



HOUSING COMMISSION AGENDA

Special Meeting: October 2, 2019

Time: 9:00 a.m.

HACA Board Room, 22941 Atherton Street, Hayward, CA 94541

The public is welcome at all Housing Commission meetings. If you wish to speak on a matter NOT on the Agenda, please file a Public Comment card with the Commission Clerk. Upon recognition by the Chairperson during Public Comment, state your name, comments and/or questions. Anyone wishing to address the Commission on an agenda item or on business introduced by the Housing Commission may do so when the Chairperson calls for comments on the agenda item. Please be brief and limit your comments to the specific subject under discussion. NOTE: Only matters within the Housing Commission’s jurisdiction may be addressed. To allow the opportunity for all to speak, a time limit of 3 minutes has been set for public speakers wishing to address the Housing Commission. The Chairperson has the discretion to further limit this time if warranted by the number of speakers.

The Housing Commission Secretary of the Housing Authority of the County of Alameda has, on Thursday, September 26, duly distributed this Agenda to the Clerk of the Board of Supervisors for posting in the office of the Alameda County Administration Building and has posted it on the bulletin board of the Housing Authority of the County of Alameda.

AMERICANS WITH DISABILITIES: In compliance with the Americans with Disabilities Act, if special assistance to participate in this meeting is needed, please contact the Housing Authority office at (510) 727-8511. Notification at least 48 hours prior to the meeting will enable the Housing Authority to make reasonable arrangements.

- 1. **CALL TO ORDER / ROLL CALL**
- 2. **CLOSED SESSION**

CONTRACT NEGOTIATIONS WITH SEIU LOCAL 1021 AND THE HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA

Labor Negotiations Pursuant to Government Code 54957.6

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MINUTES

August 14, 2019



**HOUSING COMMISSION MINUTES
REGULAR MEETING: AUGUST 14, 2019
HACA BOARD ROOM, 22941 ATHERTON STREET, HAYWARD, CA 94541**

SUMMARY ACTION MINUTES

1. CALL TO ORDER/ROLL CALL

Call to Order

Chairperson Gerry called the meeting to order at 8:50 a.m.

Roll Call

Present: Cmr. Ballew, Buckholz, Gerry, Hannon, Kumagai, Lamnin, Olson and Patz

Excused: Cmr. Finley, Gacoscos and McQuaid

Absent: Cmr. Shao

2. CLOSED SESSION

CONFERENCE WITH LEGAL COUNSEL – POTENTIAL LITIGATION

*Initiation of litigation pursuant to Subdivision (d)(4) of Government Code §54956.9:
(One Case)*

The Housing Commission entered into a closed session at 8:06 a.m. and returned to open session at 8:36 a.m.

Chairperson Gerry reported that the Housing Commission discussed this item and gave direction to the Executive Director and County Counsel.

3. ELECTION OF OFFICERS

Commissioner Lamnin announced that the Nominating Committee recommends the appointment of Commissioners Michael Hannon and Christian Patz for the positions of the Housing Commission’s Chairperson and Vice-chairperson, respectively.

Recommendation: Approve the nomination of Commissioners Michael Hannon to the position of Housing Commission Chairperson and Commissioner Christian Patz to the position of Housing Commission Vice-chairperson.

Motion/Second: Lamnin/Olson.

Ayes: All. Motion passed. **APPROVED AS RECOMMENDED.**

Newly appointed Chairperson Hannon chaired the remainder of the meeting.

4. ACTION: APPROVAL OF THE MINUTES OF THE JUNE 19, 2019 SPECIAL MEETING

Recommendation: Approve the minutes of the June 19, 2019 Housing Commission Special meeting as presented.

Motion/Second: Patz/Olson.

Ayes: All. Motion passed. **APPROVED AS RECOMMENDED.**

5. PUBLIC COMMENT – *On items not on the agenda.*

None.

6. NEW BUSINESS

6-1. PRESENTATION: RECOGNITION OF HACA EMPLOYEES' YEARS OF SERVICE

Christine Gouig, Executive Director, presented the staff report. Ms. Gouig described HACA's employee recognition program and explained that the program includes a presentation to the Housing Commission of those employees who have achieved 20 years or more of service at HACA.

Ms. Gouig recognized Jamshid Galehzan, an Eligibility Leadworker in the Special Programs Department and Sandra Guy, a Housing Specialist in the Programs Department. She reported that Jamshid worked for HACA for 25 years and would not be present at the meeting since he recently retired in June. Ms. Gouig reported that Sandra has been working for HACA for 20 years.

Daniel Taylor, Special Programs Manager, shared Sandra's background and praised her for her work. He indicated that many years ago Sandra was participant in, and had successfully graduated from, HACA's Family Self-Sufficiency (FSS) program. He stated that she is often invited to speak at the FSS workshops and that her talks are very inspirational and motivating. Jessica Taylor, Housing Specialist, praised Sandra for her extensive program experience, knowledge and willingness to help her fellow co-workers. Jennifer Cado, Senior Administrative Analyst, commented that HACA is fortunate to have Sandra on staff, praised Sandra for her integrity, and stated that staff is extremely proud of Sandra. Sandra thanked staff and the Housing Commission for the recognition. She stated that the FSS program changed her life as well as the lives of her children. Sandra commented that the FSS program teaches its participants valuable skills and lessons that will help them throughout their lives.

Commission Discussion: On behalf of the Housing Commission, Chairperson Hannon congratulated Sandra and commended her on her success; the Housing Commission and staff applauded her.

6-2. PRESENTATION: RECOGNIZE JESSICA TAYLOR AS HACA'S SHINING STAR FOR JULY-DECEMBER 2019

Christine Gouig presented the staff report. Ms. Gouig introduced Jessica Taylor, a Housing Specialist in the Programs Department, as HACA's Shining Star for July-December 2019. Ms. Gouig read the comments that were submitted by those who nominated Jessica and Chairperson Hannon presented her with a certificate.

Kesha Simmons, a Housing Specialist in the Programs Department, expressed her appreciation for Jessica and stated that she has learned a lot from her. Sandra Guy stated that she appreciates being able to collaborate with Jessica and expressed appreciation for Jessica's willingness to help others. Jessica expressed her appreciation for the award and stated that she is truly honored to be recognized by her co-workers for a second time.

Commission Discussion: Chairperson Hannon commended Jessica for being recognized by her peers twice and commented that this award defines who she is as an employee and thanked her for the work that she does to help the public. The Housing Commission applauded Jessica and took a photo with her.

Before moving on to the next item of business on the Commission's agenda, Ms. Gouig introduced D'Jon Scott-Miller. She reported that Mr. Scott-Miller will be working in the Programs Manager position while HACA's Programs Manager is on maternity leave. Mr. Scott-Miller described his background and stated that he is excited to work with HACA. Ms. Gouig commented that staff is very pleased to have Mr. Scott-Miller here at HACA to work in this critical role.

6-3. PRESENTATION: RECOGNITION OF THE 2019 HACA SCHOLARSHIP AWARD WINNERS

Daniel Taylor, Special Programs Manager, presented the staff report. Mr. Taylor announced the names of the 2019 HACA scholarship winners who were present at the meeting. Each of the winners described their plans, goals and achievements. The Commission, staff and public applauded the scholarship winners.

Mr. Taylor also announced that the 2019 Donald C. Biddle Memorial Scholarship was awarded to Jacqueline Rodriguez. He described the various programs and community service initiatives that she is involved in to support at-risk, incarcerated and formerly incarcerated youth.

Commission Discussion: Chairperson Hannon thanked Cmsrs. Buckholz, Gacoscos, Kumagai, McQuaid and Patz for their participation on the 2019 HACA Scholarship Committee. He congratulated the scholarship winners and the winners who were present at the meeting took a photo with the Housing Commission.

6-4. RESOLUTION NO. 11-19: APPROVING THE SECTION 8 MANAGEMENT ASSESSMENT PROGRAM CERTIFICATION

Christine Gouig introduced this item. Ms. Gouig described the Section Eight Management Assessment Program (SEMAP) and indicated that the certification is due to HUD on August 29. Ms. Gouig reported HACA achieved an overall SEMAP rating of “High Performer” and praised staff for their hard work. She also reported that HACA lost a few points in a few of the SEMAP indicators and described the challenges that attributed to the loss of points.

Jennifer Cado presented the staff report. Ms. Cado described the key performance indicators that are used in SEMAP to measure HACA’s performance in the administration of the Section 8 program. She praised Laura Broussard-Rosen, HACA’s Programs Manager, and the HACA staff for their efforts and stated that they were instrumental in HACA scoring the “High Performer” rating.

Ms. Cado summarized the indicators where HACA lost points and described what the indicators measure. She highlighted the root causes for the point loss under these SEMAP indicators and reported that staff will continue to work on these indicators moving forward.

Recommendation: Adopt Resolution No. 11-19 approving the Section Eight Management Assessment Program certification and authorizing submittal of the certification to HUD.

Commission Discussion: Chairperson Hannon praised staff for their hard work. Cmr. Olson asked if staff limitations were the only cause for the loss of points in some of the indicators and Ms. Cado indicated that losing long-time staff who had extensive agency knowledge was a factor as well as challenges resulting from the limitations of HACA’s housing software. Cmr. Olson and Ms. Cado also discussed the SEMAP Bonus Indicator. Ms. Cado explained that HACA’s software is currently not capable of providing the data needed to score this particular indicator and that staff has not found a suitable workaround. She also explained that this particular indicator will require 2 years of data. Ms. Gouig commented that if there were a way for the housing software to calculate the bonus indicator HACA would have likely received the points. Cmr. Ballew and Ms. Cado discussed her years of service with HACA.

Motion/Second: Patz/Olson.

Ayes: All. Motion passed. **APPROVED AS RECOMMENDED.**

Chairperson Hannon called for a 2-minute recess at 9:00 a.m.

6-5. ACTION: APPROVE REVISIONS TO HACA’S SECTION 8 ADMINISTRATIVE PLAN

Christine Gouig introduced this item. Ms. Gouig explained that HACA’s Section 8 Administrative Plan (Admin Plan) outlines HACA’s practices and policies for the administration of the Section 8 Housing Choice Voucher Program. She reported

that from time to time staff must revise the Section 8 Admin plan in order to incorporate updated or new HUD regulations, changes in HACA's practices or programs, and/or to provide clarification or guidance on Admin Plan language.

Oscar Macias, Administrative Analyst, presented the staff report. Mr. Macias highlighted the chapters in the Admin Plan that staff is proposing to amend and summarized the substantive amendments.

Ms. Gouig explained that one of the proposed amendments would enable HACA to apply for funding that HUD has targeted for its Foster Youth to Independence (FYI) initiative. She described the FYI initiative and what HACA's role would be in administering Section 8 vouchers.

Recommendation: Approve the proposed amendments to HACA's Section 8 Administrative Plan as presented.

Commission Discussion: Cmr. Buckholz described her experience as a foster care provider and asked how the FYI initiative would provide supportive services. Ms. Gouig indicated that the HUD funding targeted for the FYI would only fund the voucher and not the supportive services, so services would have to be provided by others. Cmr. Lamnin and Ms. Cado discussed reaching out to Cal State East Bay as a resource for the FYI initiative.

Cmr. Lamnin, Mr. Macias and Mr. Taylor discussed the emergency transfer for a participant who is not eligible for protections under the Violence Against Women Act (VAWA). Mr. Taylor commented that upon approval of the amendment to the Admin Plan he would be able to issue the voucher to this participant.

Cmr. Ballew commented that he is pleased to hear that HACA is planning to work on an initiative for youth who are aging out of the foster care system. Cmr. Ballew also commented on the non-VAWA emergency transfers. He and Ms. Gouig discussed the possibility of streamlining the non-VAWA emergency transfer qualification process.

Motion/Second: Olson/Buckholz.

Ayes: All. Motion passed. **APPROVED AS RECOMMENDED.**

6-6. ACTION: APPROVE AMENDMENT TO CONTRACT WITH NAN MCKAY & ASSOCIATES FOR ANNUAL RECERTIFICATIONS

Christine Gouig presented the staff report. Ms. Gouig reported that in March the Housing Commission approved a contract with Nan McKay and Associates (NMA) for the processing of HACA's annual recertifications. She indicated that NMA's

assistance with the annual recertifications process was instrumental in HACA's overall SEMAP score and that staff would like to continue to use NMA's assistance when the workload is excessive. Ms. Gouig reported that staff is proposing to increase the number of annual recertifications that NMA would process by 827 and that this increase equates to an additional \$91,000 in the contract amount.

Recommendation: Approve an amendment to the contract with Nan McKay and Associates for the processing of annual recertifications in the amount of \$91,000 and authorize the Executive Director to execute it.

Commission Discussion: Cmr. Buckholz asked if the funds are available in the budget and Ms. Gouig indicated that the expense was included in the budget. Cmr. Lamnin suggested that for budget related items staff provide detail in the staff report about the where the item is budgeted.

Motion/Second: Gerry/Buckholz.

Ayes: All. Motion passed. **APPROVED AS RECOMMENDED.**

6-7. INFORMATION: PROGRAM ACTIVITY REPORT

Daniel Taylor presented the staff report. Mr. Taylor reported that the FSS Program's annual Health and Resource Fair was held on July 20. He expressed appreciation for the many volunteers who assisted at the event. A list of the vendors who participated at the event was distributed to the Commission and to the public. Mr. Taylor thanked Cmr. Gerry for his contributions to the event, which included gift baskets and men's suit jackets.

Mr. Taylor congratulated Cmr. Finley for completing her goals in the FSS program and also thanked her for her contributions to the Health and Resource Fair.

Commission Discussion: Cmr. Gerry reported on his attendance at the Health and Resource Fair. He commended staff for coordinating all of the different vendors and commented that there were numerous valuable resources made available to the event attendees. Cmr. Gerry encouraged the Commissioners to attend next year's event.

Cmr. Lamnin asked if there are any outreach efforts underway to engage not only FSS participants but all program participants to participate in the 2020 census. Mr. Macias indicated that he is on the housing committee for the county census outreach efforts and that the committee is looking at various initiatives.

7. COMMITTEE REPORTS

None.

8. COMMISSIONER REPORTS

None.

9. COMMUNICATIONS

Ms. Gouig reported that HACA has hired Mansoorali Hudda for the Finance Director position and that he will start on Monday, August 19. She described Mr. Hudda's experience in finance.

Ms. Gouig announced that the National Association of Housing and Redevelopment Officials (NAHRO) may have openings for commissioners on a national committee. She indicated that participation on this committee would involve a 2-year commitment and travel to NAHRO's three annual conferences. She indicated that that staff would report back at the next meeting if there are still seats open on this committee in case any of the Commissioners would be interested in serving.

10. ADJOURNMENT

There being no further business to discuss Chairperson Hannon adjourned the meeting at 9:39 a.m.

Respectfully submitted,

Melissa Taesali
Executive Assistant/Housing Commission Clerk

Christine Gouig
Executive Director/Housing Commission Secretary

Approved:

Michael Hannon
Housing Commission Chairperson

NEW BUSINESS

October 2, 2019

HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA

AGENDA STATEMENT

Meeting: October 2, 2019

Subject: Section 8 HCV Payment Standards

Exhibits Attached: Resolution 12-19

Recommendation: Adopt the Attached Resolution Approving the Proposed Payment Standards for the HCV Program

BACKGROUND

A housing authority's payments to landlords to subsidize the rents of Section 8 Housing Choice Voucher (HCV) Program participants are called "Housing Assistance Payments" (HAP). A formula determines the total HAP funding that HUD provides annually to each housing authority. Congress may or may not appropriate sufficient funds to fund 100% of that formula.

A housing authority must manage the HAP funds that it receives from HUD to pay landlords enough so that families can afford modest housing and yet not run out of money before the end of the year. If a housing authority sets the rents that families are allowed to pay too low for its market area, families won't be able to find suitable housing and/or will have to pay too much of their income (i.e., more than 30% - 40%) for rent. If the housing authority sets rents too high, it may run out of HAP funds and will have to reduce the size of its program, possibly having to terminate participating families unless HUD provides additional shortfall funding.

The rents that a housing authority allows participating families to pay are determined, in large part, by HUD. Every year, HUD publishes "fair market rents" for each market area in the United States to be effective October 1 of that year (October 1 is the beginning of the federal fiscal year). Fair market rent (FMR) is the rent, including the cost of utilities (except telephone, internet and cable TV), that are paid in the market area to rent privately owned, decent, safe and sanitary rental housing that is *modest* (i.e., non-luxury and pegged at the 40th percentile of rents in the market area). It is not intended that the FMRs enable a participating family to rent every type of unit in a community.

After HUD publishes the FMRs, every housing authority must then adopt one or more "payment standard" schedules based on those FMRs. A county housing authority like HACA may either adopt a single payment standard for its entire FMR area or a separate payment standard for each city. HACA adopts payment standards by city and groups together those with the same payment standards.

The payment standard serves as a cap on HAP payments. It establishes the **maximum gross rent** (i.e., rent plus a utility allowance) that will be used by the housing authority to compute the monthly HAP that it will pay the landlord on behalf of the Section 8 family. However, HUD regulations require the housing authority to conduct a 'rent reasonableness' review of the requested rent based on comparisons to similar units in the same general neighborhood, so some units rent for less than the payment standard as a result.

The housing authority may establish the payment standard amount for a unit size at any level between 90% and 110% of the published FMR for that unit size. This is called the "basic range."

DISCUSSION and ANALYSIS

HUD published the **2019** FMRs for the Alameda County/Contra Costa County HUD FMR Metro Area in August 2018. Those FMRs were 8.7% - 9.8% lower than the previous year's final FMRs for all bedroom sizes. At your September meeting last year, you authorized HACA to participate in a rent study with the other seven housing authorities in our FMR Metro Area to be used by HUD to reevaluate the FMRs. On March 14, 2019, HUD issued revised FMRs for us based on the rental market survey. Unfortunately, the revised FMRs were still decreased from the previous years'; in general, the survey results provided only a ¾ percent increase over the FMRs that HUD published in August 2018.

Because we did a survey, HUD does not use its usual FMR formula to calculate the 2020 FMRs. Instead, HUD will continue to use last year's rental market survey data and will apply a local trend factor to bring the rents forward to 2020. This methodology resulted in 2020 FMRs for us that are between 3.7% and 6% higher than last year's FMRs. Staff is comfortable with these increases and does not propose doing another rent study to challenge them. The other seven housing authorities in our Alameda County/Contra Costa County HUD FMR Metro Area are in agreement.

To determine our 2020 payment standards, staff first reviewed current Section 8 program data, including:

- gross rents currently being paid by Section 8 participants, paying close attention to those that moved in the previous year,
- the number of "over-housed" families (that is, families living in a unit larger than their voucher size),
- the number of families whose rent exceeds the current payment standard (where the tenant pays the overage),
- the number of families whose rent exceeds 30 percent of their adjusted monthly income,
- likely increases in the utility allowances, and
- the impact on the total tenant rent portion of current participants.

Next, we prepared and reviewed HUD’s “Two Year Tool”, which estimates whether a housing authority will have sufficient HAP rental subsidy funds to complete the year without going into ‘shortfall.’ HACA was in shortfall for 2017 and 2018 but this year moved out of it and we don’t want to fall back in. Fortunately, the Two Year Tool showed us with a small funding cushion that, if carefully managed, will prevent shortfall for 2019. Finally, staff took into account that HACA has not increased its payment standards for three years and we need to maintain good landlord participation.

Considering all of the above, staff believes that a modest increase in payment standards is warranted and supportable and recommends conservatively increasing the current payment standards for all cities and all bedroom sizes by two percent (2%), rounded up to the nearest dollar. This two percent increase would also maintain HACA’s payment standards within the basic range as required by HUD.

RECOMMENDATION

Staff recommends that your Housing Commission adopt the attached Resolution approving the payment standards shown below.

PAYMENT STANDARDS BY CITY

City	Unit Size by Bedrooms							
	Studio	1	2	3	4	5	6	7
Albany	\$1,552	\$1,863	\$2,350	\$3,262	\$3,651	\$4,199	\$4,746	\$5,294
Castro Valley (u)	\$1,552	\$1,863	\$2,350	\$3,262	\$3,651	\$4,199	\$4,746	\$5,294
Dublin	\$1,580	\$1,914	\$2,385	\$3,282	\$3,789	\$4,357	\$4,925	\$5,494
Emeryville	\$1,552	\$1,863	\$2,350	\$3,262	\$3,651	\$4,199	\$4,746	\$5,294
Fremont	\$1,580	\$1,899	\$2,385	\$3,282	\$3,719	\$4,278	\$4,835	\$5,394
Hayward	\$1,522	\$1,828	\$2,306	\$3,201	\$3,624	\$4,167	\$4,710	\$5,253
Newark	\$1,580	\$1,899	\$2,385	\$3,282	\$3,719	\$4,278	\$4,835	\$5,394
Pleasanton	\$1,580	\$1,914	\$2,385	\$3,282	\$3,789	\$4,357	\$4,925	\$5,494
San Leandro	\$1,522	\$1,828	\$2,306	\$3,201	\$3,624	\$4,167	\$4,710	\$5,253
San Lorenzo (u)	\$1,522	\$1,828	\$2,306	\$3,201	\$3,624	\$4,167	\$4,710	\$5,253
Union City	\$1,580	\$1,899	\$2,385	\$3,282	\$3,719	\$4,278	\$4,835	\$5,394

These payment standards would become effective January 1, 2020, and remain in effect until October 1, 2020, when HUD usually issues new FMRs and we establish new payment standards based on those FMRs.

HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA

RESOLUTION NO. 12-19

APPROVING UPDATE TO THE BENEFIT PAYMENT STANDARDS

WHEREAS, the U. S. Department of Housing and Urban Development (“HUD”) requires the Housing Authority of the County of Alameda (“HACA”) to adopt one or more payment standard schedules for its Housing Choice Voucher program based on the Fair Market Rents (“FMRs”) published by HUD; and

WHEREAS, HUD further requires that such payment standards be set within 90 percent to 110 percent of the FMRs (known as the “basic range”); and

WHEREAS, HUD published FMRs for the Alameda County/Contra Costa County HUD FMR Metro Area on August 30, 2019; and

WHEREAS, HACA now desires to adopt payment standards within the basic range based on the August 30, 2019 FMRs;

NOW, THEREFORE, BE IT RESOLVED, that the Housing Commission of the Housing Authority of the County of Alameda does hereby adopt the payment standards presented at this meeting with an effective date of January 1, 2020 for annual re-examinations and move-ins with an effective date of January 1, 2020 or later.

PASSED, APPROVED, AND ADOPTED by the Housing Commission of the Housing Authority of the County of Alameda on October 2, 2019 by the following vote:

AYES:

NAYS:

ABSTAIN:

EXCUSED:

ABSENT:

Attest:

Michael Hannon
Housing Commission Chairperson

Christine Gouig
Executive Director/Housing Commission Secretary

Adopted: October 2, 2019

HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA

AGENDA STATEMENT

Meeting Date: October 2, 2019

Subject: Appointment to Preserving Alameda County Housing, Inc. (“PACH”) Board of Directors

Exhibits Attached: None

Recommendation: Appoint a Housing Commissioner to the PACH Board of Directors

BACKGROUND

Preserving Alameda County Housing, Inc. (PACH) is a non-profit instrumentality of HACA organized under the Nonprofit Public Benefit Corporation Law for the purpose of providing, managing, maintaining and supporting affordable housing. HACA transferred ownership of its 230 former public housing units to PACH and the units are now subsidized under the more financially sustainable Section 8 project-based voucher program. PACH has no employees; it contracts with HACA for all property management and maintenance services. The PACH bylaws state that PACH’s activities and affairs shall be managed by a five-member board of directors consisting of three HACA Commissioners, the HACA Executive Director and the HACA Finance Director.

The PACH board meets only as needed and its meetings occur immediately after HACA Housing Commission meetings.

DISCUSSION AND ANALYSIS

Traditionally, the chair of HACA’s Housing Commission serves as the PACH president, the vice-chair of HACA’s Commission as the PACH first vice-president, and a Housing Commissioner as the PACH second vice-president.

Currently, Commissioner Pat Gacoscos is PACH’s second vice-president. Commissioner Gacoscos has indicated that she’d like to allow others the opportunity to serve on the PACH Board and will not seek re-election to the office of second vice-president. To facilitate operations, staff recommends that your Commission appoint a Housing Commissioner to the PACH Board of Directors.

The PACH Board of Directors will meet following this Housing Commission meeting to consider electing Housing Commission Chairperson Mike Hannon, Housing Commission Vice-chairperson Christian Patz, and your appointee from today’s meeting to the offices of PACH president, vice-president and second vice-president, respectively.

HOUSING AUTHORITY OF ALAMEDA COUNTY

AGENDA STATEMENT

Meeting: October 2, 2019

Subject: Status Report on Implementation of Standby Duty Pay

Exhibits Attached: Standby Duty Analysis Chart

Recommendation: No action required – informational item only

Financial Statement: None

At the September 18, 2018 meeting, your Commission approved a side letter agreement to the current Memorandum of Understanding (MOU) between the Housing Authority and bargaining unit representative SEIU Local 1021 for the implementation of standby duty pay. During this meeting, you requested that staff report back to you on the status of standby duty following implementation.

BACKGROUND

HACA contracts with an answering service to field phone calls from tenants during non-business hours regarding housing unit maintenance issues. Prior to the implementation of standby duty pay for HACA’s maintenance crew, the answering service would contact the first HACA management employee on their list of managers and would continue to call down the list until a manager was reached. HACA managers were not necessarily immediately available to receive calls from the service and did not always have the requisite knowledge in order to expeditiously determine what was needed to be done to address the nature of the service call. The manager who ultimately was contacted by the answering service would call the tenant, ascertain the nature of the problem, contact the appropriate HACA vendor to go to the tenant’s unit and then call back the tenant to let them know which vendor would be coming out and when.

In order to increase efficiency and provide better service to tenants in responding to after-hours service calls, standby pay duty for HACA’s maintenance crew was considered. Standby duty pay in other Housing Authorities and public agencies was reviewed and a similar proposal was negotiated with SEIU Local 1021. Standby duty assignments were subsequently implemented on November 16, 2018 for the Housing Maintenance Worker II classification.

DISCUSSION AND ANALYSIS

Premium pay for standby duty assignment is only applicable for HACA's maintenance crew (Housing Maintenance Worker II classification). One maintenance worker is assigned to standby duty each bi-weekly pay period consistent with HACA's bi-weekly payroll cycle. Standby duty assignment is rotated among the three maintenance workers.

Labor Costs

- **Standby Duty Pay**

The negotiated standby duty rate for HACA's maintenance crew is \$5.00 per hour. Monthly costs for standby duty range between \$2,700 and \$4,565. Costs vary somewhat based on standby duty hours per month (which fluctuate depending on the number of days in a month), the number of service calls received and the number of overtime hours resulting from standby duty call-back.

- **Call-Back Overtime**

When a call is received from the answering service, the maintenance worker will determine if hands-on assistance at the tenant's unit is required. In some cases, the maintenance worker can resolve the issue with the tenant over the phone. When the problem requires the maintenance worker to go to the unit to fix something, the maintenance worker will receive call-back pay. Call-back pay is equivalent to a minimum of 2 hours at the premium overtime rate of time and one-half of the regular rate of pay. If the situation requiring hands-on assistance goes beyond 2 hours, the maintenance worker is paid premium overtime for actual hours worked. All three maintenance workers earn the same hourly base rate of \$34.80. The regular rate of pay for premium overtime is \$52.20 per hour (time and one-half).

Other Operational Costs

- **Answering Service**

HACA pays for an answering service to receive phone calls from tenants during non-business hours. This service has been in place for at least 20 years. HACA is billed monthly for the service. The monthly fee includes a base amount for a live answering service and additional fees for text messages and inbound calls that exceed 50 minutes. Thus, the monthly bill for the answering service can vary.

- **HACA-Issued Cell Phones**

All HACA employees who work in the field are issued HACA cell phones, including the maintenance workers. When the standby duty assignment was implemented, it was decided to have an additional cell phone specifically dedicated for use during standby duty assignment. The phone's possession is with the maintenance worker who is on standby duty. This eliminates the need for the answering service to remember which maintenance worker is on standby duty and provides them with just one cell phone number to call. There is no additional cost for this dedicated cell phone as the number had already been assigned to an unused phone and thus paid for by HACA.

Attached is a chart indicating the actual costs of standby duty assignment, commencing the date of implementation (November 16, 2018) through August 30, 2019.

Summary

The standby duty assignment has worked well. Implementing standby duty for HACA's maintenance workers during non-business hours coupled with the use of the answering service is an efficient way to address tenant calls because:

- Managers may not be immediately available to receive calls from the answering service.
- Managers usually do not have the requisite knowledge in order to determine what is needed to be done at the tenant's unit.
- Managers would call vendors (e.g., plumbers, HVAC technicians, electricians, locksmiths, etc.) in response to all tenant calls – the *minimum* billable rate for contracted vendors is \$65.00 per hour, which is more than the premium overtime rate for maintenance workers of \$52.20 per hour.¹
- Using standby duty eliminates the higher cost for vendor materials because common repair materials are kept in both HACA's maintenance shop and in maintenance van fleet vehicles.
- Utilizing the answering service allows the service to first screen calls from tenants and only forward emergency calls to the maintenance workers; otherwise, all calls would go to the maintenance workers, which would generate additional call-back and overtime pay. (Non-emergency calls are forwarded to HACA for the next business day.)
- The answering service maintains a log of the details of all calls and sends a fax to HACA that forms the basis for issuance of a work order in HACA's system.

¹ Of course, sometimes the standby maintenance worker is not able to perform the needed work and has to contact the applicable vendor.

STANDBY DUTY PAY ANALYSIS:

IMPLEMENTATION: 11/16/18

NOVEMBER 2018	DECEMBER 2018	JANUARY 2019	FEBRUARY 2019	MARCH 2019
Total Costs: Standby duty pay \$1,280 Answering service \$193 Call-back overtime \$206 HACA cell phones \$37 TOTAL \$1,716	Total Costs: Standby duty pay \$2,540 Answering service \$248 Call-back overtime \$588 HACA cell phones \$37 TOTAL \$3,413	Total Costs: Standby duty pay \$3,819 Answering service \$190 Call-back overtime \$519 HACA cell phones \$37 TOTAL \$4,565	Total Costs: Standby duty pay \$2,560 Answering service \$192 Call-back overtime \$547 HACA cell phones \$37 TOTAL \$3,336	Total Costs: Standby duty pay \$2,530 Answering service \$215 Call-back overtime \$587 HACA cell phones \$37 TOTAL \$3,369
Net increase*: \$1,486	\$3,128	\$4,338	\$3,107	\$3,117
APRIL 2019	MAY 2019	JUNE 2019	JULY 2019	AUGUST 2019
Total Costs: Standby duty pay \$2,560 Answering service \$161 Call-back overtime \$198 HACA cell phones \$37 TOTAL \$2,956	Total Costs: Standby duty pay \$2,307 Answering service \$251 Call-back overtime \$100 HACA cell phones \$37 TOTAL \$2,695	Total Costs: Standby duty pay \$2,650 Answering service \$168 Call-back overtime \$489 HACA cell phones \$37 TOTAL \$3,344	Total Costs: Standby duty pay \$2,560 Answering service \$160 Call-back overtime \$248 HACA cell phones \$37 TOTAL \$3,005	Total Costs: Standby duty pay \$2,545 Answering service \$170 Call-back overtime \$645 HACA cell phones \$37 TOTAL \$3,397
Net increase*: \$2,758	\$2,407	\$3,139	\$2,808	\$3,190

* net increase excludes costs for cell phones and answering service

TOTALS for 10 Months:

Standby duty pay:	\$ 25,351
Answering service:	\$ 1,948
Call-back overtime:	\$ 4,127
HACA cell phones:	\$ 370
Total	\$ 31,796

Net increase:	\$ 29,478
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HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA

AGENDA STATEMENT

Meeting: October 02, 2019

Subject: Quarterly Investment Portfolio Report

Exhibits Attached: Investment Portfolio Report for Quarter ended September 30, 2019

Recommendation: Receive Report

Financial Statement: \$18,406,711.93 invested at an Average Annual Yield ranging from 1.92% to 2.57% (excluding FSS Escrow Participant Accounts)

BACKGROUND

Public agencies are required to file an investment policy with their governing boards and to provide quarterly financial reports on the status of the agency’s investments and to certify to their compliance with the approved investment policy.

DISCUSSION AND ANALYSIS

The attached investment portfolio report reflects the investments as of the quarter ending September 30, 2019 for each program that HACA administers. \$12.92M, or 70% of the total portfolio, is invested in Union Bank commercial paper, \$2.2M, or 12% of the total, in various issuers’ certificates of deposit (CD) and \$3.29M, or 18% of the total, in the State of California Local Agency Investment Fund (LAIF).

The Housing Choice Voucher program had no funds invested at the end of the reported quarter. The re-establishment of HUD-held program reserves combined with HACA being in shortfall and the dwindling balance of Unrestricted Net Position (UNP) has made even short-term investment infeasible.

The Housing Development Fund has a total investment of \$3.29M, which is 18% of the total investment portfolio and entirely in LAIF.

PACH has a total investment of about \$9.36M, which is 51% of the total investment portfolio. Funds for replacement reserves in the amount of \$2.2M are invested in laddered long-term CDs (maturities in 2-5 years).

Ocean Avenue and Park Terrace investments are 1% and 6% of the total investment, respectively. The Health Care Services Agency (HCSA) Flexible Housing Subsidy Program has \$4.47M, which is 24% of the total investment.

The FSS Participant Escrow Accounts are maintained in a savings account, in accordance with HUD regulations, at Union Bank.

**Housing Authority of Alameda County
Investment Portfolio
For the Quarter Ended September 30, 2019**

PROGRAM NAME	TYPE OF ACCOUNT	AMOUNT	INTEREST RATE	MATURITY DATE
PACH	Union Bank N.A. Commercial Paper	\$ 7,160,416.54	various	various
PACH - RAD	Certificate of Deposits (various issuers)	\$ 2,200,000.00	various	2-5 years
Ocean Avenue	Union Bank N.A. Commercial Paper	\$ 188,680.56	2.01399%	11/25/19
Park Terrace	Union Bank N.A. Commercial Paper	\$ 1,102,291.66	2.01399%	11/25/19
HCSA	Union Bank N.A. Commercial Paper	\$ 4,466,927.50	1.92203%	12/30/19
	Sub-total	\$ 15,118,316.26		
Housing Dev Fund	State of CA - Local Agency Investment Fund	\$ 3,288,395.67	2.57000%	N/A
TOTAL		\$ 18,406,711.93		

The above investment portfolio is in compliance with the policy approved by the Housing Commission.

Christine Gouig
Executive Director

Date

BUDGET STATUS

REPORT

Housing Authority of Alameda County
HOUSING CHOICE VOUCHER
Administrative Budget Status Report FYE June 30, 2020
August 2019

FY 2020 - HCV OPERATING BUDGET	Budgeted @ 8/31/2019	Actual @ 8/31/2019	OVER (UNDER)	PROJECTED 6/30/2020	SCH. NO.	2019 BUDGET	2020 BUDGET	DIFFERENCE
INCOME								
Investment Income	7	3	(4)	19	A1	500	42	(459)
Misc. Income	54,586	49,115	(5,471)	294,690	A1	327,518	327,518	0
Grant Income	0	0	0	0				0
Administrative Fee Income	1,234,448	1,271,687	37,239	7,631,725	A	6,946,058	7,406,688	460,630
TOTAL INCOME	1,289,041	1,320,805	31,764	7,926,434		7,274,076	7,734,248	460,172
EXPENSES								
Administration								
Salaries	(665,855)	(575,520)	90,335	(3,995,132)	B-1& 2	(3,969,090)	(3,995,132)	(26,042)
Other Admin.	(297,366)	(241,230)	56,136	(1,864,843)	C-1&2	(1,695,551)	(1,784,194)	(88,643)
Total	(963,221)	(816,750)	146,471	(5,859,975)		(5,664,641)	(5,779,327)	(114,685)
General								
Insurance	(30,728)	(17,529)	13,199	(105,175)	E	(224,511)	(184,369)	40,142
Employee Benefits	(386,196)	(349,784)	36,412	(2,317,177)		(2,262,381)	(2,317,177)	(54,795)
Miscellaneous	0	0	0	0		0	0	0
Total	(416,924)	(367,313)	49,611	(2,422,352)		(2,486,893)	(2,501,546)	(14,653)
Total Routine Expenses	(1,380,145)	(1,184,063)	196,082	(8,282,327)		(8,151,534)	(8,280,873)	(129,339)
Capital Expenditures	0	0	0	0	D2	0	0	0
TOTAL EXPENSES	(1,380,145)	(1,184,063)	196,082	(8,282,327)		(8,151,534)	(8,280,873)	(129,339)
Income (Deficit)						(877,458)	(546,625)	
NET INCOME (DEFICIT)	(91,104)	136,742	227,846	(355,893)		(877,458)	(546,625)	330,833

Unrestricted Net Position @ 6/30/18	856,404
Projected Income (Deficit) @ 6/30/19	(647,168)
Budgeted Income (Deficit) FYE 6/30/20	(546,625)
Projected Unrestricted Net Position @ 6/30/20	<u>(337,389)</u>

PROGRAM ACTIVITY

REPORT

HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA

AGENDA STATEMENT

Meeting: October 2, 2019

Subject: Programs Activity Report

Exhibits Attached: Section 8 Contract and Housing Assistance Payments (HAP) Report; Section 8 Average Contract Rent Report; Landlord Rental Listing Report; FSS Program Monthly Report

Recommendation: Receive Report

SECTION 8 HOUSING CHOICE VOUCHERS (HCV)

- **Lease-Up:** As of September 1, 2019, the Section 8 HCV program had 5,995 units under contract. This number includes HACA vouchers and portability clients for which we are being billed by the receiving housing authority, but excludes portability clients for which we are billing the initial housing authority.
- **HCV Program Utilization:** As of September 1, 2019, the average HAP subsidy was \$1,658 and the average tenant-paid rent portion was \$558 for an average Contract Rent of \$2,215. These amounts include HACA vouchers, but do not include incoming and outgoing portability clients.
 - ❖ As of September 1, 2019, HACA had 146 outgoing billed portability contracts (i.e., HACA voucher holders who are housed in another housing authority's jurisdiction).
 - ❖ As of September 1, 2019, HACA billed other housing authorities for 492 incoming portability contracts.
 - ❖ As of September 1, 2019, 222 of PACH's 230 project-based voucher (PBV) units are leased. Two units at Nidus Court are being held vacant to be used as temporary living units for tenants while we remodel their units at the property (a total of 28 units will be remodeled). These are HACA's former public housing units converted under HUD's Section 18 or Rental Assistance Demonstration programs and transferred to PACH, HACA's instrumentality.

- **Section 8 Contract Reports:** Copies of the Contract Reports are attached. The Section 8 Contract and HAP Report includes HACA certificates, HACA vouchers and portability clients for which we are billing the initial housing authority. The Section 8 Average Contract Rent Report includes HACA vouchers and portability clients for which we are billing the initial housing authority.
- **Landlord Rental Listings:** As of September 3, 2019, there were 55 active properties listed.
- **HCV Housing Quality Standards (HQS) Abatements:** During the second quarter of 2019, HACA scheduled 979 annual inspections. Of those, 773 (79%) passed inspection the day they were inspected, 80 (8%) failed inspection, and 126 (13%) were “no shows” that had to be rescheduled. Additionally, HACA abated two HAP contracts in Q2 2019 for non-compliance with HQS.

HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA
Section 8 Contract and HAP Report for the month of September 2019

City	Certificates		Vouchers		SEPTEMBER 2019 TOTAL		SEPTEMBER 2018	SEPTEMBER 2017
	Number	HAP*	Number	HAP**	Number	HAP		
		based on avg		based on avg				
		\$1,834		\$1,674				
Albany	0	\$0	13	\$21,762	13	\$21,762	16	23
Castro Valley	4	\$7,336	219	\$366,606	223	\$373,942	207	210
Dublin	3	\$5,502	397	\$664,578	400	\$670,080	396	387
Emeryville	6	\$11,004	139	\$232,686	145	\$243,690	150	151
Fremont	19	\$34,846	1,047	\$1,752,678	1,066	\$1,787,524	1,057	1,068
Hayward	46	\$84,364	1,878	\$3,143,772	1,924	\$3,228,136	1,960	2,007
Newark	6	\$11,004	219	\$366,606	225	\$377,610	215	209
Pleasanton	4	\$7,336	216	\$361,584	220	\$368,920	209	181
San Leandro	13	\$23,842	1,301	\$2,177,874	1,314	\$2,201,716	1,343	1,387
San Lorenzo	3	\$5,502	187	\$313,038	190	\$318,540	200	197
Union City	6	\$11,004	692	\$1,158,408	698	\$1,169,412	718	729
TOTALS	110	201,740	6,308	10,559,592	6,418	10,761,332	6,471	6,549

* Based on an average September Housing Assistance Payment (HAP) of \$1,834 per certificate contract

**Based on an average September Housing Assistance Payment (HAP) of \$1,674 per voucher contract

HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA

Section 8 Average Contract Rent Report for the Month of September 2019

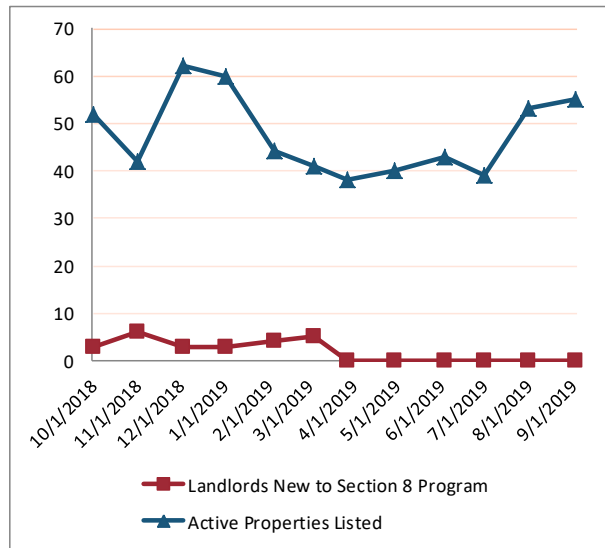
City	Number of HAP Contracts (HCV Only)	Average Contract Rent	Average HAP Paid by HACA	Average Rent Paid by Family	Average Family-Paid Rent as a Percentage of Average Contract Rent
Albany	13	\$1,693	\$1,376	\$380	22%
Castro Valley	219	\$2,249	\$1,722	\$528	23%
Dublin	397	\$2,084	\$1,603	\$471	23%
Emeryville	139	\$1,780	\$1,231	\$552	31%
Fremont	1,047	\$2,384	\$1,823	\$561	24%
Hayward	1,878	\$2,143	\$1,605	\$538	25%
Newark	219	\$2,549	\$1,856	\$693	27%
Pleasanton	216	\$1,931	\$1,497	\$435	23%
San Leandro	1,301	\$2,169	\$1,633	\$536	25%
San Lorenzo	187	\$2,424	\$1,764	\$660	27%
Union City	692	\$2,412	\$1,805	\$606	25%

*Some rents may vary by \$1 due to rounding

Landlord Rental Listing Report

Monthly

	10/1/2018	11/1/2018	12/3/2018	1/2/2019	2/4/2019	3/4/2019	3/27/2019	4/29/2019	6/3/2019	7/1/2019	8/1/2019	9/3/2019
Landlords New to Section 8 Program	3	6	3	3	4	5	0	0	0	0	0	0
Active Properties Listed	52	42	62	60	44	41	38	40	43	39	53	55



Landlords New to Section 8 Program data is currently unavailable. We hope to be able to report on this again in the future.



To: Christine Gouig, Executive Director
From: Daniel Taylor, Special Programs Manager
Re: **FSS Program Summary**
CC: Linda Evans, Phyllis Harrison, Mary Sturges, Vanessa Kamerschen
Date: September 23, 2019

Program Summary	August 2019
Total Clients Under Contract:	204
MDRC:	100
Graduates:	1
Escrow Disbursed:	\$20,225.82
Ports In:	0
Ports Out:	0
Terminations:	0
New Contracts:	3

FSS PROGRAM NEWS:

FSS Program Coordinating Committee (PCC)

On Wednesday, August 14, 2019, the FSS team held its quarterly PCC meeting. The PCC is the oversight committee for the FSS program and is comprised of representatives from community based organizations in Alameda County. During the meeting, each representative shared updates on their various programs and upcoming events. The next PCC meeting is scheduled for Wednesday, November 20, 2019.

Housing Choice Voucher (HCV) Homeownership Program

On Thursday, August 22, 2019, the FSS team held a Housing Choice Voucher (HCV) program information session. The purpose of the session was to explain how to use a voucher to purchase a home and receive monthly assistance in meeting homeownership expenses. Sixteen (16) participants attended.

Case Management Referrals = 25
Job Referrals = 98



To: Christine Gouig, Executive Director
From: Daniel Taylor, Special Programs Manager
Re: **FSS Program Summary**
CC: Linda Evans, Phyllis Harrison, Mary Sturges, Vannessa Kamerschen
Date: September 23, 2019

Program Summary	September 2019
Total Clients Under Contract:	206
MDRC:	100
Graduates:	0
Escrow Disbursed:	\$0
Ports In:	0
Ports Out:	0
Terminations:	0
New Contracts:	2

FSS PROGRAM NEWS:

FSS Orientations

The FSS team held two orientations in September. The program goal is to schedule FSS orientations every quarter—in an effort to increase the size of the program. Forty-two (42) participants in total attended the orientations.

It's Your Time to Shine Celebration

The FSS team is finalizing the details of our 10th annual *It's Your Time to Shine* celebration scheduled for Thursday, November 14, 2019, at 6:00 p.m. The event will be held at the San Leandro Library. Achievements of FSS families over the last year will be recognized. There will be dinner, raffles and the presentation of awards.

Case Management Referrals = 15

Job Referrals = 96