

Daytona Beach Housing Authority
February 17, 2023 Board Meeting 10:00 a.m.

I. Call to Order - Chair Daniels called the meeting to order at 10:02 a.m.

II. Roll Call - Commissioners Jass, Jamison, Murphy, and Daniels were present for roll call. Commissioner Brown-Crawford was absent.

III. Invocation - Invocation led by Chair Daniels.

III. Recognition of Visitors - Joanne Williams stated the home she was renting was damaged during the hurricane. The homeowner has decided not to fix the house and is selling it, giving the renter 30 days to move. Ms. Williams stated that her and her roommate's combined income is less than \$2,000 a month. She stated she can't find a two-bedroom apartment that she can afford. She asked the commissioners if anything is being done for affordable housing and asked where she should go.

Attorney Gilmore asked Ms. Williams if she's trying to get on Section 8. Ms. Williams stated she needed to do something, and she guesses it's Section 8 that she needs. Attorney Gilmore stated her comment will be addressed, but what Ms. Williams is asking is not a Board question but instead for staff.

Ms. Williams asked how to get in contact with staff. Attorney Gilmore stated that staff will contact Ms. Williams. Attorney Gilmore told Ms. Williams that her issues may be discussed during the meeting if she wanted to stay.

Commissioner Jass stated that people don't know where to go for help, as waiting lists are closed.

V. Public Comments - No public comments.

VI. Approval of Minutes

1. Regular Board Meeting - January 20, 2023 -

Commissioners Present: Jamison, Murphy, Daniels, Brown-Crawford. Commissioner Absent: Jass.

Commissioner Murphy made a motion to approve the minutes of January 20, 2023. Commissioner Jamison seconded the motion. Commissioner Jass was not present at the January meeting and voted present. Commissioners Jamison, Murphy, and Daniels voted yes.

VII. Changes to the Agenda - Dominic Morgese stated that the public adjusters who are helping with the appraisal and adjusting efforts on the damaged property, Ross Haynes with Favre Public Adjuster and George Keys with Keys Claims Consultants, are on the phone call and will take any questions should there be any. Chair Daniels added an agenda item under financial strength to accommodate the conversation. Charles Woodyard stated he would like to follow up on the Board Retreat from the day before and talk

about how to move forward with a consensus process with the Board. Although it's on the agenda, Mr. Woodyard would like to move the item up.

Commissioner Murphy made a motion to approve the agenda with the changes. Commissioner Jamison seconded the motion. Unanimously approved.

VIII. Discussion

IX. Consent Agenda - *(Matters included under the consent agenda are self-explanatory and are not expected to require review or discussion. Items will be enacted by one motion. If discussion is desired by any member of the Board, then that item will be removed from the consent agenda and considered separately.)*

X. HACDB Board Retreat Conclusion - Chair Daniels stated that the Board had a great Retreat the prior day. Mr. Woodyard stated he will be out of town the following week as he will be attending the Executive Director's Forum. He stated he will be giving a brief presentation at the Forum. Mr. Woodyard discussed the Board Retreat and the consensus that needs to be made.

XI. Old Business Items - No old business.

XII. Monthly Performance

1. Customer Satisfaction -

a. Family Self Sufficiency (FSS) Monthly

Progress Report - Michelle Williams, who is the FSS coordinator, presented the monthly progress report. There are 58 families enrolled in Housing Choice Voucher and 36 in Public Housing, for a total of 94 participants in the program. There were two participants from the Public Housing side that exited, which was due to receiving vouchers. There were two families who ported in the Housing Choice Voucher Program to another housing authority. There was a request by a participant for graduation. There are four from the Housing Choice Voucher side and one from the Public Housing side.

Ms. Williams stated that HUD has a new FSS contract, which includes a new rule. Of the 58 families enrolled on the Housing Choice Voucher side, 43 have signed the new contract, which gives them access to an additional end date on their contract. Also, if something were to happen to the participant, somebody else in the immediate household could take over the contract. On the Public Housing side, of 36, there were 18 who signed the new contract.

Commissioner Jamison asked Ms. Williams if she is experiencing any difficulty getting the word out about the program. Ms. Williams stated that she isn't.

Commissioner Murphy asked Ms. Williams if there were organizations that the Housing

Authority is working with to assist residents in working towards home ownership. Ms. Williams stated that she refers the residents to organizations, such as Homes for HOPE, Mid-Florida Housing, and Habitat for Humanity. When residents come in, the Housing Authority doesn't put home ownership as a goal, but rather steps to home ownership, which is credit and financial literacy.

Mr. Woodyard stated that it was mentioned in the Board Retreat that there was a need to match families with potential jobs, which could be a combination of job training, job readiness, and letting them know what's out there and matching the two together.

2. Housing Solutions

a. Public Housing Reports - Shirley Roman

provided the Board with some highlights. Ms. Roman stated that in the financial report, the account ledgers are quite high. She stated that the department goal is to clean the account ledgers by no later than June 30, 2023. It was discovered that there were some issues with Yardi. So, when the system was migrated or transfers were made, the account ledgers did not transfer, so she's in the process of cleaning the ledgers, which should cause the numbers to change. Ms. Roman stated that account notices and termination notices were sent to the residents. There have been meetings between staff and residents.

Mr. Woodyard stated that the Board may be hearing from residents about the notices. He stated staff will figure out a payment schedule for the residents.

Commissioner Jamison stated that the waiting list has been closed since she has been there and asked when the waiting list will be opened. Ms. Roman stated that staff is in the process of merging the waiting list. A file audit was just completed and staff is waiting to get the results so they can start moving forward. The process was to merge the waiting list, update the waiting list, and then reopen the waiting list. Ms. Roman is hoping that sometime this year the wait list will be opened.

Mr. Woodyard stated that the inability to have stability in the property management workforce has had some unintended consequences. It has been challenging to keep people who can work on the wait list.

Mr. Woodyard stated that what the commissioners hear at next month's meeting is not going to be a matter, but there are

is not going to be pretty, but there are reasons for it.

Chair Daniels stated that he hopes that the wait list is open soon because the people need to have an idea that they have an opportunity to be housed. If the wait list is never open, people will never receive hope and opportunity.

Commissioner Jass asked how Windsor/Maley impact the wait list. She stated that out of 300, 202 units are occupied.

Mr. Woodyard stated that it is an Allied Orion question to answer. He does meet with them every two weeks, and he can talk with them about wait list management.

Ms. Roman stated that in the compliance department, she has been reporting for the past three or four months that there are some late certifications that were not completed. She stated that with Kara Lennard's assistance and the new staff member, they were able to complete a total of 194 certifications.

On the occupancy, Caroline Village is at 49 percent. Ms. Roman stated she's trying to get people out of the hotel rooms and back to Caroline Village. So far, there have been eight unit transfers. They are working on repairing 16 more, and the goal is to bring back all the families.

As of to date, there are still 34 families in hotels. Ms. Roman stated that many of the families don't want to go back to Caroline Village. They are in the process of finding a new home, working with the Section 8 voucher department. In an effort to bring families back, Ms. Roman has been telling the residents that, effective March 30th, the Housing Authority will no longer cover hotel expenses.

Ms. Roman stated that she had issues with the hotel expenses due to the NASCAR race in town. The hotel rate is typically \$90 a night. The rate went up to \$350 a night. The Housing Authority has a cap of \$150 a night. Ms. Roman stated she discussed this with the families.

Commissioner Jamison asked if residents could be transferred to Northwood Village. Ms. Roman stated they transferred people to Northwood Village.

Ms. Roman stated that there are repairs being made to the sidewalks. They've also asked for estimates to do exterior painting at Northwood Village. Mr. Woodyard stated that the sidewalk at Palmetto Park was a major job. The sidewalks that are being

worked on were part of the rehab inspection that was conducted and identified as a trip hazard.

Ms. Roman stated that about 40 units were broken into. People walked into units and made them their homes. Mr. Woodyard stated they're having to secure electricity so that it's not taken advantage of. Staff is working with the police department, and they do have security, but it's not a 24/7 agreement.

Chair Daniels asked about the large balances on Caroline Village and whether residents are still supposed to pay rent. Mr. Woodyard stated he has been receiving conflicting information on whether or not the rents are to be charged. He said as soon as he gets an answer, he will update the Board.

Commissioner Jass stated that in Windsor/Maley, the doors are not secured, and people are moving into empty apartments.

Ms. Roman stated there have been conversations where the resident has the assumption that the Housing Authority has received FEMA funds. Some of the residents are under the impression that FEMA is covering the hotel charges.

Commissioner Jamison told Commissioner Jass that people moving into empty units is a police issue. Commissioner Jass stated that they have to be caught. Ms. Roman stated that the concerns should be shared with property management. Commissioner Jass stated they have reached out to property management.

Commissioner Murphy asked if security for Caroline Village would be a reimbursable expense under FEMA as it's directly related to the hurricane.

Mr. Woodyard stated that if federal funds are used, FEMA will not reimburse. Mr. Woodyard stated he didn't think the Board would want to draw much more down out of COCC.

b. Housing Choice Voucher Report - Venkisha

Haynes provided the Housing Choice Voucher report. Ms. Haynes stated she is still working with the VA for veterans, trying to get more veterans housed. They're allotted about 218 vouchers for veterans, but they're only utilizing 136 of those vouchers.

Ms. Haynes stated they haven't really received a lot of referrals for Mainstream, which is the non-elderly, disabled vouchers. Annual recertifications were on track with annuals. Ms. Haynes stated they're working on compliance and auditing all files

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Ms. Haynes stated she has not touched the waiting list. The last time the Housing Choice Voucher waiting list opened was in 2020, right after COVID. There were about 4,000 people on the waiting list. Currently, there is about 1,300 on the HCV waiting list.

Chair Daniels asked if the waiting list has opened. Ms. Haynes stated that once everyone is housed, the waiting list will open. She suggests that the people on the waiting list be housed before the waiting list is opened. The process is the management company notifies the Housing Authority that there are vacancies. The families are referred to Windsor/Maley, and they go through the tax-credit process to see if they're eligible. If they're not, that person is removed, and the next 20 families are pulled.

Ms. Haynes stated that as of the prior Wednesday, she and Mr. Woodyard were notified that the management company wanted 10 referrals sent to them. There was a hold on it because a lot of the units got damaged during the storm and construction was put on hold.

Ms. Haynes stated that she was notified that the Housing Authority got approved for the waiver. The Housing Authority requested for the payment standards to increase to 120 percent. Currently, it's at 110. HUD increased payment standards, so now families have more options to shop around in Daytona Beach. When families are pulled from the waiting list, they will be able to lease up quicker.

Ms. Haynes stated she just heard, about 10 minutes prior, about the approval of the waiver.

Commissioner Murphy asked Ms. Haynes if the problem with the VASH vouchers is finding the veterans to use them or finding the places that the veterans can use them. Ms. Haynes stated that since she has been there, the biggest issue that she sees with the VASH program is they're able to destroy a unit and come back through the program because they're not allowed to terminate the assistance. The only way termination is allowed is if the veteran becomes a sex offender.

Chair Daniels asked if the emergency vouchers were filled. Ms. Haynes stated that they were filled. She stated that they were awarded 31 emergency vouchers. The Housing Authority was number one in the region to

have the vouchers leased up so quickly.

3. Financial Strength

a. Keys Claims Consultants - Dominic Morgese stated that when Hurricane Ian made landfall at the end of September 2022, quite a bit of damage was sustained at the Housing Authority. Initial damage estimate from the insurance carrier was about \$5 million. Caroline Village sustained significant flooding damage. Mr. Morgese stated that efforts that staff made to file insurance claims and to file project worksheets with FEMA was thorough, but Mr. Morgese believes they need professional help beyond that. Mr. Morgese believes that there may be more that may be taken into consideration in the claims and in the process of requesting reimbursement.

Mr. Morgese stated that Ross Haynes, with Favre Public Adjuster, and George Keys, with Keys Claims Consultants, specialize in public adjusting and will aid the Housing Authority in the efforts to request reimbursement from the insurance carrier and FEMA. They will be on the property on Tuesday the following week to do an on-site assessment, which should take two to three weeks.

Commissioner Murphy asked if the two separate consultants are looking at different aspects of the damage. Mr. Morgese stated that Mr. Keys is working on the insurance claim and Mr. Haynes is working on the FEMA claim.

Mr. Morgese stated that Mr. Keys has more than 30 years of experience in adjusting insurance disaster and big claims for municipalities and not-for-profits. Mr. Haynes has experience in previous disasters, specifically in Puerto Rico, with Hurricane Maria.

Chair Daniels welcomed Mr. Keys and Mr. Haynes. Chair Daniels invited other commissioners to meet with Mr. Keys and Mr. Haynes when they arrive.

b. December Finance Report - Mr. Morgese presented the December finance report. The agenda states November finance report, but it is the December finance report. Commissioner Jass asked about the contract with the washers and dryers in the Windsor. She stated that there's only one working. The contract company only comes around to collect the money out of the machines. The company isn't repairing them or responding. Commissioner Jass would like to know what can be done to get more machines

can be done to get new machines.

Mr. Woodyard stated he will bring it up at the next manager meeting. He stated that the contract has been assigned to the partnership that has hired Allied Orion.

4. Innovative Systems - Mr. Morgese stated that the Housing Authority is in the process of undergoing some due diligence to change the payroll provider. The company that's being strongly considered is Paycor. Mr. Morgese stated that one of the features that staff was delighted with was the fact that people can now apply online. Commissioner Jass stated that as long as she has been a commissioner, she's never heard where the money comes from to pay staff. Mr. Morgese stated that most of the funding is from HUD. Mr. Woodyard stated that one way is through the subsidy contract. There are two ACCs, annual contribution contracts, that come through the Housing Authority for Public Housing and HCV. And then there's a COCC stream of income that comes through that as well. Then from the Housing Authority, client rents that come in. There are grants, such as capital fund grants, ROSS grants, even capital fund grants in the administrative category that pays for salaries. There are also entrepreneurial activities that are done, such as leasing that can go into the accounts. Mr. Woodyard stated that staff is lean.

Chair Daniels asked if Paycor is coming to the Board, or if staff is just making the Board aware. Mr. Woodyard stated they're making the Board aware.

5. Employee Success - Mr. Woodyard stated they're getting into the season of doing employee evaluations. The evaluations look at the performance standards that were put in place last year. They won't necessarily lead to merit increases. Mr. Woodyard stated that even if the merit increases are not possible, it is incumbent on all the managers to go through the process of performance plans and holding employees accountable to it.

XIII. CEO Comments - In regard to the Board Retreat, Mr. Woodyard stated that he asked his Leadership Team to go outside of their comfort zones. Mr. Woodyard is asking the Leadership Team and the Board to become more aware of the things everyone is stretching themselves trying to do. Each manager experienced various levels of discomfort. The culmination of it was giving the presentations at the Board Retreat, getting into teams with Board members, and helping commissioners brainstorm.

Mr. Woodyard stated it will continue, but it won't be to the extent that it has been over the past month or two. Commissioner Jamison stated that she believes that the Leadership Team represented the Agency very well at the

Board Retreat. Commissioner Jamison asked if staff is currently at 100 percent. Mr. Woodyard stated it's not quite at 100 percent, but they're close to it. Property management is closer to it than they've been in a while. Mr. Woodyard stated he interviews all new hires. Attorney Gilmore echoed the compliments to staff and the presentation.

XIII. Commissioners Comments - Commissioner Jamison did not have any comments.

Commissioner Murphy stated she wanted to add her voice to the admiration of the staff. She stated that at this point, it's really important because they're looking at shifting the entire organization, and it showed the Board that there are a lot of people who are ready to step up and help make the change and make it a really quality operation.

Commissioner Murphy stated she would be interested in talking about whether they'd want to maintain the Housing Authority name as it is because there are a lot of housing organizations across the country that are formally titled housing authorities that are now talking about changing their name to reflect more of what they're doing.

Mr. Woodyard stated he has spoken about that to Attorney Gilmore. Mr. Gilmore stated that Florida statute requires housing authority to be in the name. He has been speaking with lobbyists to try to get the statute changed. Mr. Gilmore thinks they'll get there, but it can't currently be done.

Chair Daniels asked what other housing authorities are changing their names to. Commissioner Murphy stated they're changing it to housing solutions.

Mr. Woodyard suggested changing it in the marketing material. Mr. Gilmore stated that there are some housing authorities that are doing that in marketing. Mr. Woodyard asked if it can be put on the website. Mr. Gilmore stated he'll make it part of what he'll talk about next week.

Commissioner Jass stated she walked away from the Board Retreat feeling like she was a totally different person as a commissioner. She felt like she learned a lot more and felt very secure in the questions and answers. She stated it was a great day for everyone.

Chair Daniels stated that the Board Retreat was a good meeting. He thanked Dixie Morgese at the retreat. Chair Daniels asked Mr. Morgese to have Dixie Morgese bring some of the things that were at the Retreat to the Board meetings and spread them around the table so they can play as they learn. Mr. Woodyard stated he can do that.

Chair Daniels stated that Commissioner Jamison's birthday is coming up.

Chair Daniels stated that he still wants to keep housing in the name. He said he heard somebody say they're in the business of housing, so they don't want to get rid of all the housing. He stated he wants to build, so they can provide for the community and be the solution to some of the problems that's impacting the greater Daytona Beach area. Mr. Woodyard brought up at the Board Retreat that there are properties that are just sitting that need to be

moved. It's just holding property and the Housing Authority is paying for it.

XV. Adjournment - Chair Daniels adjourned the meeting.

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