

**RESIDENT ADVISORY COMMITTEE (RAC)**

King County Housing Authority, 700 Andover Park West, Tukwila WA ■  
 Snoqualmie Room ■ June 1, 2016 ■ 5:00 – 6:30 PM

<b>Members Present</b>	Terry Anderson, Sharon Bosteder, Mary-Lynn Bowen, Paula Danielson, Gideon Hoto, Elsie Linebarger, Marcia Magee, Mary Mangrum, Elizabeth Miller, Lynn Miner, Tammy Morris, Amy Pawloski, Noke Phoumkeo, Linda Sanchez-Suwaneh, Terry Stewart
<b>KCHA Staff</b>	Rickie Robinson, Katie Escudero, Bill Cook, Beth Meshke, Michael Anderson, Randy Ziemann, Nikki Parrott, Scott Tyra, Grace Adriano

**KEY POINTS DISCUSSED**

<b>NO.</b>	<b>TOPIC</b>	<b>HIGHLIGHTS</b>
1	Welcome, Introductions, Review Notes	Notes from February 2016 RAC meeting were approved.
2	Workforce Development	Grace Adriano gave an update on Workforce Development
3	Capital Construction	Nikki Parrott spoke about Capital Construction's 2015 projects and how projects are selected.
4	EPIC Update	Randy Ziemann, KCHA's Energy Performance Contract project manager, gave an update on the project at KCHA.
5	MTW Update	Katie Escudero gave an update on 2015 accomplishments and ideas for 2017

**Prior RAC Meeting Notes**

RAC members approved the notes from the February 2, 2016 meeting. These notes will be posted at KCHA's web site: <http://www.kcha.org/residents/rac/>

**Welcome and Introductions**

Rickie Robinson welcomed everyone to the meeting. Introductions were made around the room.

**Workforce Development Update**

Grace Adriano provided information about the Workforce Development framework that KCHA's Resident Services department has been working on. We aim to develop a robust workforce development program to ensure residents can take advantage of employment opportunities in the region. We started in 2015. We are currently in the program development process which includes research on best practices; gathering information from residents, service partners, and

KCHA staff; connecting with sectors involved in similar work; and creating a workforce development advisory committee. One of our big projects this year was to convene eight focus groups with various groups of residents in February and March of 2016. Here is some feedback we got from the focus groups. Many people see a need for a navigator or a coach. Many residents would like to make connections with other residents and have the chance to get and give mentoring from each other. Many want more information about economic opportunities and more chance to provide input to KCHA. Many thought their portion of the rent would increase which might even require them to move out of subsidized housing if they increased their incomes with better jobs. This indicates confusion with KCHA's rent policies. We hope to execute a workforce development program in early 2017.

### **Capital Construction**

Nikki Parrott provided information about the Construction and Weatherization Department.

Capital Construction does the major (over \$100,000) renovation for public housing properties and for some of the project-based Section 8 properties. Renovations of about \$75,000 - \$100,000 are usually coordinated by on-site property management with work done by KCHA's own site maintenance staff. The unit upgrade crews who renovate inside units are also part of Property Management, not Capital Construction. The kinds of projects Capital Construction does include: site work/site improvements (e.g. replacing sidewalks, curbs and gutters, redoing paving and striping of parking lots); envelope upgrades (replacing roof, siding, windows and doors); drainage projects (e.g. feeding gutters into a ground system); common area improvements (e.g. entryways, site lighting, hallways); fire alarm or fire suppression system. The Weatherization part of the department typically does things including: blowing insulation into the walls, reinsulating attics, insulating the under floors (e.g. crawl spaces), air sealing (caulking all the spaces where cold air can get in and warm air can get out), and addressing ventilation and indoor air quality by installing fans.

Capital Construction picks projects to work on based on thorough and comprehensive inspection of a property to look at current conditions of the property (for example, what is the current condition of the roof?), and at the remaining life of the elements of a property (how much longer should the roof last?) Every element (such as a roof) of a property has an expected life cycle. Properties are tentatively scheduled for being worked on by Capital Construction in future years based on when major elements (e.g. the roof) for a property will need to be replaced according to a regular life cycle schedule. Capital Construction employees also review the current condition and maintenance needs of a property with site maintenance and property management staff because they have important information about the property's condition. We also collect information about the condition of a property when Capital Construction staff are at a site doing some other work and notice something about the condition of a property that needs to be attended to sooner than the normal lifecycle schedule. Before we put a project on a list for being worked on in a given year, we confirm our thinking by going out to the site again to take another look at our list of things that should be done at that property.

We generate a list of about 30 – 35 projects a year. Capital Construction receives about \$11 Million per year. Every year we look at all of those needs that we've identified around the whole KCHA portfolio, and based on the information we've collected about properties, we schedule what really needs to be done next year, what could be done the year after that, and what could wait for a subsequent year.

Nikki Parrott showed us photographs showing several projects that were done by Capital Construction in 2015.

### **EPIC Update**

Randy Zieman, KCHA's Energy Performance Contract project manager, gave an update on the project at KCHA.

An Energy Performance Initiative Contract (EPIC) allows a federally funded agency (KCHA) to partner with an energy performance company (Johnson Controls, or JCI) to improve the energy and water efficiency of housing units. The money saved from reductions in electric, gas, water and sewer utility bills allows KCHA to reinvest in new housing and services for residents. Some of the things that will be done (not all at every EPIC property) include: upgrading to LED lighting, water conservation improvements including new shower heads and new toilets, ductless heat pumps in some units, and installation of exhaust fans and energy recovery ventilators to improve indoor air quality. KCHA's main EPIC goals are: financial savings due to reduction of energy costs; resource conservation; resident benefits (e.g. improved comfort and upgraded fixtures); staff benefits (e.g. reduced maintenance and increased standardization.)

Most of the products to be installed at the various locations have been selected. Randy is working with JCI to develop a tenant orientation program to communicate what will be happening in the various sites getting EPIC upgrades. The first four sites are being piloted in late July or early August this year, so KCHA and JCI can get experience with product installation and tenant communications at four relatively small sites. The pilot sites are Shelcor, a portion of Cascade Apartments, Eastside Terrace, and Briarwood. Randy displayed an information board for residents of Shelcor to show them what products will be installed in their units and common areas and an expected timeline.

### **MTW Report**

Katie Escudero from KCHA's Policy group brought information about some of the things KCHA accomplished which are described in the 2015 *Moving to Work* report. She will come back to the RAC in August to share, collect ideas for, and answer questions about the 2017 plan. King County Housing Authority is one of only 39 public housing authorities (PHAs) that are part of HUD's Moving to Work (MTW) demonstration program. MTW provides PHAs the opportunity to design and test innovative, locally-designed strategies that use Federal dollars more efficiently, help residents find employment and become self-sufficient, and increase housing

choices for low-income families. MTW gives PHAs exemptions from many existing public housing and voucher rules and more flexibility with how they use their Federal funds. KCHA has participated as an MTW agency since 2003.

Using the flexibility allowed by MTW, KCHA implemented improvements in 2015 which made KCHA's operations more efficient, saving over 12,000 staff hours, which corresponds to over \$400,000 in savings. KCHA reinvested the savings in creative ways which benefitted many people. For example, in 2015 KCHA issued 220 Section 8 vouchers above the baseline. KCHA's locally designed Rapid Re-Housing program allowed 49 formerly homeless households to get housed in 2015. KCHA's educational initiatives served almost 1,800 youth and children in 2015 in programs such as Early Head Start and after school programming. KCHA also helped a lot of households access neighborhoods with high performing schools. These are some examples of ways KCHA used its MTW flexibility to serve more people in 2015. You can read the full *2015 Moving to Work Annual Report* which KCHA turned in to HUD in March 2016. It is posted on KCHA's web site: [http://www.kcha.org/Portals/0/PDF/MTW/2015\\_MTW\\_Report.pdf](http://www.kcha.org/Portals/0/PDF/MTW/2015_MTW_Report.pdf).

Katie showed a video to show RAC members more about one of the innovative programs KCHA has developed with its MTW flexibility: the Student Family Stability Initiative (SFSI) rapid rehousing demonstration program. KCHA funds this program and partners with Neighborhood House and the Highline School District to help homeless families get housed and keep their children in the Highline district. The video Katie showed in the meeting is currently available on you tube at <https://www.youtube.com/watch?v=yM5TCIMQJvE&feature=youtu.be>.

Katie will come to the RAC meeting in August to discuss the draft *2017 MTW Plan* which will contain more innovative ideas. Some topics you can expect to hear about in August include: ideas about streamlining operations, finding process improvements, and implementing customer service improvements that will benefit for residents; Workforce Development ideas; and ideas about ways to help our Section 8 families find a place to lease up in King County's very competitive rental market. If KCHA would need a waiver from the usual HUD rules in order to implement a creative improvement idea, that request will be included in the *2017 MTW Plan*.