



**Minutes of the Regular Meeting
of the Board of Commissioners of the
Housing Authority of the City of Everett**

June 27, 2016

Meeting Called to Order

The Regular Meeting of the Board of Commissioners of the Housing Authority of the City of Everett was called to order by Vice Chair George Perez following lunch, at 12:03 p.m. on Monday, June 27, 2016 at the Authority's main office, 3107 Colby Avenue, Everett, Washington.

Commissioners Present at Roll Call:

Vice Chair George Perez, Jr.
Commissioner Michele Rastovich

Commissioner Lyle Ryan
Commissioner Todd Taylor

Commissioners Absent:

Chair John Mierke
Commissioner Maddy Metzger-Utt

Also in attendance were:

Staff:

Ashley Lommers-Johnson, Executive Director
Jill Stanton, Deputy Executive and Finance Director
Rick Dorris, Director of Dev't. & Acquisitions/Ass't. Ex. Director
Steve Yago, Director of Housing Management
Erica Dias, Relocation Supervisor
Wendy Westby, HCV Program Director
Linda Baines, Program Compliance Manager
Brenda McLeod, Ass't. Director of Procurement & Contracts
Katie Ulvestad, Executive and Development Assistant

Guests:

Lorna Corrigan, Attorney
Kathy Wade, Co-President, BP Resident Council
Jim Carlson, Co-President, BP Resident Council

Approval of Minutes

Vice Chair Perez called for approval of the minutes of the Regular Meeting held on May 23, 2016. A motion was made by Commissioner Taylor and seconded by Commissioner Rastovich. Upon being put to a vote, the motion passed unanimously and the minutes of that meeting were approved.

Communications

Co-President of Broadway Plaza Resident Council Jim Carlson shared that a cash donation of \$1,000 has been made to fund Broadway Plaza Family Day; this was in addition to the \$300 already received from the Council's Go Fund Me page. Family Day was scheduled for Saturday July 9, 2016, from 11 AM – 3 PM. Mr. Carlson shared that Commissioner Perez and Commissioner Ryan would take shifts at the Family Day dunk tank. Executive Director Lommers-Johnson agreed to serve as an alternate, pending further review of his schedule.

Co-President of Broadway Plaza Resident Council Kathy Wade noted that Family Day would include live entertainment, family-friendly games, a cake walk, and silent auction of gift baskets.

Following the Resident Council communications, Commissioner Perez shared that a woman passed away the morning of June 27, 2016 at Pineview Apartments. The Executive Director noted that this individual had a health condition and was a very well respected member of the community.

Executive Director's Report

Fiscal Year 2015/2016 EHA Highlights

Executive Director Lommers-Johnson stated that he was very grateful for the agency's hard-working staff and its many of achievements over the past fiscal year, as evidenced by the following accomplishments: national recognition in the form of NAHRO awards of Merit and NAHRO Award of Excellence, a 24th consecutive state audit with no findings, high performer status for the public housing program, completion of the RAD conversion, and the \$10 million tax credit closing. Additionally, the Executive Director recognized the successful transfer of 699 additional housing units, implementation of various IT efficiency improvements (Stratustime, eLearning, application portal, etc.), successful negotiation of the collective bargaining agreement with Teamsters, and high scores on employee engagement and satisfaction surveys, as well as high customer service ratings from those served by EHA.

Customer Service Survey Results

Executive Director Lommers-Johnson said the housing authority emailed a customer service survey to more than 800 client/resident email addresses, resulting in approximately 140 responses and an overall satisfaction rating of greater than 90%. The Executive Director said this survey would be administered annually going forward.

Employee Survey Results

Executive Director Lommers-Johnson shared the results of the recent agency-wide employee engagement and satisfaction survey. Among the results presented, the Executive Director highlighted that employees were 92% engaged and satisfied. The lowest score, related to communication improvement over the last year, stood at 69%.

Executive Director Lommers-Johnson shared that one of the most satisfying outcomes was the employees' trust in their respective supervisors, which was rated at 98%. Additionally, conflict resolution by management was rated at 96%. He maintained the importance of management expressing appreciation towards employees, and he was pleased that 96% of staff reported that they have recently received praise from their supervisor. It was shared that this survey will continue to be conducted annually, as way to evaluate Everett Housing Authority's organizational health.

Public Comment

None

Consent Agenda

1. Section 8 Payments for the Months of May 2016
2. Summary of Vouchers for the Month of May 2016

Commissioner Ryan made a motion to adopt the above-listed items, and Commissioner Taylor seconded the motion. Upon being put to a vote, the Consent Agenda was adopted unanimously.

Items for Individual Consideration

Resolution No. 1414 Adopting Budgets for FY 2016-2017 for EHA Programs

Deputy Executive and Finance Director Jill Stanton said this resolution served to formally adopt program budgets for the upcoming fiscal year. The Commissioners were provided a presentation on the agency budgets at the last Regular meeting, and any changes that had taken place since then were characterized as minor and immaterial.

Commissioner Ryan moved that the resolution be adopted. Commissioner Rastovich seconded the motion, which passed unanimously.

Resolution No. 1415 Authorizing Everett Housing Authority to Take Certain Actions with Respect to Pepperwood Senior Apartments

The Executive Director said this resolution concerned a 25 unit tax credit complex, the last holding within the Senior Services of Snohomish County (SSSC) portfolio that EHA had initially resisted taking on, due to cash flow problems with the property; however, negotiations with the limited partner and the lender to restructure the debt had eliminated this hurdle. The Executive Director went on to explain that EHA would not own this property; instead, it was to remain under the control of a nonprofit partnership for another

two years, until the end of the tax credit compliance period. Ultimately, EHA planned to acquire control of the nonprofit partnership that owns the property, contingent on approval from the City of Lynnwood.

The Executive Director said Pepperwood Senior Apartments was located outside of EHA's jurisdiction, which made it necessary for the City of Lynnwood to approve this venture. The Executive Director explained that the Housing Authority of Snohomish County (HASCO) was the housing authority with jurisdiction; however, HASCO was not interested in acquiring or controlling the Senior Services of Snohomish County (SSSC) portfolio, leading SSSC to contact EHA. This resolution set the stage for the Board of Commissioners to make new appointments for the Board members of the nonprofit corporation governing Pepperwood Senior Apartments.

Commissioner Ryan moved that the resolution be adopted. Commissioner Rastovich seconded the motion, which passed unanimously.

Policy Discussion

Population Mix in Broadway Plaza and Bakerview

The Executive Director presented a table of the current demographics of Broadway Plaza Apartments and Bakerview Apartments, noting that over time the population of these properties had changed significantly. Currently, 50% of Broadway Plaza's residents were under age 55 and 31% of Bakerview's residents were under age 55. Insofar as the waiting lists for these properties were concerned, 83% of Bakerview applicants were under age 55, while 63% of Broadway Plaza Apartments applicants were under 55. Given these data trends, the Executive Director expected the over age 55 populations of both properties to continue to decline going forward.

Executive Director Lommers-Johnson shared that the young disabled population have a high level of need for supportive services, especially individuals with mental disabilities. It was explained that EHA did not have sufficient support services resources to meet the service needs of the growing younger population. The Executive Director shared that many elderly residents were not continuing their tenancies at Bakerview and Broadway Plaza, given that some visiting friends and acquaintances of the younger residents with disabilities engaged in problem behaviors.

Executive Director Lommers-Johnson stated that EHA's current policy for the Project Based Voucher (PBV) program provided for the creation of additional housing for households with a high level of need for supportive services, and EHA was seeking to create at least 100 new housing units for this population via the PBV program. The Executive Director stated that the goal for Broadway Plaza Apartments and Bakerview Apartments was to reduce younger residents through attrition, with potential for transfer to the 100 PBV units once the site and providers were determined.

The Executive Director expected management would hold a public meeting on this subject matter sometime before the next regular meeting of the Board, at which time the results of said public meeting would be shared. Although management was not ready to come to the Board with a resolution regarding the population mix, it would likely be bringing a resolution regarding the admissions policy for Broadway Plaza and Bakerview to an

upcoming meeting. This portion of the meeting wrapped up with a discussion regarding tenant safety and security in the high-rises.

Strategic Plan

The Executive Director provided the Board with a draft of Everett Housing Authority's Strategic Plan, which he hoped would be finalized by September, 2016.

Executive Session

At 1:09 p.m. Vice Chair Perez announced the Board would convene into Executive Session for a duration of approximately 10 minutes, in order to discuss the Executive Director's annual performance review.


Reconvene in Public Session


The Executive Session concluded at 1:20 p.m. with no action taken, and the Board reconvened in Public Session.

Commissioner Ryan noted that information shared in the last segment of the policy discussion raised concerns regarding safety at Broadway Plaza Apartments. The Executive Director shared his previous experience with 16 high rise buildings in Baltimore, where residents had requested security guards at the properties. He was not aware that EHA staff had expressed anxieties regarding safety and security in the senior/disabled high rises; however, he was open to more focused discussions on this matter with staff. Legal Counsel Lorna Corrigan indicated that she would be happy to speak to the residents at a public meeting regarding the importance of being good witnesses, in order to ensure a strong case when a matter required the pursuit of legal action against violators. It was explained that this was a way to help residents feel more empowered.

Adjournment

There being no further business, Vice Chair Perez called for a motion to adjourn the meeting. Commissioner Rastovich moved to adjourn, Commissioner Ryan seconded, and the meeting ended at 1:33 p.m.

ATTEST:

Secretary


Chair, Board of Commissioners