



600 Park Avenue
Bremerton WA 98337
(p) 360-616-7241
(f) 360-616-2811
www.bremertonhousing.org

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 APRIL 20, 2023.

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

2. ROLL CALL:

Present:

Chair Jeff Flood
Commissioner Ryan Burton

Excused:

Subchair Commissioner Andre Henderson
Commissioner Joan Hanten

Absent:

Commissioner Jaime Forsyth

BHA Staff Present:

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

Also Present:

3. SUBCOMMITTEE CHAIR COMMENTS: None

4. RESOLUTION B23-07 REVISIONS TO THE ADMINSTRATIVE PLAN: Comments by Ms. Reed.

The Bremerton Housing Authority is revising its Administrative Plan (Admin Plan) to incorporate additional changes provided by Nan McKay and to update preferences for the Foster Youth to Independence Initiative, YWCA, Scarlet Road, and the Family Unification Program.

Ms. Reed will ask for Board approval at the May 24, 2023, Board meeting.

5. HOUSING DEPARTMENT GOALS: Comments by Ms. Reed.

Ms. Reed presented a PowerPoint presentation with Committee members to refine the metrics and targets associated with the oversight of the housing department applicable under each of the four focus areas of BHA's strategy.

Focus Area 1: Focus on listening to and caring for our residents and participants. My plan is to increase community connection activity with a Family Self-Sufficiency (FSS) logo contest. The contest will be used as a method of outreach to participants, residents, and agencies. Look into developing a homeownership program. Where one can use vouchers to make mortgage payments. But will require a lender who is willing to work with us.

Or enter a homeownership partnership with a private developer who builds homes setting aside a certain percentage of homes funded through the USDA program that allows mortgages structured on a 38-year loan with a low interest rate. Our role would be the compliance piece to qualify the voucher holder. This would benefit those who we serve and allow us to receive revenue for the compliance work performed under CMS. The goal is to see at least one voucher holder complete the program.

Commissioner Burton would be interested to hear if a voucher holder may use their voucher toward the private developer. Ms. Stanton will ask the private developer to check with USDA and report back later.

Held Community Connection Fair on April 15, 2023. Encourage independence and growth among the Resident Advisory Board with staff support. Continue to make improvements to the community by adding additional security cameras and lighting at other properties. Conducted in-person interaction at properties.

Focus Area 2: Focus on cultivating strong relationships with our community, partners, and landlords. Focus on strengthening partnerships through the development of programs. Coordinating committee for the FSS program. Explore opportunities to manage partnering agency properties. Mills Crossing 36 units recently purchased by Kitsap Community Resources (KCR) who is interested in affordable housing. KCR would like BHA to manage the property. KCR is looking to increase affordable housing in Bremerton. We plan to approach the Board to allow us to negotiate with KCR to manage the 36 units. It is an opportunity and would be beneficial to the community. We have an amazing staff who could step into a lead role.

We had our first monthly meeting strategy meeting with Veteran Affairs. Implement preference strategy. Signed Memorandum of Understand with Scarlet Road for ten vouchers.

Focus Area 3: Focus on strengthening our financial position as a reliable resource within the communities we serve. The Process Improvement Manager started on April 17, 2023. She will continue to refine Yardi systems for efficiency and effectiveness. Working on mobile maintenance. Exploring property management revenue opportunities for partnering agencies. Repositioning of BHA owned and managed properties. Invest in community through the placement of project-based vouchers. 49 vouchers will be awarded to three community partners.

Focus Area 4: Focus on building our organizational capacity to support growth and change. The primary focus of the Process Improvement Manager is on customer service in housing and the front desk. She will help test Yardi modules to increase efficiency and effectiveness in the housing department. We have hired an Administrative Specialist who will start in May. She will provide support to the Housing Director allowing more focus on current and future projects.

Focus on structuring Property Management for potential new opportunities and Community Connections teams. We would like to grow the teams to expand their services to the people we serve.

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

Mr. Schanne presented a PowerPoint presentation with Committee members to refine the metrics and targets associated with the oversight applicable under each of the four focus areas of BHA's strategy.

Focus Area 1: Focus on listening to and caring for our residents and participants. The Business Solutions department supports the Board in providing reporting related to its oversight responsibilities. Mr. Schanne is interested in what kind of report or what the Board needs to see from us so that we can provide the Board with what would be helpful for oversight and judicial duties. Knowledge of components of Public Housing Assessment System (PHAS) score that is important to us and are pertinent to quality of housing. Knowledge of customer service, response time and work orders. How long does it take to respond. Knowledge of demographic coverage of those using Rent Café to engage with BHA services digitally.

Focus Area 2: Focus on cultivating strong relationships with our community, partners, and landlords. BHA partnered with several other organizations to form an Affordable Housing Task Force. As Housing Opportunities Committee Chair, Ms. Stanton meets with Mayor Wheeler and other community agencies. This committee will focus on land acquisition and cultivating development partners. They will advocate for community-based organizations, private developers, and associations.

Ms. Stanton and Chair Flood have begun to meet once a month on a regular basis. Ms. Stanton will talk about the Board representing BHA in the community and beyond in her Executive Director report to the Board.

In the fall, Mr. Schanne plans to have a conversation among the Board on engagement and spending at community events (Juneteenth, Leadership Kitsap, Resource Fair etc.). Now that we have a DEI Specialist where would the Board like to see us spend our resources. Creating a list of opportunities for sponsorship we find would be helpful.

Focus Area 3: Focus on strengthening our financial position as a reliable resource within the communities we serve. Things to watch, track, and provide oversight financial strength, audits, cash flow reporting, vacancy rates, voucher reporting, PHAS, Section Eight Management Assessment Program (SEMAP) what we scored.

Focus Area 4: Focus on building our organizational capacity to support growth and change. This focus is around organization and projects. Setting goals and annual review of Executive Director. Is the organization healthy and how is the culture. Cybersecurity readiness scores on how we are doing. Currently, we are in the process of moving all our document management system to OnBase. We have been working on migrating the document management system into the cloud for about a year. We go live on Friday. This is a big deal for IT. But from a security standpoint it was something the Board wanted.

Completion of the salary study which is ongoing right now. Presented the salary study to both unions. We will be holding a staffing meeting to share the results. We will share the completion of the salary study at the next CMS/Finance/Personnel Committee meeting. The board would want to know are we in alignment with industry. And lastly whistleblower monitoring.

Moving forward we would like to try and present information on the structure of these focus areas. This would be why we show some things and not others. This will help us to be more effective. It took the Executive team working together to make this happen.

Commissioner Burton appreciates the information on what the Board should be and is expected to be doing.

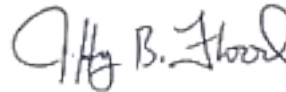
7. FUTURE HOUSING/BUSINESS SOLUTIONS COMMITTEE MEETING:

The next Housing/Business Solutions Committee Meeting – Thursday, June 22, 2023, at 4:00 PM.

8. ADJOURNMENT: There being no further business meeting adjourned at 4:50 p.m.



Executive Secretary



Chair of the Board

SEAL

