

**KING COUNTY HOUSING AUTHORITY
(KCHA)**

MEETING NOTES

RESIDENT ADVISORY COMMITTEE (RAC)

Shoreline Library – Large Mtg Rm

September 17, 2019

■ 3:00 – 4:30 PM

Members Present	Marcia Magee, Lillie Clinton, Elizabeth Miller, Amy Pawloski, Cindy Ference, Janet Schuroll, Lynn Miner, Mary-Lynn Bowen, Paula Danielson
KCHA Staff	Bill Cook, Sarah Contreras, Sarah Green, Elizabeth Westburg, Nikki Parrot, Katie Escudero

KEY POINTS DISCUSSED

NO.	TOPIC	PRESENTERS
1	Open & Welcome	Elizabeth Westburg and All
2	2020 MTW Plan Draft & Capital Construction	Katie Escudero & Nikki Parrott
3	Q & A	Katie Escudero & Nikki Parrott
4	Policy Change	Bill Cook
5	Resident Services Updates	Elizabeth Westburg & Sarah Green
6	Closing Words	Elizabeth Westburg

Welcome and Introductions

Went around the room doing introductions and passed around sign in sheet.

We have a full Agenda about the MTW plan and our budgeting & planning process. I am filling in for Tracie as she is currently on annual leave. Went over a brief reminder of rules and courtesies during the meeting.

Nikki and Katie were introduced to start but it was decided to have Bill Cook speak first about policy change.

Policy Change

Bill:

We have had long discussions during the meetings this year about the three policy changes we want to make; we are still not yet ready. We want to be sure that we have the language correct, specifically within the lease to match the language that is written in the law. Our lawyer has been working on this and should have everything completed by this Friday (9/20/19). We have already put together a packet that will go out to residents with information about all three of these policies; hopefully that will happen sometime next week. This packet will contain the new Lease, the new Maintenance Charge Policy, and the new Grievance Hearing Policy. The Grievance Policy and the Lease are tied together because the legal language in the Lease has to be reflected in the Grievance Policy as well.

We will be scheduling three meetings located throughout the county. We are trying to schedule one in the north-end, the east-side and in the South-end so that we have good coverage of the county. We anticipate these meetings happening sometime during the second week of October. The information for these meetings will be in the letter that we send out with the packet. The comment period will run through the early part of November and we will review all the comments that we receive via mail and in the meetings and then come up with a final draft of the policies for the board to review.

Questions/Comments

Does this have anything to do with the lease we have now?

- The lease you have now will be in effect until you sign your next lease at your next annual review.

Comment: Regarding Grievances. There has been more than one person that I know who have had to go through eviction meetings. It says in the Grievance Policy that KCHA is supposed to provide information 2 weeks ahead of time. There is no way to file a grievance if you get documents right before the meeting. When you come to the final Formal Grievance Meeting, lets' say your appointment is on the 14th of the month you should get your papers 2 weeks ahead of time but people are not getting the papers until the 13th. You have no time to read the packet; there is no process for us to contest that we got it at this date and time. This needs to be addressed.

- This is the first I have heard of that. It is a good point and very helpful to hear.

Are tenants going to be charge for repairs?

- They are only going to be charges for repairs if the damage was caused by the resident. Example is somebody drops a candle on the carpet and burns a hole in it; they would get charged for that but they wouldn't be charged from the normal wear and tear of walking on the carpet.

What is the grievance process?

- When the Housing Authority takes legal action against a resident they (the resident) has the ability to go through the grievance process, which is the ability to state their case up to three times before the Housing Authority and the final one with a Hearing officer, who is a current or former judge or lawyer that is contracted with the Housing Authority.

In Maintenance Charges, I saw something that showed \$95 an hour?

- Residents will be charged for the labor of the person coming out to do the work, none of our maintenance makes \$95 an hour, closer to \$30 an hour, and any of the materials used to cover the repairs.

To clarify though Venetian binds, can they be replace without charge if they have been up for 15 years?

- We have an expected life span of various items so we would look at that to determine any charges.

2020 MTW Plan Draft & Capital Construction

Katie:

We have the full draft of the 2020 plan that I will give a brief presentation on and take questions at the end to discuss. What is this annual plan, why we use it, and what we do with MTW, Moving to Work?

We participate in a program called Moving to Work, it has nothing to do with moving or work. It is a federal program and through that we get flexibility to test out new ways to provide housing assistance. This includes Public Housing and Section 8; we're able to do things in different ways, be responsive to local needs, and partner with people that we previously were not able to partner with. We have been participating in this program since 2003. About 99% of housing authorities have two different pots of money, one for Public Housing and one for Section 8, these pots also have two different sets of rules

that need to be followed with how HUD has designed them. What we have been able to do is combine our funding into one big pot and we are able to use this funding more flexibly. We still have Section 8 and Public Housing; but we are able to add other program areas because of this flexibility. One of these programs is our Homeless Housing; we have also ramped up our Resident Services Department.

What do we do with this MTW status? We have six goals that we have held to over the recent years that pertain to this program. One of those goals is Aim to Expand Housing Opportunities; we want to do as much as we can to serve as many households as possible. We look at acquiring properties that are at risk of being redeveloped, we provide subsidy to new construction projects, and whenever possible we try to grow our voucher programs. We preserve our existing affordable housing stocks, which Nikki will cover in a few minutes. We try to increase Access to Opportunity Neighborhoods, we do a number of things to increase the choice people have on where they want to live. For those who are entering homelessness or are in the foster care system we have created programs that meet their specific needs by developing partnerships with supporting service providers and pairing that with our housing subsidy, thus creating unique programs that otherwise wouldn't be available underneath the federal guidelines. We also want to support families in gaining Greater Economic Independence, we have invested in education initiatives and ways to increase access to work force developmentally opportunities. The government create this opportunity of MTW back in the 90's to see if they gave housing authorities flexibility could they do things in a more efficient way. Some things that we have done with this flexibility is eliminate unnecessary paperwork, we have streamlined our business practices, we have built and acquired new affordable housing, created new education programs, implemented new rent policies (these have

been in place since 2012), and made improvements to our housing stock.

What is new this next year? We don't have many new activity proposals and there is not a whole lot that is new, but after talking with some stake holders we have made some tweaks here and there but no full scale policy or program changes. We do plan on doing something that will increase the number of households we serve, we just put in an application for new voucher allocations that would serve households with disabilities. We are looking to improve outcomes for households, one new program that started in 2019 that will carry over into 2020 is Early Learning Connectors that will run throughout the Bellevue and Kent areas. It connects households with young kids to early learning opportunities, provides tools and resources that may be needed so that they are able to enter kindergarten ready to learn. What is exciting about this program is that the early learning connectors will actually be resident interns, so there will be some employment opportunities coming up later in the year. If you are interested please keep an eye out on our website, KCHA.org, for these opportunities.

We are also looking to increase our operation efficiencies. We are looking to expand our initial inspection pilot program. This program allows qualified and trained landlords to self-certify that their units meet our Housing Quality Standards; this will allow that process to be more efficient, easier to run, and not require as much paperwork. We are also expanding assistance to households that are experiencing homelessness. We all know from keeping track in the local papers that this is a growing issues and there is a lot of need so we are going to test a new program for those that are enrolled in community college who are facing housing insecurity or homelessness. While they are seeking their degree we would provide housing subsidy that would allow them to focus on their education goals rather than finding a place to sleep.

We will be working with Highline Community College and piloting this next year to see if this is an effective way to assist additional households.

Questions/Comments

Comment: Concerns about giving vouchers and forcing people to go thru mental health system; don't believe workers in mental health are held to high enough standards.

I don't understand what you mean by vouchers for this program?

- There is a group of providers that the King County government oversees, they monitor these services and the contracts. Our part is providing the housing assistance. Much of the voucher assistance that is provided is provided to entities that already own units. When we talk about the homeless populations we are not providing the vouchers directly to a person; we are providing project based section 8 vouchers to a housing facility that is already managed by someone that is providing services to that specific clientele

I have a question about where it states that overall effort will enable KCHA residents to access new healthcare services made available through Medicaid waivers expansion, funding opportunities through local resources and develop health housing strategies to recruit services for residents with complex health needs; what does that mean?

- That is not just limited to behavior health clients; there are three Medicaid projects and we are looking at ways to partner more closely with each of them to make sure people have access to benefits that they qualify for.

Do you get referrals from social workers at schools about homeless families?

- We do. Our Student Family Stability Initiative is a partnership with Highline and Tukwila school districts and they have counselors that are paid through a program with the federal government; they provide not only housing subsidy but services to help get employment, etc.

I would like to know if it is possible if Resident Services could be funded to a greater extent so we could provide more behavior health services to the residents? Some properties only have one RS coordinator and this isn't a lot of support for residents with behavior health challenges.

- I think there is a lot of opportunity with what is happening in our behavioral health system to provide more services to folks. We are looking to partner in a way that will really be effective and possibly provide onsite behavior services but we need to find a partner for this. A lot of the Resident Service funding is from the pooled MTW funding we have that comes from HUD. We do apply for grant funding for positions when that is available; we go for what funding we can get.

Health initiative work, I don't exactly understand what this is. Can you explain that a bit more?

- We have been working on how to better partner with the health care delivery system. Unlike housing assistance, Medicaid and Medicare are entitlement programs and there is funding there. In our state there are a few projects that are focused on providing housing supportive services and billing that to Medicaid. So it's a new line of funding that we have never had access to and we're trying to figure out how to we leverage those services that can be billed. Ultimately we are trying to partner better so that we can provide the services to people that they qualify for; it is such a new idea so some

agencies and partners have been a bit slower than anticipated to start this up.

I am responsible to get my own health care from the state; why would King County want to take over this?

- We don't. We want to make that connection to state services more seamless for individuals and assist with connecting them to the services.

Nikki:

MTW allowing all of our funding to be put into one bucket is very important for the Capital Construction projects that we do for Public Housing. Before we were able to put all that money into one bucket the fund source that came from HUD to do the capital improvements on properties was called the Capital Fund. This is now in that MTW bucket, but the amount of this funding has been declining over the years. This last year, and the past few years, the amount of money that came from the Capital Fund was between 5-7 million dollars. We have identified that we need at least 11-12 million dollars each year to make the improvements that are necessary for the roughly 3000 public housing units that are out there. The reason that we are so happy about having this MTW buckets is that we are allowed to make up that difference that the Capital Fund no longer provides so that we can do the capital work that is needed.

Our projects typically fall into 3 types of activities. The first is Envelopes and Roofs: Roofs, siding, windows, sliding doors, and screens. Gutters and downspouts when we re-do the roof. Fall protection, which is the place where the workers hook onto when they are working on the roof so they don't fall. The second type is Civil Projects: We will do new

sidewalks, new asphalt, new utilities, site drainage to prevent water from pooling. We do landscape restoration, site lighting, and parking lots. The third type is Mechanical, Electrical, and Plumbing System Improvements. We line sewer lines, replacing electrical panels, etc.

Nikki handed out a sheet that lists the major projects for 2020 and spoke about two of projects.

The Houghton Apartments are 15 units in the city of Kirkland in the Houghton area. In 2019 we proposed to do an envelope project there; when we started into the design of that project we saw that there were four 1-bedroom units with nothing above them. We determined we could build on top of those one bedroom units to turn them into 3 bedroom units. Affordable housing for families on the East side and cities like Kirkland is a critical need; this is one way that we can address that need.

Young's Lake is a property in Renton that has 28 units, more specifically they are single family houses for large families. In 2019 we were going to line the waste system but in this particular case there were several areas where there was nothing left to line. We will have to dig into the slab; it will result in temporary relocation of the residents in which the Relocation Team will assist us with. Since the residents are being temporarily relocated it provides the opportunity for there to be a full unit upgrade in which we will gut the unit and replace everything with brand new items.

Questions/Comments

Northlake house re-carpeting and elevator project; is that something that is on your agenda?

- Carpeting would be handled by property maintenance. We are planning to replace the roof at Northlake house next year. We

are not sure about the elevator so we will need to look into that for you.

I watched a car run into the rockery at my property. I reported it to everybody but construction; should I have reported that to you?

- No. The projects that we do are major capital investment projects which are typically \$75k or more; anything less than that would be preventative maintenance items which would be done by site maintenance.

How long will those at Young's Lake be out of their units?

- We are planning for this to be between 6-8 weeks.

Standard windows, like at the Village of Overlake, when is the replacement on them?

- We don't know the specifics of that product so we would not want to comment on that without knowing but would say windows should be about 20-25 years at least.

When you go in and remodel an apt and the person is going to move back in; do you leave items like grab bars, etc. in there.

- Yes, we do. When we do work on units where people are moved out temporarily for an upgrade to be done; the upgrade is done to replace what is needed for the resident that lives there. If they have any ADA or RA items those would be replaced or put back.

Well that is not happening and this needs to be addressed. People are being asked to refill our RA forms and they shouldn't have to.

- Thank you for this and Bill will look into this for you.

Every time I go to Ballinger, it is not accessible for those with wheelchairs. I know there have been some minor modifications done but it is still not very accessible. This wouldn't be a capital project but it is also not a maintenance project. What about the projects that fall in between?

- Bill's team gets some money on an annual basis to do those type of projects. Please keep in mind there is not enough money to do everything, so we have to prioritize with the limited resources we have in any department. We meet with the maintenance teams and find out where they have had more maintenance work orders than usual and review the capital needs assessment that we have on every public housing property. We take these two things to determine how urgent it is. We try our best to go most urgent, urgent, and so-forth until we run out of money. That doesn't mean that it isn't an important project, it just means that we are not going to get to that this year. What we are trying to do on an annual basis, if we can, we are trying to build a 2-3 year capital list. We had to move Young's Lake and Houghton off of the 2019 construction schedule and added in some other projects in order to spend the money. It is construction and nothing goes as planned; some projects end up costing more than what we thought or planned for.

I'm wondering about non-emergency work orders. I had some things happen in my unit and the Property Manager said they have up to 3 months to fix something if it isn't an emergency; is that true?

- That is not true, we are required to complete non-emergency work orders within 30 days.

At my property for 4-5 days, areas of the garage and parking lot are blocked off to clean it. Is this something that needs to be done every year?

- That is an asset management question that we can't answer.

Comment: There are some wonderful crews working at Lynn Miner's property; it is the finest work crew I have seen, they work!

I am concerned that things are not being posted; they used to be posted in laundry rooms, common areas, etc. but are not seeing them now. Where are they posted?

- This will be addressed and we ask for RAC member support to help get the word out on meetings and information they get at the RAC meetings.

Sarah Green was introduced but discussion was put on hold.

Health Services topic has a lot of energy; we will bring back health services to a future RAC meeting so that Sarah can present at that time. We don't have any big Resident Services updates so for those who wanted to talk with Bill personally we will allow time for that.

When we sign our new leases will our rent be increased?

- The rent only increases if your income increases.

Comment: I am so very grateful for affordable housing!

Comment: I feel safe and secure here.

Adjourned