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## BHA HOUSING/BUSINESS SOLUTIONS COMMITTEE MINUTES

HOUSING/BUSINESS SOLUTIONS HYBRID COMMITTEE MEETING OF THE BREMERTON HOUSING AUTHORITY (BHA) HELD 4:00 PM AT 600 PARK AVENUE AND/OR REMOTELY ON JUNE 22, 2023.

**1. CALL TO ORDER:** Meeting was called to order at 4:00 p.m.

**2. ROLL CALL:**

**Present:**

Chair Jeff Flood  
Commissioner Diane West  
Commissioner Joan Hanten

**Absent:**

Subchair Commissioner Andre Henderson

**BHA Staff Present:**

Jill Stanton Executive Director  
Andi Reed Housing Director  
Tim Schanne Business Solutions Director  
Katie Sharp Communications Manager  
Paula Kennedy Human Resources Manager  
Lorna Camacho Office Manager/Executive Assistant/Minute Taker

**3. SUBCOMMITTEE CHAIR COMMENTS:** None

**4. PLAN FOR FORMER BARISTA SPACE:** Comments by Ms. Reed.

As part of the AHP grant for Bay Vista West construction, the Bremerton Housing Authority (BHA) committed to providing certain services including a barista training program. We have worked with the lender to request a modification to our requirements for the loan and to discontinue the barista program. The lender has granted the modification since BHA provides other services to tenants in addition to the training program.

We have analyzed the use of the basement of the Summit. Because we intend to increase Community Connections services, we will dedicate the area of the basement that currently houses both property management and Community Connections to resident services. The property management staff will be moved into the area that was the cafe once the space has been reconfigured to be an office.

In addition to providing more space for resident services, this move will improve tenants' experiences with and willingness to request help from Community Connections. Tenants will no longer have to walk past the office where they pay rent and resolve property management issues

to get to Community Connections. This will lower the stress felt by residents by dedicating that area to resident services and removing all tasks related to lease compliance.

**5. REPOSITIONING AND RELATED ISSUES:** Comments by Ms. Stanton and Ms. Reed.

This month Jim Brawner and members of his staff came on site to inspect and tour the eight properties that will be repositioned as part of our Phase I repositioning initiative. Part of their onsite visit included talking with residents and gaining an understanding of both the capital needs and the residents' needs at each property. This places the focus of the residents' needs as a priority.

The next step for Brawner and his team is to analyze the information they gathered and develop proposals and recommendations that address the long-term capital needs while ensuring that our residents are cared for both in the short-term as we go through extensive remodeling and may require some relocation and in the long-term as we create living spaces that provide safe, quality, and nice homes for our families to live in. This will require having resources that we want in place to ensure we are doing this the right way. Communication with residents is our number one priority, along with local government and private sector.

As part of our resident outreach plan, we hired a Development Project Manager (DPM) who will begin on July 10, 2023. The DPM will manage the project and will keep the Board informed every step of the way. The DPM is responsible for working directly with the residents. The resident outreach plan does require public notification per HUD. Our plan is to go beyond that. The initial meeting will be held in July. Developing a timeline, decisions to be made, resolutions for the Board and application to HUD are all initial steps we are taking now.

We have identified a need to increase the number of staff in the Community Connections team. The Community Connections team will be working with residents. We would like to hire a Community Connections management position that is not grant funded but funded by the Endowment Trust. Responsibilities would be to coordinate assistance that will be needed. We would like to hire a Maintenance Supervisor. This was made clear that our maintenance staff need structure and processes and procedures in place as we will be disrupting residents' lives. This will also ensure that maintenance can maintain the investment made in the properties.

We would like to have a position over the property managers. This position will be tax credit compliance who will oversee the three property managers. This position needs to be accountable and understand the program. Currently we have three tax credit properties, and we will end up with twelve after completion of the rehab.

**6. BUSINESS SOLUTIONS OVERSIGHT REPORTING CONNECTED TO BHA STRATEGY:**  
Comments by Mr. Schanne.

Business Solutions offers support in process control and quality control. CMS is now ISO 9001 certified. Which is a well-known quality control framework. ISO 9001 certification provides evidence that an organization is customer focused, employes risk-based thinking and has process control.

The Business Solutions team shared updates on the following aspects of BHA strategy which have a particular connection with its department:

- Focus Area 1 (residents/participants): rebranding activity related to the Family Self Sufficiency (FSS) work with BHA Housing.

Ms. Reed is working with Ms. Sharp on rebranding the FSS program. Ms. Reed appreciates having the support of Business Solutions and Ms. Sharp. They were amazing.

Staff represented BHA at the Juneteenth Freedom Festival and at the Pride celebration.

- Focus Area 2 (partners/community): communication support of the Affordable Housing Task Force, an upcoming Landlord Event, and reflections on BHA's support at the Juneteenth festival.

Business Solutions supported the task force and created an online database used to track all the different projects. Ms. Stanton will share the database at the upcoming development retreat in July. The dashboard identifies who is doing what and what the need is.

Saturday, June 24, 2023, at 9:30am the Mills Crossing ribbon cutting will be held.

BHA continues to receive attention about the Foster Youth Independent model in Washington state.

As for our Emergency Housing Voucher program, we have (36) leased up, (1) waiting for HAP contract, and (1) waiting for inspection. We are ahead of our goal.

- Focus Area 3 (financial stability): CMS' recent certification in ISO 9001.

Mr. Schanne presented a PowerPoint presentation to Committee members associated with CMS' recent certification in ISO 9001.

Why did CMS pursue ISO 9001. Happier customers, competitive advantage, and happier employees.

What's in it. Quality objectives, risk mitigation, process control, document control and accountability. We have external audits that make sure all these things are happening. We have a tool where the documents live and the quality control we do what we say we do.

What did CMS accomplish. Six months of extension work from HR to staff. Resulting in what the auditor said zero findings with one minor non-conformance related which was already resolved. To have a clean audit on its first external audit is great.

What's next. Every year we will have to have an external audit. This means more improvements and corrective actions, management review and internal audit. Start touring some of our Kitsap County partners who are already ISO certified. Educate our BHA leaders and quality control champions about ISO. Share what we've learned with our Kitsap County partners. This is the path that we are heading down for BHA.

- Focus Area 4 (organizational capacity): IT team structure update (anticipating future initiatives), security when your data is in the cloud (including KnowBe4 cyber security training

platform), communicating using the "Morning Minute" technology, BHA out and about (i.e., conferences).

A brief discussion was held regarding the overview of our efforts to address Cyber Security risks.

**7. FUTURE HOUSING/BUSINESS SOLUTIONS COMMITTEE MEETING:**

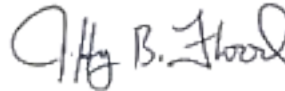
The next Housing/Business Solutions Committee Meeting – Thursday, October 19, 2023, at 4:00 PM.

**8. ADJOURNMENT:** There being no further business meeting adjourned at 4:56 p.m.



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Executive Secretary



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Chair of the Board

SEAL

