

BOARD OF COMMISSIONERS BOARD PACKET

May 27, 2020



BOARD OF COMMISSIONERS

Derek Young, Chair Stanley Rumbaugh, Vice Chair Dr. Minh-Anh Hodge Dr. Arthur C. Banks Shennetta Smith

REGULAR MEETING **Board of Commissioners**

WEDNESDAY, MAY 27, 2020

The Board of Commissioners of the Housing Authority of the City of Tacoma will hold its Regular Meeting on Wednesday, May 27, 2020, at 4:45 pm.

Join Zoom Meeting

https://us02web.zoom.us/j/6267029359 / Meeting ID: 626 702 9359 / Dial (253) 215-8782

The site is accessible to people with disabilities. Persons who require special accommodations should contact Sha Peterson (253) 207-4450, before 4:00 pm the day before the scheduled meeting.

I, Sha Peterson, certify that on or before May 21, 2020, I FAXED/EMAILED, the preceding PUBLIC MEETING NOTICE before:

City of Tacoma 747 Market Street fax: 253-591-5300

> email: CityClerk@cityoftacoma.com Tacoma, WA 98402

> > fax: 253-272-8226

email: tips@q13fox.com

Northwest Justice Project 715 Tacoma Avenue South

Tacoma, WA 98402

KCPQ-TV/Channel 13 1813 Westlake Avenue North

Seattle, WA 98109

KSTW-TV/CW 11 2211 Elliott Avenue, Suite 200

Seattle, WA 98121

Tacoma News Tribune 1950 South State

Tacoma, WA 98405

The Tacoma Weekly PO Box 7185

Tacoma, WA 98406

and other individuals and organizations with residents reporting applications on file.

Sha Peterson

Executive Administrator

AGENDA

REGULAR BOARD OF COMMISSIONERS MEETING May 27, 2020, 4:45 PM

Join Zoom Meeting

https://us02web.zoom.us/j/6267029359 / Mtg ID: 626 702 9359 / Dial 253 215 8782

- 1. CALL TO ORDER
- 2. ROLL CALL
- 3. APPROVAL OF MINUTES
 - 3.1 Minutes of April 22, 2020—Regular Meeting
- 4. GUEST COMMENTS
- 5. COMMITTEE REPORTS
- 6. COMMENTS FROM THE EXECUTIVE DIRECTOR
- 7. ADMINISTRATION REPORTS
 - 7.1 Finance
 - 7.2 Client Support and Empowerment
 - 7.3 Rental Assistance
 - 7.4 Property Management
 - 7.5 Real Estate Development
- 8. NEW BUSINESS
 - 8.1 2020-05-27 (1) Write Offs SAL 7 & Section 8 8.2 2020-05-27 (2) CSA GET Master Scholarship
- 9. COMMENTS FROM THE COMMISSIONERS
- 10. ADJOURNMENT



MINUTES



BOARD OF COMMISSIONERS MEETING MINUTES REGULAR SESSION WEDNESDAY, APRIL 22, 2020

The Commissioners of the Housing Authority of the City of Tacoma met in Regular Session via Zoom Meeting https://zoom.us/j/6267029359/ +1 301 715 8592 US / Meeting ID: 626 702 9359 at 4:45 PM on Wednesday, April 22, 2020.

1. CALL TO ORDER

Chair Young called the meeting of the Board of Commissioners of the Housing Authority of the City of Tacoma (THA) to order at 4:49 PM.

2. ROLL CALL

Upon roll call, those present and absent were as follows:

PRESENT	ABSENT
Commissioners	
Chair Derek Young	
Vice Chair Stanley Rumbaugh	
(joined late at 4:53 pm)	
Commissioner Dr. Minh-Anh Hodge	
Commissioner Dr. Arthur C. Banks	
	Commissioner Shennetta Smith
Staff	
Michael Mirra, Executive Director	
Sha Peterson, Executive Administrator	
April Black, Deputy Executive Director	
Ken Shalik, Finance Director	
	Toby Kaheiki, Human Resources Director
Frankie Johnson, Property Management	
Director	
Kathy McCormick, Real Estate	
Development Director	
Sandy Burgess, Administrative Services	
Director	
Julie LaRocque, Rental Assistance	
Director	
Cacey Hanauer, Client Support &	
Empowerment Director	

Chair Young declared there was a quorum present @ 4:50 pm and proceeded.

3. APPROVAL OF MINUTES OF THE PREVIOUS MEETINGS

Chair Young asked for any corrections to, or discussion of minutes for the Regular Session of the Board of Commissioners on Wednesday, February 26, 2020; the Special Session on Wednesday, March 18, 2020; and the Study Session on Friday, April 3, 2020.

Commissioner Banks moved to adopt the minutes of all three meetings, Commissioner Hodge seconded.

Upon roll call, the vote was as follows:

AYES: 4
NAYS: None
Abstain: None
Absent: 1

Motion approved.

4. GUEST COMMENTS

None.

5. COMMITTEE REPORTS

Real Estate Development Committee—Vice Chair Rumbaugh

Nothing to report.

Finance Committee—Commissioner Hodge and Chair Young

Nothing to report.

Education Committee—Commissioner Hodge

Nothing to report.

Citizen Oversight Committee—Commissioner Banks

Nothing to report.

6. COMMENTS FROM THE EXECUTIVE DIRECTOR

Executive Director (ED) Michael Mirra directed the board to his report. He reported how THA staff are managing through the COVID pandemic. He ackowledged the leadership of Deputy Executive Director (DED) April Black on the Emergeny Operations Committee (EOC). THA is gratelful to the board for the flexibility they provided ED Mirra. His report includes the executive actions he has since done.

7. ADMINISTRATIVE REPORTS

Finance

Finance Department (FD) Director Ken Shalik directed the board to the Cash and Expense reports. He is submitting motions for February and March. He will be presenting a resolution for the 2020 Annual Budget for the board's approval. Director Shalik hopes to have a financial report for the first quarter to present next month. For March Cash Position, THA is in a relatively good financial position with \$22M in cash balance, \$1.5M in the Moving to Work (MTW) account, and \$2.8M held at Housing and Urban Development (HUD). There is aproximately \$6.8M in unencumbered cash at the end of March. THA will be receiving additional funding from HUD for the COVID crisis. THA is also supposed to be receiving two months of administrative fee for non-Housing Assistance Program (HAP), which is \$600K. These amounts would cover several months of operations if necessary.

Vice Chair Rumbaugh asked Director Shalik to quantify what additional costs were imposed on the agency thus far for COVID. Director Shalik responded that finance only has information through March. The majority of the costs thus far are not additional expenses – they are for salaries of staff redirected to COVID response. There will be growing expenses for extra sanitation, security, and IT equipment. Finance is tracking all COVID expenses, which will be included in the next financial report. In response to Vice Chair Rumbaugh, DED Black stated that the main extra expense will be rent adjustments for clients losing income, estimated thus far at \$200-\$400K. Vice Chair Rumbaugh asked if THA slowed down on construction for Arlington and The Rise and if there was an impact on the consruction schedule or budget. According to Director McCormick, both will be finished early and on budget.

Vice Chair Rumbaugh moved to ratify the payment of cash disbursements totaling \$4,840,245 for the month of February, 2020. Commissioner Banks seconded.

Upon roll call, the vote was as follows:

AYES: 4
NAYS: None
Abstain: None
Absent: 1

Motion Approved.

Vice Chair Rumbaugh moved to ratify the payment of cash disbursements totaling \$5,407,744 for the month of March 2020. Commissioner Hodge seconded.

Upon roll call, the vote was as follows:

AYES: 4 NAYS: None Abstain: None Absent: 1

Motion Approved.

Policy, Innovation and Evaluation

Policy, Innovation and Evaluation (PIE) Director April Black directed the board to her report. The policy team has been distracted by the COVID crisis. DED Black acknowledged staff for providing support to the pandemic response, communicating every day, and keeping social media updated. She also acknowledged the Emergency Operations Committee (EOC) and support staff within all departments. PIE is busy with Tacoma Schools Housing Assistance Program (TSHAP) and Children's Housing Opportunity Program (CHOP). DED Black had thought that the TSHAP expansion would be delayed due to the closure of schools. Yet she can report that after communicating with Pierce County (PC) and Tacoma Public Schools (TPS) all parties have agreed to proceed with the expansion. They expect to choose the service provider by May 5. The program will look different than originally conceptualized; the hope was for families to be identified by school counselors or by McKinney Vento Liaisons. Now that the schools are closed, THA cannot rely on their assistance so we will have to find another way, probably relying even more on third-party providers.

Amy Van and Client Support and Empowerment staff have been working on rethinking the Children's Savings Account and are having discussions with Washington Student Achievement Council. DED Black will report more in May or June.

DED Black was hoping to provide a proposal for the correction's portion of the College Housing Assistance Program (CHAP), but it's not ready. For the past 18 months, THA has been resetting TCC's deadline for delivering the proposal. The last deadline was March 4. ED Mirra and DED Black are scheduled to meet with TCC and UWT and this will be one topic of discussion. They will also discuss communication in general.

DED Black is also discussing success and dissapointments with the Koz Dome lease up. Referalls from institutions were slow to start in February and lease up rates were pretty low. THA lost a significant amount of subsidy payment and the owner lost a significant amount in rent. The owner began marketing to low-income non-students last week. PIE also took this opportunity to provide marketing materials to Bates, Evergreen, and Clover Park to give them a head start into the property before marketing to the non-student population. DED Black has not heard from the properties whether they received referrals from those other schools. Vice Chair Rumbaugh asked whether the referrals from TCC are students coming out of prison or students already enrolled. According to DED Black, there is no direct targeting of students coming out of Corrections and not all students are housing insecure. TCC will be expanding the pool of applicats to Pell students beginning February. Vice Chair Rumbaugh stated that there are alternatives to working with TCC in the context of some sort of housing for people coming out of institutions; in particular, those with conditional release to go to school or go back to prison so they have a way of

complying. Vice Chair Rumbaugh would like to revisit providing housing assistance to people paroled on early-release programs. Commissioner Hodge asked if THA is working with Tacoma Public Schools (TPS) and with whom, in identifying homeless McKinney Vento students. She added that the school staff is still working so she does not understand why THA cannot continue working with TPS. DED Black responded that THA was working with Thu Ament and Rita Chadhurri, and will continue working with Thu who will be on the panel to hire the third-party provider. THA is getting ready to pivot if McKinney Vento won't be the conduit referral. Regarding Koz Dome, Chair Young asked if there are any lessons on what THA could have done differently or is it just poor timing? DED Black thinks the challenge is whether the need was over estimated or it was a marketing problem; THA will discuss this with TCC and UWT. UWT said it is likely both.

Client Support and Empowerment

Client Support and Empowerment (CSE) Director Cacey Hanauer directed the board to her report. CSE has been busy focusing on COVID response and supporting tenants. Staff are also focused on getting food to folks who need it, but transportation has been a challenge. Staff are helping parents homeschool, and how to strengthen parenting skills under the stress of the lock-down. CSE is also refocusing and making sure everyone has access to \$1,200 through the Cares Act. There has been a large focus on wellness through the pandemic. CSE team is having conversations with staff and clients on how to manage their own health. Director Hanauer has been focused on Arlington and connecting with the YMCA and Community Youth Services (CYS). They and THA are starting to hire to fill staff positions. Vice Chair Rumbaugh asked for the number of cases of the virus THA has experienced in the faciltiy. Director Hanauer is unsure of any actual cases but CSE staff follows up with households to see what they need and see if testing needs to be done. ED Mirra, as a supplement to Arlington, stated that THA received the operating funds from the Legislature to run Arlington, which will take THA to the next fiscal year. He noted the risk that the Legislature might rake back funding to fill its large deficit resulting from the economic shut down.

Rental Assistance

Rental Assistance (RA) Director Julie LaRocque directed the board to her report. She echoed what staff said -- staff are all about the COVID everyday. RA has been through a lot in the last month, adapting to work from home and doing it very well. Landlords have been paid and staff are making Housing Assistance Program (HAP) adjustments. The pandemic made it a learning experience for staff. Maybe things will change on how we do business in the future, more electronically perhaps. THA continues to have high utilization, which is a little over 100%. The Koz is dissapointing, but it will lease up. According to Director LaRocque, landlord Marlina Ma has donated 600 masks to THA. It was a sweet gesture showing that amidst the craziness nice things still happen. For Sal 1-7, Vice Chair Rumbaugh asked if the 4% inflation is due to renovation because it seems high. Director LaRocque responded that it is the normal eb and flow. She does not think

it is troublesome, but Director Johnson can talk to that. Vice Chair Rumbaugh added that it was a bit of an anomaly.

Property Management

Property Management (PM) Director Frankie Johnson directed the board to her report. She too echoed what the other directors said -- it has been all COVID everyday, and the adjustment of learning to work through this pandemic is something to behold. She acknowledged the resilience of her team and all of THA staff moving from working at offices to teleworking with an in-home classroom. PM has been absolutely awesome throughout this process. Administration and maintenance have had to step up, sanitizing common space, and other new tasks. PM has also been trying to be responsive to clients and staff in making sure they emphasize self-care during a time like this. It has been challenging to practice social distancing so they have made changes in properties to enforce social distancing. Maintenance is now on a full schedule recognizing that the work is crucial at this time. PM has been recruiting for positions and things are going smoothly; staff will likely begin onboarding on electronic medium. The numbers are turning in the right direction, maintaining 99% occupancy. Last month, there was a total of 11 days turn time for units and 15 for this month. Work orders have been adjusted and staff are responding to only emergency and urgent work orders so there will be a backlog needing attention in the future. With the implementation of social distancing for senior buildings, Commissioner Hodge asked if there were complaints, concerns, or if staff have thought about emotional support. According to Director Johnson, the CSE team evaluated tenant needs to see if they feel isolated. PM has security stationed at the entrance of every senior buildig from 7 pm to 3 am to reinforce social distancing of visitors, and see if visits are necessary. Commissioner Hodge noted that there have been COVID outbreaks in nursing homes in the news so she was curious how THA senior buildings were doing. Director Johnson acknowledged the sad reports in the news but reassured Commissioner Hodge that THA has not received any confirmed cases at the senior buildings.

Real Estate Development

Real Estate Development (RED) Director Kathy McCormick directed the board to her report. She thanked and acknowledged Director Johnson for her assistance with recent Arlington site break ins. Thieves stole construction equipment. Director McCormick asked for security to do a drive by and Director Johnson got it done quickly. She and Korsmo appreciate the help. Director McCormick noted that Korsmo has a good COVID policy in place and construction is going well and ahead of schedule.

Director McCormick is keeping an eye on when regular construction can go back in place. THA is still on schedule for Arlingon, and she is watching the construction budget. THA owns and manages properties that have commercial tenants at James Center, Alberta Canada, and Mr. Mac. Staff are seeing how commercial tenants are affected by COVID and how to help them apply for CARES business assistance. RED is beginning informal negotiations concerning Hilltop Lofts with Inland. Director McCormick will be requesting a Real Estate Development Committee meeting to go over details and

direction. RED staff are having conversations with Forterra regarding Rite Aid and whether THA will develop part of the housing planned for the site.

THA prepared an agreement with Shilo Baptist Church for consulting services. This project will house people leaving incarceration. Bob Fredrickson is shopping on THA's behalf for acquisitions that generate revenue. RED staff talked with some properties that are interested in working with THA. Director McCormick requested an extension for Gault School until August. SMR completed their work to see about how many units THA can have and what it can tear down. The City was originally going to provide funding but with the COVID, they are not sure if they will have the funds. THA hired BDS to do community outreach and they have been creative on how to do it during this pandemic.

8. NEW BUSINESS

8.1 **RESOLUTION 2020-04-22 (1)**

(The Rise at 19th – Conversion of HUD VASH Vouchers to Project-Based VASH Vouchers)

A **RESOLUTION** of the Board of Commissioners of the Housing Authority of the City of Tacoma

WHEREAS, the Rise at 19th has sixty-four (64) units that will receive Project-Based assistance from THA; and

WHEREAS, the Rise at 19th will house low-income and very low-income households in our community; and

WHEREAS, THA has underutilized HUD-VASH vouchers available; and

WHEREAS, THA is committed to providing housing for homeless veterans in our community; and

WHEREAS, THA and the Department of Veterans Affairs Puget Sound Health Care System (American Lake Division) concur that the conversion of these HUD-VASH vouchers will provide an additional housing option for many homeless veterans in our community; now, therefore, be it

Resolved by the Board of Commissioners of the Housing Authority of the City of Tacoma, Washington as follows:

Approve the conversion of eighteen (18) HUD-VASH Vouchers to Project-Based VASH Vouchers at THA's new housing development The Rise at 19th.

Vice Chair Rumbaugh motioned to approve the resolution. Commissioner Banks seconded the motion.

AYES: 4
NAYS: None
Abstain: None
Absent: 1

Motion Approved: April 22, 2020

Derek Young, Chair

8.2 RESOLUTION 2020-04-22 (2) (Fiscal Year 2020 Annual Budget)

WHEREAS, the Housing Authority of the City of Tacoma ("Authority") intends to incur expenses and other cash outflows for Fiscal Year 2020; and

WHEREAS, Authority staff has prepared and the Board of Commissioners of the Housing Authority of the City of Tacoma has reviewed and provided input to the proposed Fiscal Year 2020 annual budget; and

WHEREAS, this resolution replaces Continuing Resolution Budget 2019-12-11(4) passed in December 2019; now, therefore, be it

Resolved by the Board of Commissioners of the Housing Authority of the City of Tacoma, Washington that:

1. The Board of Commissioners of the Housing Authority of the City of Tacoma adopts the attached FY 2020 Agency wide budget. Expenses and other cash outflows are projected as follows:

<u>Expenses</u>	
Administration	\$ 3,649,941
Client Support & Empowerment	2,033,216
Executive	1,150,743
Finance	1,532,223
Human Resources	725,002
Policy, Innovation and Evaluation	1,251,061
Rental Assistance	47,663,663
Real Estate Development	2,761,683
Property Management Overhead	1,586,499
Property Budgets	2,342,937
Subtotal	64,696,968
Additional Cash Outflows	
Debt Service	74,994
Capital Expenditures	10,519,000
Replacement Reserves	172,650
Subtotal	10,766,644
TOTAL APPROVED BUDGET	\$ <u>75,463,612</u>

Vice Chair Rumbaugh motioned to approve the resolution. Commissioner Banks seconded the motion.

Upon roll call, the vote was as follows:

AYES: 4
NAYS: None
Abstain: None
Absent: 1

Motion Approved: April 22, 2020

Derek Young, Chair

8.3 RESOLUTION 2020-04-22 (3) (Commitment of Agency Reserves)

WHEREAS, for THA has to be effective in its mission it must plan its use of financial resources over multi-year periods and have assembled reserves for those purposes; and

WHEREAS, the Authority has assembled adequate reserves for those purposes through its responsible prudent, and patient management and budgeting; and

WHEREAS, the attached Schedule of MTW Reserve Commitments updates Resolution 2018-12-12 (2), and reflects the Authority's current plans for such capital and operational expenditures of THA' reserve's, both MTW and Non-MTW; and

WHEREAS, the Authority intends to include a Schedule of Board Commitments in the MTW annual report, including language that allows for shifting monies between the identified commitments; now, therefore, be it

Resolved by the Board of Commissioners of the Housing Authority of the City of Tacoma, Washington that:

- 1. The Board authorizes commitments of the Authority's Reserves as outlined in the attached Schedule of THA Reserve Commitments, subject to adjustment in future budgets and budget revisions.
- 2. The Board authorizes THA's Executive Director to include the latest THA Reserve Commitments in the annual MTW Report submitted to HUD.

Commissioner Hodge motioned to approve the resolution. Commissioner Banks seconded the motion.

Upon roll call, the vote was as follows:

AYES: 4
NAYS: None
Abstain: None
Absent: 1

Motion Approved: April 22, 2020

Derek Young, Chair

9. COMMENTS FROM COMMISSIONERS

Vice Chair Rumbaugh observed how staff from top to bottom have been stressed this year and even with this COVID staff continue to perform at a high level, which speaks volumes. Commissioner Banks echoed and noted how he really appreciates staff and to keep up the good work. Commissioner Hodge added what an amazing team THA has and thanked staff for their hard work. Chair Young noted how it has been crazy and uncertain with things changing week to week; he sees how staff show how committed they are to the mission. He added that THA's work is prized in the community.

ED Mirra stated that the board's words are meaningful to staff and thanked them. Vice Chair Rumbaugh responded that it starts with the leadership from the top and thanked ED Mirra for running the show.

10. EXECUTIVE SESSION

None.

11. ADJOURNMENT

There being no further business to conduct the meeting ended at 6:07 PM.

APPROVED AS CORRECT

Adopted: May 27, 2020

Derek Young, Chair



Real Estate Development Committee

Chair Derek Young Vice Chair Stanley Rumbaugh

Finance Committee

Chair Derek Young Commissioner Minh-Anh Hodge

Citizen Oversight Committee

Commissioner Arthur C. Banks Commissioner Shennetta Smith

Education Committee

Commissioner Minh-Anh Hodge Commissioner Shennetta Smith



COMMENTS FROM THE EXECUTIVE DIRECTOR



To: THA Board of Commissioners **From:** Michael Mirra, Executive Director

Date: May 20, 2020

Re: Executive Director's Monthly Report

This is my monthly report for May 2020. It supplements the departments' reports.

1. COVID-19: THA'S CONTINUING RESPONSE

The COVID-19 pandemic and THA's response continues to be a preoccupation for staff, both personally and professionally. April continues to lead THA's Emergency Operations Committee (EOC) and its planning. I attach the updated EOC's Continuity of Operations Plan. The Plan remains focused on three goals:

- keep our clients safe, housed, and financially protected;
- protect THA's capacity to perform its core housing function during this pandemic and afterward;
- keep THA's staff safe and working.

To help us be agile, the Board has given me authority to "take any emergency actions and/or contingency plans as may in his judgment be needed to protect agency operations and the health, safety and well-being of agency employees, clients, vendors and the public as a whole; . . ." THA Resolution 2020-3-18(1). The resolution requires me to inform the Board Chair whenever I take such an action. I have used this authority eleven (11) times. Last month I attached copies of the first six Executive Actions:

- Executive Action #1: Identifying THA's "core functions", asking staff performing other functions to work from home; keeping all staff on full paid status.
- Executive Action #2: Extending Executive #2 to April 3rd.
- Executive Action #3: For all THA tenancies, both residential and commercial, suspending all terminations for nonpayment of rent and waiving all late fees through the end of June. Unpaid rent remains owing.
- Executive Action #4: Extends parts of Executive Action #1 through April 17th, with modifications. In general, it establishes a pattern of work that should keep all staff working and THA functioning.
- Executive Action #5: Easing process for tenants and vouchers holders to request and get rent reductions and easing program documentation requirements.

Re: Executive Director's Monthly Board Report

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• Executive Action #6: Waiving CHAP Program Requirements.

Since the April Board meeting, I have issued these five additional Executive Actions. I attach copies of them:

- Executive Action # 7: Vacation Cash-Out Policy Exception
- Executive Action #8: Required Absences form Work & Emergency Leave Program
- Executive Action #9: Moratorium of Time-Limits on Assistance Programs
- Executive Action #10: Staff Stress Management
- Executive Action #11: Commercial Tenant Rents Flexibility

The EOC is starting to plan THA's re-opening. We are taking our cues from the Governor, who has issued a 4 Phase re-opening of the state and its economy, with safety requirements for each phase. Here are some of the issues we face as we re-open:

- How much office space will we need? The pandemic has taught us that staff can do a lot of our work remotely. It has also shown that some staff prefer to work remotely. That may mean we need less space. Yet, the Governor's proclamations and the increasingly specific directives from the Department of Labor & Industry require social distancing and new office designs. That will mean we will need more space to accommodate staff.
- Even after the Governor's restrictions end, how much of the client interaction do we want to conduct remotely, even if we could do it? So much of our work is effective because of the relationship and trust we build with a client. Can we do that remotely?
- What extra costs should we anticipate from the new rules: designated staff person to police social distancing and other requirements; design changes in the office (barriers between desks, sneeze guards, frequent sanitizing, more Personal Protection Equipment, computers and other devices people will need to work from home, better documentation management software to allow our files to be securely accessible from home).

The other large factor is hard to anticipate. We do not know when the Governor's shutdown will end. Even if a diminished virus counts allows the state to re-open, we do not know if the virus will surge again in the Fall or Winter. We must remain flexible.

Re: Executive Director's Monthly Board Report

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2. ARLINGTON DRIVE APPROPRIATION

The state is facing up to a \$4 billion deficit for this current biennium that ends June 30, 2021. It projects another big deficit for the next biennium. All this is due to the pandemic and the economy's shut down. In response, the Governor may be convening a special session of the legislature this Summer. Its purpose would be to rake back funds already appropriated.

If that happens, we must be worried about the \$1.2 million appropriated to operate THA's Arlington Drive Campus for Homeless Youth and Young Adults. We have begun an effort to prevail on legislators to preserve this funding this year and in future years. I attach my recent email to legislators and community partners. I can provide the Board with more detail about this effort at the Board meeting.

3. MISCELLANEOUS

3.1 Side Walk Chalk (and Bubbles) Project

We have decided that the world needs more color right now. We will be hanging a plastic bag on every doorknob in THA's portfolio. It will contain 8 to 10 pieces of sidewalk chalk. It will have a flyer inviting children (and others) to "go to town" and cover the sidewalks, walkways, and parks with design. I attach a copy of the flyer. The Greater Tacoma Community Foundation provided the money to buy the chalk and other supplies.





We are beginning with Salishan. Commissioner Smith is organizing residents to hang the packets on doorknobs.

We have a special packet for residents of our senior buildings. Instead of chalk, it will have a bottle of bubbles.

THA Board of Commissioners

May 20, 2020

Re: Executive Director's Monthly Board Report

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3.2 Op-Ed Essay

I attach the text of an Op-Ed Essay The News Tribune will publish shortly. The following organizations signed onto it:

Asian Pacific Cultural Center

Asian Pacific Islander Coalition - Pierce County

Associated Ministries

Bates Technical College

Catholic Community Services

Foundation for Tacoma Students

Greater Tacoma Community Foundation

Korean Women's Association (KWA)

League of Women Voters of Tacoma-Pierce County

Living Access Support Alliance (LASA)

NAACP- Tacoma Branch

Pierce College

Pierce County Housing Authority

Pierce County Human Services Coalition Executive Committee

Shared Housing Services

Tacoma Community College

Tacoma Housing Authority

Tacoma Ministerial Alliance

Tacoma Urban League

Tacoma-Pierce County Affordable Housing Consortium

Tacoma-Pierce County Habitat for Humanity

United Way of Pierce County

University of Washington - Tacoma

However, The News Tribune said that it will not list more than one signatory. So the Op-Ed piece will appear under my by-line. The listed organizations will then feature the Op-Ed Essay in their own communication showing the full list.

Thank you!



Coronavirus Pandemic: Continuity of Operations Plan

Version 6 | Updated: May 9, 2020 | Started: March 3, 2020

OBJECTIVE: Since the threat to an organization's continuity of operations is high during a pandemic outbreak; it is important for the Tacoma Housing Authority (THA) to have a Coronavirus Continuity of Operations plan in place to ensure we can carry out our essential functions and services. While we may be forced to suspend some operations due to the severity of a pandemic outbreak, an effective Continuity of Operations Plan can assist us in our efforts to remain operational, with the emphasis of maintaining our mission.

A. The plan objectives include:

- Reduce the spread of disease among staff and customers.
- Protect people at higher risk for complications. This includes staff and customers.
- Maintain essential business operations.
- Minimize financial impact on staff that could result from office and school closures.
- Minimize stress of rent payments and evictions among our portfolio and tenant-based customers, and support our landlord partners.
- Provide crisis management supports for our customers.
- Where possible, coordinate food services on our sites for students and elderly customers who would have otherwise accessed food at schools or senior centers.
- Comply with directives from the Tacoma-Pierce County Health Department and civil authorities.

B. We have identified the following essential operations:

- Payroll
- Pay Rent to Landlords
- ID Cards
- VO Initial Inspections: PM
- Initial Inspections: RA
- Leasing PM
- Unit Turns
- Payment of Contractors
- Wage Interviews
- PM Move Ins
- Emergency Work Orders
- Urgent Work Orders
- Sanitizing common areas in high rise buildings

- Trash pickup
- Human Resources
- Mail Processing at 902
- EOC Staffing and Communications
- Interims
- Accounts Payable
- Rent Collection
- Public Reception/ Phone Answering from 8 am to 4 pm Monday-Friday
- IT Support
- Open Door Support
- Security/Tenant Support at Portfolios
- CSE Crisis Management

As more information develops about the Coronavirus emergency and more restrictions are placed on (or removed from) the general population, Tacoma Housing Authority's list of essential functions may change and the list of designated "essential" staff may change.

C. Current Plan, completed actions, pending actions

Responding to the COVID-19 pandemic will require the Tacoma Housing Authority to be flexible and to move quickly. To help us do that, the Tacoma Housing Authority Board, on March 18, 2020, passed emergency resolution No. 2020-3-18(1) stating: "Tacoma Housing Executive Director (or designee) is authorized to take any or all of the following emergency actions as may, in his judgment, be needed to protect Agency operations and the health, safety and well-being of agency employees, clients, vendors and the public as a whole." This authorization will be useful throughout this plan.

The Plan is divided into five (5) sections: staff, customers, properties, funding, and "other" actions.

	Topic	Completed & Pending Actions
1. St	1. Staff	
1.1	Assess Workplace Exposure and Risk • Identify potential employee health risks	We have identified the following exposure risks to our staff and customers: Public visitors in lobbies, computer labs, and community rooms; Inspections of occupied units; Work orders in occupied units; Case management visits to tenant apartments; One-on-one appointments with customers; Working in close proximity to co-workers; In-person meeting with external partners; In-person meetings, in general; Cleaning bathrooms, common spaces and THA buildings; Visits to the office from children who attend school and daycare centers; Interactions with vulnerable populations.

	Торіс	Completed & Pending Actions
1.2.	Review Workplace Policies	 We have reviewed internal, State and Federal policies as they relate to: Sick leave. Union contracts as they relate to out-of-class work before and during a pandemic. We implemented the new federal Families First Coronavirus Response Act.
1.3.	Adjust essential operations, where possible, to mitigate workplace exposures and risks	 Our Emergency Operations team will monitor Tacoma-Pierce County Health Department, CDC, World Health Organization, State of Washington Department of Health, and King County Health Department updates, directive and Coronavirus statistics daily and adjust plans in response to this information. We have closed all of our offices to the public starting Friday, March 13;
		All community rooms and computer labs have been closed;
		All non-essential meetings have been cancelled or moved to a virtual meeting space;
		All essential meetings will be held virtually or, when held in person, in meeting spaces that allow for a six-foot distance between participants.

	Торіс	Completed & Pending Actions
1.4.	Apply Infection Control Measures:	We have and will continue to do the following:
	We will create a constant culture of wellness.	 Placed Tacoma-Pierce County Health Department (TPCHD) posters and material at each entrance of THA offices and emailed them to all staff. This material encourages staying home when sick, cough and sneeze etiquette and hand hygiene
		 Provided soap, water, and alcohol-based hand rubs in multiple locations and routinely refill.
		 Placed hand sanitizer (60% Alcohol), sanitizing wipes, and facial tissue at all front desk areas, meeting rooms, and employee work areas.
		 Placed/supplied hand sanitizer, sanitizing wipes and facial tissue are stocked in all Fastenal machines.
		 Instructed employees to clean hands often with an alcohol-based hand sanitizer or by washing with soap and water for at least 20 seconds.
		Ensured that sick leave policies are in place.
		 Clean commonly touched surfaces at least daily during the work week.
		 Ensured Tour maintenance and inspection staff have appropriate personal protective equipment (PPE) and are trained accordingly when performing daily functions of their job class that may require such equipment.
		All maintenance staff are trained on bloodborne pathogens.
		 Encourage staff to disclose a positive Coronavirus test result for themselves, family or close social circle
		 Require and recommend PPE for all staff, including facemasks, effective May 6, 2020 (See Appendix B)

	Торіс	Completed & Pending Actions
1.5.	Prepare for Social Distancing and Accommodate Personal Challenges as a Result of the Pandemic: Social distancing is an intervention to increase the physical distance between people and in an effort to decrease the spread of disease. the Health Departments asks all organizations: • to consider what policies and procedures they can implement to accomplish working remote. • prepare for employee absences resulting from personal illness, caring for ill family members, and dismissal of early childhood programs and K-12 schools. • be ready to adapt business practices to maintain critical operations.	Effective March 13th, operations have been scaled back to essential operations, which are shown on the list on page 1 of this document. This was necessary to protect staff and begin implementing telework and staggered shift plans. Effective March 19th, we directed that: • All non-essential staff will work remotely; • We will equip all essential staff with work-from-home equipment where possible. • We will schedule all essential staff that need to work onsite in staggered shifts to promote social distancing. • We are working to equip all administrative staff with the ability to telework. • We have implemented staggered staffing and increased distance between work spaces to allow for social distancing within our staff teams. Staff resources about working remote are on our website. We did this so that staff can easily access them offsite: www.tacomahousing.net/coronavirus-info-for-staff

	Topic	Completed & Pending Actions
1.6.	Plan to Separate Sick Employees and Employees Confirmed with Coronavirus:	 We will separate the following staff from others and send them home: employees who report to work having a fever or an acute respiratory illness upon arrival to work; who become sick during the workday; employees that have recently returned from international travel in "high risk" areas; employees who self-report a recent exposure to someone with Coronavirus symptoms or diagnosis; Employees will be asked to stay home until they feel better, if applicable, and have completed a virtual assessment: multicare.org/virtualcare/- We will continue to sanitize the buildings where the sick employee(s) worked. We have ensured that: All managers and employees are aware of Tacoma Housing Authority policies and the expectation that sick employees stay home; All managers have been reminded to send sick employees home. If an employee is confirmed to have Coronavirus, we will: Close the office building(s) they've worked in for 72 hours; Hire a 3rd party vendor to sanitize the office(s); Advise all employees that have been in the building that they have been exposed and ask that they follow TPCHD guidelines related to "close exposure;"
1.7.	Encourage Personal Preparedness: We encouraged employees to take standard steps to prepare for staying at home if needed.	 Work closely with TPCHD on any further action items. We emailed staff on March 18th and posted to social media information about personal preparedness steps like: Store a two-week supply of water and food; Make sure to have enough prescription drugs at home. Keep non-prescription drugs and other health supplies on hand. Get copies of electronic health records from the doctor, hospital, or pharmacy. Talk with family members and loved ones about how they would like to be cared for if they got sick, and what's needed to care for them at home.

	Topic	Completed & Pending Actions
1.8.	Plan to keep employees in paid status to mitigate financial stress during uncertain times. The health and wellbeing of our staff is a top priority. Closely correlated to health and wellbeing is financial/income security. We will take actions within our authority to allow staff to continue to be paid even while operational functions are scaled back and uncertain.	We placed all full-time employees, regardless of salary/hourly, represented/non-represented status, in full regular paid status regardless of hours worked from March 14, 2020 through April 17, 2020. This allows us to significantly reduce onsite operations and reduce the schedules of staff in an effort to achieve basic customer service and social distancing without worrying about whether staff have adequate worked hours or accrued paid leave to result in a full paycheck. It also gave us time to re-organize to allow staff to resume full work schedules in ways that are safe. Effective April 18, 2020, we implemented the Families First Leave options and regular use of leave for all employees. THA will only use paid administrative leave when the employee's supervisor is unable to schedule a full-time employee for 40 hours per week of work. For April 17, 2020 through May 8, 2020, we implemented flexible rules to allow employees to cash out accrued vacation time

	Topic	Completed & Pending Actions
1.9.	Prepare for operations under a Shelter-in-Place directive from the government: Effective March 25, 2020 through May 31, 2020, the State of Washington has placed in effect a Stay Home-Stay Healthy Order that is similar to a Shelter-in-Place directive. We have determined that, under this order, the Tacoma Housing Authority is an essential business and exempt from this order. Accordingly, staff essential to THA's business are themselves exempt. Staff who report to work will still be governed by state and THA expectations for social distancing and other precautions.	We will continue to fulfill our essential functions. During Stay Home-Stay Healthy Order, we will only ask the staff responsible for these functions, or their backup, to report to our offices/sites as required. All other staff will be asked to complete work from home. The type and amount of work will be determined by the supervisor and may include work in support of the EOC. Should we need to reduce essential functions, we will be prepared to modify the list of essential functions. This reduced list of functions will still include: Payroll; Pay rent to landlords; Issue Key cards to new tenants and/or replace any lost cards; Initial Inspections: Rental Assistance; Emergency and Urgent Work Orders; Crisis Management for Tenants (virtually) Emergency Operations Center (EOC) Staffing and Communications; Accounts Payable Rent collection Return Urgent Phone Calls Process Mail Lease enforcement related to health and safety Payment of vendors/contractors

Completed & Pending Actions

2. Customers, Clients and Partners

2.1. Prepare for Tenants and Landlords to be Challenged About Rent Payments

Employed Residents and Rental Assistance Participants will be hit by the closure of schools, restaurants, bars, and other service businesses. They will have trouble paying rent. This will also be a challenge for the landlords of rental assistance participants. We need to plan to ease the stress of the uncertainty of income and rent over the next several months.

Residents on fixed-incomes will also experience a financial impacts due to increased expenses that have resulted from few social services being offered.

We are developing a proposal to allow for a more lenient hardship and interim rent adjustment policies. Beginning March 25th, we will ask clients to start reporting any financial hardships they are experiencing due to the pandemic. Based on the information received, we will reduce tenant rent payments through a Coronavirus-specific hardship rent policy. We have also made it easy for clients to request these adjustments by reducing the paperwork we usually require, e.g, allowing self-certification of income loss.

We will also communicate with our landlord partners about what we are considering.

We will coordinate our response with the rental assistance programs that the City of Tacoma is developing with its newly enhanced federal and state money.

We suspended until August 1, 2020 the expiration of all time limits on the duration of THA's rental assistance.

2.2. Plan to Offer Moratorium Evictions for Non-Payment

On March 18th, Governor Inslee placed a 30-day statewide moratorium that prohibits issuing or serving:

- Notice for non-payment of rent;
- 20 Day notice to terminate unless tenants actions are endangering the health and safety of tenants and other individuals; and
- Judicial action
- On April 16, 2020 Governor Inslee issued another statewide moratorium further limiting termination and rent increase notices to residential and commercial tenants. This included disallowing increases in rent through June 4, 2020.

For both our residential and commercial tenants, we will not issue notices for non-payment of rent in the months of April, May and June. We will waive late fees for the months of April through June.

Through June 2020, we will not issue any notices for non-payment of rent nor any 20-day notices to terminate unless tenants' actions are endangering the health and safety of other tenants and individuals. We will also not file any rent-related judicial actions in the month of April through June 2020.

No later than March 25th, we will:

- Post notice of this change to our website and social media accounts;
- Include notice in rent statements that go out to all tenants;
- Include notice of the new State requirements in all Housing Assistance Payments to landlords.

Effective April 16, 2020, we will not increase the tenant portion of rent while the governor's moratorium is in effect. Rent increase notices that were sent prior to April 16, will remain effective for the date stated on the notice.

• Additionally, we will allow for repayment plans for unpaid rents amongst our commercial tenants

	Topic	Completed & Pending Actions
2.3.	Coordinate Resources to Come On Site We will attempt to coordinate on-site resources as we learn of population-level challenges. To date the widespread challenge that has been identified is food resources for our elderly/disabled clients and students home due to school closures. We expect that if households run out of toilet paper, they will use other material that will damage building pipes. Arranging these deliveries can serve several purposes: It can equip tenants with necessities that may otherwise be hard for them to get; It can keep them out of the stores to reduce the chance that they will get or give infection; It can save them money; The deliveries can relieve a tenant's isolation and loneliness. If we can buy these meals from local restaurants, the purchases can help them survive their loss of business.	We are coordinating with the City of Tacoma and Pierce County to work with a local organization to deliver food to all seven elderly/disabled high rise buildings in our portfolio. We are also working with Korean Women's Association to reach out to our tenants in elderly/disabled buildings to find out medication needs and help them get refills by mail. We will work to identify how to get residents needed toiletries and other items. We shop for bulk purchases. We are partnering with KCTC to provide meals to students at Salishan, Hillside Terrace and Bergerson Terrace. Walk through lunch pick up will happen on each site three day per week beginning March 23 rd . Tacoma Public Schools (TPS) has implemented a 'Meals on Wheels' program that will bus food to children beginning March 23 rd . We have published the bus stops to our social media. TPS are calling all children this week to check in on their needs and let them know of the bus stops. We have produced a document further outlining how we will serve our customers during this time. It has been incorporated as Attachment C to this document.
2.4.	Communication About Other Offsite Resources	We continue to compile a list of available resources and host them on our website at: www.tacomahousing.net/coronavirus-resources We will include a link to this website in our communication with tenants and Rental Assistance Participants. We will also post this information to our social media accounts.

	Topic	Completed & Pending Actions
2.5.	•	 Completed & Pending Actions We communicate regularly with staff, clients, customers, and partners about our response to the COVID pandemic in the following ways. View Appendix A for a complete list of signage throughout our properties. Post TPCHD infographics at every managed property of ours in a variety of high visibility areas and in a variety of languages; Post TPCHD infographics on each apartment door that houses a high risk population. E.g. senior/disabled buildings; Advise our third-party managers to communicate similarly at their properties; Post tips and links to social media sites; Update tenants and voucher holders with regular updates about operation changes that affect them, eviction prevention, social distancing, personal preparedness, and TPCHD prevention measures such as handwashing; Communicate with landlords and partners by email, phone, and letters about eviction prevention and resources for landlords, tenants and voucher holders; Communicate with investors, lenders, elected officials, and other partners about our Coronavirus pandemic response; Update staff daily, via email, about social distancing, flexible leave, exposure, prevention measures, supplies, telework procedures, and operational status; Maintain a webpage that communicates our Coronavirus pandemic plan, TPCHD tips and links, resources, and FAQ's; Maintain proactive phone, email, and written communication with tenants, clients, landlords, and others for the purposes of answering questions, helping
		 with resources, well-being checks so people can remain housed and safe; Post notices on office doors about how they can reach staff for services by phone and email during regular business hours.

Completed & Pending Actions
Should we become aware that a tenant is displaying symptoms of Coronavirus, we will: Notify the Emergency Operation Committee Commander; Contact the tenant and ask the following questions: Do you feel well? Are you experiencing any of these symptoms: shortness of breath, cough, fever? Have you seen a doctor? Have you seen a doctor? If the answer is NO ask: Do you need support? Multicare offers free e-visits for people who show symptoms of coronavirus. Offer to send them the link to the Multicare Virtual screening or offer to help them complete it over the phone: multicare.org/virtualcare If the answer is YES: Did the doc test for COVID? Are you following doctor's orders? Do you need support? If we can't confirm that a person is not displaying symptoms and/or refuses to share information with us, we will ask them to self-quarantine for 14 days. Should we become aware that a tenant in a high-rise building has been tested for Coronavirus because they have shown symptoms of the virus, we will: Hire a 3rd party sanitization vendor to complete a thorough cleaning of the building; Let staff and vendors in those buildings know and ask that they not enter the building until a full 3rd party sanitization has occurred; Notify the tenants in the building that we do not know of a positive test but they will be seeing a 3rd party vendor as an extra precaution. Remind all THA staff and tenants in that building of social distancing recommendations. If we get notified by TPCHD a tenant has a confirmed case of Coronavirus. We will: Follow the instructions of the TPCHD investigative team.

	Topic	Completed & Pending Actions
2.7.	Limit Staff Entry into Apartments	 Maintenance staff and inspectors will not enter any apartment except in an urgency or an emergency. Staff will be trained as follows before entering even on those occasions: To ask the appropriate questions of the occupant to allow for an assessment of risk. In the event of a risk of COVID-19 infected occupant, the staff person will not enter without appropriate personal protective equipment. Also, see below of required and recommended use of PPE.
2.8.	Addressing Isolation and Stress of Residents We should expect that our clients will suffer from isolation and stress during the pandemic. Our senior and disabled clients may be more likely to suffer this. We will attempt to ease this distress.	Our case workers are in regular communication with THA's residents and connecting them to resources, as needed.
2.9.	Limit Social Visiting Effective March 25, 2020 through May 31, 2020, the State of Washington has placed in effect a Stay Home- Stay Healthy Order that is similar to a Shelter-in-Place directive. Residents in our seven high rise buildings are vulnerable to neighbors disregarding this order and inviting in visitors.	Effective April 18 through May 8, we had security guards monitoring the entrances of the seven high rise buildings from 7 PM to 3 AM every night. Security will discourage visiting by anyone not exempted by the Stay Home order. Effective May 9 through May 31, or until the Stay Home Order is lifted, we will work directly with our security company and resident council to decide where to scale down security based on past security reports and building activity.
	We will attempt to limit unnecessary visits.	The full detail on these restrictions can be found in Appendix D of this document.

3. Properties				
3.1.	Maintain Sanitary Common Spaces in our Residential Properties	Effective March 13 th , all community rooms and computer labs were closed in our residential buildings. We also discontinued meeting with tenants in our offices located in residential buildings.		
		Effective March 23 rd , we will assess lobby and gathering areas in our properties to make adjustments to discourage congregating. At a minimum we will post signs at elevators and benches to discourage congregating.		
		We are installing temporary fencing to make play structures inaccessible, with explanatory signage.		
		We posted signs on benches limiting their use to one person at a time. We posted signs on elevators limiting them to two person per ride.		
		We will continue to monitor Pierce County policies related to playgrounds and parks and apply any restrictions within our portfolio, if necessary. We are ordering the supplies now should we need them.		
3.2.	Continue to Make our Properties Safe and Sanitary for Residents While Tacoma and the nation is in a state of heightened social distancing to curb Coronavirus, we still have an obligation to maintain the health and safety of our residents.	Elevators, hallways, and entrances will continue to be used in our high-rise buildings. In these buildings, we will regularly sanitize all high touch areas twice daily during weekdays. Our maintenance crew will thoroughly address each common area and sanitize areas such as but not limited to door handles, elevator buttons, handrails, counter tops, and common area bathrooms. This sanitization will be in addition to our normal schedule of janitorial work in these locations.		
3.3.	Continue to Make our Properties Safe and Sanitary for Residents While Tacoma and the nation is in a state of heightened social distancing to curb Coronavirus, we still have an obligation to maintain the health and safety of our residents.	 We scaled back our essential operations but commit to the following: Continue to complete emergency work orders; Continue to have 3rd party security patrol our properties on a regular schedule; Enforce the terms of our lease as they pertain to violations of the health and safety of other residents. 		

4. Funding				
4.1.	Search for funding for Coronavirus related expenditures We have not budgeted for the costs associated with this crisis. We will search for funds to reimburse the agency for its costs.	 We created a code CV19 in the "Type" dimension in our financial system. As much as possible, we will code all coronavirus expenses, included payroll to this code. These expenses could include: Staff paid for unworked time under administrative leave; Staff time dedicated to COVID response, both Administrative and Maintenance. Costs of sanitation supplies; Computer and phone supplies to accommodate teleworking; Cost of lost rent and additional HAP paid to account for tenant loss of income; Cost of third-party contract for sanitizing, if necessary; Additional security costs Any future costs to bring additional supportive services into the agency. 		
4.2.	Review Insurance Coverage Some of our losses and expenses may be covered by our insurance policies.	Potential sources of funding include: City of Tacoma Pierce County State of Washington HUD FEMA Other federal resources Private donors		

5. Other

5.1. Holding Open Public Meetings While in Emergency Status

While in this emergency status, we might still need to hold regular meetings that are subject to the Open Public Meetings Act, Chap. 42.30 RCW. We will comply with these requirements while practicing safe practices as provided by the TPCHD.

On March 24, 2020, Governor Inslee issued Proclamation BY the Governor 20-28 order allowing public entities to hold meetings remotely and waive the requirement to provide in-person settings. • All Board meetings will be by conference call. We will provide notice of the ways the public can call into these meetings in accordance with State requirements.

5.2. Housing Under Construction

We have three buildings (two at Arlington Drive and The Rise on 19th) of affordable housing under construction that is scheduled to be completed in 2020. Our financing sources for this construction impose deadlines for getting them built and occupied. This is especially the case for Low Income Housing Tax Credit financing and the governing federal rules. Missing those deadlines will mean THA loses financing.

- The City of Tacoma has confirmed that the construction activity, including architects, engineers, inspectors and others necessary for the construction are exempt from the Governor's Stay Home-Stay Healthy Order because it fits within the Governor's list of essential services.
- We are communicating with the general contractors at these sites to ask that they continue working.
- We are communicating with our investors and lenders and reviewing our financing contracts seeking any necessary flexibility.
- We are participating in discussions with federal authorities and Congress seeking any necessary regulatory or legislative flexibility.

Appendix A: Property Signage and Communication

Signage Checklist

Tacoma Housing Authority signage may be found in the <u>Emergency Team's File library</u>. All <u>Health Department</u> documents must be printed through their website in case of updates.

Each T	acoma Housing Authority property must have the following signage displayed:
	Bulletin Boards: The <u>Tacoma Pierce County Health Department's General Coronavirus flyer</u> O Available in <u>English</u> , <u>Korean</u> , <u>Spanish</u> , <u>Chinese</u> , <u>Tagalog</u> , <u>Vietnamese</u> or <u>Russian</u> .
	Bulletin Boards: Post the "Stay Home, Stay Healthy" Flyer from TPCHD.
	Community Rooms/Computer Rooms: Post "Closed" signage up outside all locked community rooms and computer labs.
	Elevators: Post the "Only 2 People per Elevator" flyer inside the elevator and outside on each floor.
	Public Benches: Post the "One Person per Bench" flyer on or near all outside benches.
	Common Area Furniture: Post "Please Do Not Use Furniture" flyer in all common areas where furniture could not be removed.
	3/14/2020: Post on property doors that community Rooms are closed.
	3/11/2020: TPCHD Prevention posters in English and other languages posted at all THA managed apartment buildings.
	3/3/2020: TPCHD Coronavirus infographic posted at all Senior/Disabled buildings.

Employee Protective Masks Guidelines

Coronavirus Pandemic Response



The following guidelines for THA employees were developed in response to recent information from Tacoma Pierce County Health Department and Centers for Disease Control (CDC) about wearing cloth and other protective face coverings.

Both agencies emphasize that wearing non-medical face masks is not protection against getting or spreading the virus but is an additional measure that may help. Wearing cloth face coverings will not prevent spread of COVID-19 without other protective measures. For that reason, it is critical to emphasize that masks are an extra layer of protection but not a substitute for social distancing measures.

Will THA supply face coverings?

Subject to supplies and situation priority, THA's Facilities Manager will continue to distribute the masks that are listed below. Email requests directly to the Facilities Manager.

Employees are encouraged to provide their own masks that can include cloth masks. Please check the Centers for Disease Control website for guidance about buying or making cloth masks.

What kinds of face masks will THA supply to employees?



Low-Profile Disposable Mask: Paper cup that fits over nose and mouth. Because it does not seal to the face, these do not substitute for N95 masks.



Face shield: A clear protective shield that covers the mouth, nose, eyes, and face. In this picture, the wearer is wearing the shield and a face mask. Shields will be available early to mid-May.



Disposable Mask: Woven fiber that fits over nose and mouth.

What is a facemask?

A mask covers the mouth and nose to offer limited respiratory protection for the user by trapping large particles or bodily fluids that may contain bacteria or viruses.

What is a face shield?

The face shield covers the face, eyes, mouth, and nose of the wearer and offers limited screening from the bodily fluids and respiratory droplets transmitted by other persons. The shield does not offer protection from airborne particulates. It can be used in conjunction with a facemask and preserves the usability of facemask. The shield can be sanitized and reused.

When do I use masks and face shields?

Situation	Required Personal Protection	Encouraged, Not Required Personal Protection		
Working in the common areas of Senior/Disabled buildings. E.g. maintenance	Disposable facemask Rubber gloves Oher PPE required for the specific task Social distancing measures			
Working with the public and tenants in public areas or property management offices	Social distancing measures	Low profile, disposable, or cloth mask and/or face shield if staff cannot maintain social distancing		
Entering a Unit	Disposable facemask Rubber gloves Oher PPE required for the specific task Social distancing measures			
Working in the office within proximity of co-workers		Low profile, disposable, or cloth mask and/or face shield		
Meetings	 Space is set for social distancing: 1) seating is apart by 6-feet or more; 2) hand sanitizer and disinfectant wipes or spray is available; and 3) high touch surfaces are sanitized Social distancing standards 	 Low profile, disposable, or cloth masks Ask external participants to bring masks Some or all participants can join by Zoom 		

What are Social Distancing Measures?

People maintain 6-feet distance between themselves, do not touch their face, frequently wash, or sanitize hands, and sanitize their work area and high-touch areas.

How do I wear a face mask?

The following are general guidelines only. Staff are responsible to seek out manufacturer instructions and online tutorials to ensure that they are correctly wearing masks. This is particularly important for those who wear glasses and facial hair.

Low Profile, Disposable and Cloth Masks: Make sure the mask is dry and clean when you put it on. Avoid touching your face to adjust the mask when wearing it.

- Wash your hands.
- Check for defects in the face mask, such as tears or broken loops.
- Position the colored side of the mask outward.

• If present, make sure the metallic strip is at the top of the mask and positioned against the bridge of your nose.

If the mask has:

- o **Ear loops:** Hold the mask by both ear loops and place one loop over each ear.
- Ties: Hold the mask by the upper strings. Tie the upper strings in a secure bow near the crown of your head. Tie the bottom strings securely in a bow near the nape of your neck.
- o **Dual elastic bands:** Pull the top band over your head and position it against the crown of your head. Pull the bottom band over your head and position it against the nape of your neck.
- Mold the bendable metallic upper strip to the shape of your nose by pinching and pressing down on it with your fingers.
- Pull the bottom of the mask over your mouth and chin.
- Be sure the mask fits snugly.
- Do not touch the mask once in position.
- If the mask gets soiled or damp, replace it with a new one.

N-95: THA has supplied these in the past but can no longer do so because of shortages. If you have one of these, it is very important that you refer to manufacturer instructions about how to wear it. The key to this mask is that it seals against your face and nose.

Can I reuse a mask or shield?

Shields are reusable and cleanable. Use the instructions that come with your shield. The Centers for Disease Control (CDC) recommends the following process for reuse of a cloth and disposable masks:

- 1. If wearing gloves, remove your gloves without contaminating your hands. CDC has a guide to <u>safe glove</u> removal. If not wearing gloves, wash or disinfect your hands.
- 2. Take off your mask by touching only the outside of your mask with clean hands.
- 3. Put the mask in a sealed bag.
- 4. Wash your hands again.
- 5. When reusing a protective mask, wash your hands again after putting the mask back on.
- 6. Cloth masks should be routinely washed depending upon the frequency of use. Masks should be washed with detergent and hot water and dried on a hot cycle. Discard cloth face coverings that:
 - o No longer cover the nose and mouth
 - Have stretched out or damaged ties or straps
 - Cannot stay on your face
 - Have holes or tears in the fabric



Appendix C

Tacoma Housing Authority's Planning Who to Serve with What Services during Large Scale Public Emergencies: GUIDELINES

THA's Emergency Operations Committee

Last Revised April 16, 2020

SUMMARY

During large scale public emergencies, THA will focus its response on its core mission and responsibilities as follows:

- keep its tenant and voucher clients housed and safe; this means protecting its portfolio and paying THA's share of the rent to voucher landlord partners;
- preserve THA's capacity to continue this core function beyond the emergency;
- keep THA's staff safe and working effectively for these purposes.

THA tenants and voucher clients may also have non-housing needs during an emergency: e.g., food, medicine; health care. The larger community may also need a lot more housing and non-housing help.

THA will have to make hard judgments whether and how THA can help meet these needs. THA will make these judgments in any particular emergency using its comprehensive emergency response and recovery plan. The Guidelines below will help THA make those judgments. They are guidelines only because each emergency will offer unique challenges and chances for THA to be useful. As a general guideline, whether THA can assist clients with non-housing needs or can extend even its housing resources to still others will depend on factors that will vary with the emergency. These factors include:

- the scale and nature of the emergency;
- the scale and nature of the need;
- THA's capacity to respond;
- whether THA can address other needs without risking its core function to house people;
- the availability of other community resources.

GUIDELINES FOR DETERMINING WHAT THA'S, IN AN EMERGENCY, CAN AND CANNOT DO FOR CLIENTS AND OTHERS

Below are eight guidelines to help determine what THA will try to do for its clients and others in an emergency and what it will not try to do. These guidelines begin with THA's core function. Understanding what this core mission is begins with THA's Mission Statement:

THA provides high quality, stable and sustainable housing and supportive services to people in need. It does this in ways that help them prosper and help our communities become safe, vibrant, prosperous, attractive and just.

The core of this mission is to house people in need. This will not change in an emergency; indeed, an emergency will likely reinforce its importance. In contrast, the nature and challenges of an emergency are harder to predict. A particular emergency will determine whether, to what extent and how THA can even serve its core mission, and whether it has any remaining capacity to do more than that. That is why these are guidelines only.

	GUIDELINE FOR THA EMERGENCY RESPONSE	Operational Details When Conditions Permit
1.	Compliance with Orders of the Civil Authorities	
	THA will comply with orders of civil authorities.	
	NOTE THE	
	NOTE: The importance of THA's core housing mission means that	
	civil authorities in an emergency will likely designate THA and its operations as an "essential" activity exempt from shut-down orders	
2.	THA's Core Function: To House People in Need	• staff the EOC
2.	The first priority of THA's emergency response will preserve its	• identify essential staff
	ability to perform its core function to house people in need. THA's	
	emergency response will focus on doing this. This focus will also	• keep them safe, paid, and
	strengthen the larger community's emergency response because an	working
	emergency will likely increase its need for the housing THA	
	provides.	• equip them for the work
	THA 1	• maintain and protect portfolio
	THA houses people in three ways. Its emergency response will protect THA's ability to do each of these during the emergency, and	pay landlordspay rapid rehousing programs
	beyond. First , THA rents housing to tenants. It has a large and	pay rapid renousing programspay vendors
	varied portfolio of residential properties for this purpose. THA	pay vendorsprocess hardship applications
	manages most of it directly. Third-party managers manage the rest	• fill vacancies; issue vouchers
	of it. THA has important responsibilities for the safety and	• collect rent
	wellbeing of all its tenants. It also has an owner's responsibility to	• delay or waive rent or fees
	its investors, lenders and neighbors for the condition of the portfolio.	
		• evict tenants who threaten
	Second, THA pays the rent on client's behalf to landlords in tenant	safety or health with a soft
	and project based assistance. This is the main way THA houses its clients. These clients and their landlords depend on this assistance.	landing someplace else
	Since THA is not the landlord, it is not responsible for the rental	• communication with clients,
	property. THA's main responsibility is to pay THA's share of the	landlords and community
	rent.	SEE CONSULTATION &
		COMMUNICATON SECTION
	Third , THA funds the county's rapid rehousing program.	BELOW

	GUIDELINE FOR THA EMERGENCY RESPONSE	Operational Details When Conditions Permit
3.	THA Staff Necessary to Perform that Core Mission	• keep staff safe, paid, and
	To do this work, THA employs around 140 dedicated and talented	working
	people. Their safety and wellbeing will be an important focus of	
	any THA emergency response. This focus serves three purposes.	 flexible work schedules and
	First, THA has important employer responsibilities for their	assignments as necessary for
	welfare. Second , the effectiveness of THA's emergency response	family responsibilities
	depends on a functioning staff. Third , THA needs to keep its staff	-
	to ensure THA's functioning after the emergency is over.	 help staff manage stress
		• appreciate staff
	Yet, THA may have a reduced work force. Some may be sick or	
	injured. Some will not be able to get to work or work on site safely.	• communication with staff
	Some will have to care for their families or in other ways attend to	about the emergency plan and
	their own personal needs first. Civil authorities may order them to	their role in it.
	stay home.	SEE CONSULTATION &
	•	COMMUNICATION SECTION
		BELOW

GUIDELINE FOR THA EMERGENCY RESPONSE Operational Details When Conditions Permit Non-Housing Needs of Clients • assess client needs THA's clients come in two general types: tenants of THA, and voucher holders who rent from someone else and on whose behalf • inventory available service THA pays a portion of the rent. These clients show a variety of resources and partners needs and capacities: • elderly • solicit services and assess offers of services from other

- persons with disabilities
- families with minor children
- people living in buildings with elevators
- very low-incomes and very little assets
- limited English proficiency

In normal times, these clients also have other needs beyond housing:

- access to prescription medicine
- behavioral health services
- childcare

THA's ability to address these non-housing needs is limited even in normal times. THA's housing requires its tenants to live independently. THA provides only a "light touch" of supportive services. For other services, THA's main role is to refer clients to the services of other organizations, and to facilitate those services. THA expects its tenants to prepare their own households for emergencies. THA helps them do that with training. THA has an even more limited ability to address these needs among its voucher holders. They are harder for THA to serve in these ways because they are more numerous and scattered throughout the city.

In an emergency, these non-housing needs may worsen to also include:

- stress
- loneliness
- need for welfare checks

THA's ability to address these non-housing needs during an emergency may get weaker still. Its ability to address them will depend on the particulars and scale of the emergency, the scale of the need, and THA's own capacity to focus on work beyond its core housing function.

To the extent THA can focus on these non-housing needs, it will likely continue its dependence on referrals and partnerships with other organizations.

• facilitate and organize service offers we accept

organizations, and organize and

facilitate their work

- "assess and refer" clients to services
- field phone calls and emails from clients
- communication with clients and community partners SEE CONSULTATION & COMMUNICATION SECTION **BELOW**

	GUIDELINE FOR THA EMERGENCY RESPONSE	Operational Details When Conditions Permit
5.	OUT OF SCOPE SERVICES Although emergencies will have an uncertain effect on both need and THA's capacity, some service needs are not ever likely to fit in THA's emergency response. Here is a sampling: • provide social work consultations or behavioral healthcare • directly provide needs such as food, medication or caregivers • directly provide transportation • provide generators or temporary utilities in damaged units. People need to activate their personal alternate shelter option or remove to a red cross shelter	• robust communication with clients SEE CONSULTATION & COMMUNICATION SECTION BELOW.
6.	 run errands or care for pets intervene in neighbor disputes (referral to appropriate agency) CONSULTATION & COMMUNICATION WITH CLIENTS AND PARTNERS THA's emergency response needs to incorporate robust consultation and communication with clients and partners. This is essential for several purposes: 	As conditions permit, THA will consult with: • THA TRAC (Tacoma Residents Action Council);
	• make THA smarter about client needs and THA choices on how to respond; safeguard against prejudgments or exclusion of people who because of race, language or poverty are often left out even in normal times.	 Landlord Advisory Group; Northwest Justice Project and other "proxy" voices for clients;
	 enlist clients to help themselves, neighbors or THA reassure clients and voucher landlords that THA is "on the case" tell clients what THA can offer and cannot offer tell clients about services from other places and how to get at them dispel false expectations about what THA can do. 	Communication includes: a lot of signage in the portfolio;regular emails and letters; THA web site and social media;
	• consider services offered from partners or solicit those services; coordinate their efforts; accept or politely decline offers with a view to forming or strengthening the partnership for the future.	All communication shall be:
7.	THA's SERVICE TO OTHERS AND THE LARGER COMMUNITY THA seeks to house more people. It is dedicated generally to the needs of the Tacoma community and protecting its well-being. In normal times, THA is alert for ways to do that. In an emergency, when those needs are likely to grow, THA will remain alert for how it can help.	• communication with the City and County, and community partners. SEE CONSULTATION & COMMUNICATION SECTION ABOVE.

	GUIDELINE FOR THA EMERGENCY RESPONSE	Operational Details When
		Conditions Permit
8.	FLEXIBILITY AND CREATIVITY	
	An emergency will present new challenges. It may present some	
	new chances for THA to be useful in ways hard to anticipate. THA	
	must remain flexible and creative. It will need to ask not what it	
	was designed to do, but what it can do that would be useful.	



Appendix D

To: THA COVID-19 Emergency Operations Committee

From: Michael Mirra Date: April 15, 2020

Subject: THA Plan to Restrict Visitors to THA's 7 Apartment Buildings for Seniors and

Disabled Persons During the COVID-19 Pandemic

I write to describe THA's plan, during the COVID-19 pandemic and the Governor's "Stay Home-Stay Healthy" order, to prohibit social visitors at its 7 apartment buildings reserved for seniors and disabled persons. This memo modifies the proposal in my previous memos. The modification accounts for subsequent discussions with THA's Emergency Operations Committee (EOC) and further consultation with community partners, including Northwest Justice Project. Below, I recount the reasons for this action: the pandemic and its health risks, the Governor's prohibition of social visiting, the requests of THA's tenants and the tenant organization that we do this, the recommendation that we do this from the Tacoma-Pierce Health Department, consultations with other housing organizations, and legal research concluding that THA has the legal authority for it. I end this memo by describing how we will get this done and what it will cost.

1. SOME BACKGROUND

1.1 The Public Health Emergency

The world is living through a pandemic of a contagious respiratory virus called COVID-19. It is killing tens of thousands of people worldwide, including some in Tacoma.¹

In response, the federal government declared a public health emergency.² On February 29, 2020, Washington State's Governor Inslee issued a state-wide "State of Emergency" Proclamation 20-05 (February 29, 2020). In support of this declaration, the Governor's proclamation cited several findings, including this one:

"Whereas, the worldwide outbreak of COVID-19 and the effects of its extreme risk of person to-person transmission throughout the United States and Washington State significantly impacts the life and health of our people, as well as the economy of Washington State, and is a public disaster that affects life, health, property or the public peace." Id (emphasis added).

On March 17, 2020, the Tacoma City Council confirmed a state of emergency that the Mayor had proclaimed on March 12th.³

As of April 7, 2020, the Tacoma Pierce County Health Department confirmed 760 people in Pierce County were infected; 14 people in Pierce County have died. https://www.tpchd.org/healthy-people/diseases/covid-19-pierce-county-cases

On March 13, 2020, two days after the World Health Organization characterized COVID- 19 as a "pandemic," President Trump issued Proclamation 9994 declaring a national emergency.

https://cms.cityoftacoma.org/cityclerk/files/CityCouncil/Agendas/2020-VotingRecord/20200317vr.pdf

1.2 Governor's Order Prohibiting Social Visiting

The Washington State Governor has ordered people, with limited exceptions, to stay home. He has also prohibited **all** "social visiting". His order conforms to the health directives of leading local, state and national health authorities.

As of April 8th, the Governor has issued 24 emergency proclamations related to COVID-19.4 These proclamations, and the directives of health authorities, impose extensive restrictions on a wide range of private activities. These activities are usually well within the legal and constitutional rights of people to do without governmental interference: work, do business, travel, worship communally, and associate with others of their choosing.

In particular, on March 23, 2020, the Governor issued Proclamation 20-25 Stay Home - Stay Healthy. With the exception of movement necessary for designated "essential" businesses and activities, the order severely restricts the movement of "all people and businesses throughout Washington":

- "1. All people in Washington State shall immediately cease leaving their home or place of residence except: (1) to conduct or participate in essential activities, and/or (2) for employment in essential business services. . . . "
- "2. All people in Washington State shall immediately cease participating in all public and private gatherings and multi-person activities for social, spiritual and recreational purposes, regardless of the number of people involved, except as specifically identified herein. Such activity includes, but is not limited to, community, civic, public, leisure, faith-based, or sporting events; parades; concerts; festivals; conventions; fundraisers; and similar activities. This prohibition also applies to planned wedding and funeral events. This prohibition shall remain in effect until midnight on April 6, 2020, unless extended beyond that date. To implement this mandate, I hereby order that all people in Washington State are immediately prohibited from participating in public and private gatherings of any number of people for social, spiritual and recreational purposes. This prohibition shall not apply to activities and gatherings solely including those people who are part of a single household or residential living unit."

[emphasis supplied]

⁴ See https://www.governor.wa.gov/office-governor/official-actions/proclamations.

⁵ https://www.governor.wa.gov/sites/default/files/proclamations/20-25%20Coronovirus%20Stay%20Safe-Stay%20Healthy%20%28tmp%29%20%28002%29.pdf

The Governor's Proclamation recognizes exceptions for "essential activities", including:

- "a. Essential activities permitted under this Proclamation are limited to the following:
- "1) Obtaining necessary supplies and services for family or household members and pets, such as groceries, food and supplies for household consumption and use, supplies and equipment needed to work from home, and products necessary to maintain safety, sanitation and essential maintenance of the home or residence.
- "2) Engaging in activities essential for the health and safety of family, household members and pets, including things such as seeking medical or behavioral health or emergency services and obtaining medical supplies or medication.
- "3) Caring for a family member, friend, or pet in another household or residence, and to transport a family member, friend or their pet for essential health and safety activities, and to obtain necessary supplies and services.
- "4) Engaging in outdoor exercise activities, such as walking, hiking, running or biking, but only if appropriate social distancing practices are used."
- *Id.* Even businesses that can remain open because the Governor designated them as "essential" "must establish and implement social distancing and sanitation measures established by the United States Department of Labor or the Washington State Department of Health Guidelines." *Id.*

The Proclamation also states that "[v]iolators of this order may be subject to criminal penalties pursuant to RCW 43.06.220(5)." *Id.* This initial proclamation states that its restriction would continue until April 6, 2020. The Governor extended the restrictions until May 4, 2020. Proclamation 20.5.1 (April 2, 2020).⁶

These restrictions conform to the directives of the health authorities for everyone to keep at least 6 feet from others who are not part of the same household. *See* https://www.tpchd.org/healthy-people/ human-coronavirus.

1.3 THA's Apartment Buildings for High Risk Seniors and Disabled Persons "Older people" and "those with chronic medical conditions including immunosuppression" are at higher risk of getting COVID-19 and, if they get it, dying. See https://www.doh.wa.gov/Emergencies/-NovelCoronavirus-Outbreak2020COVID19/TestingforCOVID19.

THA's seven high rise buildings are reserved for persons age 62 years of age and older and for persons with disabilities. This means most of their occupants face this higher risk. The risk is enhanced inside an apartment building because of the close density of the apartments and the use of common entries. THA's buildings range from about 35 apartments in three stories to 7 stories with 70 units.

THA Plan to Restrict Social Visitors to THA's Buildings for Seniors and Disabled Persons During the COVID-19 Pandemic (April 15, 2020)

https://www.governor.wa.gov/sites/default/files/proclamations/20-25.1%20-%20COVID-19%20-%20Stay%20Home%2C%20Stay%20Healthy%20Extension%20%28tmp%29%29.pdf

1.4 THA's Emergency Operations Plan to Keep Tenants Safe

THA's EOC has devised and implemented a detailed plan to manage a way through the pandemic. *See* https://www.tacomahousing.net/coronavirus-plan. Its most important focus is to keep THA's clients housed and safe. In THA's portfolio, including its buildings for seniors and persons with disabilities, these efforts include:

- extensive communication helping tenants understand the health directives (*e.g.*, stay home, social distancing, hand washing);
- close of all community rooms;
- remove benches or restrict their use to one person at a time;
- restrict elevator use to two people at a time;
- twice daily sanitize all common areas and high touch surfaces (e.g, doors, door handles, elevator buttons);
- arrange food deliveries and facilitating delivery of prescription medicines so people do not have to shop for those purposes.

1.5 Tenant Compliance, Mostly; Tenants' Concern About Non-Compliance

THA's tenants have mostly complied with the directives from the Governor and the health authorities. Yet, some tenants in the buildings for seniors and disabled persons continue to host social visitors. Some tenants continue to have unauthorized residents. Unauthorized residents have always been a lease violation. Now they also violate the Governor's order. Some of these visitors and unauthorized visitors are not careful with social distancing while inside the building. These instances greatly concern other residents who fear for their own safety. Some of these other residents have asked THA to help enforce the Governor's ban on social visiting. The representative of the tenants in THA's seven buildings for seniors and persons with disabilities (TRAC Tacoma Residents Action Council) wants THA to do this for the same reason.

THA Plan to Restrict Social Visitors to THA's Buildings for Seniors and Disabled Persons During the COVID-19 Pandemic (April 15, 2020)

2. CONSULTATION and the LAW

THA has consulted with other important voices on the necessity or value of such a ban. All favor such a ban. We also examined THA's legal authority on the question. We consulted Northwest Justice Project as well. The law allows THA to do this:

2.1 Consultation Supports the Ban or the Authority for It

THA consulted with the following:

• Tacoma-Pierce County Health Department
THA asked the Tacoma-Pierce County Health Department whether there is a
health reason to restrict social visiting in our high-rise buildings. The Health
Department replied "Yes":

"Your question is whether there is a health reason to restrict social gatherings at this time. The answer to that question is yes. The Governor's emergency declaration addressing COVID-19 requires people to stay home unless they perform essential work and restricts all social gatherings of any size. Please see the entire declaration which is linked below. Since originally issued, this order to protect the health of the public during this pandemic was extended to May 4, 2020 and may be extended beyond that if needed."⁷

• Tacoma Resident Action Council (TRAC)

On April 6th and on April 10th I spoke by telephone with the President of TRAC. TRAC represents all the tenants in THA's 7 buildings for seniors and persons with disabilities. He confirmed some problem with social visitors in the buildings and that he favors a ban. He said he would pose the question to his Board and call me back. He called me back that same day and reported that he was able to contact a majority of the Board. He conveyed the Board's request that THA to do this.

• Other Housing Organizations

On April 6th, I participated in regular bi-weekly COVID-19 conference calls, one with members of the Council of Large Public Housing Authorities (CLPHA), and one with the members of the Association of Washington Housing Authorities (AWHA). In each call, I canvased the participants asking which housing authorities were restricting social visits in their properties. In the time allotted for the question on each call, about 5 housing authorities spoke up to report that they have done so. I consulted with KWA and Catholic Community Services in Tacoma. They also limit social visits in their senior and permanent supportive housing buildings. I also spoke with housing organizations that do not have such a restriction.

These consultations emphasized that, short of turning the buildings into completely secure and guarded properties, we should not expect the ability to completely stop social visitors. At best, we can expect "deterrence". But deterrence can be helpful.

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⁷ Email to Michael Mirra from Nancy Sutton, April 6, 2020.

2.2 THA has the Legal Authority to Restrict Social Visitors During the Pandemic

THA has the legal authority to restrict social visitors in its apartment buildings. THA concludes this from its consideration of Washington State Landlord-Tenant law, Chap. 59.18 RCW, HUD guidance on this question, and the important overlay of the Governor's Proclamation prohibiting social visiting. Our partners at Northwest Justice Project agree but emphasize that the terms and duration of THA's authority to do this is limited by the terms and duration of the Governor's Proclamation or any comparable orders that the Health Department may issue.

2.2.1 Governor's Order

Section 1.2 above recounts the Governor's order prohibiting social visiting. THA shares with all other people and organizations in Washington State, including landlords, the obligation to obey and to facilitate its enforcement. THA's has a fortified obligation to do this because it is a governmental entity created by authority of state law. *See* Chap. 35.82 RCW.

2.2.2 State Landlord-Tenant Law: Chap. 59.18 RCW

State law governing landlord-tenant relations acknowledges that tenants generally have the right to determine which guests can visit, and when. However, there are limitations on this right even in normal times. Many of the limitations arise from the tenant's responsibility for the conduct of guests to follow the same rules that govern tenants. State law also allows a landlord to forbid people who are not on the lease from living in the apartment. The law recognizes even more limitations in emergencies, especially for the purpose of safeguarding health and safety.

• Tenant Duty to Obey Governor's Ban on Social Visiting
State laws require tenants to conform to the Governor's ban on social visiting. This requirement shows in the basic recitation of the tenant duty in RCW 59.18.130 to obey the law.

"Each tenant shall . . . comply with all obligations imposed upon tenants by applicable provisions of all municipal, county, and state codes, statutes, ordinances, and regulations, . . ."

Id. This obligation to obey the law encompasses the Governor's "Stay Home" order, which state law clearly authorizes him to impose. *See* RCW 43.06.220. Even if there is some serious question about whether, under RCW 59.18.130, the Governor's proclamation counts as a "code", "statute", "ordinance" or "regulation" a pandemic is not the time for such fastidious speculation. For these reasons, state landlord tenant law allows a landlord to require the tenant's compliance with the Governor's order.

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- Tenant Duty to Maintain a Healthy and Safe Residence
 RCW 59.18.130 imposes other duties on the tenant, each of them pertinent to this pandemic:
 - "(1) Keep that part of the premises which he or she occupies and uses as **clean and sanitary** as the conditions of the premises permit; . . .
 - "(5) Not permit a **nuisance** or common waste; . . .
 - "(8) Not engage in **any activity** at the rental premises that is:
 - (a) Imminently hazardous to the physical safety of other persons on the premises; . . . "

RCW 59.18.310(emphasis supplied).

- Landlord Obligation to Provide Safe Housing
 RCW 59.18.060 imposes duties on the landlord to provide housing that is
 healthy and safe, especially under health and safety standards arising from
 government standards. The Governor's proclamation would count for this
 purpose as well.
 - "(1) Maintain the premises to substantially comply with any applicable code, statute, ordinance, or regulation governing their maintenance or operation, which the legislative body enacting the applicable code, statute, ordinance or regulation could enforce as to the premises rented if such condition endangers or impairs the health or safety of the tenant; . . .
 - "(3) Keep any shared or common areas reasonably clean, sanitary, and safe from defects increasing the hazards of fire or accident;
 - "(4) Provide a reasonable program for the control of infestation by insects, rodents, and other pests at the initiation of the tenancy and, except in the case of a single-family residence, control infestation during tenancy except where such infestation is caused by the tenant: . . ."

Id.

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• Tenant and Landlord Duty to Show "Good Faith"

State law requires that both tenant and landlord to show "good faith" in their performance or enforcement of duties:

"Every duty under this chapter and every act which must be performed as a condition precedent to the exercise of a right or remedy under this chapter imposes **an obligation of good faith** in its performance or enforcement." RCW 59.18.020 (emphasis added).

This statutory obligation of "good faith" will fortify the law's willingness to consider the special circumstances of a pandemic and the consequent statewide orders and health directives to give a landlord considerable latitude in defining and exercising these statutory concepts of "comply", "regulation", "clean", "clean and sanitary", "safety", "nuisance", "hazardous", "reasonable" and "good faith", especially when the landlord's purposes are to protect tenant health.

• HUD's Guidance Allows PHAs to Prohibit Social Visiting
HUD has no direct management authority over a public housing authority
(PHA). But it does finance public housing and Section 8 housing (HCV)
and has considerable regulatory authority, and a helpful expertise. Amid
this pandemic, HUD has issued numerous directives and recommendations
on how PHAs can protect health and safety in this emergency. HUD
makes clear that a public housing authority can prohibit social visiting.

"PHAs have the authority to restrict visitors from public housing properties. If a PHA plans to implement a visitor ban through amended PHA policies, PIH recommends it be done as part of a broader, publicly announced plan to respond to the pandemic national emergency. PHAs should consider that residents will still need to receive essential services, such as food deliveries, medications, and personal care assistants (PCAs). For example, restrictions should track with CDC guidance and recommendations from state or local health officials. Once those policies are adopted, HUD regulations at 24 CFR 966.4(f)(4) requires tenants to abide by them.

Under the HCV program, including project-based vouchers, PHAs and owners should review the lease, state and local laws to determine the permissibility of banning visitors.⁸

In summary, THA has the legal authority to prohibit social visiting as necessary to protect health and safety during this pandemic. The Governor's Proclamations and any directives from the Tacoma-Pierce County Health Department will be the primary sources for the scope and duration of this authority.

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⁸ COVID-19 FAQs for Public Housing Authorities (March 31, 2020), section OC28, page 12. https://www.hud.gov/sites/dfiles/PIH/documents/COVID19 FAQ PIH 3-30-20.pdf#page=5&zoom=100,96,489

3. RESTRICTION ON SOCIAL VISITING IN THA SENIOR/DISABLED BUILDINGS

THA will impose the following restriction on social visiting in parts of its portfolio.

3.1 Restriction Only in THA's 7 Buildings for Seniors and Disabled Persons

This restriction applies **only** to THA's seven high rise apartment buildings reserved for persons who are seniors or who have disabilities.⁹

3.2 No Social Visitors or Unauthorized Occupants

Tenants shall not invite or allow visitors into the building, except for visitors necessary for the following purposes, which we adopt from the Governor Proclamation:

- (1) Necessary Deliveries: Delivering necessary supplies and services for family or household members and pets, such as groceries, food and supplies for household consumption and use, supplies and equipment needed to work from home, and products necessary to maintain safety, sanitation and essential maintenance of the home or residence.
- (2) Essential Visits: Visits essential for the health and safety of family, household members and pets, including things such as providing medical or behavioral health or emergency services and medical supplies or medication.
- (3) Care and Transport: Care for a family member, friend, or pet in another household or residence, and to transport a family member, friend or their pet for essential health and safety activities, and to obtain necessary supplies and services.

A violation of this limitation counts as a serious health and safety risk. The Governor's Proclamation on Evictions lists this as a permissible ground for eviction. *See* Proclamation 20-19 (March 18, 2020). In that event, THA will undertake lease enforcement.

3.3 Rules During Permitted Visits

Allowed visitors shall remain in the building only as long as necessary to accomplish the visit's permitted purpose. While in the building, visitors shall practice social distancing: stay at least 6 feet from other people; cover mouth when coughing or sneezing.

3.4 **Duration of Restriction**

This restriction will last until THA ends it or modifies it. To determine the duration of this rule, THA will consult further directives from the Governor and the Tacoma-Pierce County Health Department.

The restriction will not apply to the rest of THA's portfolio, for 5 reasons:

[•] Much of the other portfolio is not apartment buildings but townhomes, duplexes or triplexes, with separate entrances to the apartment and no interior common spaces. This means they pose a lower risk of infection.

[•] THA has not received requests for such a ban from tenants of these other properties.

[•] The residents in most of the rest of the portfolio are comprised of younger or nondisabled persons.

[•] Two THA properties do house mostly seniors and disabled persons: Alberta Canada Building and Prairie Oaks. THA consulted with their third-party managers. The Alberta Canada manager also lives in the building. These managers report that they have had no problem with social visits during Governor's Stay Home order. THA confirmed this with a survey of camera records showing who was entering the buildings. THA will continue to monitor these properties. If problems arise THA can extend this plan to them.

[•] THA does not have the staff or the money to implement such a ban in its entire portfolio.

4. IMPLEMENTATION AND ENFORCEMENT OF THE RESTRICTION

THA will implement this rule with the following 3 steps:

STEP 1: Communication to Tenants

- We give the letter attached to this memo to every tenant. We will do that in two ways:
 - post it on every tenant door
 - send by email to tenants whose email addresses we have
- We will also post the letter on every building entrance and in the hallways.

STEP 2: Monitoring Entries and Enforcement

Security Guard:

• Beginning Saturday, April 18th, THA will post a security guard from Pierce County Security for each of the 7 buildings, 7 days a week from 7 PM to 3 AM. [Camera records show this shift to be the busiest for social visits.] This will supplement the normal security guard that periodically visits the buildings.

This daily security service will cost \$208 to \$302 per shift per building, depending on the experience of the guard. For all 7 buildings, this will cost \$1,456 to \$2,114 per day. At these rates, the costs for the 17 days between April 18th and May 4th, when the Governor's Stay Home is presently set to expire is: **\$24,752** to **\$35,938**. We will code this cost as a COVID-19 expense to make reimbursement from the federal government more likely.

- We or Pierce County Security will equip each entry guard with:
 - a desk and a chair:
 - a list of all current tenants;
 - a mask:
 - hand sanitizer;
 - log sheet to record for each encounter: date, name of visitor; name of tenant, stated purpose of visit; outcome.
- Guard protocol: See flow chart on next page

STEP 3: THA Periodic Review of Restriction and Its Enforcement

- The EOC will monitor how this restriction is working. To do that, it will consult:
 - guard logs;
 - record of security cameras;
 - building key holders;
 - property managers;
 - TRAC.
- THA will consider lease enforcement for violators up to and including eviction.
- The EOC will closely track any further directives from the Governor and the Health department, and end, extend, or adjust this restriction accordingly.

SOCIAL VISIT BAN IN THA SENIOR BUILDING DURING VIRUS EMERGENCY: SECURITY GUARD PROTOCAL

April 15, 2020

The guard will politely greet and question every person who does not have a tenant's electronic entry key, even if the visitor has already been buzzed into the building or even if the tenant accompanies the visitor.

The guard will explain that he or she is helping THA enforce the Governor's statewide ban on social visiting to keep the tenants safe from the virus.

The guard will ask the visitor the name of the tenant s/he wishes to visit. The guard will then check for that name on the list of tenants.

If the name is not on the tenant list

NO ENTRY

ask the visitor the purpose of the visit.

If the tenant does not answer

NO ENTRY

To confirm, the guard will ask the tenant (in person if the tenant is present or by buzzing the tenant) whether or not (i) the tenant wishes the delivery or visit; AND (ii) its purpose.

If the name is on the tenant list, the guard will

PERMITTED DELIVERY

If tenant confirms that the delivery is for a permitted purpose and that he or she wish to receive it, the guard will ask the tenant, if possible, to come down to the lobby to retrieve the delivery.

If tenant cannot come to the lobby, the guard will allow the delivery person to go to the apartment but only to make the delivery.

LIMITED ENTRY

The guard will judge if the stated purpose of the visit fits any of the following permitted purposes. In making this judgment, the guard will rely on the tenant's account:

- (1) Necessary Deliveries: Delivery of necessary supplies and services for family or household members and pets, such as groceries, food and supplies for household consumption and use, supplies and equipment needed to work from home, and products necessary to maintain safety, sanitation and essential maintenance of the home or residence.
- (2) Essential Visits: Visit essential for the health and safety of family, household members and pets, including things such as providing medical or behavioral health or emergency services and medical supplies or medication.
- (3) Care and Transport: Visit to care for a family member, friend, or pet in another household or residence, and to transport a family member, friend or their pet for essential health and safety activities, and to obtain necessary supplies and services.

PERMITTED VISIT

If tenant confirms the visitor AND its permitted purpose

ENTRY

IF DELIVERY OR VISIT IS NOT PERMITTED NO ENTRY

Guard will record all encounters on the provided log sheet



Appendix D

April 15, 2020

NO SOCIAL VISITS DURING THE VIRUS EMERGENCY

Dear THA Tenant:

Tacoma Housing Authority is trying hard to keep its tenants and staff safe during the COVID-19 pandemic. To do that, THA announces a new rule for its 7 buildings for seniors and people with disabilities. This rule helps to enforce the Governor state-wide ban on social visits.

1. No more social visits.

2. Other important visits are okay:

Necessary Deliveries: Delivering necessary supplies and services for family or household members and pets, such as groceries, food and supplies for household consumption and use, supplies and equipment needed to work from home, and products necessary to maintain safety, sanitation and essential maintenance of the home or residence.

Essential Visits: Visit essential for the health and safety of family, household members and pets, including things such as providing medical or behavioral health or emergency services and medical supplies or medication.

Care and Transport: Visit to care for a family member, friend, or pet in another household or residence, and to transport a family member, friend or their pet for essential health and safety activities, and to obtain necessary supplies and services.

Every evening, THA will have a security guard at the building's front door. The guard will check with the tenant to make sure a visit is for a permitted purpose.

Breaking this rule endangers you and your neighbors. It may also lead to your eviction.

We hope you understand the reasons for this new rule. They are important:

- This new rule tries to keep you and your neighbors safe. The infection is killing people. We do not want that to happen to you or your neighbors.
- The Governor has banned all social visiting. This new rule helps to enforce that ban.
- The local Health Department and your tenant organization (TRAC) recommend this rule.

You can help keep yourself and your neighbors safe:

- Please help your neighbors understand that this rule is important.
- Please report violators to the property manager or to the guard.
- Please follow the health advice the Health Department has for everyone:
- stay 6 feet away from others;
- wash our hands, a lot; don't touch your face;
- if we feel sick, stay home.

We will let you know when we can end this rule. We will decide that by listening to the Governor and the Health Department.

If you have questions or suggestions, please call your building manager.

Thank you for your help. Please stay safe!



Executive Director Michael Mirra

Board of Commissioners

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Derek Young, Chair | Stanley Rumbaugh, Vice Chair Dr. Minh-Anh Hodge | Dr. Arthur C. Banks | Shennetta Smith

To: THA Housing Authority Staff
From: Michael Mirra, Executive Director

Date: April 17, 2020

Subject: Executive Emergency Authorization #7: Vacation Cash-Out Policy Exception

THA Board Resolution 2020-03-18(1) allows the Executive Director (or his designee) to take emergency actions during the COVID-19 pandemic that he deems necessary to ensure continued operations of Tacoma Housing Authority, while protecting its employees, clients, vendors, partners and the community as a whole.

Tacoma Housing Authority Vacation Cash-Out Policy Exception

The Emergency Operations Committee is aware of financial hardships some THA staff may be experiencing during the Coronavirus crisis. To help, THA will allow the following exception to its vacation cash-out policy.

1. PURPOSE

Tacoma Housing Authority (THA) will allow eligible staff to cash out a portion of their accrued but unused vacation balance to meet financial hardship or unforeseen emergencies attributable to the pandemic.

2. ELIGIBLE STAFF

All Regular full-time THA employees are eligible.

3. EFFECTIVE DATE AND DURATION

This policy is effective immediately. It will last until the close of business, May 8, 2020.

4. ELIGIBILITY AND LIMITS

4.1 Type of Financial Need

THA will allow an eligible employee to cash-out unused vacation hours in cases of financial hardship or an unforeseeable emergency directly related to COVID-19 where the cash out is necessary to pay for the following types of expenses:

- medical expenses;
- funeral expenses;
- imminent foreclosure of or eviction from the employee's primary residence; or
- similar extraordinary and unforeseeable circumstances arising as a result of the COVID-19 pandemic

4.2 Minimum Balance of Accrued Leave

Under no circumstance shall an employee's Annual Leave balance go below eighty (80) hours as a result of the COVID-19 hardship cash-out.

4.3 Only One Time

Vacation cash-outs during this period are limited to one (1) per employee.

5. PROCEDURE FOR REQUESTING CASH OUT

- The employee must complete a "Vacation Cash-Out Hardship Request" form and submit the form to the HR Department.
- To allow a cash out, a request must get the approval of the HR Director. The HR Director has the discretion to determine if the request meets the requirements of this policy, including whether the staff person has shown a qualifying and financial hardship or emergency.

Cc: Derek Young, THA Board Chair



Executive Director Michael Mirra **Board of Commissioners**

Derek Young, Chair | Stanley Rumbaugh, Vice Chair Dr. Minh-Anh Hodge | Dr. Arthur C. Banks | Shennetta Smith

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To: THA Housing Authority Staff
From: Michael Mirra, Executive Director

Date: April 24, 2020

Subject: Executive Emergency Authorization #8:

Required Absences From Work Due to Virus Risk

• Emergency Leave program effective 4-18-20

THA Board Resolution 2020-03-18(1) allows the Executive Director (or his designee) to take emergency actions during the COVID-19 pandemic that he deems necessary to ensure continued operations of Tacoma Housing Authority while protecting its employees, clients, vendors, partners and the community as a whole.

This Executive Action directs when staff must leave the workplace due to the virus risk. It also provides THA staff with temporary leave and telecommuting options during the pandemic.

1. EFFECTIVE DATE

This policy is effective April 18, 2020. It will continue until the Executive Director ends it with a follow up directive. THA, in its sole discretion expressed in a follow up directive from the Executive Director, may end or revise this policy.

2. SCOPE

This policy incorporates the prior Executive Actions related to the Coronavirus pandemic and the THA Temporary Emergency Families First Leave Options. Attached is a copy of a memo describing those options. Those actions and options will also end when this policy ends.

3. **DEFINITIONS**

Close contact means physical connection to another person that presents the following high probability of infection with the Coronavirus: living with or physically attending to a person with confirmed Coronavirus, being within six feet of a person with confirmed Coronavirus for about 10 minutes, or having someone with Coronavirus cough on you, kiss you, share utensils with you or if you had direct contact with that person's bodily secretions.

Coronavirus (also known as "COVID-19") is a new virus strain spreading from person-to-person. Its symptoms include fever, a cough and difficulty breathing, which may appear in as few as 2 days or as long as 14 days after exposure to the virus.

Coronavirus related absence is any absence from the workplace necessitated by Coronavirus, including but not limited to the following:

- absences required by this policy;
- employees' own health condition caused by the virus;
- health condition of a family or household member caused by the virus;
- school or childcare closure required by Coronavirus;
- employees having close contact but without symptoms so far; and
- employees who are both:
 - o at higher risk of serious illness from the virus AND
 - o are not able to telecommute.

Essential Employees are those who provide for and maintain the essential functions of THA services as described in the Continuity of Operations Plans. Essential employees must be available to perform their duties as determined by their management, except where unable to do so due to illness or other bona fide reason.

High -risk persons are those more susceptible to getting the virus or suffering its serious effect because either of the following attributes:

- 65 years or age or older;
- have underlying medical conditions, particularly if not well controlled, including chronic lung disease, moderate or severe asthma, serious heart conditions, immunocompromised, severe obesity, diabetes, chronic kidney disease undergoing dialysis and liver disease.

4. WHEN EMPLOYEE MAY NOT BE AT THE WORKPLACE

Staff may not be at the workplace in the following circumstances:

- 4.1 An employee who displays flu-like symptoms (other than fever, cough or shortness of breath) must promptly go home. The employee must not return to the workplace for at least 7 days from the onset of symptoms or 72-hours after the symptoms have cleared, whichever is longer. The employee should telecommute, if feasible. If the employee cannot work remotely, he or she must first use accrued leaves or Emergency Paid Sick Leave (EPSL) during the absence.
- 4.2 An employee who has had Close Contact (see definition) but who Does Not have symptoms may not be in the workplace for 14 days after the employee's last Close Contact (or after the staff person has 14 days without symptoms). The employee should telecommute, if possible. If the employee cannot work remotely, he or she must first use accrued leaves or Emergency Paid Sick Leave (EPSL) during the absence.

4.3 An employee who has had Close Contact (see definition) and the employee HAS symptoms should not be in the workplace for at least 7 days from the onset of the symptoms or 72-hours after symptoms have cleared, whichever is longer. The employee should telecommute, if feasible. If the employee cannot work remotely, he or she must first use accrued leaves or Emergency Paid Sick Leave (EPSL) during the absence.

5. TELEWORK

THA adopted *Temporary Emergency Telework Guidelines* to allow employees to telework and those guidelines are adopted by reference. If possible, employees not required to come into the office should complete a Telework application. The Temporary Emergency Telework Guidelines has been updated to include a section on Telework-Eligible Employees with Caregiving Responsibilities. See *Temporary Emergency Telework Guidelines* and *Telework Application* can be found at **tacomahousing.net/coronavirus-info-for-staff**.

6. AVAILABLE LEAVE OPTIONS UNDER COVID-19

Under Executive Actions # 1 and #4, staff who were not at work received paid Administrative Leave. Those actions have expired. There are the replacement options:

6.1 Families First Leave Options

Effective immediately, in order to assist our employees, the *THA Families First Leave Options* will implement the Families First Coronavirus Response Act (FFCRA). The FFCRA leave benefits are temporary and will expire on December 31, 2020, or as otherwise dictated by law.

See Attached THA Families First Leave Options for further information.

Additionally, during this pandemic, THA will relax its normal procedures for doctor's notes. In order to reduce the strain on the medical community, HR has the discretion to waive the need for doctor's notes.

6.2 Other Paid Leave & Benefit Options

Employees may opt to utilize other forms of paid leave or benefits. These benefits are provided by THA, by Washington State and through the Federal Stimulus Package. The employee is responsible for coordinating with their supervisor and Human Resources when choosing the type of leave or benefit. The options include:

- *THA-provided* Sick Leave, Annual Leave, Floating Holidays, Short-term disability
- State-provided Paid Family & Medical Leave, unemployment benefits
- Federal increases to unemployment compensation. Effective immediately through July 31, \$600 in addition to the State-provided unemployment benefit. In addition, 13 weeks may be added to the State-provided benefits for a total of 39 weeks

6.3 Paid Administrative Leave

Effective 4/18/20, THA will consider paid Administrative Leave for employees, based on the following:

- The employee's supervisor is unable to schedule 40 hours of work per week.
- Requests for paid Administrative Leave must be submitted by the department Director.
- Requests must be sent to the Human Resources Director each week.
- *The HR Director will review all requests.*

Attachment - THA Families First Leave Options

Cc: Derek Young, THA Board Chair



Executive Director Michael Mirra

Board of Commissioners

Derek Young, Chair | Stanley Rumbaugh, Vice Chair Dr. Minh-Anh Hodge | Dr. Arthur C. Banks | Shennetta Smith

To: Tacoma Housing Authority Staff From: Michael Mirra, Executive Director

Date: April 24, 2020

Subject: Families First Leave Options

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The Emergency Operations Committee appreciates and recognizes all that our employees have done to continue to serve our clients during the COVID-19 pandemic. The pandemic has presented all of us with unprecedented challenges, in both our business and personal lives. As we face these challenges together, keep in mind that our strength is in our staff. Protecting their health and safety, and that of their families, is a priority for their own welfare. It is also a priority for THA's continued ability to serve its clients and the community not only during this pandemic, but when it is over. To help offer that protection, THA offers Families First Leave Options that Congress has directed. That attached chart helps to explain these options.

1. EFFECTIVE DATE

April 1, 2020 to December 31, 2020

*The effective date and contents of these options may be changed dependent on the Coronavirus State of Health Emergency response period.

2. SCOPE

These options apply to full-time, part-time, regular, temporary, and probationary employees of the Tacoma Housing Authority (THA).

3. PURPOSE

The following leave policies will take effect in accordance with the Families First Coronavirus Response Act (FFCRA). These policies are temporary and will expire on December 31, 2020, or as otherwise dictated by law.

3.1 Emergency Paid Sick Leave (EPSL)

The FFCRA created a new form of paid sick leave called Emergency Paid Sick Leave (EPSL) for certain leave events related to Coronavirus. Employees are eligible to use EPSL immediately upon hire.

Reasons for Using Leave

EPSL may be used for the following reasons:

- (1) To comply with a federal, state, or local quarantine or isolation order related to Coronavirus:
- (2) The employee has been advised by a health care provider to self-quarantine due to concerns related to Coronavirus;
- (3) The employee is experiencing symptoms of Coronavirus and seeking a medical diagnosis;
- (4) To care for an individual who is subject to an order as described in (1) above

or has been advised as described in (2) above;

- (5) To care for the employee's son or daughter (as defined in the FMLA), if a school or place of care is closed, or the childcare provider is unavailable, due to Coronavirus precautions; or
- (6) The employee is experiencing any other substantially similar condition as specified by the designated Federal agencies.

Amount and Usage of Leave

Full-time employees (those scheduled to work at least 40 hours per week) are eligible for **eighty** (80) hours of EPSL. Part time employees are prorated.

Employees working remotely may be eligible for intermittent leave while taking EPSL. Because each employee's circumstances will be different, intermittent leave arrangements will be established on a case-by-case basis.

Once an employee returns to work, if he/she has not exhausted the EPSL entitlement, the balance can be used at a later time for another qualifying reason.

Pay Rate

EPSL will be paid based on the employee's regular rate of pay, as determined under the Fair Labor Standards Act (FLSA), taking an average over a sixmonth period.

- For leave under paragraphs 1, 2, or 3 above, this rate will be the employee's full regular rate, capped at \$511 per day (\$5,110 in the aggregate).
- For leave under paragraphs 4, 5, or 6, this rate will be two-thirds (2/3) of the employee's regular rate, capped at \$200/day (\$2,000 in the aggregate).

Supplementing Pay Rate

An employee may elect to supplement the capped or two-thirds pay rate by using accrued and available Annual Leave or Sick Leave concurrently with EPSL. For example, an employee may opt to use a percentage of an annual leave day to increase the pay rate to the employee's full regular rate.

Termination of Leave

EPSL shall cease at the start of the employee's next scheduled work shift immediately following the termination of the need for EPSL as described above or when the employee has exhausted the EPSL entitlement, whichever is sooner. EPSL will not carryover from one year to the next or be paid out upon separation for any reason. *See* **Return to Work** below.

Notice and Certification Requirements. See below.

3.2 PAID FMLA – PUBLIC HEALTH EMERGENCY LEAVE

The FFCRA also added a new reason for employees to take Family and Medical Leave Act (FMLA) leave in relation to the current Coronavirus pandemic. FMLA remains subject to the same twelve (12) workweek limit, counting any amounts of FMLA leave already used in the current leave year.

Eligible Employees

An employee who has been employed for at least thirty (30) calendar days may qualify for Paid FMLA-Public Health Emergency Leave.

Reason for Using Leave

Paid FMLA-Public Health Emergency Leave can be used when an employee is unable to work, including telework, due to caring for the employee's son or daughter under age 18 (as defined in the FMLA), if the son or daughter's school or place of childcare has been closed, or the childcare provider is unavailable.

This must be the result of a Coronavirus related emergency declared by a Federal, State, or local authority.

Amount and Usage of Leave

All employees will be entitled to twelve (12) weeks of leave with the first two (2) weeks being unpaid. The remaining ten (10) weeks will be paid as set forth below in the "Pay Rate" portion of this policy.

Employees' pay will be based on their regularly scheduled work hours. No premium for hours over forty (40) will be included. Exempt employees will be paid based on their regular weekly salary.

Employees may be eligible for intermittent leave while taking Paid FMLA-Public Health Emergency Leave. Because each employee's circumstances will be different, intermittent leave arrangements will be established on a case-by-case basis. Once an employee returns to work, if he/she has not exhausted the full entitlement, the balance can be used at a later time for another qualifying reason.

Use of THA Accrued Leave

The first ten (10) days of Paid FMLA-Public Health Emergency Leave will be unpaid unless the employee has another form of paid leave available — annual leave, sick, or floating holidays— and elects to use that paid leave. Likewise, the employee may use EPSL for the first ten (10) days, if eligible.

Pay Rate

After the first ten (10) days, eligible employees taking Paid FMLA-Public Health Emergency Leave will be entitled to pay at:

• Two-thirds (2/3) of their regular rate of pay, as determined under the

FLSA, for the number of hours that the employee would normally be scheduled to work, capped at \$200/day and \$10,000 in the aggregate for the entire Paid FMLA- Public Health Emergency Leave period.

• Supplementing Pay Rate. An employee may elect to supplement the capped or two-thirds pay rate by using accrued and available Annual Leave and Sick Leave concurrently with Paid FMLA-Public Health Emergency Leave. For example, an employee may opt to use a percentage of an annual leave day to increase the pay rate to the employee's full regular rate.

Termination of Leave

Paid FMLA-Public Health Emergency Leave will continue until the employee has exhausted his/her twelve (12) week entitlement or the reason for using leave ends. See **Return to Work** below.

FMLA Administration

All other administrative provisions of the Agency's FMLA Policy apply to Paid FMLA-Public Health Emergency Leave, unless modified herein.

Notice and Certification Requirements

See below.

4. NOTICE AND CERTIFICATION REQUIREMENTS

Employees should provide Human Resources **written notice** of the need for leave. Notice may be given by way of e-mail or a telephone call (followed by an email). Notice must include:

- the employee's name;
- qualifying reason for leave;
- statement that the qualifying reason prevents the employee from working either on-site or teleworking;
- the date(s) for which leave is requested.

In addition, THA will relax its normal procedures for doctor's notes. Employees are encouraged, when possible, to provide documentation to substantiate the need for leave and the qualifying reason.

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5. ADDITIONAL BENEFITS

The EOC continues to monitor benefit options, including Emergency Rule Unemployment Insurance and WA State Paid Family & Medical Leave. As this situation develops, we may explore other options that can be available to our employees.

QUESTIONS

Should an employee have any questions related to the benefits outlined in this document or other benefit options, he or she or they should contact Toby Kaheiki @ 253-306-2565 or Barb Tanbara @ 253-341-0106.

Employee Leave and Benefit Options Tacoma Housing Authority 4/24/2020					
Leave Reason	Emergency Paid Sick Leave (EPSL) If necessary to receive a full paycheck, you may supplement this payment with your accrued leave.	Paid FMLA-Public Health Emergency Leave (PFEL)* If necessary to receive a full paycheck, you may supplement this payment with your accrued leave.	THA Paid Sick, Annual Leave and Floating Holidays	ESD Insurance - Emergency Rule	WA State Paid Family & Medical Leave
1.You are subject to a THA, Federal, State, or local quarantine or isolation order related to COVID-19	You are entitled to your regular rate of pay, up to \$511 per day or \$5,110 over a 2-week period.	N/A	Yes	Yes	N/A
2. You have been advised by a health care provider to self-quarantine related to COVID-19	You are entitled to your regular rate of pay, up to \$511 per day or \$5,110 over a 2-week period.	N/A	Yes	Yes	N/A
3. You experience COVID-19 symptoms and seek a medical diagnosis	You are entitled to your regular rate of pay, up to \$511 per day or \$5,110 over a 2-week period.	N/A	Yes	Yes	Eligible after a one week waiting period
4. You are caring for an individual subject to an order described in (1) or self-quarantine as described in (2)	You are entitled to 2/3 your regular rate of pay, up to \$200 per day or \$2,000 over a 2-week period.	N/A	Yes	N/A	N/A
5. You are caring for a child whose school or place of care is closed (or child care provider is unavailable) for reasons related to COVID-19	You are entitled to 2/3 your regular rate of pay, up to \$200 per day or \$2,000 over a 2-week period.	You are entitled to 2/3 your regular rate of pay, up to \$200 per day or \$10,000 over a 10-week period	Yes	N/A	N/A

^{*}PFEL is only available to employees who have been employed for at least 30 days



Executive Director Michael Mirra

Board of Commissioners

Derek Young, Chair | Stanley Rumbaugh, Vice Chair Dr. Minh-Anh Hodge | Dr. Arthur C. Banks | Shennetta Smith

To: THA Housing Authority Staff From: Michael Mirra, Executive Director

Date: April 27, 2020

Mitrael Mina Executive Emergency Authorization #9: A Moratorium on Time Limit Expirations for Subject:

Voucher Participants

THA Board Resolution 2020-03-18(1) allows the Executive Director (or his designee) to take emergency actions during the COVID-19 pandemic that he deems necessary to ensure continued operations of Tacoma Housing Authority (THA) while protecting its employees, clients, vendors, partners and the community as a whole.

This Executive Action permits THA, during the coronavirus pandemic, to continue paying housing assistance payments (HAP) for households beyond their normal time limit expiration date to August 1, 2020.

1. TIME LIMITED PROGRAMS

THA administers the following time-limited programs:

Housing Opportunity Program (HOP) 1.1

HOP is a fixed-subsidy rental assistance program with a 5-year time limit for work-able households. As of 2013, HOP replaced THA's Section 8 Housing Choice Voucher (HCV) program for newly assisted households. (Executive Action #5 waived the normal rules to allow participants who lost income due to the pandemic to request a reduction in their share of the rent.)

1.2 **Child Housing Opportunity Program (CHOP)**

CHOP is a fixed-subsidy rental assistance program with a 3-year time limit for work-able households. CHOP provides rental assistance to families who need housing to prevent or shorten their child's foster care placement or to house a teenager aging out of foster care. (Executive Action #5 waived the normal rules to allow participants who lost income due to the pandemic to request a reduction in their share of the rent.)

1.3 **Family Unification Program Youth (FUPY)**

FUPY is an income-based rental assistance program with a 3-year time limit for work-able households. FUPY is a program under which Housing Choice Vouchers (HCVs) are provided to Youth at least 18 years old and not more than 24 years old who:

- left foster care at age 16 or older or will leave foster care within 90 days
- are homeless: or.
- are at risk of homelessness.

1.4 **College Housing Assistance Program (CHAP)**

CHAP is a fixed-subsidy rental assistance program with a 5-year time limit. CHAP provides rental assistance to homeless and near homeless college students enrolled with one of THA's post-secondary partners. Executive Action 6 provides additional waivers to participants of this program during the pandemic. (Executive Action #5 waived the normal rules to allow participants who lost income due to the pandemic to request a reduction in their share of the rent.)

2. EXISTING HARDSHIP POLICIES

2.1 Housing Opportunity Program (HOP)

HOP participants may apply for a 90-day extension of housing assistance for an unforeseen loss of income. This loss must occur within 90 days prior to program exit. HOP participants may also apply for an extension of up to 1-year to allow for the completion of or continued participation in a self-sufficiency activity that is likely to increase earned income.

2.2 Child Housing Opportunity Program (CHOP)

The CHOP does not have a stand-alone hardship policy. In the absence of one, it defaults to the HOP policy.

2.3 Family Unification Program Youth (FUPY)

FUPY does not have a policy that would permit an extension of its time limits.

2.4 College Housing Assistance Program (CHAP)

CHAP participants may apply for a 30-day extension of housing assistance if they are at-risk of losing their housing and have a shelter burden greater than 40%.

3. CONSULTATION

3.1 THA Landlord Advisory Committee

THA's Landlord Advisory Committee reviewed this temporary policy change and did not offer any objections or additional feedback.

3.2 Northwest Justice Project

Northwest Justice Project (NJP) generally supports the moratorium on time limits. NJP asked that we consider staggering the time limit expirations once they are reinstated.

4. ANTICIPATED NUMBER OF IMPACTED PROGRAM EXITS

Over the next 120 day days, 15 time-limited households are scheduled to exit THA's programs. By October 1, 2020 an additional 12 households are scheduled to exit. These anticipated exits do not include CHAP households. Their eligibility is determined and tracked by the post-secondary partners.

5. LENGTH OF EXTENSION OF HAP BEYOND DEADLINES

THA will continue to pay HAP for time limited households scheduled to exit THA programs between March 1st and August 2020. THA will review this Executive Action in June. If no further action is taken, these households will receive their final HAP on August 1, 2020; at that time the normal rules governing extensions shall apply. This means that at that time the households can apply for the 3-month hardship extension or the 1 year extension under the normal rules.

This policy change is effective as of March 1, 2020.

Cc: Derek Young, THA Chair



Executive Director Michael Mirra

Board of Commissioners

Derek Young, Chair | Stanley Rumbaugh, Vice Chair Dr. Minh-Anh Hodge | Dr. Arthur C. Banks | Shennetta Smith

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To: THA Housing Authority Staff
From: Michael Mirra, Executive Director

Date: April 30, 2020

Subject: Executive Emergency Authorization #10: Staff Stress Management – Paid Holiday

THA Board Resolution 2020-03-18(1) allows the Executive Director (or his designee) to take emergency actions during the COVID-19 pandemic that he deems necessary to ensure continued operations of Tacoma Housing Authority (THA) while protecting its employees, clients, vendors, partners and the community as a whole.

This Executive Action grants to staff a paid holiday on Monday, May 11, 2020. It recognizes:

- the hard work that the COVID-19 pandemic has required of staff;
- the value of a day off, provided for the purpose, of allowing staff to acknowledge and address the stress that they and their families are feeling from the work during the pandemic, the disruption it has meant to families, and the risk they incur of workplace exposure to the virus;
- the staff need for a breather to refresh for the hard work still to come before this pandemic is over.

As with other THA holidays, staff should confer with their manager if necessary to confirm that their duties can spare them on this date. Managers are urged to try hard to allow this.

This policy change is effective as of April 30, 2020.

Cc: Derek Young, THA Chair



Executive Director Michael Mirra

Board of Commissioners

Derek Young, Chair | Stanley Rumbaugh, Vice Chair Dr. Minh-Anh Hodge | Dr. Arthur C. Banks | Shennetta Smith

Mitrael Mina

To: THA Housing Authority Staff - From: Michael Mirra, Executive Director

Date: May 4, 2020

Subject: Executive Emergency Authorization #11: Entering into Rent Repayment Plans with

Commercial Tenants

THA Board Resolution 2020-03-18(1) allows the Executive Director (or his designee) to take emergency actions during the COVID-19 pandemic that he deems necessary to ensure continued operations of Tacoma Housing Authority while protecting its employees, clients, vendors, partners and the community as a whole.

This Executive Action directs THA to work with its commercial tenants to allow them to pay their accruing rent arrearage over time. (THA already allows this for its residential tenants.)

THA has commercial tenants at Alberta J. Canada Building, the Hilltop Neighborhood, and James Center North who are experiencing challenges paying their rent during the pandemic. Executive Action #3 (March 30, 2020) has already provided them with some relief. It stated:

"For THA owned and/or managed residential or commercial properties during the months of April, May and June 2020:

- "1. THA waives all late fees for unpaid rent due during these months;
- "2. THA will not issue any termination notices based upon the nonpayment of rent due during these months or prior months. Unpaid rent due during these months or prior months remains owing.

"These steps are in addition to the State orders related to residential tenancies."

On April 16, 2020, Governor Inslee issued Proclamation 20-19.1 declaring a moratorium on evictions for non-payment of rent and rent increases for residential and commercial tenants.

While both Executive Action #3 and the Governor's Proclamation restrict evictions and lease enforcement actions, rents remain due and continue to accrue. Through this new Executive Action, THA will attempt to work with its commercial tenants who are experiencing rent hardships due to business closure or loss of income resulting from the pandemic <u>and</u> who have contacted their respective Property Management companies or THA staff seeking relief. THA will do this in following ways:

- 1. THA will enter into repayment agreements with its commercial tenants to add a portion of the total outstanding rent to the future rent due under the lease.
 - 1.1 The portion to be deferred, the due date of the first payment, and the duration of the repayment agreement will depend on the amount owing, the remaining lease

term, and the tenant's financial capacity and ability to remain open or to reopen under the Governor's directives.

- 1.2 The repayment agreement may not last beyond the shorter of the expiration of the lease term or 5 years.
- 2. Some of THA's commercial leases have scheduled rent increases. THA will not implement any such rent increase scheduled to occur through the later of June 4, 2020 or the expiration of any moratorium on rent increases that the Governor may order beyond that date.

Cc: Derek Young, THA Chair

Michael Mirra

From: Michael Mirra

Sent: Sunday, May 17, 2020 12:53 PM

Cc: mputnam@seattleymca.org; dharris@communityyouthservices.org

Subject: Arlington Drive Campus for Homeless Youth and Young Adults - and the coming Special Session of

the Legislature

Attachments: AYC and CRC.jpg; AYC apt back.JPG; AYC apt front.JPG; AYC Apt rafters.JPG; AYC apt roof.JPG; AYC

apt side.JPG; AYC CRC main (1).jpg; AYC CRC main.jpg; AYC CRC Tree.jpg; AYC CRC.jpg; Arlington Drive Youth Campus Project Description 2019-1-17.pdf; 2020 Supplemental Operating Budget for

Arlington Drive 2020-3-13.pdf

Dear Legislative Friends of Arlington Drive, and Others:

We are the directors of the Tacoma Housing Authority, Community Youth Services, and the Accelerator Y, the social service division of the YMCA of Greater Seattle. Together we are building and will operate the ambitious and innovative Arlington Drive Campus for Homeless Youth and Young Adults in Tacoma.

We write you for two reasons. **First**, we are very pleased to report that the construction of the Arlington Drive Campus is going very well. It is on budget and ahead of schedule. We attach some photos of the construction. Also, here is a link to a virtual tour of the Crisis Residential Center (CRC): Virtual Tour of Arlington Drive Crisis Residential Center 2020. The 12-bed CRC for homeless youth ages 12 to 17 years will open next month. The 58-unit apartment building for homeless young adults ages 18 to 24 years will open around Thanksgiving. You may recall that the legislature provided \$5 million in capital costs toward the total construction cost of \$25 million. The City of Tacoma provided \$1.2 million and Pierce County provided \$670,000. The rest of the money came from private sources (tax credit equity investors and commercial debt) and THA. We are very grateful for this support. Arlington Drive will serve, and save, hundreds of homeless youth and young people a year. It is a nationally unique partnership among our organizations. It will transform the lives of homeless young people throughout the region. We also attach a description of how, and why, this is important.

The **second** reason we write concerns the \$1.25 million the legislature appropriated in 2020 to operate Arlington Drive. We attach that part of the 2020 Supplemental budget that shows this appropriation. This money would come to Arlington Drive through the Office of Homeless Youth. We know the state faces serious budget challenges because of both the pandemic and the economic shut down. To help fill the budget hole, we understand that the governor may convene a special legislative session to rake back some funds already appropriated. We also know you will get many requests to spare funding. We write to give you the case for sparing Arlington Drive's operating money. The case comes in 6-1/2 parts:

1. Preserve the State, City and County Investment Already Made to Build Arlington: State - \$5 million; City - \$1.2 million; County - \$670,000

The operating money is necessary so the state, the city, and county get the value of their investment to build Arlington Drive. This investment will go to waste if, for lack of operating funds, Arlington cannot open for homeless youth and young adults.

2. The Pandemic Has Worsened the Peril for Homeless Young People

The pandemic has made the need for Arlington Drive more dire. The pandemic has reminded us that housing is necessary not only for personal health, but also for public health. This is especially true for homeless young people. Most traditional shelters are not open to them, or they are not safe for young people. Young people then find shelter and safety in groups, with no prospect for social distancing, hygiene, or guidance.

3. Arlington Drive is an Emergency Response to the Pandemic

The state is spending a lot of money responding to the pandemic, much of that on meeting emergent needs. That purpose fits Arlington Drive exactly, which will house young people who will otherwise be homeless.

4. Arlington Drive will Save Money in Averted Other Costs

Spending the appropriated funds will save money in averted costs that will arise from the other services those young people will need if they cannot get housing and services at Arlington, especially if they get sick with COVID-19 or make other people sick.

5. Arlington Drive is an Investment in a Better Future

The Arlington Drive funding also counts as an investment in the community's future. We need to come out of this pandemic more resilient to the next emergency, better, and more just than we were. For this purpose, in addition to responding to emergent needs, the state should imagine a better future, and invest in it. There are precedents. The nation has made some of its wisest investments in its own future, and some of its boldest re-imaginings, during crisis. During the Civil War, when that war was not going well, Congress invented the land grant program that financed the establishment of public universities, including Washington State University. Congress planned the transcontinental railroad. It created the homestead program that helped to settle the Midwest. In the Great Depression and during World War II, Congress invented Social Security, public housing, the National Labor Relations Act, the Bonneville Power Administration, the Tennessee Valley Authority, the Security and Exchange Commission, the G.I. Bill and the basis for what became the subsidized home mortgage market opening up homeownership to the white middle class. Much of this work was not necessary to survive the crises. Indeed, the payoff for these investments was far ahead. Instead, Congress addressed these investments to a re-imagined future. The COVID-19 pandemic should also be an occasion for similar re-imagining, a similar investment, and a similar boldness. A better future for our homeless young people is easier to imagine. It looks like Arlington Drive.

Arlington Drive will serve and save hundreds of young people a year. They will come to Arlington from the streets. The police will bring them. They will come from sex trafficking, from trading sex for shelter, from foster care, and from the juvenile justice system. They will come when their families kick them out. They will come when they make the plausible judgment that the streets are safer than home. Arlington Drive will give them all a second chance: a second chance at an adolescence, a family, and an education; a second chance at a reasonable adulthood, an occupation, and a life without dependency on social services; and a second chance at a life without fear.

6. Arlington Drive is an Investment in a More Equitable Future

Arlington Drive will help address grievous inequities. Youth of color and LGBTQ show among homeless young people to an extent that is greatly disproportionate to their numbers in the general population. Their homelessness promises to perpetuate these disparities into a population of adult homelessness.

6-1/2. THA's Financial Exposure

We also note THA's financial peril if it cannot open and populate Arlington Drive as it promised its investors and lenders it would do. In that case, THA would face liabilities we do not even want to think about. We know that is not quite the state's problem. But because THA incurred these risks reliant on the state appropriation, we did want you to know.

We know you face hard choices ahead. We hope this helps you fit Arlington Drive into that narrow space your judgment must reserve for the wisest of investments.

If you have any questions, each of us would be pleased to talk with you further.

Thank you for your consideration.

Michael Mirra, Executive Director, Tacoma Housing Authority

Derek Harris, CEO, Community Youth Services

Mark Putnam, Director, Accelerator Y, the social services division of the

YMCA of Greater Seattle

Michael Mirra

he/him
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Calling All the Children of Salishan

(and grownups with some child fun in them)

TiMe to CoLoR with CHalK

The weather is getting warmer.

The sun is out.

The world needs more color!

Here is some sidewalk chalk for you.

We ask all children of Salishan to use this chalk, and fill Salishan with color!

sidewalksalleysparkswalkways

Some rules, and tips:

- Be creative
 Be nice
 No curse words
 Watch out for cars
- Coloring with friends can be fun, but keep 6 feet apart (due to the virus)
 - Wash your hands afterwards (also due to the virus)
 - Fill Salishan with lots of color
 - Have fun!















Questions or ideas?
Janette Simon
Salishan Association Manager
(253) 682-0205
janette.simon@managementtrust.com



OP-ED Piece re the Pandemic and Housing

May 20, 2020

The pandemic is causing widespread hardship. In response, the nation is spending a lot of money on emergent needs, such as emergency shelter. Doing that is essential. Yet, local and national governments also need to invest so we come out of this crisis stronger, and better, than just more shelter.

Before COVID-19, our housing markets and civic systems were weak, and unjust. Nearly half of Tacoma and Pierce County's renters could not afford their housing. Home purchases were unaffordable for many first-time home buyers. A notable number of people and families had no housing. This housing failure weakened almost every other civic interest: education, child welfare, health, wage and economic development, transportation, justice, and racial justice. It deepened our racial disparities. Although persons of color constitute about 25% of Pierce County's population, they constitute 45% of persons experiencing homelessness.

The pandemic made this worse. It reminded us that housing is necessary not only for personal health, but also for public health. It created a wave of newly impoverished families that now need to find housing in a market that was not serving them before.

In our pandemic spending, we should not seek to rebound merely to the prior level of failures. We should imagine a better future, and invest in it. There are precedents. Our nation made some of its wisest investments in its own future during crisis. During the Civil War, when that war was not going too well, Congress invented the land grant program to finance public universities. Congress planned the transcontinental railroad. It created the homestead program for white families that settled the Midwest (all this on land taken from native people). In the Great Depression and World War II, Congress invented Social Security, public housing, National Labor Relations Act, Bonneville Power Administration, Tennessee Valley Authority, Security and Exchange Commission, G.I. Bill, and the subsidized home mortgage market for the white middle class that it helped to create. This work was not necessary to survive crises. Indeed, the payoff for these investments was years ahead. Congress made these investments in a re-imagined future. The COVID-19 pandemic should also be an occasion for a similar re-imagining, a similar investment, and a similar leadership.

Those past investments and the resulting generations of prosperity, however, excluded people of color. This further baked the nation's legacy of racial oppression into these new housing markets, segregating them on purpose. This exclusion helps to explain why black families today on average have one-seventh the assets of average white families. This means there is not only a lot of work to do. There is also a lot of work to undo.

A better, more equitable, housing future is not hard to imagine. The City of Tacoma and Pierce County have both commissioned thoughtful studies recommending local strategies, of three types: **First**, we need to make it easier to build housing of all sorts for all incomes. This requires more inclusive zoning that allows appropriate densities in more places. It requires easier and more predictable permitting. **Second**, we need to give adequate and smart incentives to developers to allow and, in some cases, require them to include affordable units in market rate housing. **Third**, Tacoma and Pierce County need local housing trust funds to help finance the purchase or construction of housing removed from the speculative rental market through public or nonprofit ownership. For these same purposes on a national scale, Representative Denny Heck is sponsoring H.R. 5599, the Fulfilling the Promise of the Housing Trust Fund Act and Senator Maria Cantwell is sponsoring S. 1703, the Affordable Housing Credit Improvement Act.

These strategies for all incomes would provide a community resilience that will serve us well, through the next crisis and beyond. It would provide a measure of racial and economic justice we would recognize. More emergency shelter is essential. But more shelter alone would not be the future we need.

Michael Mirra Executive Director Tacoma Housing Authority



ADMINISTRATION REPORTS



FINANCE



Motion

Adopt a consent motion ratifying the payment of cash disbursements totaling \$5,181,190 for the month of April, 2020.

Approved:	May 27, 2020		
		Derek Young, Chair	

TACOMA HOUSING AUTHORITY Cash Disbursements for the month of April 2020

		Check N	Num	bers		
		From		То	Amount	Totals
A/P Checking Accounts						
Accounts Payable Checks	Check #'s	94,195	-	94,239		
Arlington CRC Checks	Check #'s	10,014	-	10,015		
Accounts Payable EFTs	EFTs	600	-	663		
Business Support Center					482,384	
Moving To Work Support Center					42,394	Program Support
Moving To Work Buildings (used by Support	t Center)				18,548	Program Support
Tax Credit Program Support Center					19,587	
Section 8 Programs					162,851	Section 8 Operations
Hillsdale Heights					1,592	
Highland Crest Apts					23	
James Center					54	
KeyBank Building					65	
Mr Mac Building					21	Properties
Outrigger					9	Properties
Prairie Oaks Operations					628	
Salishan 7					26,943	
Salishan Common Areas					32	
Alberta J Canada Bldg					21	
Arlington Crisis Residential Center					196,997	
James Center					6,480	
Arlington Youth Campus-THA Costs					2,486	
Court F (HT 1800 Block)					988	Development
HT 1500 Block					63	
Salishan Developer Fee					12,180	
Bus Development Activity					6,348	
Community Services MTW Fund					21,882	Cliant Cunnart
COT-Community Wellness Program					62	Client Support
AMP 6 - Scattered Sites					9	Public Housing
THA SUBTOTAL					1,002,645	
Hillside Terrace 2 & 1500					3,089	
Bay Terrace I & II & Community Facility					57,435	Tax Credit Projects -
Renew Tacoma Housing					19,929	Reimbursable
Salishan 1 - Salishan 6					14,170	Reillibulsable
TAY ODEDIT OUDTOTAL (O					0.4.000	
TAX CREDIT SUBTOTAL (Operations & De	velopment - billa	DIE)			94,623	1,097,
Section 8 Checking Account (HAP Payments)						
SRO/HCV/VASH/FUP/NED	Check #'s	483,329	- 4	483,391	65,107	
	EFTs	601	-	629	3,342,482	\$ 3,407,
Payroll & Payroll Fees - ADP						\$ 676,
TAL DISBURSEMENTS						\$ 5,181,

Date: May 27, 2020

To: THA Board of Commissioners

From: Ken Shalik

Finance Department Director

Re: Finance Department Board Report

1. FINANCIAL STATEMENT

I present the April, 2020 disbursement report for your approval.

The Finance Department is submitting the financial statement for the period through March 31, 2020. This is the first financial report for the year. As it is still early in the year, it represents a snapshot of where we currently stand financially, and could be an early indicator as to whether there are any areas we need to pay attention to. There are nuances as far as payments being frontloaded for the year, or times where revenues or payments do not come in until later in the year. As we are utilizing our new budget software, and it has the capability of providing budgets vs. actual data, it is our intention to start moving towards using that platform and attempting to provide visualizations in future reports. As we have not figured out that capability, we are continuing to provide financials more in the manner we have in the past. We have consolidated some areas, yet, it still provides the overall picture of the agency's financial picture.

In reviewing the financials, Line 50 – Surplus/(Deficit) before Capital Expenditures shows a deficit of \$1,190,177 YTD. This is not a concern, as we have to draw down Housing Assistance Program (HAP) held funds from Housing and Urban Development (HUD), and have yet to draw any Capital Fund Program (CFP) funds available. Neither the developer fee nor the Renew Tacoma waterfall payment have come in yet either. When looking at year end projections, we are projecting a \$4.85 million operating surplus on Line 50. For capital items we are addressing only the knowns, which are the development projects that are currently under construction: Arlington Crisis Residential Center; the Arlington Youth Housing; and The Rise at 19th. As we have not moved forward with any property purchases and are still discussing changes to the 902 Rehab based on the Coronavirus pandemic, these capital expenses are not included in the year end projections at this time.

For this report, general themes will be addressed:

• Line 1, HAP Reimbursements - We were significantly under budget Year to Date. This has to do with timing issues. We received notice of funding in late March, and there was a 9.8% inflation factor over last year's funding. This increase will be reflected as we progress through the year and will be drawn down as we reconcile

- Moving to Work (MTW) expenses for the year. No reconciliation or draw down had been done by the end of March.
- Line 4, Public Housing Subsidy This category was inadvertently left off the budget. There are 4 remaining Public Housing units at Hillside 1500, plus some residual subsidy payments for our Scattered Sites Amp.
- Line 5 Capital Fund Operating Revenue This is mainly a carryover of funds from 2019 and will be completely drawn down by the end of the year.
- Line 10, Other Revenue There is approximately \$2.5 million budgeted for Waterfall payment for Renew Tacoma Housing (RTH). The partnership did produce the projected \$2.5 million in cash flow from operations for the period beginning at initial closing (April of 2016) through 2018. We should be receiving the funds hopefully by the end of summer.
- Lines 14 24 Administrative Expense We are significantly under budget for the first quarter in almost all areas. Much of it is timing. With our focus being changed due to the Coronavirus pandemic, we will watch for the impact in this area. One area that will most likely come in significantly under budget for the year is the Travel/Training area, as it is anticipated most out of town conferences will be cancelled or held virtually this year.
- Lines 25 29 Tenant Service This area is under for the first quarter. In the Salaries and Benefits area, 3 new positions have been requested for this year, yet the positions have not been finalized. As this is an important area for us during the pandemic, we will see what additional expenses may be incurred in this area.
- Line 30 Utilities This is for utilities for 902, Family Investment Center (FIC), and the properties owned by THA. The first quarter is usually askew due to the timing of the bills, which are in many cases bi-monthly.
- Lines 31 35 Ordinary Maintenance and Operations Maintenance materials were higher than anticipated. Even though sanitation materials will most likely keep this line higher than budgeted for the year, this overage has to do with higher material costs than budgeted on properties such as Salishan 7 and James Center North.
- Line 43 Section 8 HAP Payments This line item is a little under budget at this time. Additional Property Based Vouchers will come online by the end of the year.

We will have to see the impact of the pandemic on our financials during the course of the year. The good thing is that we will be receiving funds from HUD from the Cares act to cover COVID related administrative, maintenance, and security costs, as well as HAP. We currently have received \$737K, or two months of Section 8 Administrative fees from HUD. More HAP funds should also be forthcoming. The good news is that with our MTW fungibility we can also utilize this funding to cover property related COVID costs for our Low-Income Housing Tax Credit (LIHTC) properties with Project Based Voucher (PBV) units.

The following is a synopsis of the Cash Flow (CF) waterfall for our Tax Credit Properties for the Year 2019. At the completion of each year, the agency does an analysis of excess cash (if available), and per the Limited Partnership Agreements, distributes cash per the waterfall

established for each property. Funds that come into THA include any Developer Fee (DF) remaining, the Company Management Fee, and if there is still remaining cash, Accrued Interest Payments. Every year we accrue interest for the THA loans to the Tax Credit properties.

THA Tax Credit Projects Summary of Cash Flow Waterfall Distributions For the year ending 12/31/19 Deferred

	Developer Fees/ Interest to THA	GP/LP Fees to THA/THDG	THA Loans	Fees to LP	Total
	(a)	(b)	(c)	(d)	
Alberta J Canada **	59,252	-	-	6,000	65,252
Bay Terrace	59,655	-	-	5,796	65,451
Bay Terrace 2	36,319	-	-	5,150	41,469
Hillside 1500	-	13,504	54,016	-	67,520
Hillside Phase 2	-	686	-	-	686
Renew Tacoma **	-	-	2,796,935	38,503	2,835,438
Salishan 1	-	-	37,724	-	37,724
Salishan 2	-	-	56,663	-	56,663
Salishan 3	-	-	-	-	-
Salishan 4	-	51,996	64,682	8,454	125,132
Salishan 5	-	-	-	-	-
Salishan 6		-	-	-	-
Total payments	\$155.226	\$66,186	\$3.010.020	\$63.903	\$3,295,335

^{**} Initial cash flow distribution covering multiple years.

2. INVESTMENTS

Surplus funds are invested in Heritage checking and the Washington State Investment Pool. Rates with Heritage Bank are at .30%. The Washington State Local Government Investment Pool currently provides a return rate of 1.29%. The rates for our investments have dropped due to the Federal rate reductions during the Pandemic.

3. AUDIT

The Washington State auditors have not provided a start date to work on the audit for 2019 information. Due to the Coronavirus Pandemic, the audited REAC submission to HUD has been pushed back six months to March 31, 2021, from the September 30th deadline. The Washington State auditors will do the majority of their work remotely this year. They will

GP - General Partner

LP - Limited Partner

most likely work on the Single audit concurrently with the Financial audit and finish up with the Accountability audit. The entrance conference will be determined after they let us know when they will officially start working on the audit.

4. BUDGETS

As we passed the finalized Fiscal Year (FY) 2020 audit in April, it is not anticipated that we will do a mid-year revision. We remain uncertain of the impact of the Coronavirus Pandemic and will monitor it closely. It is anticipated that the majority of both our HAP and Administrative costs will be covered by the CARES act funding. The FY 2021 budget preparation will commence late July, early August.

5. YEAR END UPDATE

There is no update at this time.

TACOMA HOUSING AUTHORITY AGENCY WIDE

		March-20			ТІ	nru 12/31/2020		
		CURRENT QTR	YEAR TO DATE	BUDGETED	VARIANCE	PROJECTED	BUDGETED	VARIANCE
		ACTUAL	ACTUAL	YTD		ACTUAL		
	OPERATING RECEIPTS							
1	HUD grant - Section 8 HAP reimbursement	10,448,536	10,448,536	12,531,053	-16.62%	47,794,144	50,124,210	-4.65%
2	HUD grant - Section 8 Admin fee earned	906,272	906,272	1,005,340	-9.85%	3,875,088	4,021,360	-3.64%
3	HUD grant - Community Services	58,696	58,696	71,416	-17.81%	234,784	285,662	-17.81%
4	HUD grant - Public Housing subsidy	25,287	25,287	0	100.00%	101,148	0	100.00%
5	HUD grant - Capital Fund Operating Revenue	0	0	200,025	-100.00%	800,000	800,100	-0.01%
6	Other Government grants	27,685	27,685	40,239	-31.20%	110,740	160,956	-31.20%
7	Tenant Revenue - Dwelling rent	673,456	673,456	672,389	0.16%	2,693,824	2,689,554	0.16%
8	Tenant Revenue - Other	37,193	37,193	38,700	-3.89%	148,772	154,800	-3.89%
9	Management Fee Income	647,877	647,877	672,869	-3.71%	2,591,508	2,691,475	-3.71%
10	Other Revenue	336,181	336,181	1,189,633	-71.74%	4,344,724	4,758,531	-8.70%
11	Other Revenue- Developer Fee Income	0	0	999,600	-100.00%	3,998,400	3,998,400	0.00%
12	Investment income	19,591	19,591	14,518	34.95%	78,364	58,070	34.95%
13	TOTAL OPERATING RECEIPTS	13,180,774	13,180,774	17,435,780	-24.40%	66,771,496	69,743,118	-4.26%
	OPERATING EXPENDITURES Administrative Expenses							
14	Administrative Salaries	1,503,423	1,503,423	1,941,225	-22.55%	7,013,692	7,764,898	-9.67%
15	Administrative Personnel - Benefits	584,229	584,229	756,320	-22.75%	2,736,916	3,025,281	-9.53%
16	Audit Fees	1,480	1,480	18,130	-91.84%	72,520	72,520	0.00%
17	Management Fees	80,678	80,678	101,703	-20.67%	406,813	406,813	0.00%
18	Office Expense	305,563	305,563	414,687	-26.31%	1,342,252	1,658,749	-19.08%
19	Legal	40,117	40,117	71,143	-43.61%	260,468	284,570	-8.47%
20	Travel/Training	7,111	7,111	110,219	-93.55%	228,444	440,876	-48.18%
21	Other administrative expenses	424,124	424,124	517,757	-18.08%	1,846,496	2,071,027	-10.84%
22	Due diligence - Perspective Development	42,329	42,329	237,500	-82.18%	669,316	950,000	-29.55%
23	Contingency	0	0	26,250	-100.00%	0	105,000	-100.00%
24	Total Administrative Expenses	2,989,054	2,989,054	4,194,934	-28.75%	14,576,917	16,779,734	-13.13%

			March-20			Thru 12/31/2020		
		CURRENT MTH ACTUAL	YEAR TO DATE ACTUAL	BUDGETED	VARIANCE	PROJECTED ACTUAL	BUDGETED	VARIANCE
	Tenant Service							
25	Tenant Service - Salaries	227,141	227,141	291,209	-22.00%	1,028,564	1,164,834	-11.70%
26	Tenant Service Personnel - Benefits	89,642	89,642	122,070	-26.57%	408,568	488,280	-16.33%
27	Relocation Costs	1,440	1,440	665	116.54%	5,760	2,660	116.54%
28	Tenant Service - Other	64,401	64,401	92,523	-30.39%	377,604	370,090	2.03%
29	Total Tenant Services	382,624	382,624	506,466	-24.45%	1,820,496	2,025,864	-10.14%
	Utilities							
30	Total Project Utilities	78,566	78,566	106,189	-26.01%	374,264	424,754	-11.89%
	Ordinary Maintenance & Operations							
31	Maintenance Salaries	65,234	65,234	65,553	-0.49%	260,936	262,211	-0.49%
32	Maintenance Personnel - Benefits	19,062	19,062	21,622	-11.84%	76,248	86,489	-11.84%
33	Maintenance Materials	47,648	47,648	32,103	48.42%	190,592	128,410	48.42%
34	Contract Maintenance	132,434	132,434	142,517	-7.07%	529,736	570,067	-7.07%
35	Total Routine Maintenance	264,378	264,378	261,794	0.99%	1,057,512	1,047,177	0.99%
	General Expenses		40.005	04.050	40.040/			40.0404
36	Protective Services	16,985	16,985	21,050	-19.31%	67,940	84,200	-19.31%
37	Insurance	56,662	56,662	65,184	-13.07%	226,648	260,734	-13.07%
38	Other General Expense	136,305	136,305	109,741	24.21%	505,220	438,965	15.09%
39 40	Interest Expense Total General Expenses	133,567 343,519	133,567 343,519	132,998 328,972	0.43% 4.42%	534,268	531,990 1,315,889	0.43% 1.38%
40	Total General Expenses	343,519	343,519	320,972	4.42%	1,334,076	1,313,009	1.30%
41	TOTAL OPERATING EXPENSES	\$ 4,058,141	\$ 4,058,141	\$ 5,398,355		\$ 19,163,265	\$ 21,593,418	
	Nonroutine Expenditures							
42	Ext. Maint/Fac Imp/Casualty Loss	7,322	7,322	11,525	-36.47%	29,288	46,100	-36.47%
43	Sec 8 HAP Payments	10,305,488	10,305,488	10,764,363	-4.26%	42,721,952	43,057,450	-0.78%
44	Total Nonroutine Expenditures	10,312,810	10,312,810	10,775,888	-4.30%	42,751,240	43,103,550	-0.82%
45	TOTAL EXPENDITURES	14,370,951	14,370,951	16,174,242	-11.15%	61,914,505	64,696,968	-4.30%
46	OPERATING SURPLUS/(DEFICIT)	<u>(1,190,177)</u>	<u>(1,190,177)</u>	<u>1,261,538</u>	<u>-194.34%</u>	<u>4,856,991</u>	<u>5,046,150</u>	<u>-3.75%</u>
47	Debt Service Principal Payments	0	0	(18,749)	-100.00%	0	(74,994)	-100.00%
48	Surplus/Deficit Before Reserve Appropriations	(1,190,177)	(1,190,177)	1,242,789	-195.77%	4,856,991	4,971,156	
49	Reserve Appropriations - Operations	0	0	0		0		
50	Surplus/Deficit Before Captial Expenditures	(<u>1,190,177</u>)	(<u>1,190,177</u>)	1,242,789		4,856,991	4,971,156	
51	Capitalized Items/Development Projects	(2,157,099)	(2,157,099)	(2,632,250)	-18.05%	(5,795,000)	(10,529,000)	-44.96%
52	Reserve for Replacement	(43,163)	(43,163)	(43,163)	0.00%	(172,650)	(172,650)	0.00%
	Revenue - Capital Grants/Sale of Property Reserve Appropriations - Capital	2,140,388	2,140,388	1,456,750 0	46.93%	5,224,000	5,827,000	-10.35%
55	THA SURPLUS/(DEFICIT)	(<u>1,250,051</u>)	(<u>1,250,051</u>)	24,127		4,113,341	96,506	

TACOMA HOUSING AUTHORITY CASH POSITION - April 2020

HERITAGE BANK Accounts Payable Section 8 Checking THA Affordable Housing Proceeds-Salishan		F 000 C00			
Accounts Payable Section 8 Checking THA Affordable Housing Proceeds-Salishan		F 000 C00			
THA Affordable Housing Proceeds-Salishan		5,080,608	0.30%		
•		1,948,486	0.30%		
		1,426,939	0.30%		
THA Scattered Sites Proceeds		5,864,352	0.30%		
FSS Escrows		216,923	0.30%		
CSA Escrows		81,274	0.30%		
Note Fund Account		102	0.30%		
Credit Card Receipts		189	0.30%		
Key Bank Security Deposits		3,640	0.30%		
Relocation Account		5,010	0.30%		
THA Investment Pool		336	0.30%		
THDG - Tacoma Housing Development Group		1,066,198	0.30%		
Salishan 7 Operations		1,520,084	0.30%		
Salishan 7 Security Deposit		29,382	0.30%		
Salishan 7 Replacement Reserve		374,355	0.30%		
Salishan 7 Operating Reserve		202,889	0.30%		
Highland Crest Operations		884,369	0.30%		
Highland Crest Replacement Reserve		255,095	0.30%		
Highland Crest Security Deposit		43,501	0.30%		
Outrigger Operations		375,314	0.30%		
Outrigger Replacement Reserve		177,408	0.30%		
Outrigger Security Deposit		26,028	0.30%		
Prairie Oaks Operations		132,859	0.30%		
Prairie Oaks Replacement Reserve		28,698	0.30%		
Prairie Oaks Security Deposit 4,993					
Payroll Account		4,733	0.30%		
HOME STREET BANK					
James Center North Operations		582,429	0.00%		
James Center North Security Deposit		56,801	0.00%		
WASHINGTON STATE					
Investment Pool	\$	1,520,965	1.29%		
1. TOTAL THA CASH BALANCE	\$	21,913,962			
Less:					
2. Total MTW Cash Balance	\$	842,131			
Less Minimum Operating Reserves					
2.01 Public Housing AMP Reserves (4 months Operating Exp.)					
2.02 S8 Admin Reserves (3 months Operating Exp.)		726,000			
2.09 Less Total Minimum Operating Reserves	\$	726,000			
2.1. MTW Cash Available (Lines 2-2.09)	\$	116,131			
3. MTW Cash Held By HUD	\$	3,345,841			

TACOMA HOUSING AUTHORITY CASH POSITION - April 2020				
	HION - April 2020	1		
4. Non MTW Cash Restrictions/Obligations				
4.1 Non MTW Operational Restrictions				
4.10 HUD Restricted - Lot and Property Sales		\$	7,291,292	
4.101 Area 2B Sales Proceeds (Afford Hsg)	1,426,939			
4.102 Scattered Sites Proceeds (Afford Hsg)	5,864,352			
4.20 THA Property Accounts Reserved		\$	2,445,781	
4.201 Security Deposit Accounts	164,346			
4.202 Highland Crest Operations Reserves	320,000			
4.203 Highland Crest Replacement Reserves	255,095			
4.204 James Center North Operations Reserves	230,000			
4.205 James Center North Capital	274,880			
4.206 Outrigger Operations Reserve	150.000			
4.207 Outrigger Replacement Reserves	177,408			
4.208 Prairie Oaks Operations Reserves	77,000			
4.208 Prairie Oaks Operations Reserves 4.209 Prairie Oaks Replacement Reserves				
4.209 Prairie Oaks Replacement Reserves 4.210 Salishan 7 Operations Reserves	68,698 354,000			
4.211 Salishan 7 Replacement Reserves	374,355			
4.30 Rental Assistance Reserves	374,333	\$	821,247	
4.301 Mod Rehab Operating Reserves	87,130	Ψ	021,241	
4.302 VASH, FUP, MAIN & NED HAP Reserves	525,895			
4.303 FSS Escrows	208,221			
4.40 Prepaid Grants	200,221	\$	1,206,535	
4.401 Gates Foundation	59,385	Ψ	1,200,000	
4.402 Foundation for Tacoma Students	80,952			
4.403 THDG	1,066,198			
4.50 BFIM Buyout LOC Collateral-Potential Tax Credit Los		\$	2.500.000	
4.60 Total - Non MTW Cash Restrictions (4.10+4.20+4.3		\$	14,264,854	
4.70 Agency Contracted or Budgeted Commitments Re		\$	- 1,201,001	
4.70 Agency Contracted of Budgeted Communerts Ne		Ψ		
4.99 Total Non MTW Cash Restrictions/Obligations (Lin	205 4 60+4 70)	\$	14,264,854	
4.33 Total North WTW Cash Restrictions/Obligations (Eli	163 4.00+4.10)	Ψ	14,204,034	
5. THA UNENCUMBERED (Non-MTW) CASH (Lines 1-2	2-4.99)	\$	6,806,976	
6. Development Advances - Project Reimbursement up	on closing/draw	\$	207,003	
6.01 Arlington Crisis Residential Center		-		
6.02 Arlington Youth Housing				
6.03 Court F LLLP (1800 Block)	64,295 142,708			
(133 2.00)	,, 00			



CLIENT SUPPORT & EMPOWERMENT



DATE: May 27, 2020

TO: THA Board of Commissioners

FROM: Cacey Hanauer

Director of Client Support & Empowerment

RE: Client Support & Empowerment Department Monthly Board Report

1. STRATEGIC OBJECTIVE: HOUSING AND SUPPORTIVE SERVICES

Tacoma Housing Authority (THA) will provide high quality housing, rental assistance and supportive services. Its supportive services will help people succeed as tenants, parents, students, wage earners and builders of assets who can live without assistance. It will focus this assistance to meet the greatest need.

2. DIRECTOR'S COMMENT

As would be expected, April was among the busier months for Client Support and Empowerment (CSE). Staff in the department stepped up, assisting clients amidst a chaotic time, not only for clients, but for THA staff and their families as well. Staff worked together to learn the best way of assisting residents and voucher holders, and learned through mixed experiences that the best way for CSE to aid those in need was to stick to what the department does best: assess client needs and refer to community partners well versed in the particular resources needed.

Early in the month, CSE established a partnership with Northwest Harvest and Puget Sound Educational Services District (PSESD) to deliver boxes of food to all residents of the senior and disabled buildings, with Northwest Harvest providing the food and PSESD delivering the food to resident's units.

THA learned two lessons quite quickly. The first lesson is that resources like Northwest Harvest mobilized quickly and ran low on resources just as quickly. Within two weeks of beginning the boxed food delivery Northwest Harvest needed to switch to boxed lunches rather than bulk quantities of shelf-stable food. Those boxed lunch deliveries continued throughout the month.

The second lesson is that our residents will ask for support meeting specific needs and we do not need to presuppose needs. This suits CSE well, in that it is a skill set the department is well-versed in. While the amount of calls for support certainly ramped up

significantly, staff met the task at hand receiving, assessing needs, and referring clients to hundreds of community resources.

The numbers below show some of the important work achieved this month.

April 2020				
Referrals received	70			
	(For comparison - April of 2019 saw 7 referrals)			
Individuals connected to	299			
resources	2))			
Box Lunches Delivered to				
Senior and Disabled	786			
Properties				
Referrals for Rental	21			
Assistance	21			
Learning packets distributed	124			
Lunches served to THA	751			
families by KBTC	751			

CSE, with the help of THA's Policy, Innovation and Evaluation team, also dedicated time to supporting community service providers to increase their capacity. This assistance came in the form of letters of support, telling providers of available resources, and helping providers apply for new and/or enhanced resources. One notable success is THA's support of Revive Washington, a new non-profit started by a commercial tenant of THA's Alberta Canada Building. Hearing the community-wide need for food, Revive Washington quickly mobilized, applied for and received county funding, and began delivering boxed food to households asking for assistance. In this case, THA supported Revive Washington to securing the necessary funding to operate. And, in turn Revive Washington has prioritized THA households.

THA spent the remaining funds from the city's Meals and Murals contract to purchase 120 vegetable seed packets in support of the Salishan Association's "Salishan Strong" campaign. The seed packets were distributed along with lunches by KBTC at Salishan. The Salishan Strong campaign encouraged residents at Salishan to post pictures with the #SalishanStrong hashtag to share how families were staying home, staying healthy. Participants who posted pictures with the appropriate hashtag were entered into a drawing for gift certificates to Safeway or Portland Ave Nursery.



On top of all things Coronavirus, CSE hired a new case worker. Da'Vonya Jackson is set to start in mid-May and will be a welcome addition to the CSE crew! Da'Vonya comes with significant case management experience, most recently working with survivors of domestic violence.

Finally, it is important to acknowledge and appreciate the amount of work, stress, and trauma staff, residents, and voucher holders are experiencing in this unprecedented time. THA has had a strong and supportive response, supported by our Board of Commissioners. In that vein and in an effort to support staff, a PowerPoint was developed aimed at helping folks focus on their own wellness during a pandemic. That PowerPoint is attached to this report.



Strategies to Adjust to a New Way of Living

Here is what you can expect to find in this PowerPoint:



How isolation and this pandemic might impact our mental health



Strategies to combat anxiety and depression



Ideas on how to create work/life balance when trying to work at home

This is Weighing on all of us!

- We aren't "working from home". We are at home, with all of the distractions and demands that come with that space (kids, laundry, bills, TV, pets, dishes, etc.)
- AND, we are trying to do a full-time job in that chaotic and stressful environment
- The world is also stressful and scary right now
 - Have you worried about being too close to someone for the first time?
 - Folks are losing income, housing, childcare, all of the resources that come with school
 - · We don't know when this is going to end
 - We worry about our loved ones getting sick
 - Uncertainty causes it's own world of anxiety



DEPRESSION ISN'T "THE BLUES" and ANXIETY ISN'T "NERVOUSNESS"

- Depression and anxiety have all kinds of stigma. But, everyone experiences both throughout our lives, particularly in times of increased stress
- Check out that box →
- Have you been feeling any of those things lately?

ANXIETY

trembling
rapid heart rate
palpitations
increased
breathing rate
sweating
muscle tension
feeling nervous
hypervigilance
agoraphobia
panic
sense of
impending danger

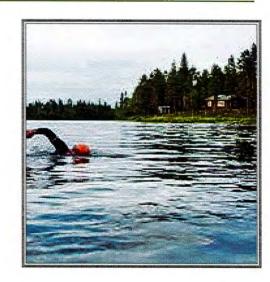
excessive
worry
somatic complaints*
difficulty with thinking,
concentration or
decision-making
restlessness
agitation
appetite or
sleep disturbances
social withdrawal

DEPRESSION

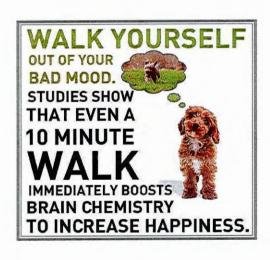
fatigue
irritability
loss of interest
in activities
guilt
low self-esteem
worthlessness
helplessness
hopelessness
prolonged grief
persistent sadness
suicidal thoughts

But, there are things we can do to help ourselves!

- To stay mentally healthy right now, we have to participate in our own wellbeing
 - No one is going to come out of this unscathed unless we TRY and act to be healthy
 - Folks who don't move their bodies in the water will drown. You've got to SWIM!



HERE ARE SOME IDEAS:



- Spend some time outside EVERY DAY!
 - Yes even when it's raining or chilly
- Develop a new ritual (examples below):
 - Go on a walk every day at 4:00p
 - Journal in the morning
 - FaceTime with your best friend every night at 7:00p
 - Start your day with 20 minutes of stretching

MAKE SOMETHING — Being creative stimulates and uses each part of your brain, unlike analytical thinking (ie: work)

Working at home is a hamster
 wheel where we see (literally) little
 achievement. Making something
 allows us to watch progress and feel
 a different kind of
 accomplishment.





• Ideas:

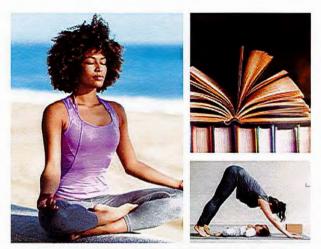
- Build a "catio" for your cat(s)?
- Write a story
- Draw, doodle, paint or color
- Cook a new dish





More Ways to Combat Depression & Anxiety

- MOVE YOUR BODY!
- · Connect with your friends/family every day
- Meditation and mindfulness
- Turn OFF the news!!
- Find a new book or podcast series to get into (if you need recommendations, I'm your gal!)

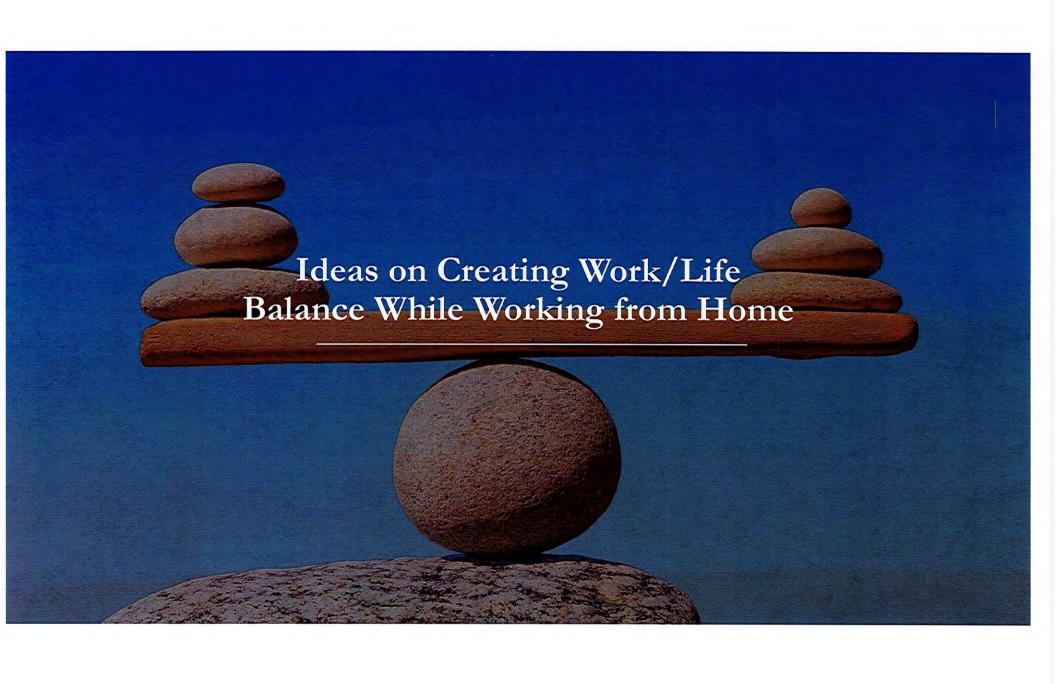






TALK TO SOMEONE!

- Science says it helps
- Talking with someone asks for a "forest through the trees" perspective and helps us get out of our own ruts
- The way we start thinking about something is usually the way we continue to think about it – but there may be another way to make sense of it!
 - Friends, family, co-workers and telehealth are all good options



Work-Life Balance...at Home?

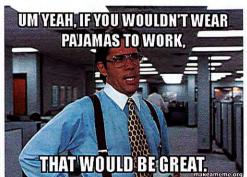
- Kitchens, dining rooms, and other spaces have become offices for remote work with computers, cords, and paperwork spilling into what was, until very recently, private space.
- For people with kids, or helping care for kids, these spaces are also daycare and an impromptu home-school with everyone trying to remain productive in the middle of the chaos of a million competing demands.



Set an alarm, get up and get ready for work every day!

- Shower and change your clothes!
 - And wear different clothes from day-to-day. Switching between "sleep sweats" and "daytime sweats" keeps us stuck and makes Tuesday feel no different than Wednesday, yesterday, this day or that day.

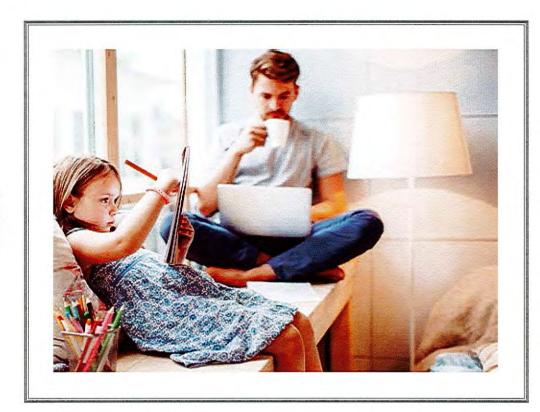




As much as possible, create a separate and intentional space to work from.

• If your home doesn't allow for a separate space, close shop at the end of the day and put your work stuff away.





Work with your family to set rules and expectations for work time

A couple of ideas:

- "I will check in with you every 60 minutes, for 20 minutes, without fail"
- "If you see that I am on the phone, that's time for a quiet activity"
- "We will make time for two recesses and lunch each day"
- "If I see that you have headphones on, I will wait to ask you any questions"

Have a clear "start" and "stop" to your work day!

- It can become easy to work all day, every day when your kitchen table is also your desk. That is NOT our expectation.
 - Work with your supervisor to determine your schedule and then follow that set schedule
- Working from home absolutely affects productivity we know and expect that
- Like when you work from the office, your work day should end, so your life can take a front seat

OUR WORKING SCHEDULE

Starting Time . . . 8:00 a.m. Morning Coffee Break . 9:00-11:30 a.m. Lunch Hour . . . 11:30 a.m.-1:30 p.m. Afternoon Coffee Break . 2:00-4:30 p.m. Quitting Hour 5:00 p.m.



TAKE BREAKS!

- Take a walk around the block, eat lunch away from your computer, go play outside with your kids.
- Intentional breaks actually HELP productivity <u>and</u> mental health



- This is all super hard and new
- Comparison is the thief of joy there is zero utility in comparing what you got done with what you *think* you should be able to do and then beating yourself up over it. **Instead...**
- Take a moment to step back and realize how much you're doing, managing, holding and carrying. We're all doing the best we can, and it's good hard work.



TACOMA HOUSING AUTHORITY

RENTAL ASSISTANCE



TACOMA HOUSING AUTHORITY

DATE: May 27th, 2020

TO: THA Board of Commissioners

FROM: Julie LaRocque

Director of Rental Assistance

RE: Rental Assistance Department Monthly Board Report

1. STRATEGIC OBJECTIVE: HOUSING AND SUPPORTIVE SERVICES

Tacoma Housing Authority (THA) will provide high-quality housing, rental assistance, and supportive services. Its supportive services will help people succeed as tenants, parents, students, wage earners and builders of assets who can live without assistance. It will focus this assistance to meet the greatest need.

2. DIRECTOR'S COMMENT

COVID19 is the main topic of concern at the writing of this report. During the last month we have continued to pay landlords without interruption. The department continues to issue vouchers, complete virtual briefings, perform initial inspections and house clients on the program. The staff have adapted quickly to the changes necessary to comply with Governor Inslee's Proclamations.

Change of circumstances due to loss of wages was a large concern. We expected to be flooded with requests for rent changes. We did not receive nearly as many as we thought. Through April we received approximately 110 change notices. The staff made the rent adjustments in a matter of days to ensure their rents were lowered prior to May's rent. Staff have worked very hard to make changes and to work with clients using a variety of tools. It's been a productive month.

Another retirement this month for Rental Assistance. Janne started in the rental assistance department on April 17, 2000. She spent long tenure in the position of housing specialist, supporting the participants in THA's housing choice voucher program. Over her career, Janne has helped to guide thousands of individuals and families through the process of finding and maintaining housing with THA's assistance. She has amassed a tremendous level of knowledge regarding both Housing and Urban Development (HUD) and THA policies and regulations, and her genuine care for people is displayed in her work daily. Janne's last day with THA will be May 31, 2020, as she has formally submitted her notice to retire. Though we will miss her at THA for many reasons, we are happy to know that she will have more time to spend with family, journeying near and far in search of the best and most rare rocks and crystals in our beautiful landscape. We cannot thank her enough for her years of service and wish her the absolute best as she moves into her next phase of life. Janne's years of services have yielded many a success story, due in large part to her strong ability to show care and compassion to everyone who comes to her seeking assistance. Client care has been at the forefront of Janne's work throughout the years, something that she prioritizes as she wants to see people feel supported in her presence.

The Rental Assistance department is pleased to announce the addition of Alexis Eykle, landlord engagement specialist to our team. Alexis comes to us from Associated Ministries where she managed the Landlord Liaison Program. She has many years of experience in this field. Alexis came highly recommended by the THA Landlord Advisory group. She is excited to be at THA.

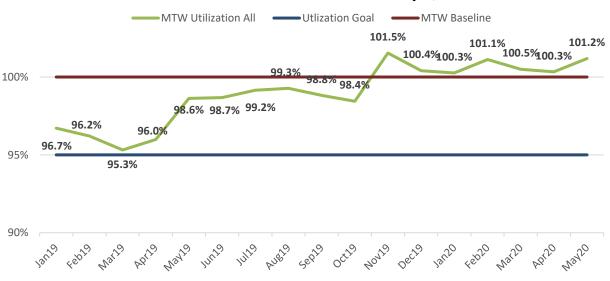
Rental Assistance continues to plan for upcoming lease-ups for The Rise on 19 and Arlington Drive. The project to right size families on our transfer waiting lists by moving them into The Rise is starting now to ensure we can get the most families in the correct size units. We will also take this opportunity to right-size other families as units open at the site. This project will allow us to serve more people from the waitlist when we need to backfill units after right-sizing. A memo is attached at the end of this report outlining some of this work.

3. RENTAL ASSISTANCE DEPARTMENT REPORTS

3.1 Overall Utilization

The overall Housing Choice Voucher (HCV) utilization is reported at 101.2% as of May 1, 2020. THA receives a report on utilization on a quarterly basis for Rapid Rehousing (RRH) and Property Based Subsidies (PBS). Therefore, averages are used to forecast utilization to the current date for these specific programs. As new information is reported for both RRH and PBS, this utilization report is updated accordingly.

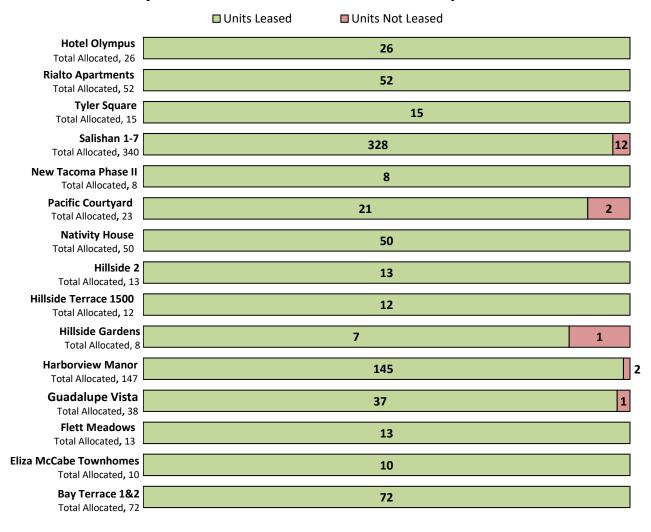
Overall MTW Utilization as of May 1, 2020



3.2 Project Based Vouchers

THA continues to have strong utilization with project-based vouchers. There are no issues to report for most properties with whom we have partnerships. Although Pacific Courtyard only shows two underutilized, this property has a history of problems with long and multiple vacancies. Rental Assistance staff are communicating directly with site staff to ensure these two vacancies are filled as soon as possible.

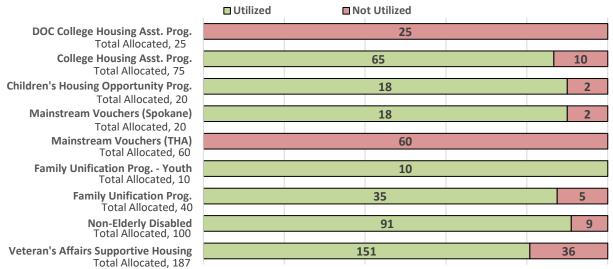
Project Based Voucher Utilization as of May 2020



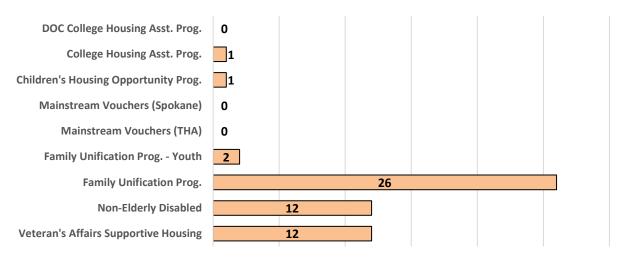
3.3 Special Programs & Property Based Subsidies

Below is a breakdown of the utilization for THA's special programs. The chart below has been updated to include shoppers for each program. The Department of Corrections (DOC) program with Tacoma Community College (TCC) continues to hold 25 vouchers for use. This program is still in the early stages and vouchers have not been utilized. Please refer to the Policy, Innovation and Evaluation's (PIE) June report for an update.





Special Program Shoppers as of May 2020



Staff in rental assistance continue to work closely with the Veteran's Affairs (VA) to utilize the available Housing Choice Voucher (HCV) Veteran's Affairs Supportive Housing (VASH) vouchers. There has been more staff turnover at the VA which continues to impact the number of referrals received by THA. We are in close contact with existing VA staff and know they are doing as much as possible to refer individuals for the available VASH vouchers.

THA worked with staff from Department of Children Youth and Families (DCYF) and Pierce County Alliance (PCA) to determine both the effective date for the new Family Unification Program (FUP) award and the anticipated distribution of the vouchers between those agencies. THA formally notified Housing and Urban Development (HUD) that the utilization of these vouchers would commence May 1, 2020. THA staff have already received several referrals from DCYF for eligible families and will allocate these vouchers to the new award. Staff at PCA are confident they can utilize 10 of the 75 vouchers awarded for FUP youth. This will bring their total number of FUP

youth vouchers to 20. All partners plan to reconvene in August to check on utilization. We are confident that there will not be issues in utilizing this new award of 75 FUP vouchers.

The COVID-19 pandemic has made coordination to start the utilization of the Non-Elderly Disabled (NED) Mainstream vouchers challenging. We are in the final stages of issuance and the Department of Social and Health Services (DSHS) reports they already have eligible families identified. We anticipate issuing vouchers by the next report. Once this issuance starts, we are confident we will see a high number of referrals and subsequent strong utilization of these vouchers.

Property Based Subsidy Utilization as of May 2020



THA has partnerships with four Property Based Subsidy owners representing more than 350 units across seven properties.

Koz on Puyallup began pre-leasing in January 2020. This is THA's 2nd partnership with Koz Development. This property has set aside units for University of Washington Tacoma (UWT) and TCC students at risk of homelessness. We began subsidizing these units in February. The property is 78% leased. Initially, the property lacked adequate referrals from post-secondary partners. The PIE department has worked closely with all partners to improve and increase the number of student referrals made to the property. PIE is working with the property owner to develop solutions to fill the vacant units as soon as possible.

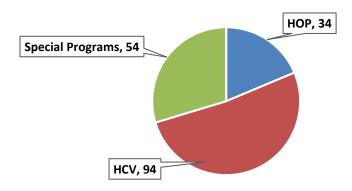
We continue to work with Highland Flats and Crosspointe Apartments regarding their compliance issues. Management is trying to become compliant by meeting with residents and re-verifying their incomes. We have received the final response regarding compliance from the property. As of the date of this report, we are conducting a final audit.

3.4 Shoppers Report

The chart provided below shows a breakdown of the number of current shoppers by program. A shopper is a client who has a voucher and is looking for a unit. Clients may or may not be housed during this process. The shoppers in the chart below include clients new to the program from the waiting list and clients moving from one unit to another.

As of April 2020, there are 182 total clients shopping, which is the same as the previous month. These numbers should increase with the addition of the new Mainstream, FUP, and VASH vouchers.

Current Number of Shoppers as of May 2020



3.5 Leasing & Waitlist Management

THA's transfer waitlist is populated with clients that are currently occupying an unsuitable unit either because of their needs or due to occupancy standard differences. We are preparing to interview 100 households on the transfer waitlist to find suitable candidates for the lease-up at The Rise. Transferring over-housed households to The Rise will free up larger units (mostly at Salishan) and will allow THA to house more people. A multi-departmental task force has been assembled to identify and address challenges with these households to ensure a smooth lease-up process.

Rental Assistance will develop and propose changes to the transfer waitlist policies and management practices during the second half of 2020. The goals of this project are to maintain a short transfer list, to right-size households as quickly as possible and to use technology to track, monitor and engage with households.

There are 2,000 households on THA's Consolidated Waitlist. THA is not offering Housing Opportunity Program (HOP) vouchers to households on the waitlist at this time (see section 3.1). Leasing continues to pull households to fill vacancies within THA's portfolio. Our "Where Am I on the Waitlist" tool continues to be popular. THA's Data Analyst updates the tool twice monthly and applicants can get an estimated timeframe of when they might be served.

3.6 Landlord Engagement & Renter's Readiness

As stated above, we have filled the Landlord Engagement position. Alexis Eykle will begin to represent THA at landlord meetings and at the Landlord Advisory Group monthly meetings. We continue to have growing interest from the group in expanding the Renter's Readiness program to include current tenants who are having difficulties with their landlord or are currently not expected to be offered a renewal of their lease. There is also interest from the Landlord Advisory Group to establish a training for landlords to be well-versed in the current laws and ordinances, as well as a refresher on Fair Housing.

The Renters readiness course is now available virtually through Zoom. We are expecting more interest in this class during the COVID 19 school closure.



Executive Director Michael Mirra

Board of Commissioners

Derek Young, Chair | Stanley Rumbaugh, Vice Chair Dr. Minh-Anh Hodge | Dr. Arthur C. Banks | Shennetta Smith

To: THA Cabinet & THA Asset Management Committee From: Aley Thompson, Associate Director of Rental Assistance

Date: May 13, 2020

Subject: Leasing the Rise at 19th with Transfer Waitlist Households & Proposed Waitlist

Policy Change

THA intends to use the lease up of The Rise at 19th as an opportunity to offer households on its transfer waitlist the opportunity to move to units that better meet their household size and unit feature requirements. As we began to identify the steps to implement this plan, a number of challenges began presenting themselves. THA's internal work group developed the following recommendations to the challenges identified below.

- 1. Challenge: THA Is Only Required To Pay Housing Subsidy For Households Eligible To Occupy The Unit They Are In (24 CFR 983.260 Overcrowded, under-occupied and accessible units)
 - (1) If the PHA offers the family the opportunity to receive tenant-based rental assistance under the voucher program, the PHA must terminate the housing assistance payments for a wrong-sized or accessible unit at the earlier of the expiration of the term of the family's voucher (including any extension granted by the PHA) or the date upon which the family vacates the unit. If the family does not move out of the wrong-sized unit or accessible unit by the expiration date of the term of the family's voucher, the PHA must remove the unit from the HAP contract.
 - (2) If the PHA offers the family the opportunity for another form of continued housing assistance in accordance with paragraph (b)(2) of this section (not in the tenant-based voucher program), and the family does not accept the offer, does not move out of the PBV unit within a reasonable time as determined by the PHA, or both, the PHA must terminate the housing assistance payments for the wrong-sized or accessible unit, at the expiration of a reasonable period as determined by the PHA, and remove the unit from the HAP contract.
 - 1.1. **Recommendation:** Seek approval to revise THA's Administrative Plan to include policy language to comply with this regulation by the end of 2020.
 - THA's leasing team will begin to make voucher/unit offers to households on the transfer waitlist by January 2021.
 - If the household does not relocate, vacate the unit or utilize a voucher one year following a unit or voucher offer, the HAP will be removed in accordance with 24 CFR 983.260.
 - This transfer waitlist policy change should be implemented after Property
 Management has implemented the use of 14-day notices and evaluated the
 use of repayment agreements for rent. Otherwise, households not in good
 standing would benefit by languishing on the transfer waitlist. The Rise

Lease-up Committee recommends that this policy development work be completed and ready for implementation by January 2021.

2. Challenge: THA's Transfer Waitlist is Long

- 2.1. **Recommendation:** Seek approval to offer HCV vouchers to households in good standing on the transfer waitlist
 - Change THA's policy to offer HCV vouchers instead of HOP because HOP differs from the subsidy these households are currently receiving.
 - The budget request is for 50 vouchers to be budgeted in 2020 and 90 vouchers to be budgeted in 2021. This accounts for families moving into good standing through 2020 and becoming eligible for vouchers/moving but not moving expenses. Any unused funds in 2020 will roll over to 2021.
- 2.2. **Recommendation:** Seek approval to pay one-time moving costs for households on the transfer waitlist. Moving costs will covered for households who move to the Rise at 19th or utilize a voucher by the completion of the building lease-up.
 - The budget request is for \$100,000 to be budgeted in 2020 and \$90,000 in 2021. An analysis of moving cost expenditures is attached as **Appendix** A)
- 2.3. **Recommendation:** Seek approval to interview transfer waitlist households to identify voluntary movers by July 1, 2020.
 - Offer one-time only relocation assistance
 - Notify of impending policy change that will eventually require relocation
 - Notify that the policy change will likely result in the removal of HAP if relocation is refused to comply with HUD regulations

These recommendations seek to incentivize existing transfer waitlist households to move to the Rise at 19th or to utilize a voucher. Most transfer waitlist households are below 30% of AMI. THA anticipates that moving costs will be a barrier. These recommendations seek to revise and refine the agency's transfer waitlist policies to keep the future transfer waitlist compliant, short and up-to-date. Ultimately, implementing these recommendations will right-size households which will allow THA to house more people.

Leasing the Rise at 19th with Transfer Waitlist Households & Proposed Waitlist Policy Change May 13, 2020 P a g e \mid 3

APPENDIX A

To: The Rise Committee From: Marquis Jenkins Date: May 5, 2020

Subject: Moving Cost Analysis and Proposal-Transfer waitlist and The Rise

Background

The Rise Committee is recommending offering to pay a one-time moving cost incentive to households on the transfer waitlist. These households will be relocating to the Rise or accepting an HCV voucher. This document will outline the proposed moving cost allowances paid to these households. The hope is to increase the interest in moving now as opposed to later, by incentivizing the households with an allowance given to them directly for moving expenses.

- What has THA paid for in the past? During the Hillside 1800 relocation THA paid the following expenses.
 - o TPU Expenses
 - THA paid utility connection fees.
 - THA paid utility deposits for households 30% AMI or lower.
 - Security Deposits
 - THA paid deposits for households 30% AMI or lower.
 - o Physical Moving
 - Households moving to another unit: THA contracted the move and paid the moving company directly.
 - Households moving out of THA property: 3 options (1) THA paid a dislocation allowance based on the number of rooms. This was based on the Federal Highway Administration's Residential Moving Cost Schedule. (2) THA hired a mover and paid them directly. (3) THA reimbursed households based on their actual moving expenses.

Research and Analysis

Beginning on the next page there is a matrix capturing the research completed, and the recommendations made based on that research. The financial analysis should be based on the number of households in good standing on the transfer waitlist, that would be eligible to move to the Rise or take a voucher. At this time roughly 76 Households are included.

Moving Expense Setting up Utilities	Research New households: \$10.50 set up fee. Possible deposit based on credit pull. Deposit will either be \$0, \$100 for apartment with more than 4 units or \$200 for a home or apartment with less than 4 units. Existing Customers: \$10.50 set up fee. Deposit is based on an account score, over a two-year period based on delinquency and onetime payments. Deposit will either be \$0, \$100 or \$200.	Recommendation for the Rise Minimum a tenant will pay is \$10.50, maximum is \$110.50 Recommend THA pays \$100 to the household	Recommendation for HCV Minimum a tenant will pay is \$10.50, maximum a tenant will pay \$210.50 Recommend THA pays \$110 to the household.
Security Deposit	THA unit's security deposit: 1 Bedroom - \$375 2 Bedroom - \$475 HCV Voucher Deposit amount differs based on property and owner. During the Hillside 1800 relocation, deposits were only paid for households at 30% AMI or lower.	Most tenants moved into their current unit when deposits were \$200 or \$300. Due to potential of move out fees, deposit is not guaranteed back to the household at move out. Recommendation would be to pay the entire deposit amount which will differ based on the unit size. \$375 or \$475. Payment would not be subject to AMI.	Current SDAP allows for the payment standard fees as security deposit. 1 Bedroom - \$1075 2 Bedroom - \$1408 3 Bedroom - \$2031 4 Bedroom - \$2472 5 Bedroom - \$2843 6 Bedroom - \$3214 Recommendation would be to pay the payment standard as currently done in the SDAP program. Payment would not be subject to AMI
Physical moving of items and truck rental	Cost to rent a truck: Researched two moving companies, one charged a truck fee of \$225. U-Haul charges \$20-\$40 a day, plus \$1 a mile and gas. Cost to move items: Researched two local moving companies. One averaged \$150/hr. for a two-person crew and the other \$175/hr. for a three-person crew.	Most tenants will be relocating from Salishan, that is 7 miles. Recommendation is to base the allowance for truck rental and physical move expenses on the Federal Highway Administration Moving Costs. This	Recommendation is to base the allowance for truck rental and physical move expenses on the Federal Highway Administration Moving Costs. This will differ by bedroom size that the household is moving out of. With

Leasing the Rise at 19th with Transfer Waitlist Households & Proposed Waitlist Policy Change May 13, 2020 P a g e | 5

Federal Highway Administration Moving costs schedule is based on number of furnished rooms. Furnished rooms should include bedrooms and living room.	will differ by bedroom size that the household is moving out of. With a minimum of \$800 - \$1,600.	a minimum of \$800 - \$1,600.
1 Bedroom - \$800 2 Bedroom - \$1,000 3 Bedroom \$1,200 4 Bedroom \$1,400 5 Bedroom \$1600		

Recommendation

In conclusion we are recommending that we calculate moving costs in a way that overestimates the potential spending and lessons the administrative burden. For calculation purposes we will assume that all households transferring is moving out of a 3-bedroom unit and that all households will be accepting an HCV voucher. Below are the set fees. We calculated 76 households on the transfer waitlist, of those households 1 will need a six bedroom, 1 will need a four bedroom, 2 will need a three bedroom, 12 will need a two bedroom and 60 will need a one bedroom. The recommendation is for THA to set aside \$190,704 for moving costs associated to the Rise/HCV and transfer waitlist households. The actual moving costs may be less depending on how many households accept an HCV voucher or move to the Rise. For Households moving to the Rise, moving costs will be based on the THA property security deposits (\$375 for a 1-Bedroom and \$475 for a 2-Bedroom) and not the HCV payment standards.

Bedroom Size Moving	Fees will Pay	Cost per	Total cost per
to		Household	households

Leasing the Rise at 19th with Transfer Waitlist Households & Proposed Waitlist Policy Change May 13, 2020 P a g e \mid **6**

One Bedroom	Utilities \$100, HCV Security deposit \$1075, FH moving costs (3bd) \$1,200.	\$2,385	\$2,385 x 60 = \$143,100
Two Bedroom	Utilities \$100, HCV Security deposit \$1408, FH moving costs (3bd) \$1,200.	\$2,718	\$2,718 x 12 = \$32,616
Three Bedroom	Utilities \$100, HCV Security deposit \$2031, FH moving costs (3bd) \$1,200.	\$3,341	\$3,341 x 2 = \$6,682
Four Bedroom	Utilities \$100, HCV Security deposit \$2472, FH moving costs (3bd) \$1,200.	\$3,782	\$3,782 x 1 + \$3,782
Six Bedroom	Utilities \$100, HCV Security deposit \$3241, FH moving costs (3bd) \$1,200.	\$4,524	\$4,524 x 1 = \$4,524
		TOTAL	\$190,704



TACOMA HOUSING AUTHORITY

PROPERTY MANAGEMENT

Date: May 27, 2020

To: THA Board of Commissioners

From: Frankie Johnson

Director of Property Management

Re: Property Management Monthly Board Report

1. STRATEGIC OBJECTIVE

Tacoma Housing Authority (THA) will manage its properties so they are safe, efficient to operate, good neighbors, attractive assets to their neighborhoods and places where people are happy to live.

2. DIRECTOR'S COMMENTS

The Property Management team is actively working to adjust to the current normal as we plan for the unknown of the new normal to come. Sanitation continues at our properties and in the common areas (i.e. janitorial, sanitizing, etc.). The team currently addresses emergency and urgent work orders only. We plan to include routine work orders as soon as the Stay-Home order is lifted, and we can begin to coordinate re-entry into all units. All routine work orders are on hold for now.

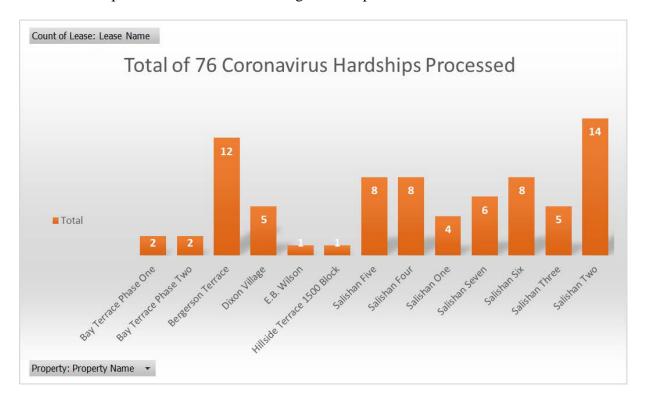
With the openings of Arlington and the Rise at 19th just around the corner, recruitment began to fill the position of Property Manager for those properties. We are pleased to announce that we have hired Sherri Tift as the new manager! Sherri comes to us from the Rental Assistance department, where she has had extensive experience in leasing, working with project-based vouchers, senior and disabled populations, as well as formerly homeless applicants. Her experience in these areas made her the perfect choice for this position. Sherri will begin on May 18th. She will join the planning discussions for the lease up of both properties, as well as logistics for working from our waitlist for the Rise. We welcome Sherri to our team!

We congratulate Tiffany Price on her new assignment as Property Manager for Bay Terrace Phase I & II! Tiffany comes to Bay from Salishan, where she has managed Salishan I and II for several years. Tiffany's experience with Tax Credit, market rate units and Housing Choice Voucher subsidy have fully prepared her for tasks at hand for this property. We welcome Tiffany to Bay Terrace!

As essential workers, most of the PM staff have returned to the offices, practicing social distancing and remaining at least 6-feet apart, when possible. Two members of our team, Yvonne Ginoulis and David Dailey, have taken on the task of equipping staff around the

agency with Personal Protective Equipment (PPE) packets, which include masks, gloves, wipes, and hand sanitizer so staff can practice personal care and safety. Our maintenance team also equips themselves with the necessary PPE before entering units for work orders.

Coronavirus/Covid-19 response, emergency operations and general management during this pandemic have required strategic planning. Our admin team, who were equipped last month to telework, have continued conducting annual re-certification appointments, in addition to processing hardship requests for tenants who are either no longer employed, due to layoff, job closure or termination, or are experiencing increased expenses. During the month of April, 76 households requested relief from rent through hardship.

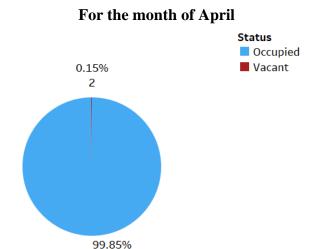


The Stay-Home order also provided there be no increases in tenant rent during this time. Annual re-certifications that resulted in any increase in tenant rent have been adjusted for June, July and August. These tenant adjustments are being sent out with information to explain the temporary process and the eventual move to regular rent, projected to begin in September, barring any new restrictions. We do not have a total on these requests at this time but will report in May.

The health and wellbeing of our team is of the utmost importance during this challenging time. We continue to check in, make resources available and provide support in every way that we can. When your job is to provide care and support, it is easy to forget that you need self-care. Keeping our team healthy and supported is job one! Despite the obvious challenges, performance has been high. We are careful to check in to make sure that staff feel free to raise their hand if they need us.

3. OCCUPANCY OVERVIEW

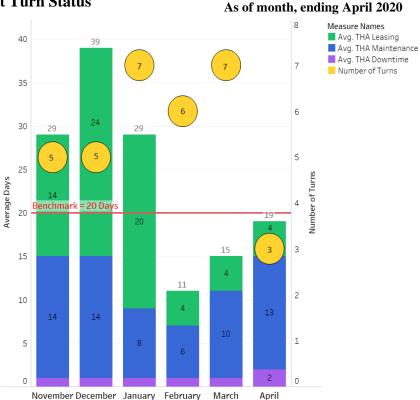
3.1 Occupancy



Unit Occupancy is reported as of the first day of the month. The chart above reflects THA's current portfolio for the month of April with an occupancy percentage of **99%**, an average maintained consistently for last 16 months.

1,306



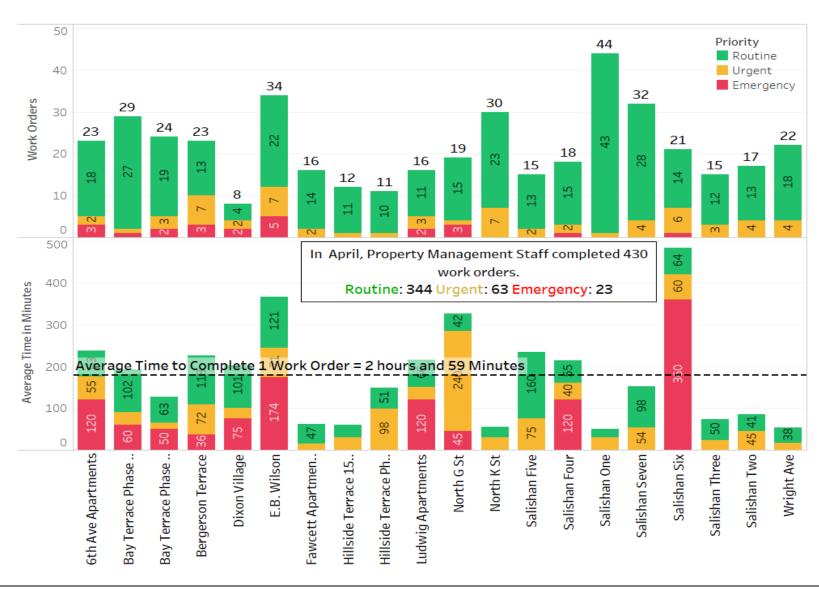


This data reflects the continued effort of the Turn and Leasing teams to reduce the total turn days to our target of 20 days or less. The Turn numbers for the repair and make ready portion of unit turns for April exceeded the goal of 17 days with an average of 13 days, a 18% reduction on the average.

Leasing was exceptional this month! Despite the challenges of closed offices, teleworking and social distancing, the team shattered the goal of 3 days by 33%, with an average of 2 days for leasing.

For the fourth month in a row, the key-to-key numbers have exceeded the projected goal of 20 days, with an average of 16 days over the 4-month period.

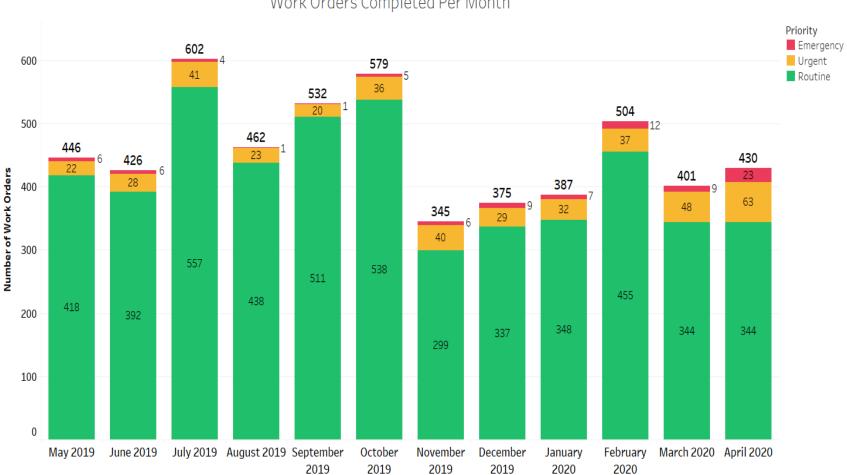
3.3 Work Orders for the Month of April



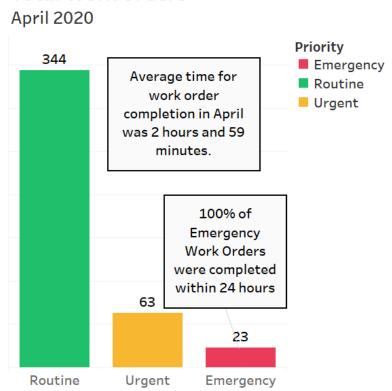
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3.4





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In the month of April, 100% of the 23 emergency work orders were completed within 24 and 63 urgent work orders completed within 72 hours. The average work order completion time across the portfolio increased slightly this month from 1 hour and 29 minutes to 2 hours and 59 minutes. This can be largely attributed to additional preparation and care related to assessing general health of tenants prior to unit entry and extra safety precautions. PM continues to hold all routine work orders, due to Covid-19, electing to place priority to enter units needing emergent and urgent work only.

Processes that PM has implemented in an effort to improve customer service during Coronavirus pandemic are:

- Prioritize emergency and urgent work orders during the Coronavirus pandemeic until the Stay-Home order is lifted. Assess routine to confirm status;
- Improve communication with the tenants to inquire general health of all members. Communicate delays with procurement, due to limits on availability of stock;
- Close work orders within 48 hours of completion; and
- Temporary HOLD on routine work orders until further notice.

3.5 PROPERTY MANAGEMENT ADMIN ACTIVITIES

Senior and Disabled Properties

Following the Governor's order, effective April 17th, THA began enforcing the limitations of Social Distancing.

Furniture was removed from common areas to discourage gathering. A copy of the Governor's order was distributed to every tenant to inform and notify them of their required compliance.

A Pierce County Security (PCS) guard is currently stationed at each building from 7:00 pm to 3:00 am to assist THA in enforcing the rule and reinforcing for tenants the importance of their compliance. Guests to the property should only come for essential visits, to provide food, essential medical supplies or reasons of health or safety.

New raised garden beds are being installed at Fawcett, Wright and 6th Avenue next week due to popular demand and the Pet of the Month contest continues via email.

Salishan

FREE Food, Plants, and Activities! Salishan is fortunate to have partners who help support and build our Community! Tired of cooking? Want a hot meal? Green Sprouts Food is providing a hot meal kit to the first 30 families in Salishan. We have a lot to be thankful for.



"Gardening is an exercise in optimism. Sometimes, it is a triumph of hope over experience." – Marina Schinz

Abe's Golden Acres, and Harvest Pierce County have generously donated "Spring Sprouts" to Salishan residents! Perhaps we can now experience an "exercise in optimism" by beautifying our space while, of course, practicing physical distancing!

Our KBTC partner is rocking it with free Grab and go Meals with Activities kits! Did you say FREE? Yes, we did! Each week Salishan residents can stop by the Family Investment Center (FIC) on Tuesday, Wednesday & Thursday to pick up a FREE lunch that includes a PBS Kids educational activity packet. No need to do this alone. We are bringing resources into the community.



Nourish Pierce County is still going strong! Every Friday from 1:00 pm-3:00 pm residents can receive a pre-made box of food plus a choice of meat and fresh veggies. A big Thank You to Nourish Pierce County for their continued support! "One of the marvelous things about community is that it enables us to welcome and help people in a way we couldn't as individuals." – Jean Vanier



Located behind the Family Investment Center in the Medical Parking lot

All Clients receive a pre-made box of food plus a choice of meat & fresh veggies. We do not require any client to provide documentation or to register.

3.6 PROPERTY MANAGEMENT MAINTENANCE ACTIVITIES

THA miantenance continues their schedule of sanitizing a minimum of twice a day across the portfolio. Additional personal protective equipment (PPE) is on hand and distributed for all staff to utilize when social distancing is not possible.

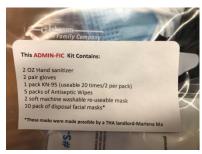
A total of 75 PPE kits have been created and distributed to security, managers, maintenance, IT, inspectors, and general administration with the help of Yvonne and David. Maintenance is in the process of bringing on two TEMP grounds workers to help with the spring grounds maintenance.

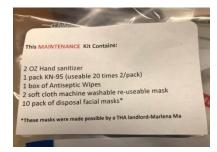














TACOMA HOUSING AUTHORITY

REAL ESTATE DEVELOPMENT

DATE: May 27, 2020

TO: THA Board of Commissioners

FROM: Kathy McCormick

Director of Real Estate Development

RE: Real Estate Development Department Monthly Board Report

1. SALISHAN/HOPE VI

1.1 Phase II Construction

Area 2A, Community Core Development

Staff continue to explore options and partnerships to complete the Salishan Core. While Bates is interested in an Eastside presence, they are undertaking several large capital projects at this time. Because their funding is linked to the State, Bates doesn't believe it would be able to raise the capital dollars needed to pay for a building.

1.2 Sale of Salishan Lots

Tacoma Housing Authority (THA) received an offer from TAC Build LLC to purchase the 7 lots designated for market rate rental units. TAC Build LLC is owned by Michael Hopkins, local Master of Built Environment (MBE) firm. THA and TAC Build LLC have signed a Purchase and Sale Agreement. THA received Housing and Urban Development (HUD) approval at the end of February. We are working toward closing which is expected to occur in Q2 2020. TAC Build is awaiting information from City of Tacoma Planning before they can finalize their designs. Depending on how long it takes to get feedback from the City, closing may move to O3.

2. NEW DEVELOPMENT

2.1 The Rise on 19th Redevelopment

Scope

The redevelopment of 1800 Hillside Terrace will incorporate a single building with 4-stories of affordable housing. The housing units are programmed as follows:

The Rise on 19th			
	1-BR	2-BR	TOTAL
Low Income	24	12	36
Homeless	8	6	14
Disabled	8	6	14
TOTAL	40	24	64

A set-a-side of 20% of the units will serve individuals with disabilities and an additional 20% set-a-side will serve individuals and small families experiencing homelessness.

Financing

The total development cost is currently budgeted at \$22,285,582. On June 26, 2019, the closing for financing for The Rise was completed.

The agreement with TCRA to use a CDBG grant to fund off-site right-of-way work has been executed. This grant will be with THA and loaned to the Partnership per the THA Master Loan Agreement executed at closing.

Construction

Marpac mobilized beginning July 1, 2019. Overall the project is 51% complete and tracking slightly early for completion schedule. Mechanical, Electrical, Public Safety, and Fire (MEP&F) rough-in and inspections are being finalized to prepare for drywall activities. Exterior siding has begun, and the roof is installed.

Marpac and all sub-contractors are following the Governor's COVID 19 directive indicating affordable housing construction as an essential business activity. There are approximately 50 workers on site.

Social Equity Goals

Marpac has exceeded their goals for Minority and Women Owned Businesses; however, they have been unable to achieve the Section 3 project goals. Section 3 goals focus on creating jobs for and filling new jobs with extremely low income and underserved persons. Staff is working with Marpac to change this trend, although it is more challenging in this climate as most sub-contractors have teams from prior jobs and construction is slowing down a bit, which means the demand for new employees is not as strong as it was a few years ago.

MARPAC		
Project Goal	Bid Results	
10%	0%	
18%	29.54%	
	Project Goal 10%	

3. OTHER PROJECTS

3.1 James Center North

3.1.1 Background

THA purchased James Center North (JCN) because it offers a unique opportunity to acquire a property that is attractive to public and private developers. It is positioned to be redeveloped to provide both market rate and affordable rental housing in a mixed-use setting that is adjacent to a transit center and within walking distance of grocery stores, parks and Tacoma Community College (TCC).

3.1.2 Capital Improvements

Minor capital repairs will be completed on an as needed basis to keep the property functioning. The goal to limit the capital investment into the buildings prior to redevelopment is being re-evaluated in light of THA's agreement to keep some of the buildings leased for another five to ten years. Electrical access is being installed to allow food trucks to operate on a semi-permanent basis.

3.1.3 Leasing

Although CB Danforth continues to market the available property, COVID has affected leasing prospects. CB Danforth is surveying current tenants at the property to determine if they will have challenges paying rent, plan to seek a loan or funding through CARES and if not, why not. Eight (8) tenants are currently delinquent on rent for various amounts totaling \$60,882.84. Of those eight, four have indicated they have applied for and expect to receive, Covid related rent assistance from state or federal funds. Most businesses at James Center are small retailers, services and restaurants who are adversely impacted by the pandemic. Property management and leasing staff continue to stay in close contact with all tenants and are prepared to work with them for repayment of rent options

3.1.4 Predevelopment

Community outreach associated with the master plan has officially been completed. Ongoing communication with neighbors and businesses in the area is continuing as opportunities arise.

THA is coordinating with TCC to explore master lease options for student housing at JCN. THA expects this exploration to extend through the fall. A formal decision from TCC regarding their participation in the redevelopment of JCN is expected to be made by the end of May 2020. Their consultant, SCION has completed a market analysis to understand the demand for student housing. As part of this analysis, SCION offered some alternative development structures. For example, the TCC Foundation would purchase the land and

enter into a turnkey development. The Foundation would own the property, and this would become an income producing asset for the Foundation. This is a new approach and THA staff are reviewing the partnership documents from other Community Colleges who have used this route. Most of these Colleges have been in California or Oregon.

THA has amended the contract with Ankrom Moisan to create design guidelines for this project. A final draft was completed by the end of December 2019 and is currently being reviewed by staff. Ankrom Moisan has drafted façade and site improvement concepts that could be installed on the buildings THA plans to hold for the next five to ten years. These improvements would activate the site and bring more modern touches to the exterior of the building. Staff believe this will help with leasing the remaining vacant spaces.

Enterprise Community Partner staff have been updated with the financial impacts of the Covid pandemic and how it relates to the performance of James Center North. Currently, JCN has adequate revenue to continue paying interest due on the acquisition loan. Enterprise is aware the first principal payment may be affected by current loss of revenue. If THA expects to be unable to sell land and receive adequate revenue prior to the date due in fall of 2021 Enterprise will be notified to explore repayment alternatives.

3.1.5 Operating Performance

Property cash flow is steady and work orders are minimal. A minor roof leak in building 1614 has been addressed through an insurance claim. Previously identified capital improvement repair items are being addressed regularly. Repair costs are consistent with feasibility estimates.

3.2 New Look (aka Alberta J. Canada) Capital Planning and Resyndication

Staff has begun the process of decoupling the parking lot from the AJC partnership. This action is to provide land for a new housing development in the future. AJC has approximately 15 residents that require parking and they will be allocated spaces at the parking lot behind Key Bank.

3.3 Arlington Drive Youth Campus

3.3.1 Crisis Residential Center

On July 25, 2019, the TCRA board approved an additional \$500,000 in CDBG funds for the Crisis Residential Center. This brings the total funding for the CRC from the City of Tacoma to \$2.3M. Sources of the City funds includes \$1.5M in Neighborhood and Community Services dollars and \$800,000 in CDBG funds via the Tacoma Community Redevelopment Authority (TCRA). Pierce County is contributing \$250,000 from 2163 funds and another \$435,945

in CDBG funds. The City Public Works Department agreed to complete the offsites for this project and will use \$500,000 of the \$1.5M from the City to complete this work. THA staff are pleased that the off-site improvement requirements were resolved in this way.

Korsmo Construction is the contractor for the project. Construction is progressing with few glitches. The building is 98% complete and Korsmo projects the CRC will be complete by early May 2020 as was previously projected. At this time, CYS plans to move in late May to mid-June.

3.3.2 Arlington Apartments

All the foundations, floors and first and through fourth floor framing for the apartments are complete. The roof should go on in the next few weeks and siding is complete. Work is progressing and Korsmo projects substantial completion by November 3, which is six weeks ahead of the original completion schedule. There have been some delays due to COVID; however, Korsmo appears to take it in stride and is continuing to have crews showing up for work.

Korsmo tracks the amount of contracts to local, minority, women and small businesses. Altogether, 54% of the construction contract is being completed by companies meeting these definitions. Small, women and minority owned businesses received 18% of the construction contract. These targets are below the goals established for this project.

In an effort to increase contracting to SMWBE goals, Korsmo hosted several sub-contractor forums.

KORSMO	Contract Amounts	Results	Goals
Local	\$10,581,399	36%	30%
Minority	\$2,299,038	8%	14%
Women	\$255,686	1%	8%
Small	\$2,749,519	9%	5%
Total	\$13,416,626		

3.4 Hillsdale Heights Tiny House Village

THA is in discussions with the City of Tacoma to allow approximately one acre of the 6.5 acres available at THA's Hillsdale Heights property located at East 60th and McKinley Avenue for a temporary Tiny House Village. The Village would consist of 53 tiny houses for the purpose of housing individuals experiencing homelessness. The City will be responsible for management of the Village site including security, hygiene, neighborhood outreach and case management for its residents for a period of thirty-six months. To ensure that the Village is well-run and effective, the City shall

contract with a reputable organization experienced in the establishment and management of tiny house villages, such as the Low Income Housing Institute. The temporary land use agreement will provide much needed space at a time when the state and nation face a homelessness crisis that is compounded with the COVID-19 pandemic.

4. DEVELOPMENT PIPELINE PROJECTS

4.1 Hilltop Lofts and THA Owned Properties' Master Development Plan

There were two layers of community engagement for this project. THA hosted four (4) homework groups and three (3) design labs. The homework groups reviewed the findings from the 2016 Housing Hilltop process and looked at macro level issues. Invitees included some neighborhood residents and those representing businesses, community organizations, and institutions in the Hilltop. The Design Labs were larger community events where specific design elements were addressed (i.e., the resident experience; exterior; community space). In addition, the community engagement specialists conducted outreach to traditionally under-represented communities to gather their input. Based on the feedback from these sessions, as well as input from staff and the THA internal design working group, a concept plan has been identified for the four buildings as well as activating the alley. The final plan calls for 237 units of housing in a mix of studio, 1-, 2- and 3-bedroom units. Each building has at least one floor of commercial uses; two of the buildings could have two floors of commercial use if sufficient interest is generated to support the commercial square footage. Three of the buildings are 6-stories and one is 4-stories tall. Approximately 84 on-site parking spots have been identified as well. The final draft of the Hilltop Community Framework plan will be distributed to commissioners at the February meeting.

THA staff continue to negotiate with Inland Development about options to develop three parcels in the Hilltop. Inland Development is a Spokane based, for profit, affordable housing developer. They have an excellent reputation for developing high quality multifamily housing and ensuring it is well managed.

Funding for a permanent supportive housing project on the Mr Mac site has been secured. The last source to be awarded was the 9% tax credits. Funds had already been awarded by the City of Tacoma, Pierce County and Housing Trust Fund (HTF). The City, County and HTF application were a joint submission of THA and Horizon Housing Alliance. Horizon was the sole applicant for the tax credits and were the second highest scorer for the 2020 9% tax credit round. Staff is negotiating with Horizon Housing Alliance for the land lease and special limited partner role. These documents will be brought to the board for approval in the fall of 2020. We are working toward an early fall 2020 closing on Hilltop Lofts.

4.1.1 City of Tacoma 311 Mobilization

RED has a contract with the City of Tacoma to conduct outreach with community partners to adopt the City's 311 code enforcement hotline. We held a number of events in late 2019; however, there has not been much engagement in 2020 due to loss of staff and the COVID-19 crisis. Hopefully we will be able to continue our engagement activities by late spring/early summer. We have hired a new person for this position, Alyssa Torrez. She will start the last week of May.

4.2 Hilltop Eco District

Staff has been working with a small group of community leaders for the past eight months to set the foundation for creating an Eco District in the Hilltop. The Eco District framework is based on three Imperatives—Equity, Resilience and Climate Protection. The working group has added three additional Imperatives—Economic Development & Jobs, Affordable Housing and Culture. THA is working with an expanded group of residents to set an equity intention prior to holding a Lunch & Learn event for other organizational partners. The goal of the working group is for the Eco District to create a set of standards and metrics for future development in the Hilltop. This is an outgrowth of the community engagement work done for THA's four parcels.

To help build community on the Hilltop, THA and Hilltop Action Coalition (HAC) are co-sponsoring bi-monthly events (Hilltop Happenings). The first was held on September 14 in People's Park. It was both a celebration of students' return to school and a Reclamation of the Park after recent troubling events. In November we invited a member of the Puyallup Tribe to talk about the Native American culture. On January 11, 2020, we had a storyteller, Zelda Foxall, come share the story of Claudette Colvin, a young civil rights activist in the 1950s. This was held at 950 Gallery where attendees also had the opportunity to see Dionne Bonner's exhibit "A Pioneering Spirit: The Fight for Liberty and Freedom." In March, we held a Census 2020 focuses event at the Washington State Historical Museum where attendees were able to see the Men of Change exhibit. The Eco District work has been on "pause" due to the COVID-19 crisis. Once it is safe for us to hold community meetings, we will resume this work.

4.3 Shiloh Baptist Church

RED staff have been meeting with Pastor Christopher since early 2019 to discuss the possibility of helping Shiloh redevelop their non-church land. They have 5 single family homes. Two of the homes have been subdivided to assist 12 individuals with housing. In September 2019, staff made a presentation to the church's senior leadership to discuss what was possible on the site, explain the development process and present the terms of a Memorandum of Understanding (MOU). Shiloh signed the MOU in October. THA will be acting as a development consultant in this transaction. It is anticipated that they will be able to increase the number of

households served to approximately thirty households based on a massing study. This does not maximize what is possible on the sites as we want to make sure the housing developed will not be a financial burden to the church and within their capacity to own and manage with as little compliance as possible needed (i.e. no tax credits). We applied for \$85,000 of predevelopment funds to Impact Capital on behalf of Shiloh to pay for the feasibility studies and early design work in March. We issued an RFP for Architectural & Engineering (A&E) work in February. Applications were due March 18; Five proposals were received. The proposal submitted by Schemata Workshop was selected. Once predevelopment funds have been secured, we will begin design work.

4.4 Gault School Site

On January 7, 2020, THA entered into a Letter of Interest with Tacoma Public Schools for the acquisition of the Gault School site. Due to complications with doing business and conducting community engagement during the Covid-19 pandemic, on March 30, 2020, the Letter of Interest was amended to extend the date by which the first phase of community engagement must be completed to June 15th and defined a date by which THA must enter into a PSA to July 15th, should THA choose to enter into a PSA. THA is in the initial due diligence phase. THA is working with BDS Planning & Urban Design to coordinate the first-phase community engagement work. THA, Tacoma Public Schools (TPS) and BDS conducted the community engagement "kick-off" meeting on March 24, 2020. THA also participated in a meeting with the representatives of the entities that are parties to the Interlocal Agreements related to the Gault School pool. The first meeting indicates that the parties are on the same page and share the goal to work together to dissolve and/or request release of covenants that impede forward progression of the Gault School acquisition by THA. TPS's legal counsel is engaged to work on resolution in accordance with the parties' recommendations.

5. Renew Tacoma Housing LLLP

The Department of Ecology's (DOE) *No Further Action-Likely* letters for K and Wright Streets require the installation of vapor mitigation systems at each of the sites, the filing of Environmental Restrictive Covenants and long-term monitoring.

Wright Street's Environmental Restrictive Covenant will encumber a portion of the adjacent property. THA executed a settlement agreement with the owner and compensated them \$75,000 for the loss in value resulting from encumbering a portion of their property with the filing of the Environmental Restrictive Covenant.

Cascade Radon, Inc. completed the installation of the vapor mitigation systems at both sites. The consultant completed the DOE-required reporting. The Environmental Restrictive Covenants need to be filed and then the investor will release the \$548,000 in escrow and \$3,452,000 in developer fee.

6. Tenant Improvement

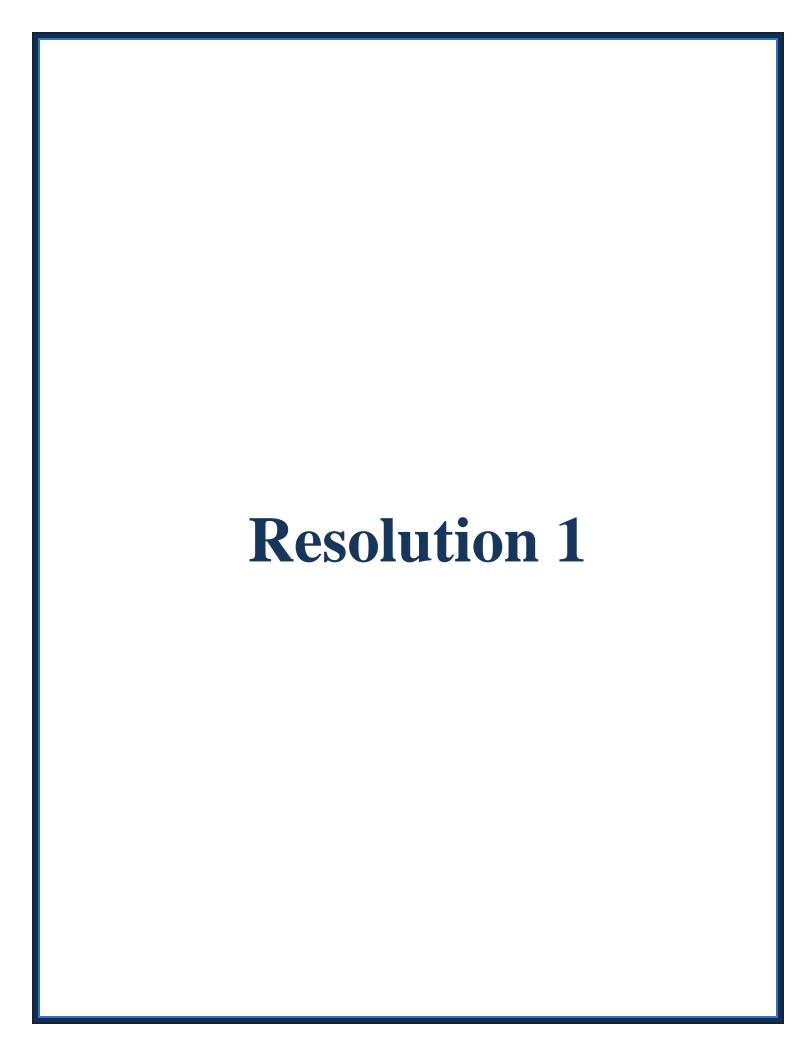
6.1 902 First Floor TI

The project is currently on hold as the Asset Management Committee is considering alternative options for expanded office space and considerations related to COVID to accommodate the growing number of THA staff. THA programming is experiencing growth and the staff required to support that growth necessitates the consideration of all available options. A lease option is being explored with the owners of Chelsea Heights. THA would occupy 4788 square feet of office space located within four blocks of the 902 South L Administrative Building. Staff are evaluating workspace opportunities in the event of a successful lease agreement. In addition, staff are evaluating alternate workspace prospects using remote, telework and/or shared office space.



TACOMA HOUSING AUTHORITY

NEW BUSINESS



RESOLUTION 2020-05-27 (1)

Date: May 27, 2020

To: THA Board of Commissioners

From: Michael Mirra

Executive Director

Re: Approval of Write Offs - SAL 7 & Section 8

This resolution would authorize Tacoma Housing Authority (THA) staff to "write off" tenant account receivables and send these debts to an external collection agency to pursue collection action.

Background

THA has established a process of writing off tenant accounts receivable bad debt. THA incurs this bad debt when a program participant leaves the public housing or Housing Choice Voucher program owing a balance. The debt may arise from excessive damage to a unit, unpaid rent, or tenant fraud/unreported income. There are also instances where a property owner is overpaid rental assistance payments and the owner has not repaid THA for this amount.

Until we write off tenant accounts receivable balances as a bad debt, these balances stay on the active tenant ledger in our accounting system and General Ledger (GL). The receivable balance also remains as part of our tenant receivables that we report to Housing and Urban Development (HUD) in our year-end financials. Once we write off the debt, we can remove it from THA's receivable balance and assign it to the collection agency for collection purposes. THA receives 50% of any proceeds that the collection agency recovers.

THA has notified each individual of his or her debt included in this write off. THA mailed two notices to the last known address of the individual. These notices provide the opportunity for the individual to pay the debt or enter into a repayment agreement with THA. Sending a tenant to collections is the last resort for THA to collect the tenant debt.

Some accounts included in this resolution will not be sent to collections because the tenants have passed away. Those accounts are indicated with asterisks (*) below.

Recommendation

Approve Resolution 2020-05-27 authorizing THA to write off tenant accounts totaling \$28,381.18.



RESOLUTION 2020-05-27 (1) (Approval of Write Offs - SAL 7 & Section 8)

A **RESOLUTION** of the Board of Commissioners of the Housing Authority of the City of Tacoma

WHEREAS, Tacoma Housing Authority (THA) provided housing services to Public Housing and Housing Choice Voucher participants who discontinued housing assistance with debt owing to THA; and

WHEREAS, Tacoma Housing Authority (THA) provided housing assistance payments to property owners in excess to the amount the owner is entitled to receive, and the owner has not repaid this amount to THA; and

WHEREAS, each individual included in this tenant account write off has been notified of their debt and given the opportunity to pay prior to this resolution; now, therefore, be it

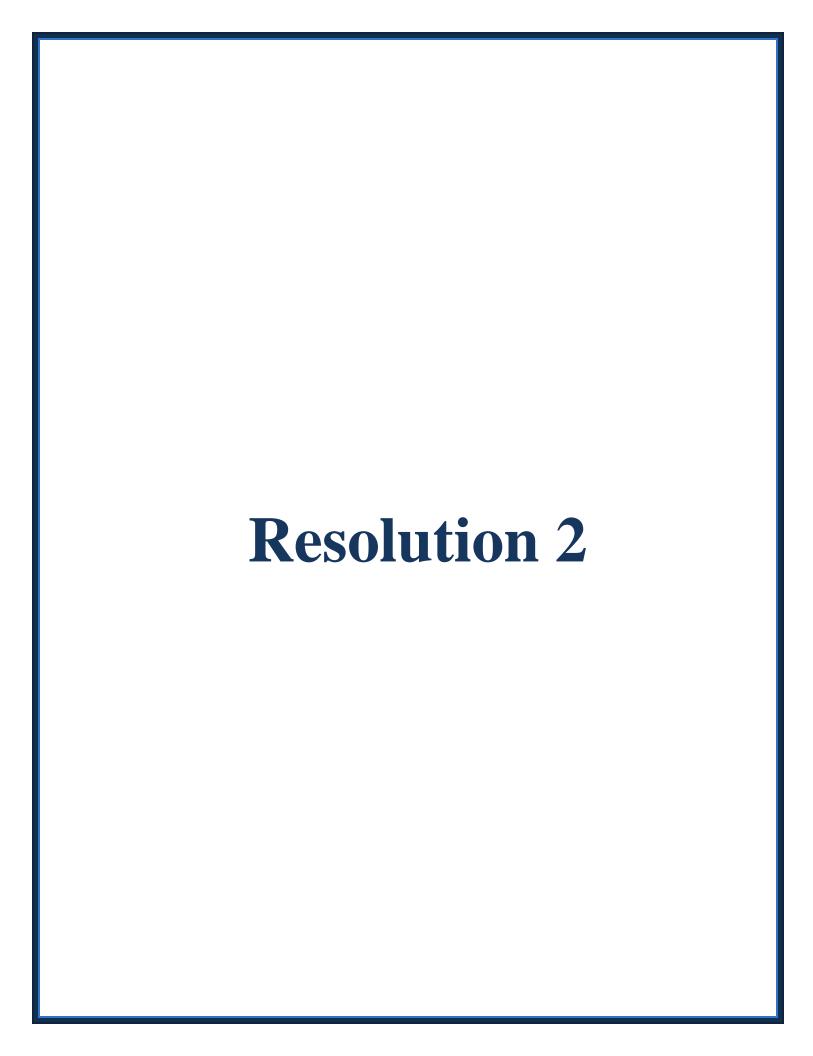
Resolved by the Board of Commissioners of the Housing Authority of the City of Tacoma, Washington, that:

Authorizes THA staff to "write off" the following accounts and send these debts to an external collection agency to pursue collection action:

	THA Projects Write offs	and to C	ollections
THA - Salishan VII	Client #	Balance)
	LD-2017-029921	\$	2,263.50
	<u>LD-2017-029915</u>	\$	1,073.68
			\$3,337.18
Section 8	Client #	Balance	;
	LD-2017-030827	\$	24,050.00
	LD-2017-033119	\$	714.00
	<u>LD-2017-033408</u>	\$	280.00
		\$	25,044.00
	Total THA for Write Off:	\$2	28,381.18
	Total THA to Collections:	\$2	28,381.18

Approved: May 27, 2020

Derek Young, Chair





TACOMA HOUSING AUTHORITY

RESOLUTION 2020-05-27 (2)

Date: May 27, 2020

To: THA Board of Commissioners

From: Michael Mirra

Executive Director

Re: Approval of Establishing a Guaranteed Education Tuition Program Master Scholarship

Account for the Purposes of the Children's Savings Account Program

This Resolution will allow Tacoma Housing Authority (THA) to establish a Master Scholarship Account with the state's 529 Guaranteed Education Tuition (GET) program.

Background

In 2015 the Tacoma Housing Authority (THA) launched the Children's Savings Account (CSA) program in the New Salishan community. After five years since its implementation and with over 200 students enrolled in the program, THA seeks to scale the program so that it can increase its offerings to more THA families. Beginning in 2019, THA contracted a third-party evaluator, BERK Consulting to evaluate the CSA program. The scope of the evaluation included components to help inform THA on how best to restructure the program so that it is sustainable and administratively efficient with further scaling. The interim report with findings and recommendations was provided to THA's Board of Commissioners in October 2019.

As part of its initial stage of expanding the CSA, the Policy, Innovation and Evaluation (PIE) and Client Support and Empowerment (CSE) departments propose THA to partner with the Washington Student Achievement Council (WSAC) to administer the CSA program. WSAC is the administrator of the 529 Guaranteed Education Tuition (GET) program. Once implemented, the general outline of the updated CSA program will work in the following way:

1. **GET Program**

Participants will purchase GET credits toward the cost of attendance at a post high school institution or training program. The State guarantees that these credits will "keep pace with tuition increases at the state's highest-priced public university" at the time they are disbursed. The State guarantees that the purchase of GET units will be worth the same number of tuition units at the time of redemption as they were worth at the time of original purchase. The payout value will be worth the same regardless of whether funds are used for tuition or other educational expenses allowable by the IRS, including housing, food, fees, supplies and more. The GET units will be disbursed to the student beneficiaries or on their behalf once they have completed their K-12 journey and are enrolled in an eligible educational institution as allowed by the IRS.

2. Two Types of GET Accounts

WSAC will offer THA two types of GET accounts:

• Master Scholarship GET Account

These Master Scholarship Accounts will receive funds from THA. THA will purchase GET credits even without knowing to which THA student THA will assign the credits. Even before assignment, GET credits will accrue in value. THA will assign these credits to students who enroll in THA's CSA program and fulfill its various requirements, including incentive based requirements. THA will be the custodian of the credits. THA will control its disbursement. All disbursements must be for the cost of attendance including tuition, fees, books, housing, food, and transportation. THA can arrange payment directly to a school or a landlord or other provider of services, or directly to the student.

• Personal GET Accounts

A student participating in THA's CSA program will open a personal GET account to receive contributions from the student or his or her family. The student will control its disbursement for the cost of attendance.

3. WSAC Management

WSAC will administer both types of GET accounts. It will develop and manage the processes to identify and verify THA CSA participants. WSAC will develop a digital dashboard and the mechanisms for THA and individual household account holders to monitor and observe their account growth and activity over time. WSAC will distribute the funds from the THA CSA Master Scholarship Account upon the request of the beneficiary with approval from THA.

PIE concludes that WSAC's GET product provides key features and benefits that are not available with the existing CSA program in its current form:

- better investment return on the funds;
- on-line dashboards for students, families and THA to manage accounts, make deposits, and check on balances and investment earnings;
- aggregate data to THA on THA participants;
- WSAC's management and technological expertise.

THA will not need to pay the cost of the expanding its CSA program into the WSAC platform.

THA and BERK consulted with participating CSA families, CSA funders, and community partners. All expressed an interest in the WSAC proposal. Further discussions will be necessary. In particular:

- whether or how to transition current CSA participants to GET model;
- will funders allow the use of their committed funds to purchase GET credits.

Recommendation

Approve Resolution No. 2020-05-27 (2) to allow THA to set up a Guaranteed Education Tuition (GET) Master Scholarship Account through the Washington Student Achievement Council for the Children's Savings Account Program. An account will be set up by May 31, 2020. THA will make an initial investment to lock-in the GET unit prices for 2020. This resolution will authorize THA to invest portions of current and all future funds raised for the CSA into this Master Scholarship Account as funders permit.



TACOMA HOUSING AUTHORITY

RESOLUTION 2020-05-27 (2)

(Approval to Establish a Guaranteed Education Tuition Master Scholarship Account and Transfer Funds Children's Savings Account Program's Funds)

A **RESOLUTION** of the Board of Commissioners of the Housing Authority of the City of Tacoma

WHEREAS, Tacoma Housing Authority's Children's Savings Account (CSA) Program is currently undergoing redesign for expansion; and

WHEREAS, third-party evaluation and research from BERK Consulting has found that close to half of nationwide CSAs operate through a 529 program and its interviews with THA families, stakeholders and community partners suggest general interest in such a pre-paid tuition program and an easily accessible program for families to earn and save for their children's post-secondary education; and

WHEREAS, the Washington Student Achievement Council (WSAC) administers the state's 529 Guaranteed Education Tuition (GET) program and the guarantees that GET units will "keep pace with tuition increases at the state's highest-priced public university," thereby allowing dollars invested today to be worth equivalent to the future tuition cost of the state's most expensive public university, funds will help cover post-secondary educational expenses (including books, fees, supplies, technology, housing and food); and

WHEREAS, THA will be the custodian of the GET Master Account Scholarship and will set the rules for seed, match or incentive earnings as well as fund disbursement for CSA beneficiaries and families who enroll in the CSA will also establish their personal GET account; and

WHEREAS, WSAC will administer and manage the operations of both the THA Master Scholarship Account and family personal GET account; now, therefore, be it

Resolved by the Board of Commissioners of the Housing Authority of the City of Tacoma, Washington, that:

The Executive Director is authorized to set up a Guaranteed Education Tuition (GET) Master Scholarship Account through the Washington Student Achievement Council for the purpose of administering the CSA program. As funders permit, THA is authorized to invest current and future funds raised for the CSA into this Master Scholarship Account. THA will open a Master Scholarship Account by May 31, 2020, and initiate its initial GET unit purchase by June 25, 2020.

Scholarship Account by May 31, 2020, and initiate its initia 2020.	al GET unit purchase by June 25,
Approved May 27, 2020	
	Derek Young, Chair