

MINUTES OF THE REGULAR MEETING
OF THE HOUSING AUTHORITY
OF THE CITY OF SEATTLE
SEPTEMBER 21, 2020

The Commissioners of the Housing Authority of the City of Seattle (“Seattle Housing Authority” or “SHA”) met in Regular Session on September 21, 2020, via teleconference. Board Chair Paul Purcell called the meeting to order at 5:05 p.m. Kimberly Garrett performed a roll call for Board Commissioners in attendance. Commissioners present and absent were as follows:

Present: Paul Purcell, Chair
Robert Crutchfield
Twyla Minor

Absent: Dr. Paula Houston, Vice-chair
Gerald Smiley
Debbie Thiele

Public Comment

Summer Gray, Capitol Park Tenants Union
Susan Petusche, Olive Ridge

Consent Agenda

Commissioner Purcell presented the Consent Agenda, which included approval of minutes for the Regular Board Meeting of August 17, 2020, approval of the minutes for the Regular Board Briefing of September 14, 2020, and, approval of the Expenditure Certification Report (Authorization to Pay Outstanding Obligations of Salaries and Claims for the Period of August 1 to August 30, 2020.) Due to the lack of meeting quorum, Commissioner Purcell deemed that the vote of the current Consent Agenda would take place at the October 12, 2020 Board Meeting.

Regular Agenda

SHA 2021 Carry-on Budget Discussion (cont.)

Executive Director Andrew Lofton introduced CFO Shelly Yapp, who continued the discussion previously presented at the September 14, 2020 Board Briefing by giving the Board a summarization of the SHA 2021 Carry-On Budget.

Ms. Yapp explained that normally the resolution concerning the budget (Resolution No. 5196) will be introduced to the Board for action in October, then SHA will go forward in implementing the budget for the ensuing year. This year, it will be a different process; the Board will adopt the 2021 Carry-On Budget to remain in effect until the Board adopts the 2021 Adopted Budget, which will then supersede the previous one and become the official SHA budget. We expect this to occur in late 4th quarter of 2020, or early in the 1st quarter of 2021.

SHA adopted a two-stage approach for this year's budget - the 2021 Carry-On Budget, to be followed up with the 2021 Adjusted Budget - which was necessitated by the occurrence in March of the COVID-19 pandemic virus. In March, the Cabinet held a Budget Retreat meeting discussing how to modify the budget process in the face of the pandemic so it would not impede the more urgent work of all departments, and particularly Housing Operations, to address the virus, while meeting the official HUD budget submittal deadlines. This called for extensive planning for and implementing changes in our work focus, operational policies and procedures, and workplace environment to address the needs of our residents, voucher participants, and employees during the COVID-19 virus.

We adapted the federal government's "Continuing Resolution" procedure, whereby the authorized expenditure levels for the current year are simply carried forward as the basis for the next year's budget and subsequently replaced by an updated, or adjusted budget for the new-year.

The Operating Budget expenses were rolled over from 2020 to 2021, so nearly all expense accounts are the same as they were for 2020. Because of its size, the voucher program Housing Assistance Payments - HAPs expense budget was updated to reflect our knowledge of changes affecting 2021 and use of our model for projecting future costs. With few exceptions, all FTE's authorized in the 2020 Revised Budget for departments were maintained in 2021, and revenues for 2021 reflect current assumptions and forecasts for major revenue sources.

The Capital Budget for 2021 largely represents the carry-over of 2020 projects that were delayed as a consequence of COVID-19 impacts, plus the top tier of 2021 projects that were identified as the starting platform for 2021. The IT Capital Budget for 2021 focuses on continuing the conversion of Housing Choice Voucher tenant information from Elite to the Yardi system and infrastructure hardware replacement projects scheduled for 2021.

The 2021 Development Budget reflects the nature of these projects as one-time, multi-year projects and displays the overall sources and uses of the mixed financings, stage of each project, and the estimated project expenditures. There's no expectation for a need to make adjustments in major projects development budgets. The Tax Credit Properties' Budgets were prepared in the same fashion as the SHA Operating Budget with updated revenues and 2020 expense rolled over to 2021.

Next month, Resolution No. 5196 will be introduced to the Board, and requested for Board approval at the October 12, 2020 Board Meeting. This resolution will serve to adopt SHA's 2021 Carry-On Budget, which includes operating, capital, grant and redevelopment expenditures, totaling \$405.7M.

Commissioner Purcell and Executive Director Lofton invited the Board to reach out to schedule an individual meeting for any budget inquiries they may have.

Expense Category	CY 2021 Proposed SHA Carry-On Budget
Program Operations and Administrative Exp.	\$104,388,000
Housing Assistance Payments (HAPS)	137,417,000
Grant-Funded Expenses	1,337,600
Operating Budget	\$243,142,600
Capital & Non-Routine Expenses	21,310,000
Opportunity Investments	15,100,000
Redevelopment	126,142,000
Capital Program	\$162,552,000
Total Expenses	\$405,694,600

2021 SHA Staff Expenditure Authorization Report

CFO Shelly Yapp presented the 2021 SHA Staff Expenditure Authorization report to the Board, which is an annual notification report that we are required to submit to the Board of an updated list of SHA employees with delegated expenditure authorization in accordance with SHA's Procurement Policies. This expenditure authorization permits an employee to make financial commitments on behalf of SHA up to the amount authorized.

The reported list includes staff expenditure authorization limits for purchase orders and invoice approval, as well as contracting transactions occurring through the use of the purchasing card, or the corporate card. All expenditures over \$50,000 must be approved by the Executive Director.

Resident & Participant Outreach Efforts

Housing Operations Director Rod Brandon introduced Strategy & Evaluations Manager Matt Helmer to the Board to present resident and outreach efforts during the COVID-19 pandemic; our approach, findings of survey of SHA properties, as well as actions SHA is taking in response to survey results.

For the period of July 1-18, 2020, Housing Operations conducted a survey with SHA residents (to approximately 3,300 households via email, and The Voice) to gather input on the department's recovery planning, customer service during COVID-19, and challenges that the residents may be experiencing. In addition, staff administered approximately 160 surveys with households of color by phone to address equity challenges with online surveys. 707 responses were generated by the survey, with over-representation among SSHP portfolio and white residents. Survey analysis was broken down by race, portfolio and household type to ensure results were not skewed because of the representation of survey respondents.

The types of questions that were asked in the survey were focused on gaining perspective for the residents' experience during COVID-19, input on their comfort level with staff entering their units, staff re-opening community rooms, etc. Mostly, we were trying to hone on different challenges and issues that the households were facing, how do residents feel about SHA's customer service during COVID, and what support could be supplied by the agency given the fact that property management offices were closed and routine maintenance halted temporarily due to the pandemic. Summary of key findings are listed below:

Unit Entry: 91% are ok SHA entering units for emergency or urgent maintenance work. Only 55% support entry for routine work, or inspections.

Reopening Community Areas: 50-60% of those who used community spaces before COVID would use them now.

Meeting with SHA Staff: Most residents will meet staff at property management offices if safety measures are followed.

Resident Needs: Help with food, rent/utilities, and internet/computer access were the largest needs identified among residents.

Households in Scattered Sites and HOPE VI communities, households of color, and households with children expressed greater challenges in most areas.

Rent Challenges: 40% reported a challenge paying rent. Half of those who reported a challenge cited increased expenses as a reason.

SHA Customer Service During COVID: 28% Excellent, 31% Very Good, 22% Average, 13% Fair, 7% Poor

Appreciation for cleaning, wellness calls, and staff support. Frustrations with communication, other residents' lack of safety (e.g. mask wearing), and the pause on routine maintenance.

In response to the resident survey results, staff will continue with wellness calls and the incoming helpline to identify struggling residents who need supports. Scattered Sites will continue reaching out to all residents struggling with rent. Property management staff will return to part-time status at field sites, and we will continue to identify and implement strategies to support staff's capacity and ability to deliver excellent customer service. New signage will be developed and more communication will be given on wearing face coverings. Plans for reopening community spaces will be made while evaluating safety measures to do so, and staff will be resuming routine work orders and starting inspections in units.

Executive Director Report

Mr. Lofton reported to the Board on the Federal Government Continuing Resolution (CR) process regarding the 2021 Federal Budget. The CR is currently in play, with the fiscal year ending on September 30, 2020 with no budget in place. If an agreement has not been made, there

will be a government shutdown, which is a small likelihood. A deal may be imminent, but in the event of a last minute, frantic activity surrounding the CR, that is the current status.

SHA staff has begun promoting the opportunity and working to encourage voting activity and registration when needed amongst residents. We have also been urging residents to complete the Census, as it is an important aspect of the Federal Government and aids in our areas' ability in receiving Federal funds and resources.

Commissioner Purcell then asked if there were any further questions or comments from staff, or from his colleagues on the Board. Hearing none, it was moved that the September 21, 2020 Regular Session of the Board be adjourned at 6:24 p.m.

Secretary-Treasurer