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HYBRID BHA MINUTES

MINUTES OF THE HYBRID MEETING OF THE BOARD OF COMMISSIONERS OF BREMERTON HOUSING AUTHORITY (BHA) HELD AT 5:30 PM AT 600 PARK AVENUE AND/OR REMOTELY ON FEBRUARY 27, 2023.

1. **CALL TO ORDER:** Meeting was called to order at 5:30 p.m.

2. **ROLL CALL:**

Present:

Vice Chair Jaime Forsyth
Commissioner Joan Hanten
Commissioner Bo Palmer

Commissioner Ryan Burton
Commissioner Andre Henderson

Excused/Absent:

Chair Jeff Flood

BHA Staff Present:

Jill Stanton, Executive Director
Andi Reed, Housing Director
Sherman Enstrom, Finance Director
Paula Kennedy, HR Manager
Tim Schanne, Business Solutions Director
Katie Sharp, Communications Manager
Ron Packer, Accounting Operations Manager
Lorna Camacho, Minute Taker/Office Manager/Executive Assistant

3. **PUBLIC COMMENT:** None

4. **CHAIR COMMENTS:** Vice Chair Forsyth acted in Chair Flood's stead.

5. **COMMISSIONER COMMENTS:** Commissioner commented about the nice article in the paper.

6. **APPROVAL OF CONSENT AGENDA:** All items listed under the "Consent Agenda" are routine and will be enacted **by one motion** unless a commissioner so requires, in which event the item will be removed from the Consent Agenda and considered in its normal sequence on the agenda.

6.1 Approval of Minutes: January 23, 2023

6.1.1 Approval of Housing/Business Solutions Committee Minutes: January 19, 2023

- 6.2 Approval of Cash Disbursements –
January 2023: \$19,903,447.55
 - 6.3 Approval of Write-offs for Multi-Family/Housing Department -Tenant Accounts Receivable –
January 2023: \$338.00
 - 6.4 Approval of Write-offs for the Section 8 Housing Choice Voucher program -
January 2023: No write offs.
 - 6.5 Approval of Write-offs for the Landlord AR Section 8/Housing Choice Voucher Program -
January 2023: No write offs
- ☞ **Vice Chair Forsyth called for a motion to approve the Consent Agenda as presented. Commissioner Palmer moved for approval of motion. Commissioner Burton seconded the motion. Vice Chair Forsyth called for question. None opposed. Motion carried.**

7. EXECUTIVE DIRECTOR’S REPORT:

7.1 Executive:

7.1.1 Executive Director’s Report: Comments by Ms. Stanton.

1. Residents and Participants:

Ms. Stanton reminded the Board of the different format she is using for her Executive Report. For consistency purposes, the format used is based on the four focus areas of BHA Strategic Plan for Fiscal Year 2023.

To provide our residents and participants with excellent customer service we are in the process of implementing a form of communication that utilizes an app which can be downloaded onto a cell phone. The app called “All Do Good” will give us the ability to push out real time information to our customers. Although this is not a two-way method of communication it can be used to conduct customer needs surveys and/or needs assessments. Many other housing authorities are already using this form of communication and we are working with our legal counsel to ensure that we utilize this tool properly and legally.

We have kicked off the implementation of our YARDI Mobile Inspection tool. This will automate our inspections and speed up the overall inspection process.

As a process improvement of our Housing Choice Voucher (HCV) program, we are hiring a new position that will have process improvement as a focus and in charge of customer service.

We are in the process of updating the Administrative Plan to incorporate required changes and will bring this to the Board in March 2023.

2. Partners and Advocates:

Community leaders established a task force to create more affordable housing in Kitsap. Ms. Stanton has partnered with Joe Crane the Executive Director of St. Vincent de Paul and Tony Ives the Executive Director of KCR to lead a county wide effort to acquire and develop affordable housing in Kitsap County. The task force wanted to make sure their nonprofit wasn't competing for resources with housing projects that larger entities like the city of Bremerton or Kitsap County were already working on. The group is in the process of developing teams to begin this work. There are at least 40 plus community members including several local politicians that will be participating.

Ms. Stanton continues to work with the City of Bremerton and Kitsap County to collaborate on our shared goals in fully utilizing our resources and programs in meeting our mission regarding affordable housing. One of these important initiatives is funding a housing navigator position. Both the City of Bremerton and Kitsap County are considering using funds from the HOME-ARP program to fund this position at BHA. Ms. Stanton will attend the City Council meeting held next week. We will update the Board on new developments.

Ms. Stanton was asked to represent both BHA and the Association on Washington Housing Authorities in testifying before the State Senate Ways and Means Commission in support of Bill 5256. This bill makes the Child Welfare Housing Program permanent and provides statewide funding for housing and housing support services for households involved in the child welfare system where the lack of housing is a factor in keeping families separated or causing them to be separated. If passed this bill would specifically provide case management and housing navigation services to HCV participants in our Family Unification Program and our Foster Youth to Independence Program. We will update the Board when information becomes available.

3. Financial Strength:

We received two submissions in response to our Request for Qualifications for a development consultant. We are in the process of reviewing the responses and will update the Board on our selection at the March 2023 Board meeting.

We have implemented process improvements for our work orders. As unit turns have been a concern for us. The improvements have been successful.

We have received a draft contract from Grace Hill for our CMS team to provide training services. We will update the Board when the details have been worked out and we are ready to proceed.

Our housing and quality control teams are implementing internal controls to address the standards of HUD's SEMAP and PHAs scoring so that we can address our performer status. Our goal is to be high performers in both scoring systems.

Commissioner Palmer said historically, we have always been high performers. But we seem to be missing the mark. What is the challenge causing this. And if we are not high performers why? Ms. Stanton commented that this was due to us underutilizing our HCV vouchers and can be affected by work performed incorrectly. This is no longer the case.

As our CMS employees continue to work from home and we anticipate this to be a permanent situation, the workspace at NDGC is predominantly unused. We are pursuing various options to address the unused space including leasing or selling this space. Currently, we have legal counsel researching our options and talking to interested parties.

4. Organizational Capacity:

In October 2022 we conducted an employee DE&I survey. The results of the survey showed an increase in employee responses, which is terrific. We are now working on action plans to address areas where we can improve our processes, communications, and practices to be more inclusive and equitable. As we mentioned previously, we have hired a DE&I specialist and she is now working full-time with our staff on these efforts.

Commissioner Hanten added that the survey was comprehensive. Ms. Kennedy walked us through the results and indicated where we will be taking necessary actions. Ms. Kennedy has our full support moving forward.

Katie Sharp is facilitating work with the Executive Team to develop talking points for BHA's Board of Commissioners. This product will be first launched in support of Chair Flood as he attends the March NAHRO conference in Washington D.C. Mr. Schanne will talk more on this in his report.

Laptop and hardware upgrading efforts are underway for staff in need of upgrade. Our telecommuting policy has been updated and 95% of all telecommuting agreements have been updated.

5. Other Reports:

Last Board meeting we discussed about a potential purchase of available land. We met with a Commercial Real Estate Agent to pursue additional information regarding this property and other acquisition opportunities. More to come.

7.2 **Finance:** Comments by Mr. Enstrom.

7.2.1 First Quarter Report FY 2023

The Finance/CMS/Personnel Committee met on February 23, 2023, and presented the First Quarter Financial Reporting October 1, 2022, through December 31, 2022. Mr. Enstrom pointed out highlights of the First Quarter Financial Reporting PowerPoint. Overall, the first quarter ended with a cash positive of \$783,551.

Commissioner Palmer asked that Mr. Sherman start reporting on restricted cash. And would like to start deploying our unrestricted cash as we move forward.

Vice Chair Forsyth asked to see each quarter compared to last year's quarter. We can start with the Second Quarter Financial Reporting.

7.3 **Housing Management:** Comments by Ms. Reed.

7.3.1 Tenant-Based Occupancy Report – Housing Choice Vouchers, SRO Project Based, SHP, and TBRA

Number of termination due to residents passing away. Housing Assistance Payments (HAP) spending increased due to lease-up increase.

7.3.2 Property Vacancy Report

The Firs had six vacancies due to the water damage. We completed all work orders. Next step is to replace the blinds.

7.4 **Business Solutions:** Comments by Mr. Schanne.

IT Infrastructure and Business Systems:

As housing authorities across our nation come under increasing threat of Cyber-attack, the measures that Bremerton Housing Authority has taken over the past year have proved effective. Our advanced threat protection software coupled with multi-factor authentication and processes that monitor threats in real time have caught and prevented several attempts of bad actors trying to log into our systems. Infrastructure investments have been made as there are two fronts. The other being users/staff.

Communications:

We are developing a one page talking points combined with facts of BHA for Board members. What are some of the questions you as Board members would like to answer when asked.

Commissioner Hanten would like to know how BHA moved the indicator to get folks into housing off the street. What does that number look like. What difference have we made in

the last year? Concrete numbers would be great. And knowing the demographic of who we served would be helpful.

Vice Chair Forsyth would like to reference what we are doing in reference to cyber security. How we are ensuring data is being protected. Always keeping the people, we serve in mind.

Commissioner Palmer said it would be nice to say we spent this amount of dollars for services to families etc. tangible things. Pendleton Place is a great example of this.

Mr. Schanne attended a Yardi conference in Texas last week.

7.5 **Human Resources:** There are no HR action items.

7.6 **Contract Management Services:** There are no CMS action items.

8. **EXECUTIVE SESSION:** None

9. **UNFINISHED BUSINESS:** None

10. **NEW BUSINESS:** None

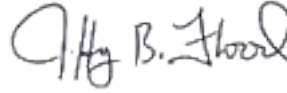
11. **FUTURE 2023 REGULAR MEETINGS:** March 27, and April 24, 2023.

Housing/Business Solutions Committee: April 20, 2023, at 4:00 PM

12. **ADJOURNMENT:** There being no further business, the meeting was adjourned at 6:31 p.m.



Executive Secretary



Vice Chair of the Board

SEAL

