks if the people that are over income are off the waiting list and if they will be notified when their income is eligible.

iii. Ms. Haynes confirms this and says that in April they updated the preferences for everybody. They went through 691 families to ensure that all the preferences were correct. 334 families had preferences. There were about 100 that were over income and they were notified of being removed from the waitlist.

iiii. Commissioner Jass says that last month the Windsor residents got an increase in their rent. She says they got two weeks' notice, and the explanation was an increase due to an increase from Social Security, but that she doesn't understand that because Social Security hasn't changed in a long time and that her rent was \$50 and

time and that her rent up 5% and some went up a lot more.

- v.** Ms. Haynes confirms that the letters were sent on March 30 but that they don't control when the letters are received. The increase should have gone into effect on January 1, but they made the increase in May. She says that Social Security had increased over the last few years, but there had been no rent increases even though the system had income that was over two years old.
- vi.** Commissioner Jass says that she has a copy with a different date on it.
- vii.** Ms. Haynes says that she will take a look at the notice.
- viii.** Commissioner Jamison asks if the increase was supposed to happen January 1.
- ix.** Ms. Haynes says that the rent increases were supposed to happen earlier but that the department was late due to transition, losing a PBV specialist, and because they had to give 30 days' notice, so it wasn't put into effect earlier. She says nobody was charged back or retro rent. She said that there was a rumor that somebody had a conversation with a participant and told them not to pay their rent, that the Housing Authority had this wrong, and that was not true.
- x.** Commissioner Jass says that that was not what she said, that she told them to pay their rent and that she'd check into it, and that the rumor was something like a game of broken telephone.
- xi.** Ms. Haynes says they were trying to encourage the residents at Windsor. There had been no rent increases since 2021. A lot of the residents weren't reporting income changes. One resident was making \$79,000 a year and hadn't reported a year's worth of income. She will make sure everyone received the proper 30-day notice.
- xii.** Chair Daniels says that this is meant to be an overview and not so personalized and they should

sidebar if more specifics are needed.

xiii. Commissioner Murphy says that she thinks it's helpful to understand how it happened because there's been a lot of misunderstanding and questions.

xiii. Ms. Haynes says that her door is always open if they have any questions regarding the process. She wanted to address this because there was a lot of misconception on what they did and didn't do.

xv. Chair Daniels says that legally they need to keep stuff without names since it will be in their notes.

xvi. Commissioner Brown-Crawford suggests that anyone on Social Security should contact the Social Security Administration if they haven't gotten an increase since there is always a yearly increase.

3. Financial Strength

a. April Finance Report

i. No financial report is given.

4. Innovative Systems

a. No comments are made in regards to this at this time.

5. Employee Success

a. Organizational Chart

i. Mr. Woodyard says an org chart was requested and provided.

b. Tyvon Tobler

i. Tyvon Tobler received an undergraduate degree in project management. She is a specialist in the HCV program. Chair Daniels congratulates her.

6. Innovative Systems

a. Chair Daniels says that they need new shirts that represent the new logos. Once they have the shirts, they need pictures with the new shirts. They will set a date for a photographer to come in once everyone has the new shirts.

b. Mr. Woodyard says that one of the reasons the budget is a little hefty is they need to fill the vacant positions. To do so, they are going through an employment agency.

c. Chair Daniels confirms that they are making efforts to hire people.

d. Commissioner Brown-Crawford mentions the length of tenure of many employees and says it's a good sign

says it's a good sign.

- e. Mr. Gilmore says that Chauncy Gilmore is doing a good job.

XIII. CEO Comments

- a. Mr. Woodyard thanks the colleagues who got the Board room together. A few days ago it was a complete mess. The carpet and paint are both new. Everything is in disarray in the building and the contractor has a large immigration component in his workforce and they've had to leave. All of the employees have had to find new spots to work in.

- b. Mr. Woodyard shares his vision of what he aspires for in five to seven years. He hopes that they will have received the Choice Neighborhood Planning grant to start them on the journey of master planning a large part of their land assets. The board and senior staff are going to merge their planning work efforts together. He hopes they receive the grant in October. They will immediately begin master planning, building partnerships, and doing everything else they've said they'll do.

Two years down the line, the first grant would be over and they'll have applied for the Choice Neighborhood implementation grant. They will be looking at everything in the historic Midtown neighborhood. This would be a \$50 million grant from HUD, and the expectation would be to leverage it and use it for multiple programs. It would be a substantial grant and the largest ever received. Palmetto Park, Carolina Village, Loomis, Halifax, and Brentwood would all be redeveloped. They would only have mixed-income properties in the portfolio. They will have to make decisions about how to manage them to be more economically advantageous for them.

He anticipates that five to seven years from now, the Housing Authority will be very different. He wants to go ahead and do Brentwood in advance and get Carolina moving also.

- c. Chair Daniels says that once the places are converted they have places to put people.

- d. Mr. Woodyard says he is impressed by the willingness of the firm to work with the Housing Authority. They will be hiring them for six months and in January training the people they will absorb.

XV. Commissioner Comments

- a. Commissioner Jamison says she is very proud of the FSS program. She truly believes that public housing is interim. She thanks Ms. Bradley-Morris. She says that she hopes that the vacancies will not be as many next time since people need jobs. She also asks who she should tell about the color of her shirt.

- b. Chair Daniels says Mr. Woodyard and Ms. Griffin.

- c. Commissioner Brown-Crawford mentions that it's a new (shirt) company and they're very good quality.

- d. Commissioner Jass comments that she is excited because they are not sitting stagnant. They have a vision and the CEO is executing. She sees a much better Housing

the CEO is aggressive. She sees a much better Housing Authority and places for the families to live.

- e.** Commissioner Brown-Crawford says she went to a conference with Chair Daniels in Colorado and they were taken on a tour of the different housing. They were part of the Housing Choice Voucher at one time. They have a headquarters office, restaurant, space at the top of the high rise that can be rented out for a wedding venue or banquet. The residents have been trained to do shifts there. The Commissioners visited another one that was mixed income and faces the Denver Broncos stadium. This property had two grocery stores. Seeing this gave her hope that they would see that here in the future. They had an area for residents to barbecue on grills. She says that no one would ever know it was mixed income or had anything to do with public housing and that people would want to live there.

She says this was one of the better conferences she has attended and she attended a class where they talked about zero income, which she didn't know about. Because of this she got to meet one of their residents from Orlando, Ms. Vivian, that is also on zero income. She asks if they partner with Habitat to build houses.
- f.** Mr. Woodyard says that unfortunately the local partner for Habitat chose not to support their Choice Neighborhood Grant application.
- g.** Commissioner Brown-Crawford says they need to look into it.
- h.** Commissioner Murphy says that she's pleased that every time they get a report that the numbers are better and better. She understands that represents a lot of effort on the part of the staff to make those changes happen, and she really appreciates that. She says that the changes they're looking towards are very exciting and she'd like to see them do more marketing of that vision to the rest of the community to get more people to step up in partnership.
- i.** Commissioner Brown-Crawford says people knowing what something is is important.
- j.** Mr. Gilmore says this is probably in the five to seven years that was just talked about. If there's not a dedicated PR person, making sure they contact the local newspapers and inform the reporter assigned to those sorts of things.
- k.** Commissioner Brown-Crawford says people are always looking for stories.
- l.** Mr. Woodyard says that the press release should have been a little more exciting. He's been working with Elaine Kean, of the Daytona Beach News Journal, for the past year.
- m.** Commissioner Jass mentions she seems to be directed to other things that are more important and that Eileen (Kean) has said she'll have to speak to her superior and she can't promise anything.
- n.** Mr. Woodyard says there's a magazine coming out in the

Summer edition about what's happening.

- o.** Commissioners Brown-Crawford and Jass talk about the shirts and having multiple colors or the same color since that would look more professional.
- p.** Chair Daniels thanks all the staff, Commissioner Mark, and Ms. Griffin. He thanks Commissioner Brown-Crawford for joining him in Colorado. He thanks Mr. Gilmore and Woodyard and says he's excited for the direction they're going in.
- q.** Commissioner Murphy says she thinks publicity will help their recruitment efforts as well.
- r.** Chair Daniels says that they do need to be cautious but that they can let people know the Board is going in the right direction.

XVI. Adjournment

- a.** Chair Daniels adjourned the meeting at approximately 10:34 a.m.

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