

MINUTES
BROWN COUNTY HOUSING AUTHORITY
Monday, April 16, 2007
City Hall
100 N. Jefferson Street, Room 604
Green Bay, WI 54301
3:00 p.m.



MEMBERS PRESENT: Rich Aicher, Chair; Darlene Hallet, Vice-Chair; Tom Diedrick; Paul Kendle.

MEMBER EXCUSED: Michael Welch.

OTHERS PRESENT: Cathy Larsen, Keith Pamperin, Andrew Rosendahl, Rochelle Clark, Chip Law, Kathy Moens, Jon Syndergaard, Noel Halvorsen, and Todd Mead.

APPROVAL OF MINUTES:

1. Approval of the minutes from the March 19, 2007, meeting of the Brown County Housing Authority.

K. Pamperin stated that the following correction needed to be made (page 3, second paragraph under F): K. Pamperin stated that Integrated Community Services (not the Housing Authority as was stated) is paying for all of the screening and fraud investigations...

A motion was made by P. Kendle, seconded by T. Diedrick, to approve the minutes as amended. Motion carried.

COMMUNICATIONS:

K. Pamperin distributed a communication from the U.S. Department of HUD (April 9, 2007) regarding his request for a waiver of HUD regulations and funding for criminal background investigations, the ability to locally limit terms and conditions a non-elderly non-disabled household can receive assistance under the Section 8 HCV program, and public housing family self-sufficiency coordinator funding. This is an informational communication only with no action requested.

REPORTS:

2. Report on Housing Choice Voucher Rental Assistance Program.
 - A. Preliminary Applications

R. Clark stated that since the waiting list has been opened, there have been about 200 applications each month. Hopefully, these numbers will increase as a result of outreach initiatives.
 - B. Housing Assistance Payments

R. Clark stated that HAP dollars show an increase, with 77 new cases processed by the end of March.

C. Housing Assistance Unit Count

R Clark stated that the reason HAP dollars show a significant increase in comparison to the new unit counts is because if a client was eligible for the program but it took a period of time to conduct the third party income verification and inspection, the HAP dollars would show multiple months for one client. This delay is because the inspection might have been done in a timely manner, but the client or employer might be slow in getting verification of income to ICS.

D. Housing Quality Standard Inspection Compliance

The new inspection team is now in place and is made up of three inspectors. The team lead went to the HQS Inspector training, and another inspector will be attending in June in Wisconsin Dells.

K. Pamperin stated that he met with Matt Roberts, who is leading the HQS inspections. Arrangements have been made to have City of Green Bay housing inspectors accompany ICS HQS inspectors on spot inspections. Green Bay does what's called annual systematic inspections of the exteriors of entire neighborhoods. These joint inspections would provide the opportunity to see if the condition and appearance of the outside correlates with the condition and appearance of the inside. The HQS standards were upgraded about 15 years ago to be substantially equivalent to the City of Green Bay's local code. This combined inspection coordination would also allow the City Inspection Department to see the value of the volumes of HQS inspections that are performed annually.

E. Housing Choice Voucher Administrative Costs

C. Law stated that the program is \$2,600 overspent for the year through March, including the \$8,000 legal issue that was discussed at the last meeting.

F. SEMAP Monitoring Report

R. Clark presented a PowerPoint presentation showing what came out of discussions with K. Pamperin regarding the SEMAP score. About two years ago, efforts were made to purge the system of out-of-date data, and it was discovered that this was a problem again. Finance and HCV records are now cross-referenced to help determine inaccuracies and to purge old files, and the two departments will be monitoring on a monthly basis.

R. Clark reviewed the four areas where loss of points is anticipated: #9 (Annual Reexaminations), #11 (Pre-Contract HQS Inspections), #12 (Annual HQS Inspections), and #13 (Lease-Up).

Kathy Moens, Service Specialist with ICS and PIC Reporting Specialist, talked about the initiatives being taken to monitor and improve the SEMAP scores. PIC Public and Indian Housing Information is the HUD database of information on tenant participation in HUD programs. A large number of people who are no longer participating were still showing up as active participants. This old data was showing up on reports and impacting the reports to HUD. About 455 inactive family files have

been removed as of March, and the numbers are now looking much better. Some of the families that had been removed were showing that inspections were still needed, and that contributed to the inaccurate data.

K. Pamperin asked if these inaccuracies are appealable issues to get the SEMAP score changed. K. Moens responded that the scores themselves might change but the classification of standard performer to high performer will not. P. Kendle stated that this inaccurate data has affected the numbers in the past and wondered why this was an issue this year and hasn't been in previous years. K. Moens responded that HUD will admit that its report monitoring isn't always reliable. Now the tools to look at the data are available and a determination can be made. R. Clark stated that an appeal would be submitted, but high performance status cannot be achieved because BCHA/ICS are not at 98% lease-up this year.

R. Clark stated that in an effort to increase lease-up, four outreach teams have been created and assigned to different outreach places. Information in English, Spanish, and Hmong will be distributed, and hopefully, some of the facilities will allow ICS staff to conduct an "Outreach Day" and assist people onsite with filling out applications. Outreach efforts include the NEW Community shelter where staff will be onsite in April, and hopefully, this will become a regular event. Applications on the website have been updated and are available through various agencies.

R. Clark stated that she met with K. Pamperin to discuss outreach opportunities with Green Bay Transit and would like to open this up for discussion today. There is an opportunity to post information on both the inside and the outside of City Transit buses. She questioned if this opportunity to access information about the rental assistance program under FSS and homeownership should be put on the outside of the bus too. K. Pamperin stated that if the placard on the outside of the bus focused on the family self-sufficiency and homeownership programs, this might not be perceived as "advertising." R. Aicher asked if the clients are more likely to see the information posted on the inside of the bus than the outside of the bus, which would be at 1/10th the cost. The consensus was that the information should be posted only on the inside of the buses for now. K. Moens stated that a question asking where the applicant heard about the programs is to be added to the preliminary application.

J. Syndergaard stated that ICS staff is struggling with the reality that there are people out there who need to be served and are not being served. Because of this, it is hard to be quiet and careful in the outreach process. Many people are aware of the program but think that the application process is still closed.

D. Hallet asked what information would be posted on the inside of the bus. R. Clark responded that people would be invited to be part of the program and to learn more about the FSS program. T. Diedrick stated that it is difficult to get the people in who are appropriate for the program and who qualify. The outreach efforts should include information that if you have a criminal record, you aren't going to qualify so don't bother applying. This would cut down on the volume of work and investigative and screening expenses.

K. Pamperin suggested that press releases be used to alert the public of the successes and the availability of the FSS and homeownership programs, which could also advise that the HCV Program is an available resource to meet housing

needs. The consensus was to start with posting information inside the bus and to issue press releases. R. Aicher stated that performance toward meeting SEMAP goals should be monitored and reported on a meeting-to-meeting basis, the Commissioners should be kept informed, and adjustments should be made as necessary. Staff should decide the most effective wording for the bus placards and press releases in order to reach local residents who need housing assistance.

R. Clark stated that (regarding the SEMAP scores) there are five points that BCHA/ICS didn't achieve for the deconcentration bonus. This year initiatives are being taken to get those five bonus points.

G. 911 Call and Arrest Matches.

C. Law handed out copies of the report. The 911 calls made from HCV households through March are below normal (1.6%). He has not heard when the arrest data from the City Police Department would be available. The new software is not set up to serve as the conduit for providing the arrest information. Once that is set up, the information should be available retroactively.

3. Langan Investigations Criminal Background Screening and Fraud Investigations.

K. Pamperin stated that Langan had worked with ICS to clean up the backlog of fraud investigations (many lacking the information needed for substantiation), and there is no longer such a backlog waiting investigation. There are cases in progress that go back several months, and those are cases with strong indications but require more time to substantiate.

4. Report of the Housing Choice Voucher Family Self-Sufficiency Program.

R. Clark went over the reports. Over the past three months, eight new households were added to the program, bringing the total to 84 households. There have been three graduates and ten terminations from the program. About 50% of the terminations are voluntary (increase in income, etc.).

5. Report on the Housing Choice Voucher Home Ownership Option.

R. Clark stated that she does not have the homeownership numbers with her today. The \$11,000 grant that was received would be used for the home maintenance training program. K. Pamperin stated that he and Robyn Hallet will be giving a presentation next week at the WAHA NAHRO conference in La Crosse. He passed out a "Housing Choice Voucher Homeownership Analysis" compiled by intern A. Rosendahl. One of the homes purchased was valued at \$223,000, which skewed the average. If that home were removed, the average value drops to \$102,000. A continuous struggle for the homeowners is being able to maintain the home. The \$11,000 grant would provide homeowner training for those already in the program, as well as awareness of other resources that might be of assistance.

NEW BUSINESS

6. Review and approval of Chapter 13 of the BCHA Housing Choice Voucher Administrative Plan.

R. Clark stated that changes are based on HUD updates and ICS local practices. She gave an overview on what the different policies address.

K. Pamperin stated that if a landlord rents to an HCV tenant and the tenant moves out/is terminated and the landlord suffers damages created by the tenant, the landlord can notify ICS and the tenant is no longer allowed to participate in the program unless the situation has been resolved. He asked if the landlord is unscrupulous and claims false damages, is there due process before the tenant is denied assistance? What are the tenant's options to re-enroll in the program and is there an appeal process? K. Moens responded that if the damages exceed the security deposit, ICS does not enforce this unless the landlord files a small claims action. The judge's determination is the proof that the landlord was/wasn't making false accusations.

R. Aicher stated that letters have been sent out in the past to remind current officials, as well as to put newly elected officials on notice, of any possible conflicts of interest that need to be disclosed. K. Pamperin stated that he would follow-up and make certain that letters and the policy are prepared and sent.

A motion was made by D. Hallet, seconded by T. Diedrick, to approve changes to Chapter 13 as presented. Motion carried.

7. Authorization to amend the procedures manual and increase the loan amount in the Brown County Housing Authority Housing Choice Voucher Homebuyer Down-Payment Closing Cost Improvement Loan Program.

K. Pamperin stated that the BCHA has a contract with NeighborWorks of Green Bay to provide down-payment and closing cost assistance to housing choice voucher homeownership buyers who are purchasing a home outside of the City of Green Bay. The current program is limited to \$10,000 in the form of a deferred payment loan for down-payment closing cost assistance, accessibility, and home improvements, using the repaid 1984 state CDBG revolving loan account. This revolving loan account is restricted and can only be used for housing outside of the City of Green Bay. However, it is not working as well as hoped. Currently, the program requires a dollar-for-dollar match. K. Pamperin stated that he is proposing some changes. Three years ago, \$166,000 was allocated to this program, with \$66,000 remaining unspent and repaid loans allowing for an additional \$100,000 allocation. He proposes that the program be changed to increase the maximum loan amount to \$20,000 in down-payment/closing cost assistance and reduce the buyer's match to \$5,000. Of the \$5,000 match, \$1,000 would be required from the buyer, with the remaining match allowed to be from gifts or other programs. NeighborWorks would continue to administer the program, and NeighborWorks would be paid an administrative fee up to 10% of the total loan amount but not to exceed \$1,000. The loan amount is proposed to be increased to \$20,000 because the cost of homes in the area are such that \$10,000 doesn't make them affordable to HCV Homebuyers.

T. Mead, program manager at NeighborWorks, was introduced.

A motion was made by P. Kendle, seconded by D. Hallet, to modify the existing program to increase the maximum amount for the Brown County Housing Authority Housing Choice Voucher Homeownership down-payment closing cost deferred loan from \$10,000 to \$20,000, to decrease the match from \$10,000 to \$5,000, and to authorize administrative fees of up to 10% of the total loan not to exceed \$1,000 per loan. Motion carried, with T. Diedrick abstaining.

8. Discussion and action on authorization to renew the memorandum of agreement between BCHA, Langan Investigations, and the Green Bay Police Department in order to obtain signature of the new Police Chief.

K. Pamperin stated that a Memorandum of Understanding is in effect with the Green Bay Police Department, Brown County Sheriff's Department, and the City/County Undercover Drug Unit that addresses how information will be shared and how all parties must hold that information confidential for legitimate law enforcement purposes only. The Green Bay Police Department would like to renew this Memorandum of Understanding with the new Police Chief's signature.

A motion was made by P. Kendle, seconded by T. Diedrick, to authorize renewal of the agreement between BCHA, Langan Investigations, and the Green Bay Police Department in order to obtain signature of the new Police Chief. Motion carried.

R. Aicher suggested that County Executive Tom Hinz be invited to a BCHA meeting (perhaps the May or June meeting) to become better acquainted with the Commissioners and the role of the Housing Authority. J. Syndergaard stated that Randall Gast has been invited to the May meeting to give a brief presentation on the hearing process and some of the legal challenges ahead. R. Aicher stated that both gentlemen should be invited to the May meeting.

K. Pamperin stated that M. Welch's term expires the end of April. The bylaws and state statutes indicate that commissioners continue to serve until such time as a successor is appointed. He has received M. Welch's consent to make a recommendation to T. Hinz that M. Welch be reappointed.

BILLS:

A list of updated bills was handed out.

A motion was made by D. Hallet, seconded by T. Diedrick, to approve the bills as presented. Motion carried.

FINANCIAL REPORT:

The meeting adjourned at 4:20 p.m.

:cml