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| <b>Members Present</b> | Terry Anderson, Sharon Bosteder, Lillie Clinton, Paula Danielson, Gideon Hoto, Mary Mangrum, Rose McCoo, Lynn Miner, Tammy Morris, Barbara Rice, Susan Scroggs, Antonio Smith, TerryLynn Stewart |
| <b>KCHA Staff</b>      | Shawli Hathaway, Bill Cook, Beth Meshke, Michael Anderson, Tracie Friedman, Katie Escudero   |

**KEY POINTS DISCUSSED**

| NO. | TOPIC                                | HIGHLIGHTS   |
|-----|--------------------------------------|--|
| 1   | Welcome, Introductions, Review Notes | Notes from April 2017 RAC meeting were approved.                         |
| 2   | 2016 MTW Report                      | Katie Escudero reported on some highlights from 2016.                    |
| 3   | 2018 MTW Plan                        | RAC members provided feedback about KCHA’s draft MTW Plan for next year. |
| 4   | Property Management                  | Bill Cook told about a security camera pilot, and had a Q&A session.     |

**Prior RAC Meeting Notes**

The April meeting notes were approved to be posted at <https://www.kcha.org/residents/rac/>.

**Welcome and Introductions**

Shawli Hathaway, Assistant Director of Resident Services, introduced Tracie Friedman, Housing Program Manager in KCHA’s Resident Services Department, as the RAC manager contact at KCHA. RAC members welcomed Tracie. RAC members and attending KCHA staff introduced themselves around the room.

**2016 Moving To Work (MTW) Report**

The Housing Authority submits MTW plans and reports to Housing and Urban Development (HUD) each year. Katie Escudero, Moving to Work Policy Analyst in KCHA’s Policy and Research Department, presented highlights from the *2016 MTW Report*. This annual report compares KCHA's performance last year with the goals identified in the *2016 MTW Plan*.

**What does it mean to be an MTW agency?**

HUD named the King County Housing Authority a Moving to Work (MTW) agency in 2003. Katie explained that MTW isn’t about moving and it isn’t about work. MTW gives KCHA waivers from certain HUD regulations. This flexibility allows KCHA to shape its federally funded programs in ways that respond to local conditions, streamline operations, and better support tenants. KCHA is one of only 39 high performing housing authorities that participate in the MTW program.

Before KCHA got MTW status, federal funding KCHA received for its Public Housing program went directly and strictly into Public Housing, and likewise Section 8 funding went strictly to KCHA's Housing Choice Voucher (Section 8) program. Since gaining MTW flexibility, KCHA is able to put into one pot of money all funds from HUD for Section 8 and Public Housing as well as income from properties KCHA owns and operates without federal subsidies. From this combined pot of money, KCHA is able to fund all of its programs, including Section 8, Public Housing, the Homeless Housing and Resident Services departments, and is able to innovate how KCHA uses its subsidies from HUD in ways that best serve the local needs of our diverse population we have in King County. We are able to not only fund the traditional programs of a Housing Authority, but also innovative programs because we have flexibility to work with and be more responsive to the local community on innovative programs.

### Highlights from the 2016 MTW Report

Here is a summary of some of the highlights that will be in the FY 2016 MTW Annual Report. This report will be posted later in 2017 at <https://www.kcha.org/news/mtw/>.

KCHA served 11,262 families in KCHA-owned properties: 9,494 families housed in the private market with a voucher, and 986 families housed in nonprofit partner housing.

KCHA acquired and thus saved 76 units of affordable housing from demolition in Highland Park complex in Bellevue. This kept the mostly immigrant low income residents of this apartment from becoming displaced and it allowed their children to remain in their same schools.

KCHA dedicated 44 Veterans Affairs Supportive Housing (VASH) vouchers to the William J. Wood Veterans House in Federal Way, a service-rich housing complex owned by the Multi-Service Center (MSC) which opened in December 2016 to house 44 previously homeless veterans and their family members. This is a partnership between KCHA, MSC and the Department of Veterans Affairs (VA).

KCHA also purchased Abby Ridge in 2016. It's a 146 unit apartment complex in SeaTac near the new Angle Lake light rail station. One of KCHA's major strategies is to acquire properties near light rail stations to enable lower income people to benefit from living close to good transportation.

Because of MTW, KCHA is able to over-lease its Section 8 program, in 2016 providing on average 130 Housing Choice Vouchers above the number of families KCHA would be able to serve without MTW flexibility.

A major initiative in 2016 was to continue to address the homelessness crisis in our region. More than half of the households entering KCHA programs in 2016 had experienced homelessness, showing that without KCHA a major number of people would have remained homeless. To address increasing amounts of homelessness in our region and to eliminate barriers to housing, KCHA partners with the VA, local nonprofit agencies, and agencies serving homeless young adults. One program to highlight regarding reducing the homelessness in our region is the *Student and Family Stability Initiative* (SFSI). So far 150 formerly homeless families including 374 children were housed through that program. SFSI is a partnership between KCHA, a school district, and Neighborhood House (a nonprofit agency) to provide a temporary housing subsidy and employment assistance to homeless families with students in a the school district.

In 2016 KCHA worked on expanding geographic choice and opportunities for low income participants of KCHA programs to live all around King County. Our Section 8 department implemented a 5 tier zip code based payment standard so that Section 8 subsidies will better match the market rate of rental housing in all areas of the county. We are also investing in areas to improve educational outcomes for children in KCHA programs. We have 15 youth centers and 3 Head Start facilities on KCHA properties. We fund programs that aim to improve educational outcomes. We are investing in underserved neighborhoods such as Greenbridge in White Center to increase opportunities for people we're serving.

In 2016 KCHA invested over 16 million dollars in site improvements and building repairs of properties owned by KCHA. In this way KCHA added up to 30 more years of life to the housing properties.

In 2016, KCHA expended the Energy Performance Contract which is reducing utility costs for both KCHA and residents. In another form of efficiency improvement, KCHA implemented process improvements such as eliminating paperwork that saved over 14,000 hours of staff time.

### **2018 Moving To Work (MTW) Draft Plan**

Katie Escudero next spoke to the RAC about the MTW plan for next year, which has just started to be developed. The annual plan outlines KCHA's MTW goals and activities for the upcoming fiscal year. Katie said KCHA departments are just starting to create their work plans for 2018, so this is a good time to come to the Resident Advisory Committee to ask for RAC members' input and opinions.

Katie began by telling the RAC members what ideas have been drafted so far, followed by asking for feedback and additional ideas from RAC members for 2018. Because of the

For next year we are not planning to take on anything new above and beyond what we already do because of the funding realities in the federal budget. We don't plan to propose many new initiatives in the 2018 MTW Plan due to the federal funding situation. However, members of the RAC are welcome to share ideas of all kinds about KCHA's MTW Plan, both for 2018 and the future, in case KCHA has the ability to pursue your idea later on.

So far, the proposed priorities for KCHA in 2018 are the following:

- a. Increase the number of low-income households we serve.
- b. Expand and preserve our portfolio of housing dedicated to low-income households.
- c. Expand assistance to homeless and the most vulnerable populations in our region.
- d. Increase geographic choice and access to opportunity.
- e. Supporting families in gaining greater economic independence.
- f. Create more cost-effective and efficient programs.

Katie next requested input from the RAC members about the policies and priorities so far proposed to be in next year's MTW Plan. The group split up into small groups to discuss these questions, and provided the following feedback.

1. What is your reaction to these priorities? Do they resonate with you? Why or why not?

- Continue with these priorities.
- We need a team of residents in buildings being remodeled to take a look at the components to be replaced in a remodel. It would be good for a tenant group to review the components KCHA plans to install in remodeled units.

- KCHA's *Selection of Designated Person* form is too intrusive.
- All very sound objectives, but we didn't get real concrete detail about them.
- I am impressed with the thorough research of putting the presentation together. I think there should be more social service people available to senior and disabled people, especially paying attention to Section 8n and people who have problems functioning at normal levels.
- I think the draft proposals are on track with improving the efficiency of in house departments.
- Define *low income*. What is *extra low income*? How to decide when to put in which of those categories?
- I've noticed that some tenants are gone most of the time and are not actually occupying their apartments. Someone else is there: parents, other relatives or significant other.
- What is being done to help homeless people adjust to being housed? Some have a fear and need extra support.

2. Are there other priorities that we should consider pursuing in 2018 or future years?

- Make exceptions for payment standard for cities that share a zip code such as Renton/Newcastle. More payment standard tiers.
- What is the definition of *high needs homeless families* and how can we better serve them?
- Determine what qualifies *youth* for KCHA housing. Start or support a program that can help students get housing. Provide supports for youth beyond shelter.
- Incentives to work for college-bound students.
- Work incentives for youths and summer programs.
- Work. Help people get work and opportunity to make money.
- Recreation.
- Social programs. Help people with mobility problems.
- Networking.
- A source of funds for higher education and provide follow up to students such as provide advice as to how to achieve goals.
- A program for college bound students to encourage them to work and go to college.
- Have end of school programs to honor all students every year.
- Get rid of Key Keepers.
- More opportunities for youth to participate in summer programs.
- It would be a good idea to have counselors for students (adults as well as school age) to help people go into fields of study that are good for themselves and so they can earn an income after school. Provide school orientation according to the students' skills. Help students with goals and with secondary schools.
- Change the *Designated Persons* form so it is not so intrusive to residents.
- The *Selection of Designated Persons* form is being updated, but the update needs to be done quicker and with input from residents.
- Help people achieve their goals: skills, school, major, how to achieve the goal, providing advice. Continue with priorities that help students with goals and secondary schools.
- Need to open up the storage apartment to homeless on the wait list, open to those who have no place to live.
- Emergency preparedness: what will KCHA do and what will residents need to do for themselves?
- Teach people how to care for home. Some have never had one. Providing more tenant education about how to care for a housing unit would be a good idea. We could save lots of money if we could teach immigrants how to use the appliances and bathroom fixtures and how to clean an apartment. Many third world people cause much damage to unit because of lack of knowledge.

- Respond to damage when damage is first done rather than wait for things to fall apart and someone gets hurt. It costs less to prevent than pay very much more after extreme problems.
- When an immigrant moves in it would be good to have someone from an immigrant and refugee agency come to the unit to help orient a new family and help them learn how to take care of the home, how to use the equipment, and how to be a good renter and neighbor.
- Provide a *Welcome* packet to new residents when lease is signed and residents get new keys so they are aware of who to go to and supervisors. The *Welcome* information should include a flow chart of KCHA and also KCHA contact information (Board of Commissioners, senior management, executive director) consisting of phone, address and e-mail.
- No illegal practices in apartment.

### **Security Camera Pilot**

Bill Cook informed the group that KCHA is starting to install security cameras at three of its buildings, one building in each of the three regions, in order to see how it goes. Only one of the buildings has the cameras installed and operating so far: Wayland Arms in Auburn. We are almost finished putting them in at Paramount House in Shoreline. The next property where we'll try out security cameras will be Southridge House in Federal Way. These systems are state-of-the-art. They are little cameras shaped like domes that hang from the ceiling or off the wall. Installing these systems has cost about \$8,000 to \$9,000 per building. There is no additional monthly fee after that. We are already paying for internet connectivity for the property manager's office and that's all that's needed to run this system after the initial purchase and installation.

One reason we want to try these out is we've been having a problem with the doors to our mixed population buildings being propped open. These buildings are multi-story buildings where elderly and disabled adults live. These buildings were designed to be secure buildings that you could only get into with a key card or if a resident let you in after you called the resident. We are trying out security cameras at these three sites to see if there's a reduction in propping doors open and letting in unauthorized people. We put up signs in the buildings with security cameras to notify residents. We don't want anything about the new security camera systems to be kept secret from residents.

We won't use the cameras to monitor what residents are doing. Instead, these are recording systems. No one will be monitoring 24/7 what the cameras record. We think the main use will be to review footage after there's a problem to see what happened and decide who to contact about the problem. The footage is viewable in the property manager's office and can be accessed there or via smartphone by the other authorized viewers. This should improve response time when there's a problem at one of the doors, such as a broken window on an entry door, because the authorized viewers can look at the problem even if they are not on site.

We have written a policy for staff usage of what the security cameras produce. This policy states that KCHA will keep video coverage for only 30 days. The policy states that only three people have access to view the camera's footage: that building's property manager, the regional manager for that building's region, and Bill Cook, Director of Property Management. If someone else wants to see camera footage, for example a KCHA employee from Resident Services who supports residents at that building, that person must get permission to view the footage from the regional manager. The only other entity allowed to see video footage is the police. We are legally required to also provide access to the police if the police make an official request to view the footage.

During this trial at three buildings, we decided to put cameras up so the cameras can see all the entrances used by residents: front door, side doors, rear door and doors leading to stairwells. The

property manager is able to adjust the direction of the camera using his or her office computer or smartphone. Also, at the recommendation of Seattle Housing Authority, we're trying out a monitor inside the front entrance. When someone walks up to the front door, the person can see himself or herself in the monitor. Seattle Housing Authority told us that they have footage of people seeing themselves in the monitor and turning around and leaving. If someone sees himself in the monitor he thinks he's being monitored, so if he shouldn't be in the building he might leave instead of continuing inside.

The system has been running at Wayland Arms for a couple of weeks, and we think there have been less times when the door has been propped open since the cameras were installed. The two times we heard there was a problem with the door being propped open, we were able to review the camera footage, identify who was propping open the door, and give that resident a warning that propping open the door is a violation of the terms of the lease.

We are trying out the security camera system at these three trial buildings. We are using this trial to find out if problems such as propping open entrance doors is reduced, help us decide how many buildings we will be able to install security camera systems in, and how long it will take us to do other buildings. We are looking at if installing these systems is cost effective: if the potential reduction in crime and in peace of mind of residents justifies the expense. If the trial goes well, KCHA might install these security camera systems in all mixed population buildings owned and managed by KCHA. There could potentially be the possibility of expanding to family sites owned and managed by KCHA.