

RAC MEETING NOTES

12.10.2019 N/E meeting @Shoreline library

1. Reviewed RAC meeting reminders

2. **Introductions**—Name, region, and how many years have you been a RAC member?

3. **RAC Appreciation**-certificates signed by Stephen Norman and SWAG bags were given out to each RAC member

4. RAC outreach

- a. Tracie asking for RAC's support to increase membership. Talk to neighbors, talk to friends, help spread the word!
- b. Distributed flyers to use for RAC outreach. Includes RAC overview, outline of RAC members expectations, and an interest form.
- c. Working on getting RAC members lanyards, badges, and holders to keep your badge and Tracie's business cards in the holder

5. RAC 2020 proposed dates & how to make meetings more accessible?

- a. Greenbridge can be difficult—members prefer location of Tukwila due to being right off the bus line.
- b. Make the RAC meetings on days that there aren't on the same days as KCHA board meetings since some members attend the meetings.
- c. Working on crafting a survey to gather more feedback.

6. Section 8 updates

- a. 67 VASH vouchers for homeless veterans and 198 mainstream vouchers for non-elderly disabled people 18-61 years old who is currently affiliated with a community agency.
 - b. Payments standard proposal will be going to Board for approval at the end of this month. Slight increase on payment standards. If approved will be effective in January.
 - c. Waitlist will open in February 12-25. Online only (you can apply using your cell phone too). Can you sign up for Section 8 if you are already in KCHA housing? No.
7. **Policy Changes.** Either because laws have changed or to make it easier for staff and residents to interpret and follow.
- a. in process of 3 big ones
 - i. Lease document
 - ii. Maintenance Charge policy
 - 1. You should be able to get a glossary from your Property Manager that lists maintenance charges
 - iii. Grievance policy
 - 1. Please clearly outline how KCHA is supposed to deliver the information that residents are supposed to get prior to their grievance hearing and what recourse there is if KCHA doesn't do this.
 - 2. Can the language for the RA letters be changed to date of receipt versus date of letter since the letters are mailed. A compromise could be to extend the number of days allowed example is 14 or 15 days.

- b. Working on these for a years and have gotten feedback from our attorneys, staff, and residents. Once final draft is approved there will be 3 resident meetings held to make comments. Also opportunities to comment via e-mail and mail.
- c. Hoping to go to Board in February or March for final approval.

8. CVR update

- a. No recommendations from CVR yet.
- b. KCHA contracted with CVR Associates to do an assessment of Resident Services programs.
- c. RAC members expressed that they appreciated the opportunity to provide feedback.
- d. Another member said it was difficult to provide feedback on Resident Services when they aren't aware of everything Resident Services offers.

For follow-up

1. QR code for outreach?
2. What about adding RAC outreach to the welcome packets?
3. Could childcare be provided for RAC members who have kids?
Would have to do this at a location that has space for childcare.
EG. Joe Thomas room childcare could be in the gym.
4. Need name tags for Kimberly & Mary & Debra Grant
5. Can we provide RAC members an acronym glossary and post it on the website or create an app? If it is a PDF make sure to include 16 point font and regular font options. Or create an option that you can easily manipulate in order to change the font size for printing and viewing.
 - a. SFSI

b. CMTO

6. Can we provide instructions on how to print larger print versions from PDFs
7. Please have the Section 8 representative at next meeting tell us a bit more about the port process.
8. CVR recommendations at next meeting
9. Shawli will contact Trina re. suggestions from CVR meeting for RS
10. Can RAC information be added to the Section 8 briefing. Ask Sandeep
11. Can the RA letters be changed to allow more time to respond since the letters are mailed sometimes they aren't received until 4-5 days after the letter is dated. Perhaps allow 14 or 15 days?
12. Do we still have the 2ft plaque that had had KCHA's mission, vision, and values on it?
 - a. It included guidelines for the staff in how to reach out to us.
13. Please don't schedule RAC meetings for the same day as 2020 KCHA board meetings