

RESIDENT ADVISORY COMMITTEE (RAC)

King County Housing Authority, 700 Andover Park West, Tukwila WA ■
 Snoqualmie Room ■ June 19, 2018 ■ 3-4:30 PM

Members Present	Mary-Lynn Bowen, Lillie Clinton, Marsha Magee, Rose McCoo, Elizabeth Miller, Lynn Miner, Amy Pawloski, Linda Sanchez-Suwaneh
KCHA Staff	Michael Anderson, Yichuan Zhao, Katie Escudero, Tracie Friedman, Shawli Hathaway, Elizabeth Westburg, David Daw

KEY POINTS DISCUSSED

NO.	TOPIC	HIGHLIGHTS
1	Welcome, Introductions	
2	2017 MTW Report & 2019 MTW Plan Kick-Off	Katie Escudero reported on some highlights from 2017.
3	KCHA Online Payments & Application Updates	<p>Online Payments (<i>see handout</i>)</p> <ul style="list-style-type: none"> • 15.3% usage rate across all properties. • This is optional, KCHA still accepts checks. • If residents use this option, KCHA encourages them to use a secure site. <p>Online Applications</p> <ul style="list-style-type: none"> • Online applications usage continues to outpace paper application usage • 501 applications submitted in May 2018, of those 67% were completed online • Online applications reduce errors, missing information, and illegible applications • KCHA is still accepting paper applications
4	Welcome Packet for Incoming Residents	<ul style="list-style-type: none"> • Welcome Wagon project will launch in July at select sites in each region.

Welcome and Introductions

RAC members and attending KCHA staff introduced themselves around the room.

2017 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 *2017 MTW Report*. This annual report compares KCHA's performance last year with the goals identified in the *2017 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 2017 MTW Report

Here is a summary of some of the highlights that will be in the FY 2017 MTW Annual Report. This report will be posted later in 2018 at <https://www.kcha.org/news/mtw/>.

KCHA served 2,300 new families in housing programs and worked with local community organizations to provide housing support for 22,000 low-income households which means that about 15,000 people are served every night.

KCHA has exceeded the 10,000 unit threshold by adding 709 units bringing the total up to 10,200 units across 132 sites owned and operated by KCHA.

KCHA was able to add an additional fund for the Homeless Housing Department of 1,300 subsidies dedicated to homeless households.

KCHA has been able to add Education programs for kids from six years old through graduation in the Resident Services Department.

KCHA also purchased Ballinger Commons in 2017. It is a 485 unit apartment complex in Shoreline located five blocks from the future light rail station. One of KCHA's major strategies is to acquire properties and keep rents stable and affordable. Thus preventing a private market rent increase of \$150-300 per unit.

An aerial photograph of a suburban neighborhood with a city skyline in the background. The foreground shows a dense residential area with various house styles, including some with colorful siding. A semi-transparent orange banner is overlaid across the middle of the image, containing the title text. The background shows a vast urban landscape with a prominent city skyline under a clear sky.

Moving to Work Update

Spring 2018

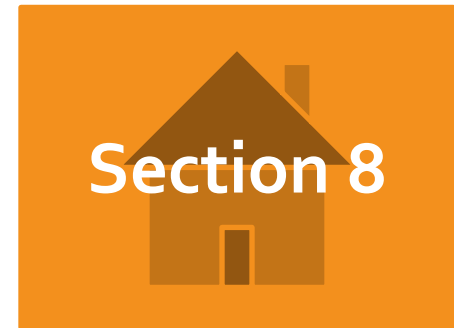


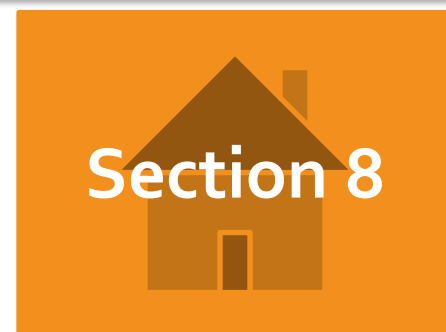
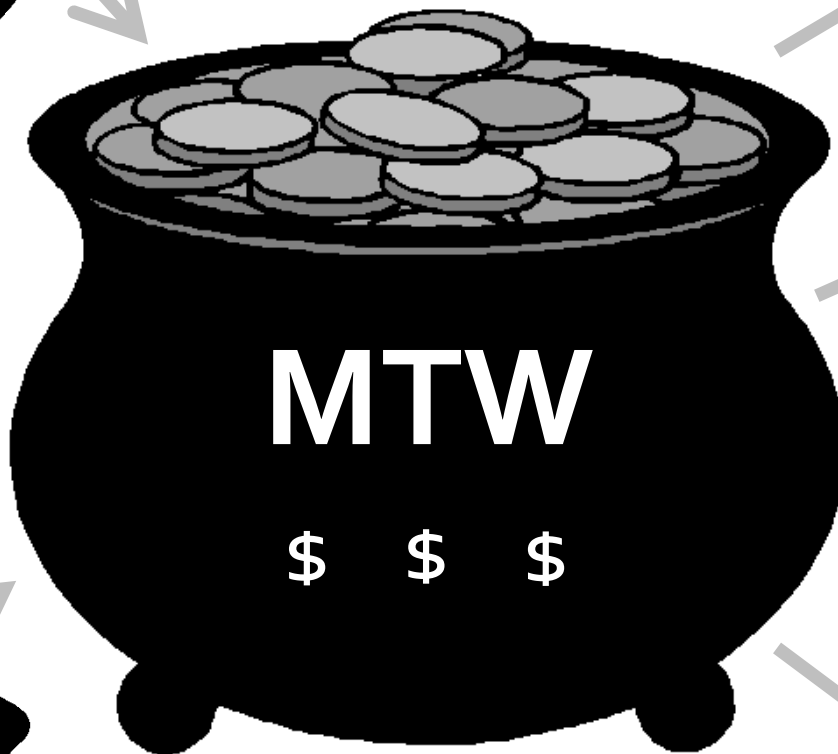
We transform lives through housing

What is Moving to Work?



Before MTW





What are some highlights from
2017?

2017 HIGHLIGHTS

- >> This year we welcomed 2,300 new families into our **housing** programs.
- >> Through **innovative** financing approaches we also added 709 homes to our portfolio, bringing our inventory to 10,200 units of affordable housing spread across 132 sites.
- >> Working in **partnership** with community organizations, we provided housing **support** to 22,000 low-income households with over 50,000 family members.



Ballinger Commons
Shoreline, 485 units



Friendly Village
Redmond, 224 units

Addressing Homelessness

50%

of incoming households are
homeless prior to entry

3,300

dedicated rental subsidies for
homeless households





Creating
Moves **TO**
Opportunity



Seola Gardens

What's are our priorities for 2019?

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

Discussion

1. What do you think of these priorities?
2. Are there other priorities that we should consider pursuing in 2019 or future years?



On Line Rent Payment Rollout

- 15.3 % usage rate across all properties
- Average rent payment using PayLease is \$376

Property	Units	Usage	Property	Units	Usage	Property	Units	Usage
Avondale Manor	20	10.0%	Forest Glen	40	10.0%	Paramount House	70	7.1%
Ballinger Homes	110	15.5%	Forest Grove	25	16.0%	Park Royal	21	23.8%
Bellevue 8	8	25.0%	Glenview Heights	10		Parkway	41	17.1%
Bellevue Manor	66	9.1%	Green Leaf	27	11.1%	Patricia Harris	41	7.3%
Birch Creek	262	24.4%	Green River Homes	59	16.9%	Pickering Court	30	26.7%
Boulevard Manor	70	2.9%	Gustaves Manor	35	14.3%	Plaza Seventeen	70	12.9%
Briarwood	70	2.9%	Harrison House	94	14.9%	Riverton Terrace	60	1.7%
Brittany Park	43	16.3%	Hidden Village	78	12.8%	Shelcor	8	37.5%
Brookside	16		Hillsvie	60	13.3%	Shoreham	18	11.1%
Burien Park	102	2.9%	Houghton	15	13.3%	Southridge House	80	3.8%
Burndale Homes	50	12.0%	Island Crest	30	20.0%	Spiritwood Manor	130	17.7%
Campus Court	13	23.1%	Juanita Court	30	40.0%	Valley Park	60	21.7%
Casa Juanita	80	10.0%	Juanita Trace	39	20.5%	Valli Kee Homes	114	21.9%
Casa Madrona	70	14.3%	Kings Court	30	23.3%	Vantage Point	77	11.7%
Cascade	108	14.8%	Kirkland Place	9	22.2%	Victorian Woods	15	
Cedar Grove	20		Kirkwood Terrace	28	35.7%	Vista Heights	30	40.0%
Cedarwood	25	20.0%	Lake House	70	8.6%	Wayland Arms	67	25.4%
College Place	51	15.7%	Mardi Gras	61	3.3%	Wells Wood	30	13.3%
Eastridge House	40	10.0%	Munro Manor	60	8.3%	Westminster	60	11.7%
Eastside Terrace	50	32.0%	Newport	23	8.7%	Woodcreek Lane	24	8.3%
Evergreen Court	30	13.3%	Northlake House	38	13.2%	Yardley Arms	67	6.0%
Fairwind	87	13.8%	Northridge House	140	7.1%	Youngs Lake	28	14.3%
Federal Way Homes	3		Northwood	34		Zephyr	25	12.0%
Firwood Circle	50	12.0%	Northwood Square	24	20.8%			



On Line Applications

- The online application usage continues to grow versus applicants using paper applications.
- KCHA took in 501 applications in May. Of these, 67% were completed online.
- In April, 61% were completed on line.

<u>2018 Applications taken</u>	<u>Paper</u>	<u>Online</u>	<u>Total</u>	<u>%online</u>
January	311	N/A	311	N/A
February	276	N/A	276	N/A
March	205	308	513	60%
April	235	364	599	60.7%
May	166	335	501	66.8%



Board of Commissioners
Doug Barnes, Chair
Michael Brown, Vice-Chair
Susan Palmer
TerryLynn Stewart
John Welch

Executive Director
Stephen J. Norman

[DATE]

Dear [RESIDENT],

Welcome to KCHA and your new home! As you settle in, I wanted to reach out and let you know about our Resident Services Department and some of the resources and information that are available to you.

At KCHA our mission is to ***Transform Lives through Housing***. For those of us in the Resident Services Department this means that we Listen to and Understand our residents, in to order to Connect them to available resources and opportunities so that they can live more successful lives.

We have assigned a Resident Services Coordinator to your property that can help you do just that by telling you about local programs and resources, answering questions, and assisting with problem solving if issues arise that you need help with. Your coordinator may also host events at the property or in the community that you will be invited to attend in order to get to know your new community better.

Some common topics residents bring to their Resident Services Coordinators include:

- Education access and success – for children and adults
- Job search and assistance
- Financial and housing stability resources
- Accessing state and federal benefits (health insurance, veteran, EBT, etc.)
- Local resources such as food banks, libraries, senior/community centers and transit
- Support for recovery and nearby behavioral health providers
- Reasonable Accommodation requests

Your Coordinator will be contacting you in the next few weeks to introduce themselves and the programs we have to offer, and see how they might be of service. In the meantime, don't hesitate to contact them if a need arises.

The Resident Services department is here to support you in achieving your goals and living your most successful life during your time with KCHA and beyond!

Jenn Ramirez Robson
Director of Resident Services