



Service
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Special Meeting of the Board of Commissioners

Date: Friday, April 19, 2024

Time: Noon

Location: Hybrid Meeting; EHA Administrative Office, 3107 Colby Ave or Zoom

<https://us02web.zoom.us/j/673982739?pwd=WDVWVK2FFVXNZOVRwaVJkbkszNUcxdz09>

Meeting ID: 673-982-739; passcode 514202

Contact Chris Neblett at chrisn@evha.org or (425) 303-1186 at least one hour in advance of the meeting if you wish to attend in person, while the EHA office is open by appointment only.

Roll Call

Executive Session

To Evaluate Complaints or Charges Brought Against a Public Officer or Employee
(RCW 42.30.110(1)(f))

Note: No final action will be taken at this executive session, which is scheduled for 30 minutes. The Board will reconvene in public session following the executive session. The Board may take action on personnel issues following the executive session.

Communications

Approval of Minutes

Regular Meeting Held on March 25, 2024

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Items for Individual Consideration

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Resolution No. 1593 Ratifying the Appointment of Mary Swenson to the Positions of Interim Executive Director, Secretary, and Treasurer

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Resolution No. 1594 Adopting a Customer Code of Conduct

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Adjournment

Everett Housing Authority does not discriminate on the basis of disability in the administration of, or access to, its programs or activities. Requests for assistance or accommodations can be arranged by contacting Chris Neblett at (425) 303-1186, or chrisn@evha.org.



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

March 25, 2024

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 Cynthia Andrews at 1200 p.m. on Monday, March 25, 2024. This meeting was held as a hybrid meeting, with participants attending in person at the Colby Administrative office at 3107 Colby Avenue in Everett and via Zoom videoconference.

Commissioners Present at Roll Call:

Vice-Chair Cynthia Andrews

Commissioner Paul Manselle

Commissioner George Perez, Jr.

Commissioner John Traynor

Commissioners Absent:

Chair Koren Smith

Commissioner Chip Burgess

Also in attendance were:

Wendy Blain, Senior Director of Finance & Chief Financial Officer

Jason Morrow, Chief Real Estate Officer

Linda Hoston, Director of Human Resources & Administration

Kristen Cane, Director of Asset Mgmt. & Housing Choice Vouchers

Cal Cuellar, Interim Director of Housing Management

Janinna Attick, Director of Policy & Innovation

Donelle Kienholz, Family Services Program Manager

Shannon Atkins, Aging & Disability Services Program Manager

Heather Stults, Strategic Engagement Manager

Kimberly Wilson, Deputy Director of Finance

Jaysen Garcia, Executive Assistant/Communications Coordinator

Chris Neblett, Administrative Supervisor

Others:

EHA Legal Counsel Stephen DiJulio

Motion to Amend Meeting Agenda

Vice-Chair Andrews called for a motion to amend the meeting agenda to add "Approval of Interim Executive Director Contract." Commissioner Perez motioned as requested, Commissioner Manselle seconded, and the motion passed unanimously.

Approval of Interim Executive Director Contract

Legal counsel Steve DiJulio said this agenda item was intended to confirm the form of agreement with GMP Consultants, authorizing the firm to provide executives on loan to the Housing Authority on an interim basis. He observed that the Board had discussed this arrangement at a previous meeting and approved it in concept, but it was now appropriate to ratify this decision by authorizing the Vice-Chair (in the absence of the Chair) to sign the agreement.

Vice-Chair Andrews called for a motion to approve the agreement with GMP Consultants, currently scheduled to run for a period of six months. Commissioner Traynor motioned as requested, Commissioner Manselle seconded, and the motion passed unanimously.

Public Comment

None

Communications

Senior Director of Finance & Chief Financial Officer Wendy Blain informed the Board that today's exit conference with the State Auditor was rescheduled for Tuesday, March 26 at 2:30 p.m.

Executive Director's Report

None

Approval of Minutes

Vice-Chair Andrews called for a single motion to approve the minutes of the following meetings: Regular Meeting of February 26, 2024; Regular Meeting of March 4, 2024; Special Meeting of March 5, 2024; and Special Meeting of March 18, 2024.

Commissioner Perez moved to approve the minutes as stated, Commissioner Manselle seconded, and the motion passed unanimously.

Consent Agenda

Vice-Chair Andrews called for a motion to approve the Consent Agenda, containing the following items:

1. Approval of Section 8 Payments for the Months of January, February 2024
2. Approval of Summary of Vouchers for the Months of January, February 2024

Commissioner Manselle moved for approval of the Consent Agenda, Commissioner Perez seconded, and the motion passed unanimously.

Public Hearing

At 12:08 p.m. Vice-Chair Andrews convened the public hearing on the Housing Authority's proposed PHA Annual Plan and MTW Supplement effective July 1, 2024. The floor was opened to public comment on these documents, but none was received. Administrative Supervisor Chris Neblett provided a brief summary of the proposed PHA Annual Plan, the last

one in the current Five-Year Plan cycle. He noted that no public comment on either document was received in the 45-day period leading up to today's hearing and further noted that the Resident Advisory Board's comments were provided to the Board before today's meeting. Director of Policy and Innovation Janinna Attick then provided a summary of the proposed MTW Supplement. After calling once more for public comment on these documents and receiving none, Vice-Chair Andrews called for a motion to close the public hearing. Commissioner Perez motioned as requested, Commissioner Manselle seconded, and the public hearing was adjourned at 12:13 p.m.

Item for Individual Consideration

Resolution No. 1590 Adopting PHA Annual Plan and MTW Supplement for Fiscal year 2024-2025

Administrative Supervisor Chris Neblett summarized the Resident Advisory Board's comments on the PHA Annual Plan. This resolution signified the Board's approval of both the PHA Annual Plan and the MTW Supplement effective July 1, 2024, as required before these documents were submitted to HUD for approval.

Commissioner Perez moved to adopt the resolution. Commissioner Traynor seconded, and the motion passed unanimously.

Resolution No. 1591 Revising HCV Program Utility Allowances

Administrative Supervisor Chris Neblett explained the purpose of utility allowances and HUD's requirement that the utility allowance schedules be reviewed each year to ensure the allowances were consistent with current utility rates. As has been the case over the past few years, the Housing Authority partnered with the Housing Authority of Snohomish County (HASCO) in contracting with the Nelrod Company to review utility rates and update the utility allowance schedules as needed. Rates for all utilities except for garbage collection met the threshold that required updating the utility allowance schedules to reflect these rate changes.

Commissioner Traynor moved to adopt the resolution. Commissioner Perez seconded, and the motion passed unanimously.

Resolution No. 1592 Adopting Revised Payment Standards for the Housing Choice Voucher Program

Director of Policy and Innovation Janinna Attick defined voucher program payment standards (i.e., the maximum amount of rental assistance that can be paid for a particular bedroom size before deducting the participant family's share of the rent) and the need to keep these within 90 to 110 percent of HUD's published fair market rents (FMRs) for the metro area, which includes Snohomish County and Seattle-Bellevue. Director Attick said the revised payment standards up for consideration and effective July 1 would remain at 110 percent of HUD's FMR; however, starting in January 2025 and per HUD mandate, the payment standards will be revised to align with local fair market rents based on zip codes (i.e., "Small Area Fair Market Rents"). She concluded by observing that the Housing Authority's payment standards are the same ones used by HASCO, to promote uniformity within our common service area.

Commissioner Perez moved to adopt the resolution. Commissioner Manselle seconded, and the motion passed unanimously.

Adjournment

Vice-Chair Andrews noted many of senior staff will not be available the first week of next month and polled the commissioners whether they wished to keep the next regular meeting date of April 1 or postpone it until a later date. Consensus was to reschedule the meeting for a date to be determined. There being no further business to discuss, the Board unanimously agreed to adjourn the meeting at 12:36 p.m.

Chair, Board of Commissioners

ATTEST:

Secretary

Resolution No. 1593

A RESOLUTION OF THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF EVERETT, RATIFYING THE APPOINTMENT OF MARY SWENSON TO THE POSITIONS OF INTERIM EXECUTIVE DIRECTOR, SECRETARY, AND TREASURER

BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF EVERETT as follows:

Section 1. Recitals and Findings. The Board of Commissioners (the "Board") of the Housing Authority of the City of Everett (the "Authority") finds and determines that:

(a) Consistent with RCW 35.82.040, the Bylaws of the Authority provide that the offices of Secretary and Treasurer shall be held by the Executive Director of the Authority.

(b) The Authority's Bylaws further provide that, should the offices of the Secretary and Treasurer become vacant for any reason, the Board may appoint an interim Executive Director, Secretary, and Treasurer to serve until the appointment of a new Executive Director, Secretary, and Treasurer.

(c) The Authority's former Executive Director, Secretary, and Treasurer, Major S. Galloway, III, left the employment of the Authority on February 29, 2024.

(d) The Authority is in the process of planning to recruit and hire a new Executive Director.

(e) Pending the selection and appointment of a new Executive Director of the Authority, there is a need for an individual to serve as Interim Executive Director, Secretary, and Treasurer of the Authority.

(f) At a regular meeting of the Board held on March 25, 2024, the Board identified Mary Swenson as its choice to serve as the Interim Executive Director.

Section 2. Appointment of Interim Executive Director. Pending the selection and appointment of a permanent Executive Director of the Authority, Mary Swenson has been appointed to serve as Interim Executive Director, Secretary, and Treasurer of the Authority, with full authority to perform all actions that are authorized to be performed by the Executive Director, Secretary and/or Treasurer of the Authority, which appointment was effective April 1, 2024.

Section 3. Employment Contract. The Board has previously approved a negotiated form of employment contract pertaining to Ms. Swenson's role as Interim Executive Director.

Section 3. Ratification and Confirmation. All actions of the Authority and its officers prior to the date hereof and consistent with the terms of this resolution are ratified and confirmed.

Section 4. Effective Date. This resolution shall be in full force and effect from and after its adoption and approval.

ADOPTED by the Board of Commissioners of the Housing Authority of the City of Everett at an open public meeting held on April 19, 2024.

HOUSING AUTHORITY OF THE CITY OF
EVERETT

Chair, Board of Commissioners

ATTEST:

Executive Director

To: Board of Commissioners
From: Janinna Attick, Director of Policy and Innovation
Subject: Adopting a Customer Code of Conduct
Date: April 19, 2024

BACKGROUND

As EHA prepares for a phased re-opening of the Colby administrative office beginning May 1, we have identified the need to have a Code of Conduct in place that ensures clear expectations for behavior on the part of visitors to EHA facilities and the consequences for those who engage in unacceptable activities or behavior at such facilities.

EHA does not currently have a single-source document that advises all customers of what is considered inappropriate conduct, or the penalty for engaging in such conduct. Current policy focuses on the conduct of existing program participants and residents. In the interest of filling in the gaps and removing any ambiguities within current policies, management has drafted a Customer Code of Conduct.

This Code clearly identifies the activities and behaviors that are prohibited on the part of our customers, in both public and non-public areas of EHA facilities. The Code also provides clear guidance on consequences for customers who violate the code: i.e., a warning that, if ignored, will be followed by expulsion from the premises for a set period and a potential no trespass order, subject to final disposition by management.

The Resolution adopting the Code of Conduct authorizes the Executive Director or their designee to implement procedures to effectuate the Code of Conduct.

RECOMMENDED ACTION

Approve Resolution No. 1594 adopting a Customer Code of Conduct.

Resolution No. 1594

ADOPTING A CUSTOMER CODE OF CONDUCT

WHEREAS, the Everett Housing Authority (“EHA”) is committed to providing excellent customer service to its program participants, landlords, vendors, and all within our service area; and

WHEREAS, a successful partnership between EHA staff and its customers requires both parties to behave in a mutually respectful and courteous manner; and

WHEREAS, current policies regarding prohibited behaviors are limited to residents and program participants who engage in verbal or physical abuse, or other violent behavior against staff, and the consequence of such behaviors are limited to denial of admission or termination from programs or tenancy; and

WHEREAS, EHA deems it beneficial to have a more detailed code that advises all customers, not limited to residents and program participants, of behaviors and activities that are prohibited at the main administrative office and other sites, and the consequences of failing to abide by the terms of this Customer Code of Conduct;

NOW THEREFORE BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF EVERETT:

Section 1: The Customer Code of Conduct attached hereto as Exhibit A is hereby approved.

Section 2: The Executive Director or designee is authorized to develop and implement procedures to effectuate the Customer Code of Conduct.

Section 3: This Resolution shall take effect immediately.

Adopted by the Board of Commissioners of the Housing Authority of the City of Everett, Washington, this 19th day of April 2024.

Chair, Board of Commissioners

Attest:

Secretary



Everett Housing Authority (EHA) provides vital housing services to the public in the EHA service area. We strive to operate these services in a courteous manner with safety as a top priority. A successful partnership between EHA employees and the public requires both parties to behave in a mutually respectful and courteous manner. To improve the experience of its applicants, participants, and the public, the EHA Board of Commissioners has adopted a policy commonly referred to as the Customer Code of Conduct (Code).

The Code identifies prohibited behaviors for all who interact with EHA staff in the course of EHA operations. It authorizes certain personnel to expel from EHA property persons who violate terms of the Code (as defined herein), for a minimum period of 12 business hours, and terminate further communications with those individuals until such conduct has been resolved.

POLICY

Through the efforts of dedicated, well-trained employees, EHA strives to provide a safe and secure environment for communications between customers and employees. EHA has established a Customer Code of Conduct (Code) to promote a mutually respectful operating environment for its program participants and public at large. A summary of the Code shall be displayed and publicly posted for customer reference.

VIOLATIONS AND PROHIBITED BEHAVIORS

No individual may engage in inappropriate conduct on, at, or in, either the public or non-public areas of EHA facilities.

The following are behaviors and activities prohibited at EHA:

A. Animals

Bringing any animal other than a guide dog or service animal as permitted by Federal Statute or HUD regulation onto EHA property without advance authorization from EHA. Guide dogs and service animals are permitted, provided that the guide dog or service animal is accompanied by a person with disabilities or someone responsible for training a guide dog or service animal.

B. Commercial Activity/Solicitation

1. Soliciting money or selling goods or services for a fee on any EHA properties or facilities without the expressed permission of EHA.
2. Delivering or distributing handbills or flyers of a commercial or political nature on any EHA properties or facilities without EHA's express permission.

C. Conduct/Civility

1. Spitting, defecating, or urinating.
2. Discarding litter, except into receptacles designated for that purpose.
3. Bringing commercial or large-size shopping carts onto EHA properties.
4. Indecent exposure.
5. Stealing or willfully damaging, defacing, or destroying EHA property.
6. Disorderly or inappropriate conduct that prevents respectful communication with EHA staff.

D. Food, Drink, Alcohol, and Drugs

1. Consumption of food or possession of any open food container in EHA lobby areas, or consumption or possession of any open beverage container. This prohibition does not apply to a person providing food or beverage to infants and toddlers.
2. Drinking alcoholic beverages or possessing open containers of alcoholic beverages on EHA property.
3. Using tobacco or marijuana in any form, including but not limited to electronic cigarettes or vaporizers, chewing tobacco, snuff, or edibles on premises covered by the Code.
4. Use of illegal drugs.

E. Noise and Behavior

1. Playing any music device, including but not limited to, a CD player, an iPod, an MP3 device, or a mobile phone, unless such device is connected to an earphone that limits the sound to the hearing of the individual user.
2. Engaging in indecent, profane, boisterous, unreasonably loud, or otherwise disorderly conduct. This is not intended to prohibit ordinary conversation between staff and/or the public in normal conversational tones.
3. Behavior that is disruptive, harassing, or threatening in nature to EHA customers or employees, including verbal abuse, physical abuse, or violence. Use of racial epithets, or other language, written or oral, that is customarily used to intimidate may be considered abusive or violent behavior. Threats include oral or written threats or physical gestures that communicate intent to abuse or commit violence.
4. Causing sounds that are unreasonable and highly disruptive of other individuals using EHA facilities or services, including but not limited to: loud, abusive, indecent, profane, or drunken conduct.
5. Fighting.

F. Weapons

1. Carrying or possessing a firearm or other deadly weapon, concealed or otherwise, including but not limited to, fixed blade knives, or folding knives with a blade greater than one inch.
2. Lighting an incendiary device (e.g., match, lighter, torch)

IMMEDIATE EXPULSION FROM EHA PREMISES

EHA staff and contracted security officers are authorized to inform any person observed violating EHA's Code of Conduct that failure to cease or correct such conduct will result in immediate removal from EHA premises. If after such warning the individual(s) do not cease or correct the prohibited behavior(s), EHA staff is/are authorized to immediately contact the Everett Police Department to escort the violator off the premises, and the individuals(s) may be criminally trespassed from the EHA property.

Any expulsion order issued under this section shall be effective for a minimum of 12 business hours following the expulsion, up to 5 business days, subject to approval of the manager on duty. .

Any EHA staff issuing such order shall prepare a written summary of the circumstances pertaining to the violation. The employee's supervisor shall then render a final decision/determination in the matter which may include any action deemed appropriate to resolve the conduct violation.