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HOMES FOR GOOD HOUSING AGENCY

BOARD OF COMMISSIONERS MEETING WEDNESDAY JANUARY 13th, 2021

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- VIII. WORK SESSION— Board Input/Vision for Customer Service Enhancements

Agenda

Homes for Good Housing Agency

BOARD OF COMMISSIONERS

Location of the meeting:

This meeting will be conducted via public video call and conference line (see details below).



Wednesday, January 13th, 2021 at 1:30pm

To prevent the spread of COVID-19 Homes for Good will be conducting the January 13th, 2021 meeting via a public video call with dial-in capacity. The public will be able to join the call, give public comment, and listen to the call:

Topic: January Board Meeting

Time: Dec 13, 2021 01:30 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/83753369030>

Meeting ID: 837 5336 9030

One tap mobile

+13462487799,,83753369030# US (Houston)

+16699006833,,83753369030# US (San Jose)

Dial by your location

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

Meeting ID: 837 5336 9030

1. PUBLIC COMMENTS – 20 Minutes

(Maximum time 20 minutes: Speakers will be taken in the order in which they sign up and will be limited to 3-minutes per public comments. If the number wishing to testify exceeds 10 speakers, then additional speakers may be allowed if the chair determines that time permits or may be taken at a later time.)

2. COMMISSIONERS' RESPONSE TO PUBLIC COMMENTS AND/OR OTHER ISSUES AND REMONSTRANCE (2 min. limit per commissioner)

3. ADJUSTMENTS TO THE AGENDA

4. COMMISSIONERS' BUSINESS

A. Introduction of New Board Members

B. Election of a New Board Chair

5. EMERGENCY BUSINESS

6. ADMINISTRATION

- A. Executive Director Report (Estimated 10 minutes)
- B. Approval of 12/9/20 Board Meeting Minutes
- C. **ORDER 21-13-01-01H** — In the Matter of Authorizing the Formation of a Limited Liability Company for the 1100 Charnelton Project in Eugene, Oregon (Nora Cronin, Project Development Manager) (Estimated Time 5 Minutes)
- D. **ORDER 21-13-01-02H** — In the Matter of Accepting a Bid and Awarding Contract #20-C-0055 for the Asset Reroofs Project (Steve Ochs, Real Estate Development Director) (Estimated Time 10 Minutes)
- E. **ORDER 21-13-01-03H** — In the Matter of Updating the Rent Assistance Administrative Plan for Overhoused, Underhoused and Accessible Units (Beth Ochs, Rent Assistance Division Director) (Estimated 10 Minutes)
- F. **ORDER 21-13-01-04H** — In the Matter of Updating the Housing Choice Voucher Administrative Plan for Removal from the Waiting List (Beth Ochs, Rent Assistance Division Director) (Estimated 10 Minutes)
- G. **WORK SESSION** — Board Input/Vision for Customer Service Enhancements (Wakan Alferes, Supportive Housing Division Director) (Estimated 30 Minutes)

7. OTHER BUSINESS

Adjourn.

UPCOMING AGENDA ITEMS

In response to the Holiday Farm wildfire crisis Homes for Good staff has continue to engage with impacted households that are participants on the Housing Choice Voucher (HCV) program. As of November we have identified 8 HCV participants who have lost homes and 3 formally homeless veterans who are served by a specialized HCV program called Veterans Affairs Supportive Housing (VASH). We have issued vouchers for all 11 households and one has leased up a replacement home. Homes for Good Resident Services (RS) staff are reaching out to families who reach the half way point (ie 60 days) of voucher eligibility and have not leased up to assess any barriers as to why vouchers are not being used. We will use that data to determine what additional supports/resources we may be able to provide, or link the client with, in order facilitate a successful lease up of the voucher. Also Homes for Good has been actively participating in the Holiday Farm Fire Human Services and Housing Task Force that is facilitated by Dan Hurley from Lane County. Our focus is currently on support housing rebuilding efforts in the communities impacted and we are coordinating with our funders to determine what resources may be available for land acquisition. In late December we entered into a Letter of Intent to purchase a mobile home park that was destroyed by the wildfire.

We continue to monitor the financial impacts from COVID-19 diligently. The Housing Choice Voucher (HCV) Program has experienced 445 households representing 14% of the households on the program that have asked for rent decreases, which has increased the amount of subsidy we provide to participants by \$111,000 per month. In July we applied for HUD Cares Act set aside funding, which is the funding we most need to offset the increase in HCV subsidy we are deploying. After submission HUD changed the eligibility methodology and in December we qualified for the new eligibility methodology so we submitted another set aside funding application and we have not yet heard whether we have been approved. If we don't receive approval the current annualized impact, which will grow every month, is \$1,330,000. If this annualized impact isn't subsidized by the set aside funding then we will have to lower the number of vouchers funded by our program to offset the increased subsidy we are deploying. The total amount of Cares Act funding for the HCV program we have received to date is \$1,223,000 but this is just for administrative expenses and it can't be spent on the increased Housing Assistance Payment subsidy that we are deploying. We have a deadline to spend these funds by 6/30/21.

The Public Housing Portfolio and the HUD Multifamily Portfolio have experienced 181 households representing 24% of the households in the portfolio that have asked for rent decreases, which has reduced rent revenue by \$44,000 per month. In addition to the rent decreases the residents living in these portfolios have also struggled to pay rent and the total amount of uncollected rent for April through November is \$53,000. The December uncollected rent is as of the 28th and totals \$33,000. The total amount of Cares Act funding we have received for this portfolio is \$313,000 and these funds must be spent by 12/31/21. We are concerned that HUD hasn't indicated that more CARES Act funding for this portfolio will be allocated. For our 3rd party managed portfolio the residents living in this portfolio have also struggled to pay rent and the total amount of uncollected rent for April through November is \$86,000 representing 3.9% of the gross potential rent revenue. The December uncollected rent is as of the 11th and totals \$19,000. The good news for our 3rd party managed portfolio is that the Oregon Housing and Community Service (OHCS) Department recently approved our application for additional funding to offset rent arrearages through December of 2020 and 16 of our properties are eligible to receive \$1 for every \$1 of rent not received. The non-payment of rent will be forgiven and tenant ledgers will be adjusted to reflect this non-payment of rent forgiveness.



We have completed our work to support Lane County in their distribution of Cares Act rent assistance funding. We have sent Landlords a total of \$617,000 on behalf of people in Lane County who have suffered income loss due to the COVID-19 Pandemic. The Oregon State Legislative Leaders met in short session on December 21st, 2020 and specific to our work they approved a \$150 million landlord guarantee fund, which will be distributed to landlords by Public Housing Authorities (PHA) across the State of Oregon. Homes for good expects to be allocated somewhere around \$14 million and we are currently working with the PHA network and Oregon Housing and Community Services to operationalize how these funds will be distributed. This will be a new program for us and we will need to hire staff to disburse these funds but our work with Lane County gave us a head start in determining how to design the distribution of these new rent assistance funds for our community.



"I think I have a very mission driven position. Communications is so important in helping people find housing in the sense of if they don't know about the resources available to them, or if those communications aren't simple and informative, it will be harder for them to access these services. I think the focus on clear, simple communications is important and something I need to make sure I continue to focus on."

-JORDYN, COMMUNICATIONS ADMINISTRATIVE SPECIALIST



"It is important to me that I am making the largest positive impact possible in terms of prevention and intervention and I believe that helping people attain and retain stable, affordable housing meets that goal."

- ALLI, PROPERTY MANAGEMENT SUPERVISOR



"I believe that it is a basic human right to have housing and without it, it's nearly impossible to improve your life. I love that I get to house new people on a regular basis and continue to house those that need our services."

-NICOLE, PROPERTY MANAGEMENT SUPERVISOR



"Being able to provide serves to our low-income community is the best part of my job. This is the most gratifying job I've ever had. Being able to offer our services to people in need is a very important part of the day to day. Working at Homes for Good is my joy and energy."

-MARILY, ENERGY SERVICES INTAKE COORDINATOR



"I want to see people thrive in their lives, not just survive. I think Homes for Good plays a vital part in securing safe and affordable housing for people and I want to be a part of that story. I want to make a difference and show people that they matter and I think that starts with addressing one of our basic needs: shelter."

-KATIE, PROGRAMS AND GRANTS SPECIALIST



"Definitely people! I think we are an excellent organization and are striving to be better all the time. I feel so fortunate to be part of this agency. Having a great team definitely helps make work easier and more rewarding because it carries into how we interact and provide for those we serve."

-FRANKIE, RESIDENT SERVICES SPECIALIST

MINUTES

Homes for Good Housing Agency

BOARD OF COMMISSIONERS

Location of the meeting:

This meeting was conducted via public video call and conference line.



Wednesday, December 9th, 2020 at 1:30pm

To prevent the spread of COVID-19 Homes for Good conducted the December 9th, 2020 meeting via a public video call with dial-in capacity. The public was able to join the call, give public comment, and listen to the call:

1. PUBLIC COMMENTS – 20 Minutes

(Maximum time 20 minutes: Speakers will be taken in the order in which they sign up and will be limited to 3-minutes per public comments. If the number wishing to testify exceeds 10 speakers, then additional speakers may be allowed if the chair determines that time permits or may be taken at a later time.)

No Public Comment Given

2. COMMISSIONERS' RESPONSE TO PUBLIC COMMENTS AND/OR OTHER ISSUES AND REMONSTRANCE (2 min. limit per commissioner)

No Response to Public Comment

Pete Sorenson: Talks about his retirement from the Lane County Board of Commissioners, and from the Homes for Good Board of Commissioners in January. Pete thanks staff, fellow board members, and the public for his opportunity to serve over the past 24 years.

Char Reavis: Expresses appreciation for Pete and his service.

3. ADJUSTMENTS TO THE AGENDA

Item F. was discussed directly after the Public Hearing, then the Board went back to discuss items D. and E.

4. COMMISSIONERS' BUSINESS

None

5. EMERGENCY BUSINESS

None

6. EXECUTIVE SESSION– estimated time 15 minutes

"On December 9th, 2020, the Homes for Good Board held an Executive Session pursuant to ORS 192.660(2)(i), to review and evaluate the job performance of a chief executive officer, other officers,

employees, and staff, if the person whose performance is being reviewed and evaluated does not request an "open hearing."

7. ADMINISTRATION

- A. Executive Director Report (Estimated 10 minutes)

Jacob Fox: Thanks Pete for this service on the Homes for Good Board.

Talks about non-payment of rent.

Char Reavis: Mentions that Michelle will be participating in a 9-month "Housing Justice Fellows" program.

- B. Approval of 10/21 Board Meeting Minutes

Motion: **Pat Farr**

Second: **Michelle Thurston**

This minute are approved unanimously 7/0

- C. **PUBLIC HEARING** — 2020 Public Contracting Rules Update (Jacob Fox, Executive Director)(Estimated Time 10 Minutes)

No Public Comment at the Public hearing

- F. **ORDER 20-09-12-03H** — Joint Order of the Board of Directors and Local Contract Review Board Opting Out of the Attorney General's Model Public Contract Rules and Amending State Public Contracting Rules for the Housing and Community Services Agency of Lane County, Oregon (Jacob Fox, Executive Director) (10 Minutes)

Jacob Fox: I just want to state that we just had the public hearing, and no one was here to give public comment.

Introduces Carrie Connelly, a member of the local Oregon Law Group, Homes for Good's law firm. Carrie specializes in procurement.

There are essentially three thing of significance that this Board Oder would change. The first is based on annual changes to the state public procurement statutes. The order will also change my signing authority up from \$100,000 to \$150,000 which will provide better operational efficiency and align with the state statutes. The third would allow, for reasons unplanned due to change orders or some other factor, I would have the ability to extend the contract over the \$150,00 approval up to 25%.

Carrie Connelly: A couple of years ago the Board approved procurement so that it followed both Federal and State statutes, and the federal statutes have not changed since, so those will not be affected. It is the State statutes that are being repealed and replaced through this order.

All levels of signing authority are staying the same with the exception of the executive director.

Joe Berney: Asks Carrie if she has been in contact with the County at all about what they have put in place surrounding Community Benefits Agreements for construction projects over 1 million dollars. Joe would like to see that sort of thing replicated in the Homes for Good procurement as appropriate. Joe says he will coordinate through Jacob for this.

Jacob Fox: I think Steve, Carrie and I can engage with the Public Works staff surrounding this.

Motion: **Joe Berney**

Second: **Michelle Thurston**

Carrie Connely: Makes note that the motion and the second is happening on behalf of both board: The Homes for Good Board, and the Local Contract Review Board.

This motion passes unanimously 7/0.

- D. **ORDER 20-09-12-01H** — In the Matter of Documenting the Executive Director's Annual Performance Evaluation and Instructing Human Resources Regarding Revision of the Employment Agreement (Bailey McEuen, Human Resources Director) (Estimated Time 10 Minutes)

Bailey McEuen: Gives background about the process and best practices of the executive director review. Bailey explains various stakeholders that were met with in the process. She talks about the overwhelmingly positive feedback, with an average rating of over 4 out of 5 stars.

I recommend to the Board extending Jacob's employment contract and approving the 5% merit increase as outlined in the contract.

She then talks about documenting a procedure for this process to bring it to the board on a regular basis.

Heather Buch: For the public who might be wanting, Jacob I want to give you a glowing review and support you as an executive director. I support the recommendations that have been presented. We are happy to support you in this position and hope you stay a long time.

Motion: **Heather Buch**

Second: **Pat Farr**

Pat Farr: Talks about the collaboration Jacob is able to make possible in his work.

Jacob Fox: I would just like to say this is the one part of my job that makes me extremely uncomfortable to have the focus on me, not the people we serve. But for the record I would like to say that I really care deeply about my job, and the reason I care deeply, is because at the end of the day our work is about serving those in our community who are low income, and the most marginalized, that's why I care about my job.

I am super honored to have the support of the Board, and work in partnership with the board and the rest of the staff.

Char Reavis: I do want to say that it has been amazing working with Jacob, he has always been really good to connect with Michelle and I in a timely manner.

Char talks about the improvements within the agency due to Jacob's leadership.

This motion has passed unanimously 7/0.

- E. **ORDER 20-09-12-02H** —In the Matter of Revising ORDER 20-22-04-02H Authorizing the Formation of HFG Communities, LLC and Authorizing a Permanent Consolidated Loan for Jacob's Lane Apartments, Laurel Gardens Apartments, and Willakenzie Townhomes in Eugene, Oregon. (Steve Ochs, Real Estate Development Director) (Estimated Time 10 Minutes)

Steve Ochs: Talks about some of the key differences between the new board order and the order that was already approved by the board.

Joe Berney: What is the final interest rate on this?

Heather Buch: Reads,

"The fixed rate for the 15 year term shall be determined 30 days prior to the expected closing date based on the following formula: the greater of 4.375% or the sum of 2.180% plus the most recent calendar monthly average of the 15 Year Fixed Rate Advance of the Federal Home Loan Bank, with the product rounded to the nearest 1/8%. For instance, at the February 2020 index level of 2.441 %, the calculated interest rate would be 4.625%."

from the Banner Bank Letter in the Board Packet.

Joe Berney: Are you using the low-income rate to pull out money to make improvements without increasing the amount these properties owe?

Steve Ochs: Yes, in fact it will reduce what each property owes and allow to make improvements.

Motion: **Heather Buch**

Second: **Joe Berney**

This motion passes unanimously 7/0.

- G. **WORK SESSION—** Board Input/Vision for Real Estate Development Pipeline 2021-2025 and new development models

Steve Ochs, Nora Cronin, and Aisha McCoy go through presentation slides.

Pat Farr: Requests this presentation be sent out because it needs to be shared in the community.

Joe Berney: I would like to say, #1, in this COVID and Wildfire world, this is really good news. I would like to echo what Commissioner Farr said and I think there should be a Press Release or Press Conference worth of things in this presentation. Good news is at a premium at this time. I would like Homes for Good to consider the timing of this. #2 I think the economic analysis is good but not great. I think some assumptions and extrapolations about how this changes lives, and how it can be a benefit not a drain on public resources should be woven into this. Lastly, I don't know if anyone has any experience developing under the Farmers Home Administration, the 515- rural rental housing program? I don't know the status of that, other than it still exists. That would take care of the rural communities that you identified in Lane County. I've developed under that program and I would be more than happy to assist, because I think it is a big deal to diversify the portfolio.

Heather Buch: It looks like you all are extremely busy. Thinking about equity and making sure that if something is happening at the metro area, something should also be happening in a rural community somewhere, because we know that it looks very different.

Joe Berney: Talks about a potential project in Springfield and a funding commitment of private dollars for 400 units of a mix of subsidized and unsubsidized units.

8. OTHER BUSINESS

Adjorn.

UPCOMING AGENDA ITEMS

JANUARY 2021

Election of New Board Chair & Announcement of Vice Chair

WORK SESSION: Board Input/Vision for Customer Service Enhancements



BOARD OF COMMISSIONERS AGENDA ITEM

BOARD MEETING DATE: 01/13/2021

AGENDA TITLE: In the Matter of Authorizing the Formation of a Limited Liability Company for the 1100 Charnelton Project in Eugene, Oregon.

DEPARTMENT: Real Estate Development Division

CONTACT : Nora Cronin

EXT: 682-2521

PRESENTER: Nora Cronin

EXT: 682-2521

ESTIMATED TIME : 5 minutes

- ☒ **ORDER/RESOLUTION**
- ☐ **PUBLIC HEARING/ORDINANCE**
- ☐ **DISCUSSION OR PRESENTATION (NO ACTION)**
- ☐ **APPOINTMENTS**
- ☐ **REPORT**
- ☐ **PUBLIC COMMENT ANTICIPATED**

Approval Signature

EXECUTIVE DIRECTOR:

DATE: 1/5/21

LEGAL STAFF :

DATE:

MANAGEMENT STAFF:

DATE:



HOMES FOR GOOD MEMORANDUM

TO: Homes for Good Board of Commissioners

FROM: Aisha McCoy, Project Developer

AGENDA ITEM TITLE: ORDER 21-13-01-01H / In the Matter of Authorizing the Formation of a Limited Liability Company for the 1100 Charnelton Project in Eugene, Oregon.

AGENDA DATE: January 13, 2021

I MOTION

It is moved that the Agency is authorized to execute the necessary documents to form a Limited Liability Company for the 1100 Charnelton project in Eugene, Oregon.

II ISSUE

The Homes for Good Board has authorized the development of 1100 Charnelton, a 45-unit permanent supportive housing development located at 1100 Charnelton Street in downtown Eugene Oregon. It is now necessary to obtain Board authorization to form the LLCs and complete project financing.

III DISCUSSION

A. Background/Analysis

Homes for Good has been collaborating with Lane County and City of Eugene to develop a strategy for addressing the TAC report recommendation of developing 350 new Permanent Supportive Housing (PSH) units in the next 3-5 years. On February 25, 2020, Homes for Good entered into an Option Agreement with a private seller to purchase 1100 Charnelton for the purpose of developing PSH on the property.

Homes for Good will be developing 45 units of housing on the site. The plan is to demolish the existing structure and build a new four-story building consisting of 45 studio apartments, ground floor common use and supportive service areas, limited parking, secure bike storage, and a secure courtyard. The target population is for individuals experiencing chronic homelessness and referred from Lane County's Coordinated Entry Central Wait List.

Project Financing – Funds will come from a variety of sources.

- Capital funding: On August 7, 2020, Oregon Housing and Community Services awarded Low Income Housing Tax Credits and gap grant financing to the project. Pacific Source has awarded \$250,000 in capital support to the project. If awarded, 1100 Charnelton will also use City of Eugene HOME funds, SDC waivers and other gap financing from private partners or other funding opportunities as necessary.

- Rental subsidy: Project-Based Vouchers have been awarded for rental subsidy for all units.
- Services funding: We are working with Lane County to develop the supportive services program and services funding, similar to our partnership on The Commons on MLK.

The next step is to formation of the Limited Liability Company. Further actions will be required later to authorize the more particular terms of financing for the project prior to commencement of construction, which is currently scheduled to begin in May 2021 and project completion in May 2022.

This Board Order would:

1. Authorize formation of the Owner LLC and Creation of Accounts
2. Authorize Formation of the Managing Member LLC
3. Authorize Representatives
4. General Resolutions Authorizing and Ratifying Other Actions

B. Recommendation

Approval of the proposed motion.

IV IMPLEMENTATION/FOLLOW-UP

Upon approval of the Order, the LLCs will be formed, and the documents will be executed as required.

V ATTACHMENTS

None

IN THE BOARD OF COMMISSIONERS OF THE
HOMES FOR GOOD HOUSING AGENCY, OF LANE COUNTY OREGON

ORDER 21-13-01-01H

In the Matter of Authorizing the Formation of
a Limited Liability Company for the 1100
Charnelton Project in Eugene, Oregon.

WHEREAS, Housing Authority and Community Services Agency of Lane County doing business as Home for Good Housing Agency (the "Authority") is a public body corporate and politic, exercising public and essential governmental functions, and having all the powers necessary or convenient to carry out and effectuate the purposes of the ORS 456.055 to 456.235 (the "Housing Authorities Law"); and

WHEREAS, a purpose of the Authority under the Housing Authorities Law is to construct, acquire, manage and operate affordable housing for persons of lower income; and

WHEREAS, the Authority is authorized by ORS 456.120 to form, finance, and have a nonstock interest in, and to manage or operate, partnerships, nonprofit corporations and limited liability companies in order to further the purposes of the Authority; and

WHEREAS, the Authority finds it to be in the best interests of the Authority to authorize the formation of a limited liability company (the "Owner LLC") with the Authority initially as the sole member of the Owner LLC (and upon admission of an investor member ("Investor") with the Authority or its wholly owned affiliate as the managing member of the Owner Entity) to own, develop and operate a low-income housing project at 1100 Charnelton in Eugene, OR (the "Project"); and

WHEREAS, if required by the Investor, the Authority finds it to be in the best interests of the Authority to authorize the formation of a limited liability company to serve as the managing member of the Owner LLC (the "MM LLC").

**NOW, THEREFORE, THE AUTHORITY IN ITS OWN CAPACITY AND AS THE
SOLE MEMBER OF THE OWNER LLC ON BEHALF OF THE OWNER LLC, ADOPTS THE
FOLLOWING RESOLUTIONS:**

1. Authorize Formation of the Owner LLC and Creation of Accounts

BE IT RESOLVED, that the Authority, in its own capacity, is hereby authorized to execute and deliver such documents as may be necessary for the formation of the Owner LLC including but not limited to the following:

- a) Articles of Organization to be filed with the Secretary of State of the State of Oregon; and
- b) An Operating Agreement with the Authority as the sole member or, at the election of the Authorized Representative, with the MM LLC as sole member; and
- c) Such documents as may be necessary or convenient to establish in the name of the Owner LLC such as checking, savings and other accounts at such state or federally chartered banks as any Authorized Representative, as that term is defined in these Resolutions, may determine (such determination to be conclusively demonstrated by the signature of any Authorized Representative on such document).

2. Authorize Formation of the MM LLC

BE IT RESOLVED, that the Authority, in its own capacity, is hereby authorized to execute and deliver such documents as may be necessary for the formation of the MM LLC including but not limited to the following:

- a) Articles of Organization to be filed with the Secretary of State of the State of Oregon; and
- b) An Operating Agreement with the Authority as the sole member.

3. Authorized Representatives.

BE IT RESOLVED that the following identified persons shall be the Authorized Representatives as that term is used in these Resolutions and are each individually authorized, empowered and directed to perform the actions authorized herein on behalf of the Authority whether acting on behalf of the Authority, the Owner LLC, or the MM LLC.

Jacob Fox, Executive Director, or his assignee or successor
Jeff Bridgens, Finance Director, or his assignee or successor
Ela Kubok, Communications Director, or her assignee or successor

4. General Resolutions Authorizing and Ratifying Other Actions

BE IT RESOLVED, that any Authorized Representative is authorized to negotiate, execute, and deliver on behalf of the Authority, the Owner LLC, or the MM LLC, as the case may be, such other agreements, certificates, and documents, and to take or authorize to be taken all such other actions any Authorized Representative shall deem necessary or desirable to carry out the transactions contemplated by the foregoing resolutions (such determination to be

conclusively demonstrated by the signature of any Authorized Representative on such document); and

BE IT FURTHER RESOLVED, that to the extent any action, agreement, document, or certification has heretofore been taken, executed, delivered, or performed by an Authorized Representative named in these Resolutions on behalf of the Authority, the Owner LLC, or the MM LLC, as the case may be, and in furtherance of the transactions contemplated by the foregoing resolutions, the same is hereby ratified and affirmed.

Done and dated this _____ day of _____, 2021.

BOARD OF COMMISSIONERS

Chairperson



BOARD OF COMMISSIONERS AGENDA ITEM

BOARD MEETING DATE: 01/13/2021

AGENDA TITLE: In the Matter of Accepting a Bid and Awarding Contract
#20-C-0055 for the Asset Reroofs Project.

DEPARTMENT: Real Estate Development Division

CONTACT : Jared Young, Contract Administrator

EXT: 3432

PRESENTER: Steve Ochs, Real Estate Development Director

EXT: 2530

ESTIMATED TIME : 10 Minutes

- ☒ **ORDER/RESOLUTION**
- ☐ **PUBLIC HEARING/ORDINANCE**
- ☐ **DISCUSSION OR PRESENTATION (NO ACTION)**
- ☐ **APPOINTMENTS**
- ☐ **REPORT**
- ☐ **PUBLIC COMMENT ANTICIPATED**

Approval Signature

EXECUTIVE DIRECTOR:

A handwritten signature in black ink, appearing to be "JAF", is written over a horizontal line.

DATE: 1/5/21

LEGAL STAFF :

DATE:

MANAGEMENT STAFF:

DATE:



HOMES FOR GOOD MEMORANDUM

TO: Homes for Good Board of Commissioners

FROM: Steve Ochs, Real Estate Development Director

AGENDA ITEM TITLE: ORDER 21-13-01-02H/ In the Matter of Accepting a Bid and Awarding Contract #20-C-0055 for the Asset Reroofs Project.

AGENDA DATE: January 13, 2021

I MOTION

It is moved that Rock Roofing & Sheet Metal, Inc. be awarded contract #20-C-0055 for the Asset Reroofs project and that an order to this effect be signed, and an agreement be executed in accordance with bid documents.

II ISSUE

Homes for Good Housing Agency is using a consolidated loan from Banner Bank to do capital rehab work at Jacob's Lane Apartments, Willakenzie Townhomes and Laurel Gardens. The initial work to be done will be reroofing half of the buildings at Jacob's Lane Apartments and five (5) roofs at Willakenzie Townhouses. The remaining work at the 3 properties will begin once the re-roofing project is complete and includes siding repair, exterior paint, and concrete repair.

III DISCUSSION

A. Background

A formal bid process with a bid package was issued by the Agency for the required work. One (1) bid was obtained and the bid was responsive and responsible. The lowest bidder reviewed their bid and confirmed their costs.

The public bidding process was employed; the lowest bid has no irregularities and is responsive and responsible. The price was considered competitive.

During the bidding process, three (three) additional companies contacted the Contract Administrator and expressed interest in bidding. After the bid closed, the Contract Administrator contacted each of the three (3) companies to ask why they didn't submit a bid. Two (2) of the companies were unable to obtain the required bonds for the project. The third company forgot to submit their bid before the bid closed. Two (2) of the companies were willing to express what their bids would have been if they had submitted them. Both bids would have been higher than the bid submitted by Rock Roofing & Sheet Metal, Inc. By requesting what the additional bids would have been if submitted, it was determined that

putting out the bid again would not lower the bid amount, just delay the project.

B. Recommendation

Approval of the proposed motion.

IV IMPLEMENTATION/FOLLOW-UP

Same as item III. E

V ATTACHMENTS

Exhibit A: Bid Results Record

Exhibit B: Independent Cost Estimate

HOMES FOR GOOD HOUSING AGENCY

BID RESULTS RECORD

CONTRACT #: 20-C-0055

BID OPENING: 2 PM, Tuesday, December 15, 2020

PROJECT/CONTRACT TITLE: ASSET REROOFS

CONTRACTOR-BIDDER>>>	ROCK ROOFING						
BID FORM, <i>complete, signed</i> <i>And if required, notarized</i>	✓						
INDEPENDENT CONTRACTOR CERTIFICATION	✓						
CERTIFICATE OF INFORMALITIES AND IRREGULARITIES	✓						
NON-COLLUSIVE AFFIDAVIT	✓						
SECTION 3 CERTIFICATION	✓						
NOTICE OF SUB-CONTRACTORS	N/A						
REPRESENTATIONS & CERTIFICATIONS <i>complete & signed</i>	✓						
ADDENDUM ONE	✓						
ADDENDUM TWO	✓						
ADDENDUM THREE	✓						
BID BOND (5%)	✓						
TOTAL BASE BID	262,174 ⁰⁰						
Responsible Bid (Y or N)							
Ranking of Bids							

* A check-off in the column indicates when form is received and acceptable

Bid Recorder Certification: The above bids were opened at the appointed time and date and recorded accurately. This a true and accurate record of the bids:

Signature: [Signature] Date 12/15/20

Contract Administrator Certification: The above bids were opened at the appointed time and date and recorded accurately. This a true and accurate record of the bids:

Signature: [Signature] Date 12/15/20

Independent Cost Estimate

[illegible]

IN THE BOARD OF COMMISSIONERS OF THE
HOMES FOR GOOD HOUSING AGENCY, OF LANE COUNTY OREGON

ORDER 21-13-01-02H

In the Matter of Accepting a Bid and
Awarding Contract #20-C-0055 for the Asset
Reroofs Project.

WHEREAS, a Request for Bids of the Asset Reroofs Project was published in The Register Guard on October 18, 2020, and October 25, 2020; published on the Homes for Good website; and sent to various plan centers and specific contractors; and

WHEREAS, at a duly publicized time and place on December 15, 2020, Jared Young of Homes for Good Housing Agency, opened bids on the following project: Contract #20-C-0023 for the Asset Reroofs Project; and

WHEREAS, Rock Roofing & Sheet Metal, Inc. is the apparent low bidder for this project, and the bid submitted by Rock Roofing & Sheet Metal, Inc. is comparable to the Agency's Independent Cost Estimate for the project; and

WHEREAS, the bid submitted by Rock Roofing & Sheet Metal, Inc. has no irregularities and is responsive and responsible; and

WHEREAS, Loan proceeds are available to finance the project; and

WHEREAS, the Executive Director recommends award of the contract to Blankenship Corp;

NOW IT IS THEREFORE ORDERED THAT: that the Executive Director or Deputy Director is authorized to enter into a Construction Contract with Rock Roofing & Sheet Metal, Inc. for the Asset Reroofs Project in the amount of \$262,174.00. The contractor shall present a valid signed contract with payment and performance securities in accordance with bid and contract requirements and shall satisfactorily complete all work within the specified contract time.

DATED this _____ day of _____, 2021

Chair, Homes for Good Board of Commissioners



BOARD OF COMMISSIONERS AGENDA ITEM

BOARD MEETING DATE: 01/13/2021

AGENDA TITLE: In the Matter of Updating the Rent Assistance Administrative Plan for overhoused, underhoused and accessible units.

DEPARTMENT: Rent Assistance Division

CONTACT : Beth Ochs

EXT: 2547

PRESENTER: Beth Ochs

EXT: 2547

ESTIMATED TIME : 10min

- ☒ **ORDER/RESOLUTION**
- ☐ **PUBLIC HEARING/ORDINANCE**
- ☐ **DISCUSSION OR PRESENTATION (NO ACTION)**
- ☐ **APPOINTMENTS**
- ☐ **REPORT**
- ☐ **PUBLIC COMMENT ANTICIPATED**

Approval Signature

EXECUTIVE DIRECTOR:

DATE: 1/5/21

LEGAL STAFF :

DATE:

MANAGEMENT STAFF:

DATE:



HOMES FOR GOOD MEMORANDUM

TO: Homes for Good Board of Commissioners

FROM: Beth Ochs, Rent Assistance Division Director

AGENDA ITEM TITLE: Order 21-13-01-03H/ In the Matter of Updating the Housing Choice Voucher Administrative Plan, Overcrowded, Under-Occupied, and Accessible Units.

AGENDA DATE: January 13th, 2021

I MOTION

It is moved that the Board adopt this Order to amend the Housing Choice Voucher Administrative Plan, Overcrowded, Under-Occupied and Accessible Units.

II ISSUE

Under HUD Regulations, 24 CFR 983.260, if a Public Housing Agency (PHA) determines that a family is occupying a wrong size unit, based on the PHA's subsidy standards, or a unit with accessibility features that the family does not require, and the unit is needed by a family that does require the features, the PHA must promptly notify the family and the owner of this determination, and the PHA must offer the family the opportunity to receive continued housing assistance in another unit.

This issue applies to Project Based Vouchers. This issue does not apply to Tenant Based Vouchers (Section 8, tenant based VASH).

III DISCUSSION

Homes for Good strives to provide as much choice as possible to the persons we serve whilst adhering to HUD Regulations.

Currently, persons receiving a Project Based Voucher who are determined to be over or under occupied, or who are living in an accessible unit are required to move within the complex they currently reside, move to another PBV project or receive a Section 8 voucher when Homes for Good has determined that the unit is needed by a family that does require the features.

Current policy states,

The PHA will notify the family and the owner of the family's need to move based on the occupancy of a wrong-size or accessible unit within 14 business days of the PHA's determination. The PHA will offer the family the following types of continued assistance in the following order, based on the availability of assistance:

PBV assistance in the same building or project;
PBV assistance in another project; and
Tenant-based voucher assistance

In an effort to provide choice to those we serve, Homes for Good is proposing to modify the policy to state,

The PHA will notify the family and the owner of the family's need to move based on the occupancy of a wrong-size or accessible unit within 14 business days of the PHA's determination. The PHA will offer the family the following types of continued assistance

PBV assistance in the same building or project;

PBV assistance in another project; and

Tenant-based voucher assistance.

Families who need to move will declare at least three eligible options to which they are willing to move (specific PBV properties or a combination of PBV properties and tenant-based voucher assistance). For waitlists in which declaration is declared the family will be assigned the appropriate weighted point which will designate appropriate ranking on the waitlists.

When the family reaches the top of the waitlist for which willingness to move has been declared the PHA will offer the family the opportunity to receive continued housing assistance. The PHA will issue the housing option for which top of the list status is gained first.

If issued housing assistance is accepted, once processed the family will be removed from any other waitlists they were on in which they were assigned weighted preference for continued housing assistance in another unit.

HUD regulations state, If a tenant-based voucher is issued, the PHA must terminate the housing assistance payments for a wrong-sized or accessible unit at the earlier of the expiration of the term of the family's voucher (including any extension granted by the PHA) or the date upon which the family vacates the unit. If the family does not move out of the wrong-sized unit or accessible unit by the expiration of the term of the family's voucher, the PHA must remove the unit from the HAP contract.

If another form of assistance is issued that is not a tenant-based voucher, and the family does not accept the offer, does not move out of the PBV unit within a reasonable time as determined by the PHA, or both, the PHA must terminate the housing assistance payments for the unit at the expiration of a reasonable period as determined by the PHA and remove the unit from the HAP contract.

By providing options on where a person desires to live Homes for Good provides improved customer service and housing options to those we serve.

IV IMPLEMENTATION/FOLLOW-UP

Upon approval of the Order, the Housing Choice Voucher Administrative Plan will be updated accordingly.

V ATTACHMENTS

None

IN THE BOARD OF COMMISSIONERS OF THE
HOMES FOR GOOD HOUSING AGENCY, OF LANE COUNTY OREGON

ORDER 21-13-01-03H

In the Matter of Updating the Housing Choice
Voucher Administrative Plan, Overcrowded,
Under-Occupied, and Accessible Units

WHEREAS, Homes for Good is required to promptly notify a family that is overcrowded, under-occupied or is residing in an accessible unit that is not needed by the family but that Homes for Good has determined is needed by another family under 24 CRF 983.260.

WHEREAS, Homes for Good proposes to provide eligible housing options to a family who is overcrowded, under-occupied, or is residing in an accessible unit that is not needed by the family but that Homes for Good has determined is needed by another family.

NOW IT IS THEREFORE ORDERED THAT:

The Housing Choice Voucher Administrative Plan for Fiscal Year 2021 shall be revised as follows:

Page 17-46 is amended to state under Overcrowded, Under-Occupied and Accessible Units

The PHA will notify the family and the owner of the family's need to move based on the occupancy of a wrong-size or accessible unit within 14 business days of the PHA's determination. The PHA will offer the family the following types of continued assistance

PBV assistance in the same building or project;

PBV assistance in another project; and

Tenant-based voucher assistance.

Families who need to move will declare at least three eligible options to which they are willing to move (specific PBV properties or a combination of PBV properties and tenant-based voucher assistance). For waitlists in which declaration is declared the family will be assigned the appropriate weighted point which will designate appropriate ranking on the waitlists.

When the family reaches the top of the waitlist for which willingness to move has been declared the PHA will offer the family the opportunity to receive continued housing assistance. The PHA will issue the housing option for which top of the list status is gained first.

If issued housing assistance is accepted, once processed the family will be removed from any other waitlists they were on in which they were assigned weighted preference for continued housing assistance in another unit.

DATED this _____ day of _____, 2021

Chair, Homes for Good Board of Commissioners



BOARD OF COMMISSIONERS AGENDA ITEM

BOARD MEETING DATE: 01/13/2021

AGENDA TITLE: In the Matter of Updating the Housing Choice Voucher
Administrative Plan for Removal from the Waiting List

DEPARTMENT: Rent Assistance Division

CONTACT : Beth Ochs

EXT: 2547

PRESENTER: Beth Ochs

EXT: 2547

ESTIMATED TIME : 10min

- ☒ **ORDER/RESOLUTION**
- ☐ **PUBLIC HEARING/ORDINANCE**
- ☐ **DISCUSSION OR PRESENTATION (NO ACTION)**
- ☐ **APPOINTMENTS**
- ☐ **REPORT**
- ☐ **PUBLIC COMMENT ANTICIPATED**

Approval Signature

EXECUTIVE DIRECTOR:

DATE: 1/5/21

LEGAL STAFF :

DATE:

MANAGEMENT STAFF:

DATE:



HOMES FOR GOOD MEMORANDUM

TO: Homes for Good Board of Commissioners

FROM: Beth Ochs, Rent Assistance Division Director

AGENDA ITEM TITLE: Order 21-13-01-04H /In the Matter of Updating the Housing Choice Voucher Administrative Plan, Removal from the Waiting List.

AGENDA DATE: January 13th, 2021

I MOTION

It is moved that the Board adopt this Order to amend the Housing Choice Voucher Administrative Plan, Removal from the Waiting List.

II ISSUE

Under HUD Regulations, 24 CFR 982.204, a Public Housing Agency (PHA) is required to establish policies to use when removing applicant names from the waiting list.

III DISCUSSION

Over recent years, Homes for Good has expanded its housing options to include access to waiting lists via local preference partners as well as expanded project based voucher options. This expansion has resulted in applicants being on the same waitlist in multiple positions. For example, an applicant applies when the waitlist is open to the general public and is placed on the waitlist for a Section 8 voucher. The same applicant is then referred by a local preference partner and is placed on the same Section 8 waitlist again.

Currently, the Administrative Plan does not address dual placement on the same waitlist.

Current policy states,

If at any time an applicant family is on the waiting list, the PHA determines that the family is not eligible for assistance (see Chapter 3), the family will be removed from the waiting list.

If a family is removed from the waiting list because the PHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding the PHA's decision (see Chapter 16) [24 CFR 982.201(f)].

In an effort to not re-engage families in the application process who are currently receiving housing from Homes for Good, the agency proposes to remove the applicant family from the same tenant

based voucher waitlist or from the same site based waitlist (regardless of bedroom size) from which families are receiving housing. Homes for Good is proposing to modify the policy to state,

If at any time an applicant family is on the waiting list, the PHA determines that the family is not eligible for assistance (see Chapter 3), the family will be removed from the waiting list.

If a family is removed from the waiting list because the PHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding the PHA's decision (see Chapter 16) [24 CFR 982.201(f)].

For applicant families that are on the same tenant-based voucher waitlist multiple times, if applicant family accepts subsidy then the family will be removed from the tenant based voucher waitlist. The applicant family will not be removed from other PHA waitlists.

For applicant families that are on the same project-based voucher waitlist (regardless of bedroom size), if applicant family accepts subsidy then the family will be removed from that project based voucher waitlist (all bedroom sizes for which they were on). The applicant family will not be removed from other PHA waitlists.

This proposed change would not impact families who are on different waitlists within Homes for Good's housing portfolio. For example, if a family accepted subsidy for a Section 8 voucher but was also on the waitlist for a Project Based Voucher, the family would not be removed from the Project Based Voucher waitlist upon acceptance of the Section 8 voucher.

IV IMPLEMENTATION/FOLLOW-UP

Upon approval of the Order, the Housing Choice Voucher Administrative Plan will be updated accordingly.

V ATTACHMENTS

None

IN THE BOARD OF COMMISSIONERS OF THE
HOMES FOR GOOD HOUSING AGENCY, OF LANE COUNTY OREGON

ORDER 21-13-01-04H

In the Matter of Updating the Housing Choice
Voucher Administrative Plan, Removal from
the Waiting List

WHEREAS, Homes for Good is required to establish policies to use when removing applicant names from the waiting list.

WHEREAS, Homes for Good proposes to remove the applicant family from the same tenant-based voucher waitlist or from the same project-based voucher based waitlist (regardless of bedroom size) from which families are receiving housing.

NOW IT IS THEREFORE ORDERED THAT:

The Housing Choice Voucher Administrative Plan for Fiscal Year 2021 shall be revised as follows:

Page 4-11 is amended to state under Removal from the Waiting List

If at any time an applicant family is on the waiting list, the PHA determines that the family is not eligible for assistance (see Chapter 3), the family will be removed from the waiting list.

If a family is removed from the waiting list because the PHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding the PHA's decision (see Chapter 16) [24 CFR 982.201(f)].

For applicant families that are on the same tenant-based voucher waitlist multiple times, if applicant family accepts subsidy then the family will be removed from the tenant-based voucher waitlist. The applicant family will not be removed from other PHA waitlists.

For applicant families that are on the same project-based voucher waitlist (regardless of bedroom size), if applicant family accepts subsidy then the family will be removed from that project-based voucher waitlist (all bedroom sizes for which they were on). The applicant family will not be removed from other PHA waitlists.

DATED this _____ day of _____, 2021

Chair, Homes for Good Board of Commissioners



BOARD OF COMMISSIONERS AGENDA ITEM

BOARD MEETING DATE: 01/13/2021

AGENDA TITLE: Board Vision/Input for Enhanced Customer Service

DEPARTMENT: Supportive Housing Division

CONTACT : Wakan Alferes

EXT: 2547

PRESENTER: Wakan Alferes

EXT: 2547

ESTIMATED TIME : 30min

- ☐ ORDER/RESOLUTION
- ☐ PUBLIC HEARING/ORDINANCE
- ☒ DISCUSSION OR PRESENTATION (NO ACTION)
- ☐ APPOINTMENTS
- ☐ REPORT
- ☐ PUBLIC COMMENT ANTICIPATED

Approval Signature

EXECUTIVE DIRECTOR:

DATE: 1/5/21

LEGAL STAFF :

DATE:

MANAGEMENT STAFF:

DATE:



Customer Service Visioning

Who We Serve



Over 5,000 households across agency programs

Within our two largest programs (Section 8 & Supportive Housing) we serve

508

People Exiting
Homelessness



3770

People with
Disabilities



1224

Seniors (62+)



2518

Children



172

ESL
Speakers



80%

Below 30%
AMI





Housing & Services Continuum



Service Partnerships





Client Experience Map



Services Enhancement Focus Areas

• Expansion of Resident Services

Resident Services team has expanded from a team of five to a team of nine with the addition of 2 new Resident Services Specialists and a Housing Liaison position. Addition of VASH Housing Coordinator.

• Application of Trauma Informed Lens

Revision of all notices to include Trauma Informed Lens, Resident Services information and resource lists. Introduction of GROW model and coaching sessions.

• Focus on Accessibility

Launch of Language Access Plan, dedicated waitlist phone line, new Lease Up process and Welcome Book, introduced Family Self-Sufficiency Internships, Resident Support Line, expanded Extra Helpings.

• New Grants and Partnerships

- The Way Home project with Sponsors
- Healthy Homes with Cornerstone
- Move Up grant with Meyer Memorial Trust
- Foster Youth Initiative Vouchers
- Recycling Education Pilot with Lane County Waste Mgmt.
- Tenant Education grant with Lane Community Health Council
- Tiny Dental Home Pilot



Homes for Good Services Progress



We continue learning creative ways to increase trauma informed, culturally appropriate services with a focus on collaboration and partnership, specifically with the people we serve.



Added new RS Staff
PM RS Referral Process
Progressive Discipline
SH Notice Revisions
Launch Rent Well Class
Expanded Scholarship
National Night Out
Forward Focus
Committee

- TIFO revisions
- Inspection Tag
- Coaching (GROW) procedures

2018



RS/PMD Merge Into SHD
Move Up/Housing Liaison
VASH Coordinator
Launch FSS Internships
Healthy Homes Project
On-site Dental Screening
Expand Scholarships
Summer Lunch Grant
Complaint Form &
Response
Staff Training
Emergency Prep

2019



Intake & Lease Up
All Waitlists Electronic
Dedicated Waitlist Line
Welcome Book
COVID-19 Response
Secret Shopper
Participant/Resident
Survey
Resident Support Line
Language Access Plan
Transfer Process
Partner Workshops
FMR Study

2020

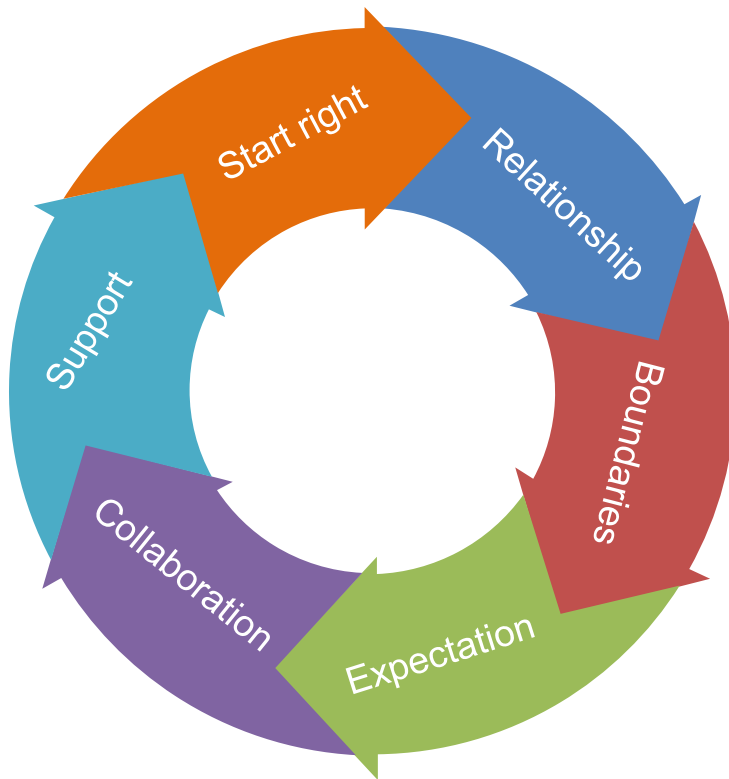


Equity Strategy Team
PSH Project
Development
RVI Pilot Project
Tenant Education
Learning Collaborative
Panel Eligibility Review
Recycling Education
Tiny Home Dental
Increase Youth Services
Strengthen Section 3
Expand S8 HO
RAB Leadership

2021

Trauma Informed Program Success

Our goal is to keep people housed



Start at the beginning

Set the right tone
Focus on education
Have good tools

Build a relationship

Informal and formal interactions
Proactive coaching

Expectations are simple

Expectations are reasonable and clear
Focus on agreements not rules

Clear Boundaries

Boundaries are clear with chances to better meet program expectations
Staff roles are clear

Collaboration

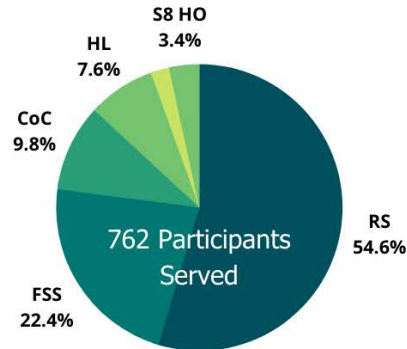
Staff collaborate with residents, over and over
Work together to build a plan

Support

Include Resident Services and advocates
Offer resources and chances for informal discussions



Resident Services Report FY20



74 Chronically Homeless Households Served in SPC/Madrona

58 High Barrier Voucher Holders Supported by Housing Liaison

16 Households Experiencing Homelessness Housed through Provider Preference

32 Families Referred Through HCV Local Preference Partners, 20 of which were homeless

Resident Services & Family Self-Sufficiency



8 Rent Well Graduates



94,000lbs of Food Distributed



147 Eviction Prevention Services



Over 200 Events Held



17 FSS Graduates



Average Income Increase of \$11,262



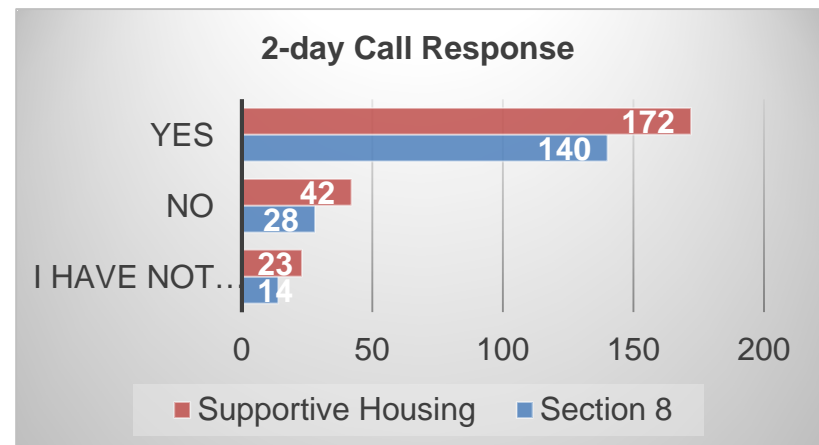
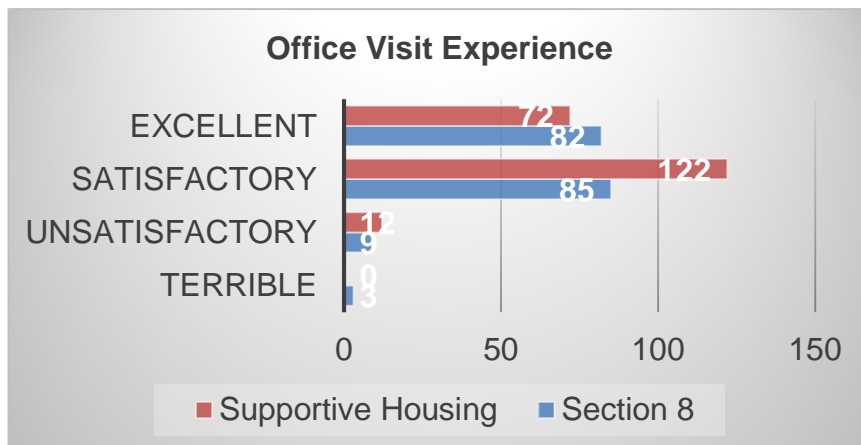
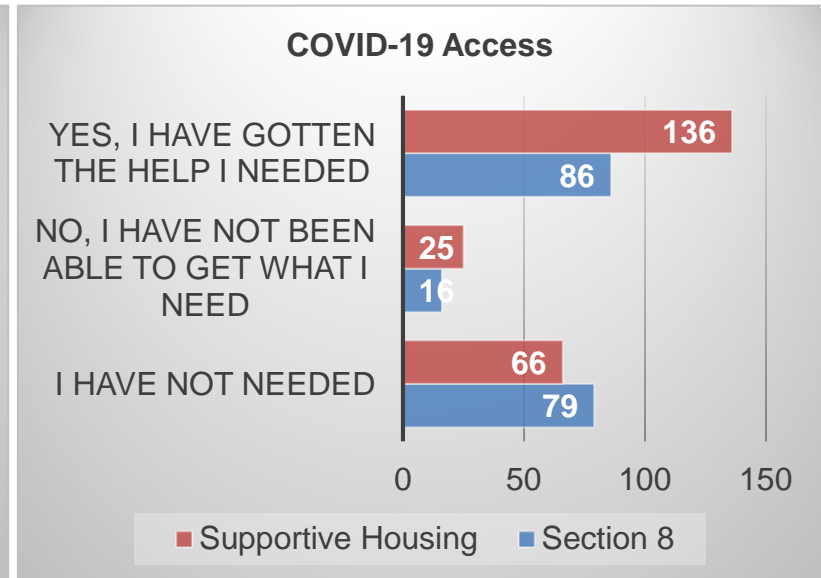
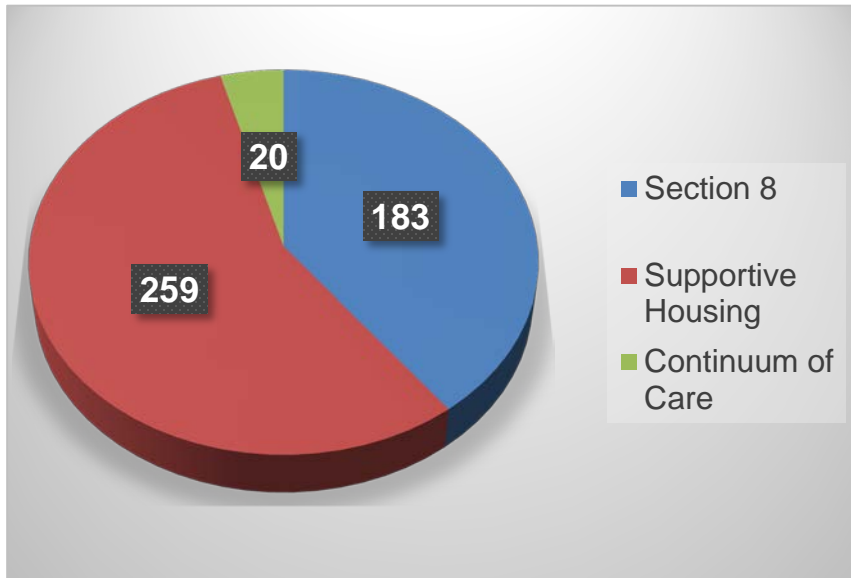
\$139,403 in Escrow Distributed



4 New Homeowners




2020 Participant Survey Results



Homes for Good 2020 Participant Survey

We received lots of positive feedback...

- Y'all are great, thank you! I've had experiences with other PHA's and by far I have been the most satisfied here. I now have a great worker, you go above and beyond for us, thank you!
 - Your work is greatly appreciated. without Section 8 my three kids and I may have been homeless. Thank you.
 - Thank you for being there for us. I've appreciated the communication and resources available even if I haven't used them.
 - My household was low on food, Homes for Good staff were very helpful and I really appreciated the help from Resident Services.
 - I've had the opportunity to be blessed with an amazing team of people that I can truly rely on.
 - I think it's a great program, keep up the good work people!
- 
- A portrait of an older woman with short, light brown hair, smiling warmly. She is wearing a light blue patterned top and a dark necklace. The background is a soft, out-of-focus yellow and green.
- Thank you for everything ♥ for helping my daughter and I have a wonderful place to live and for always being there for us and caring for us!
 - I'm happy and Grateful that I have this opportunity to get back up on my feet this is a major help in my life right now I appreciate all the staff members.
 - When my time to re-qualify came up it was easy and you responded with my new rent and contract quickly Five stars!

Homes for Good 2020 Participant Survey

As well as some suggestions on ways to improve...

- I have called for information no one has ever contacted me. I am just a number.
- As rents continue to rise, I have been looking for the payment standard that housing pays so that I can see what is available. That information is not readily available for me to look at and no one answers the phone.
- Staff at the front could be more friendly and knowledgeable.
- You need to answer your messages & answer our questions! It is frustrating to be ignored.
- More hours that are open. Most people don't get off work until 5pm and you are closed on Fridays.
- I came in with a rental issue but instead of the counter person helping me, they sent me somewhere else that didn't either.
- Calls not always returned, lost paperwork!
- Too long a wait with one person at front desk, need more back up.
- Just been using the drop box outside of the lobby. There is non one on-site these days to ask or get support from through these times.
- I wish someone was onsite
- Your hours are restrictive for people who work or have school
- Inspections are EXTREMELY stressful for me because of my mental health issues. This is the only visitor I ever have and they are a stranger who is judging me and has the power to take my housing from me. It is terrifying.



Survey Response Areas

Accessibility

- More accessible business hours/office hours
- Staff on-site more regularly
- Calls answered live whenever possible
- Clear roles and responsibilities between teams



Responsiveness

- Respond to calls within 2 days
- Communicate re: timeline for maintenance repairs
- Work orders completed in a timely manner
- Follow up on pending issues with a plan (Inspection findings etc.)



Customer Service

- Staff more knowledgeable of functional areas
- Clear and accessible communication
- Professionalism
- Resident Meetings
- Cross team knowledge sharing and process understanding (S8, RAD etc)



Safety

- Review cameras and lighting for potential improvements
- Clear communication re: lease enforcement process
- Consistent application of rules and policies
- Resident Services to work with resident groups on safety and emergency prep activities



Upcoming Service Initiatives



Increase Service Offerings Across Agency

Build in more Resident Services at Tax Credit and PBV sites, increase services to tenant-based voucher holders.

Implement Diversity, Equity and Inclusion Initiatives

Expand relevant service offerings to black, indigenous and participants of color including expanding service partnerships and LP partners. Work to offer more programs in Spanish (Workshops, Rent Well etc.).

Strengthen Resident Leadership & Engagement

Client centered strategic planning, strengthen engagement with RAB and ensure representation across programs. Complete annual satisfaction survey and resident listening sessions.

Strengthen Agency Capacity for Medicaid Billing

Build capacity to bill Medicaid for Health-Related Services such as housing navigation, education and eviction prevention services.

Increase Access to Opportunity

Expand educational and workshop offerings in coordination with partners, increase participant limit in opportunity programs such as FSS or S8HO.

Expand tenant-based vouchers

Open Discussion



What additional information, data or questions would the Board like to discuss related to service delivery and customer service?

What areas does the Board see as priorities when it comes to service delivery and customer service?

What role can the Board play in increasing participant engagement and feedback?