

BOARD OF COMMISSIONERS

BOARD PACKET

April 27, 2016



Michael Mirra Executive Director

BOARD OF COMMISSIONERS

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

REGULAR MEETING Board of Commissioners

WEDNESDAY, April 27, 2016

The Board of Commissioners of the Housing Authority of the City of Tacoma Board will hold its Regular Meeting on Wednesday, April 27, 2016, at 4:45 pm.

The meeting will take place at:

902 South L Street, 2nd Floor Conference Room Tacoma, WA 98405

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

I, Sha Peterson, certify that on or before April 27, 2016, I faxed / EMAILED, PUBLIC MEETING NOTICE before:

City of Tacoma	747 Market Street	fax: 253-591-5123
	Tacoma, WA 98402	email: CityClerk@cityoftaeoma.com
Northwest Justice Project	715 Tacoma Avenue South	fax: 253-272-8226
	Tacoma, WA 98402	
KCPQ-TV/Channel 13	1813 Westlake Avenue North	email: tips@q13fox.com
	Seattle, WA 98109	
KSTW-TV/Channel 11	1000 Dexter Avenue N #205	fax: 206-861-8865
	Seattle, WA 98109	
Tacoma News Tribune	1950 South State	fax: 253-597-8274
	Tacoma, WA 98405	
The Tacoma Weekly	PO Box 7185	fax: 253-759-5780
	Tacoma, WA 98406	

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

Sha Peterson Executive Assistant



AGENDA

REGULAR BOARD OF COMMISSIONERS MEETING

April 27, 2016 4:45 PM

902 South L Street, Tacoma, WA 98405, 2nd Floor Conference Room

- 1. CALL TO ORDER
- 2. ROLL CALL

3. APPROVAL OF MINUTES

3.1 Minutes of March 23, 2016—Regular Session

- 4. GUEST COMMENTS
- 5. COMMITTEE REPORTS
- 6. COMMENTS FROM THE EXECUTIVE DIRECTOR

7. ADMINISTRATION REPORTS

- 7.1 Finance
- 7.2 Client Services
- 7.3 Property Management
- 7.4 Real Estate Development

8. NEW BUSINESS

8.1 2016-04-27(1) Amendment No. 2 Initial Program and Income Certification and Leasing Services with Allied Residential

9. COMMENTS FROM THE COMMISSIONERS

- 10. EXECUTIVE SESSION, if any.
- 11. ADJOURNMENT



MINUTES



BOARD OF COMMISSIONERS MEETING MINUTES REGULAR SESSION WEDNESDAY, March 23, 2016

The Commissioners of the Housing Authority of the City of Tacoma met in Regular Session at Bay Terrace at 2550 South G Street, Tacoma, WA at 4:45 PM on Wednesday, March 23, 2016.

1. CALL TO ORDER

Chair Rumbaugh called the meeting of the Board of Commissioners of the Housing Authority of the City of Tacoma (THA) to order at 5:05 PM.

2. ROLL CALL

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

PRESENT	ABSENT
Commissioners	
Chair Stanley Rumbaugh	
	Vice Chair Arthur Banks
Commissioner Janis Flauding (by phone)	
	Commissioner Minh-Anh Hodge
Commissioner Derek Young	
Staff	
Michael Mirra, Executive Director	
Sha Peterson, Executive Assistant	
April Black, Deputy Executive Director	
Ken Shalik, Finance Director	
	Barbara Tanbara, Human Resources
	Director
Pat Patterson, Property Management	
Director	
Kathy McCormick, Real Estate	
Development Director	
Todd Craven, Administration Director	
	Greg Claycamp, Client Services Director
Sandy Burgess, Associate Director for AD	
& Asset Management	

Chair Rumbaugh arrived at 4:55 pm and declared there was a quorum present @ 5:05 pm and proceeded.

3. APPROVAL OF MINUTES OF THE PREVIOUS MEETING

Chair Rumbaugh asked for any corrections to or discussion of minutes for the Regular Session of the Board of Commissioners for Wednesday, February 24, 2016. Commissioner Flauding moved to adopt the minutes, Commissioner Young seconded.

Upon roll call, the vote was as follows:

AYES:	3
NAYS:	None
Abstain:	None
Absent:	2

Motion approved.

4. GUEST COMMENT

Tacoma Housing Authority (THA) Executive Director (ED) Michael Mirra introduced Gabriel [add his last name] who is a graduate student of <u>Urban Planning at MIT</u> and doing his thesis on what Rental Assistance Demonstration (RAD) means to organizational development for housing authorities. Gabriel explained that he is studying the Cambridge Housing Authority and THA. He noted the interviews he has conducted of THA staff. He outlined the similarities and difference he has seen thus far between Cambridge and THA. In both cases, he noted, RAD is requiring changes in business practices.

5. COMMITTEE REPORTS

Real Estate Development Committee—Commissioner Rumbaugh The committee did not meet this month. Nothing to report.

Finance Committee—Commissioner Hodge and Commissioner Young

The committee did not meet this month. Nothing to report. ED Mirra asked Finance Director (FD) Ken Shalik when the finance committee should expect the proposed 2016 budget revision. According to FD Shalik, he will meet with the finance committee in early April and expects to have the proposed revision to the Board in June.

Education Committee—Commissioner Hodge Commissioner Hodge was not in attendance.

Citizen Oversight Committee—Vice Chair Banks Vice Chair Banks was not in attendance.

THA MEETING MINUTES 2016-03-23

6. COMMENTS FROM THE EXECUTIVE DIRECTOR

Executive Director (ED) Michael Mirra directed the Board to his report. According to ED Mirra, next Tuesday at Bay Terrace, THA will be hosting Senator Cantwell. She is convening a community discussion of the federal Low Income Housing Tax Credit program and he proposed in Congress to expand it by 50%. She would also like to highlight THA's Education Project. Her team will discuss credits, housing and education, and homlessness. Attendees will include Mayor Strickland, Kim Herman of the Washington State Housing Finance Commission, nonprofit developers who use tax credits, residents of Bay Terrace, school district officials and parents from the McCarver program.

ED Mirra informed the Board that at the April Board meeting he hopes to present for the Board's approval the interlocal cooperation agreement between THA and Tacoma School District. If it gets on the agenda, Tacoma School District Superintendent Carla Santorno will attend. I would then attend the TPS Board meeting the next day when that Board approves the agreement. At the THA Board meeting, the President and CEO of the Corporation for Enterprise Development (CFED) Andrea Levere will attend. She is visiting Tacoma for meetings about THA's Children Savings Account program, which CFED has helped to design. He hopes that all commissioners would be able to attend the April Board meeting.

7. ADMINISTRATIVE REPORTS

Finance

Finance Department (FD) Director Ken Shalik directed the Board to the finance report. According to FD Director Shalik, things are going well for THA for the beginning of the year.

The biggest budget change is the transition to Rental Assistance Demonstration (RAD). He added that the budget process has started. The draft budget is not in balance, which is typical for the first part of the budgeting process.

One of agency goals is to reduce its Moving to Work (MTW) reserves. We are accomplishing this as part of the RAD refinancing. FD Director Shalik and Executive Director Mirra noted that it will be challenging this year to conform to the Board's budget principle that recurring income will cover recurring expenses. The main difficulty will be the RAD expenses, including the RAD staff we hired for at least a two year period. The Board will have to decide if it would consider their expense to be nonrecurring because they are temporary although their expense will persist through at least two budget cycles. Another challenge is that while THA expects an increase in its recurring income from RAD, that increase does not begin until 2017. Chair Rumbaugh

THA MEETING MINUTES 2016-03-23

expressed his comfort with counting them as nonrecurring expenses. Commissioner Young also expressed his support for that charaterization. They also acknowledged that this year and 2017 are unusual budget years as we spend money on RAD before its recurring and nonrecurring income begins.

Commissioner Flauding moved to ratify the payment of cash disbursements totaling \$4,441,153 for the month of February, 2017. Commissioner Young seconded.

Upon roll call, the vote was as follows:

AYES:	3
NAYS:	None
Abstain:	None
Absent:	2

Motion Approved.

Administration

Administration Department (AD) Director Todd Craven directed the Board to his report. He went over the first track of the OpenDoor software update that went live March 1st. He reported that there are currently 72 active users in the system. Chair Rumbaugh asked if there were any commonalities in requests for help received. Acording to AD Director Craven, the issues they have seen are more for complicated workflows rather than just user questions or errors. They have also received requests for improvements. He informed the Board that he is impressed with how quickly THA's ITstaff have responded to issues. Commissioner Young is also impressed. AD Director Craven added that eightCloud has been tremendous in digging in to what THA does and understanding what we do. He outlined the scope of the system and the amount of data it will collect. He reviewed the parallel uses THA is making of its present system and the new system.

Associate Director (AD) of Administration and Asset Management Sandy Burgess addressed the Board to provide an update for RAD. The new closing date for RAD is April 19th. Chair Rumbaugh asked if THA still has the same terms and conditions. Yes according to AD Burgess. Real Estate Development (RED) is ready to start construction. AD Burgess informed the Board that THA hired its new Asset Manager Jason Karpen.

ED Mirra pointed out how the software conversion and RAD have been preoccupations for THA staff over the past two years or so. Chair Rumbaugh expressed his appreciation to staff for the work he knows this has required.

Client Services

Associate Director (AD) of Rental Assistance Julie LaRocque addressed the Board. According to AD LaRocque, track one of OpenDoor is going very well. She noted the effort to purged the THA's public housing waitlist. THA sent out approximately one thousand letters and received 17% back. Commissioner Young asked how long the people have been on the waitlist. According to AD LaRocque, the people have been on the waitlist since 2008. Chair Rumbaugh asked what it would look like if the waitlist was eliminated. According to AD LaRocque, THA would then operate more like a private sectorlandlord. Chair Rumbaugh asked if all applications are electronic. AD LaRocque confirmed that they are but noted that THA makes considerable effort to help people who do not have access to a computer or who do not feel comfortable using one. This includes providing staff to assist and accepting paper applications that staff then types into the computer.

Property Management

Property Management (PM) Director Pat Patterson directed the Board to his report. PM Director Patterson mentioned filling his open property management position. LeFonz Clark, formerly with the US Marine Corps, was hired as THA's Facilities Manager. He will help improve PM department's processes.

According to PM Director Patterson things are trending in the right direction. ED Mirra stated that the main remaining problem with our unit turn time is the time it takes PM to find a new tenant for a vacant unit. It is too long. PM Director Patterson responded stating that they are working on this process. They will be making decisions on how to improve their processes and will present them to the Board. Chair Rumbaugh asked what processes PM uses to verify that a unit is hot with meth. PM Director Patterson informed him that they follow the procedures worked out with the health department, which he outlined.

Real Estate Development

Real Estate Development (RED) Department Director Kathy McCormick directed the Board to her report. RED is focusing on RAD closing. She also mentioned the effort to close Bay Terrace Phase 2.

She reported that the Washington State Housing Finance Commissioner approved a 1% loan to THA for \$775,250 for THA's purchase of the Key Bank site. They noted THA's interest in purchasing additional parcels along the light rail line.

8. OLD BUSINESS

None.

THA MEETING MINUTES 2016-03-23

8.1 RESOLUTION 2016-03-23 (1) Approval of Tenant Account Receivable Write Offs

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:

Collection Status W-O Collect	M-O Project #	Client #	Balance
	6th Ave		
		00111436	\$646.34
	Bergerson Terrace		
	5	00143099	\$611.81
	Dixon Village		
	-	00004277	\$538.74
	Scattered Sites		
		00124260	\$193.59
		00139524	\$804.00
		Subtotal S/Sites	\$997.59
	Salishan VII		
		XX001345	\$2,111.11



Collection Status W-O Collect	M-O Project #	Client #	Balance
	North K Street		
		5350	\$138.15
		5377	\$898.46
		Subtotal N K Str	\$1,036.61
	S M Str (EB Wilson)		
		295	\$215.08
	Section 8	714613	\$306.00
		715158	\$643.00
		717797	\$712.00
		Subtotal S8	\$1,661.00
*W-O No Collect			
	North K Street		
		143346	\$217.10
	Grand Total		\$8,035.38

*Uncollectable accounts where tenant is deceased, bankruptcy or old balance under \$30.00

Approved: March 23, 2016

Stanley Rumbaugh, Chair

8.2 RESOLUTION 2016-03-23 (2) LINCOLN MOVING AND STORAGE SERVICES CONTRACT AMENDMENT

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

WHEREAS, On March 5, 2015, Tacoma Housing Authority (THA) entered into a contract with Lincoln Moving and Storage to meet THA wide moving and storage needs; and

WHEREAS, The original contract maximum is \$100,000; and

WHEREAS, THA needs a lot more moving and storage services over the next four years of the contract term. It will need about \$200,000 for normal business needs. It will need \$700,000 as part of the tenant relocation that will occur as part of the RAD Conversion Rehabilitation (This amount is part of the RAD budget); and

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

Authorize THA's Executive Director to execute the amendment to the Lincoln Moving and Storage Services Contract to increase the contract maximum to one million dollars, \$1,000,000.

Approved: March 23, 2016

Stanley Rumbaugh, Chair

8.3 RESOLUTION 2016-03-23 (3) Amend the Fire Alarm and Suppression Contract with Simplex Grinnell

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

WHEREAS, Tacoma Housing Authority (THA) used the National Joint Powers Alliance (NJPA) Master Contract 031913-SGL/RFP 031913 for a new contract for fire alarm and suppression services in June 2015; and

WHEREAS, The contract was used for replacing phone lines to AES radios due to Tacoma Fire Department disbanding the direct alarms at some of our properties and for routine repairs and services at all of our properties; and

WHEREAS, The current contract with Simplex Grinnell cannot exceed \$100,000; and

WHEREAS, The accumulative budget from services rendered are near the contract limit of \$100,000, authorized by the Executive Director; and

WHEREAS, This contract term is for three years; and

WHEREAS, THA's will need more current and future fire alarm and suppression services for the next two years, for all its properties; and

WHEREAS, The amended contract amount with Simplex Grinnell will be a Not to Exceed \$200,000; now, therefore, be it

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

The Executive Director is authorized to amend the existing Fire Alarm and Suppression Services contract with Simplex Grinnell to increase the contract value to a Not to Exceed \$200,000.

Approved: March 23, 2016

Stanley Rumbaugh, Chair

8.4 RESOLUTION 2016-03-23 (4) Architectural & Engineering Services THA Hilltop Properties Master Plan

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

WHEREAS, The Tacoma Housing Authority is committed to investment in Tacoma's Hilltop Neighborhood and has acquired properties for this purpose; and

WHEREAS, January 13, 2016, Tacoma Housing Authority (THA) staff issued a Request for Qualifications (RFQ) seeking firms interested in providing architectural and engineering services for parcels comprising "the THA Hilltop Properties Master Plan"; and

WHEREAS, THA posted the RFQ on the Washington Electronic Business Solutions, Bluebook and THA's website on February 13, 2016; and

WHEREAS, Three (3) firms submitted proposals by the deadline of February 4th, 2016; THA deemed Two (2) responsive; and

WHEREAS, An evaluation team, composed of three (3) THA staff reviewed and scored the proposal according to evaluation criteria listed in the RFQ;

WHEREAS, The interview panel included three community representatives who recommended that THA negotiate with GGLO for planning services; and

WHEREAS, The evaluation team voted unanimously in favor of proceeding with contract negotiations with GGLO; now, therefore, be it

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

THA's executive director may negotiate, and if those negotiations are successful, award a contract to GGLO for the predevelopment architectural and engineering services for the THA Hilltop Properties Master Plan in an amount not-to-exceed of \$250,000. If those negotiations are not successful, he may seek and award a contract for these services with Casey + DeChant.

Approved: March 23, 2016

Stanley Rumbaugh, Chair

9. COMMENTS FROM COMMISSIONERS

None.

10. EXECUTIVE SESSION

None.

11. ADJOURNMENT

There being no further business to conduct the meeting ended at 6:44 PM.

APPROVED AS CORRECT

Adopted: April 27, 2016

Stanley Rumbaugh, Chair



Real Estate Development Committee

Chair Stanley Rumbaugh

Finance Committee

Commissioner Minh-Anh Hodge Commissioner Derek Young

Citizen Oversight Committee Vice Chair Banks

Education Committee

Commissioner Minh-Anh Hodge



COMMENTS FROM THE EXECUTIVE DIRECTOR



To:THA Board of CommissionersFrom:Michael Mirra, Executive DirectorDate:April 20, 2016Re:Executive Director's Report

This is my monthly report for March 2016. The departments' reports supplement it.

1. GOOD NEWS: RAD and BAY TERRACE PHASE 2 FINANCING CLOSED! The Board knows well the long pending efforts to close the financing for the \$45 million RAD fix up of our entire portfolio and the \$25 million new construction of Bay Terrace Phase 2. Both deals are complicated. The RAD deal in particular had us puzzle through a new HUD refinancing program that shifted and evolved as we worked through it.

1 am very pleased to confirm that both deals closed today, Wednesday, April 20, 2016! The documents are filed and the money transferred. Most importantly, the tax credit investor on both deals, Royal Bank of Canada, honored its very favorable bids. Citibank and J.P. Morgan Chase, the commercial lenders on RAD and Bay Terrace respectively, honored their interest rate offers. Finally, Walsh Construction and Absher Construction, our general contractors honored their maximum prices.

Both of these deals, especially RAD, have been the preoccupation for much of THA's staff for nearly two years. They did a hard job very well.

Both deals now move to the construction stage. Both will require a lot more staff. But I expect it will resemble more familiar construction projects that will settle into a pattern of work. Bay Terrace should be done by the end of 2017. RAD will be finished in 2018.

2. OTHER WORK PENDING

The closing of RAD's financing should allow us to turn our attention or enhance our focus on some long pending other projects. Here is a list of some of them:

- Strategic planning: (devising strategies with performance measures; creating the digital dashboard)
- Rent reform: (analysis necessary to determine if THA will extend the HOP program to the rest of the voucher population)
- Education Project initiatives (McCarver project expansion, CSA launch)
- Business process improvement project
- Chart of Responsibilities

Some of these efforts depend on the development of our new software, but as the Board heard last month this is coming along as well.

3. THE POLICY QUESTIONS THA FACES

Earlier this month, I accepted an invitation to visit Yale to address a class of its School of Management. The professor, having heard of THA, asked me to lead a discussion about how THA understands its mission. To help with the discussion, I posed questions in advance. I attach a copy. I also attach copies of questions that the students posed.

- How does a public housing authority (PHA), facing a local affordable housing crisis whose scope is well beyond its resources to solve, decide who gets what of its assistance?
- What is the effect of place and neighborhood on poverty and a family's prospects to escape it, and how may a housing dollar allow for an escape?
- If a PHA cannot help more than a fraction of poor families escape their neighborhood, how and how much should a PHA invest to improve poor neighborhoods at the cost of diminishing the number it can help to escape?
- If a mix of incomes in a property or in a community is good, how does a PHA promote it?
- If housing dollars are scarce, what is the relative value of tenant-based housing assistance and place-based assistance?
- To what extent and in what manner should a PHA condition its assistance on behavioral changes of recipients?
- What is the relationship between housing and outcomes in areas of education, income progression, asset building, child welfare, health and mental health, and criminal justice? How can a PHA spend a housing dollar not only to house somebody but also to promote positive outcomes in these other areas?
- How should a PHA with a real estate development capacity use it to help its community develop and prosper?
- How should a PHA with a real estate development capacity use it to help its community develop and prosper equitably?
- How might a jurisdiction use its zoning, permitting and land use authority to enlist or require private developers to include affordable housing for low-income people in their market rate mix?

It was a very good discussion about THA and its work.

Yale SOM Student questions in advance of Michael Mirra's talk/ Prof. Kate Cooney April 5, 2016

One of the elements of THA's education project is a children's savings account program. It is interesting (and somewhat unusual) for a public housing authority to launch a program like this and even more unusual to serve as the account custodian. Why do you think public housing authorities should play this role? How has the launch gone so far?

Here is my question for Michael: given the huge challenges that housing authorities face (high costs, maintenance, safety, mental illness, education, space, etc.) when trying to help communities, has the Tacoma Housing Authority considered partnerships with private companies that may have an interest in the community (other than tax credit financing)?

Here is my question for Michael: the policy recommendations to the city council on affordable housing includes a recommendation that the TCRA should, "when determining the competitiveness of a development application," take into consideration the amount and quality of community engagement used to develop the project. What are the metrics used for this evaluation, and how is equitable participation not only ensured, but also balanced against the need for temporal rapidity in ensuring projects are able to secure financing in a timely manner? The instance of the bay area's open challenge policy comes to mind as a case where too extensive community/public opinion participation actually served to limit much needed housing.

My question for Mr. Mirra is below:

Much of THA's work, especially the Education Project, seems to rely on building effective partnerships with other organizations. Can you talk a little bit more about how you identify partners and align on common goals?

You've already expanded beyond housing into education, in a way that draws on your strengths and assets. Do you envision expanding into any other areas in the future? What do the skills and assets of THA position you to best expand into?

Below are a few questions for Michael, though I'd really like him to discuss his thoughts on the excellent questions he provided us!

How do you define "supportive" housing? This seems to differentiate you from agencies that focus primarily on affordable housing. How does this framework inform your work?

Do you have any data about the efficacy of the Children's Saving Accounts Program -- particularly about the milestone incentives. Have fulfillment rates of those milestones increased due to the program? Is there any negative impact (some studies show that monetary incentives can crowd out internal motivation).

One aim/hope is for participants in your programs to be involved on a temporary basis (i.e. because they no longer need services after a period of time). What is your definition of "temporary"? How long does it typically take for families to reach a new normal that is stable and sustainable? Have you done any long term tracking of participants in your programs and the outcomes?

How does THA approach the challenge of creating more socioeconomically and racially integrated neighborhoods?

Here are a couple of questions for Michael Mirra tomorrow:

The minimum wage in King County (Seattle) is being raised to \$15/hour. Is there any local Tacoma movement—or a statewide one—to also raise the minimum wage to \$15/hour? If so, what pressure would this put on housing prices? Wouldn't people who make minimum wage be able to afford more expensive housing, which could then drive up rents?

What are the trends you are seeing in terms of public opinion on public housing? It seems as though since the 1980s/90s, public opinion has tended to trust government less, been more animus toward welfare and consistently advocated for lower taxes. How has this translated into public opinion over public housing?

"What is the process by which THA builds political willpower to pilot innovative programs like McCarver? I know advocacy is one of the strategic objectives, but how does THA go about building community buy-in and then using that voice to influence policy?"

Here is my question for tomorrow's speaker:

If homelessness is a big problem in Tacoma and many of these families have children, as emphasized by the reading materials, why does it make sense to use scarce public funds towards education or affordable houses that are not geared towards the lowest income tier, rather than helping these families secure a shelter or a dwelling first? Also, how does THA pay (or plan to pay) for programs that are not directly housing related (i.e., College Bound Scholarship Enrollment Program, savings accounts)? Trying to think from a scalability perspective, why does it make sense that these programs be administered under the housing authority as opposed to the education office?

I was particularly interested to read about THA's education project. I'd like to better understand how THA decides when to create its own programming and when to partner with other organizations, particularly in working with local schools and producing financial products for children – it seems like some things are more within the current capabilities of the organization and other elements are more of a stretch. I'd love to know more about how this developed.

My question mainly pertains to some of the ancillary "non-housing" programs that THA contributes to, such as the education . I'm curious a) how THA makes the financial case for the "returns" of projects like these, and if they face political blowback for using public dollars from things that are not directly housing-related; and b) whether the prevalence of these types of programs are influenced by election cycles, and more generally how THA thinks about long-term planning given that they could be subject to resource and focus changes due to elections.

I am curious about the preconditions and political advocacy that was necessary to establish such an active and progressive housing authority. What wheeling and dealing was necessary to even establish the Advisory group? How have their recommendations faired in terms of passage rate by the city? Their involvement in education especially seems extensive and rather unilateral for a housing authority. How are these initiatives approved and funded? Overall, what political and social factors would be necessary for other communities to replicate some of their work? My question for today's speaker is: How does the PHA address the misalignment of higher income households occupying affordable housing? Affordable Housing Supply - Policies

- The first policy recommendation you made was for City Leadership and offered broad statements. How many of those statements were born out of necessity because you did not think the City felt that way already? For example, you mention "The City Should Welcome Affordable Housing Developments" -- were they not already welcoming them?
- I am interested in hearing more about the market rate developer (Blaine Johnson) that you worked with on the policy recommendations. Is his/her business model mission-driven?
- How do you really feel about the "cash out" program? Do you see the non-profit projects that are being funded through the cycling of Cash Out funds/Housing Trust Fund as more or less ideal than requiring affordable housing in market rate developments?
- Pierce County homeless rates are increasing steadily, however, the number of unsheltered homeless is declining. How does the availability of homeless shelters influence the THA, and how (if at all) do you work with homeless shelters?

Jobs/ Workforce Development Support

• How are some of the more novel projects you're forwarding financed or subsidized? (For example, the Children's Savings Account Program for Students of New Salishan; Tacoma Community College Housing Project -- both seem as though they would incur high costs or lost revenues).

Here are my questions, apologies for the length, I just absolutely can't get enough of this topic.

- 1) How do you manage an organization that has so many different arms and levers, with so much theory and data behind each lever, in a way that manages to promote a cohesive version of success? For example, I can imagine huge difficulties around expanding to increase education when there are still people without homes. I think this holistic view that really tries to make massive change and provide people with the tools to have full opportunity, rather than just alleviate one marker of poverty, is brilliant, ambitious, and the most likely to lead to significant change in long-term outcomes, but how do you do it from a single organization, management perspective?
- 2) How did Education Project change the perception of THA among residents, policymakers, the community, etc? I
- 3) Practically, how did you manage to reach consensus on suggestions with this group for the major, 2010 paper? Was that a stated goal, or just a product of strong agreement/rigorous data analysis/similar interpretations of theory?
- 4) What has been the effect of AirBnb on ELI and LI housing availability? Super short-term rentals restrict housing supply and increase non-long-term-rental alternatives, I wonder if that's contributed to the shortage of housing
- 5) The chart on homeowner income is striking; although the additional benefits mentioned may justify the higher percentage of income spent, we just saw a major housing crisis. Is the risk of default and foreclosure much higher and is the result of that foreclosure homelessness?
- 6) What were the research methods used to identify the subpopulations of specific needs? What data, qualitative or quantitative went into those determinations and categorizations?

- 7) I would love to see data on housing development before these recommendations and the work of THA, to know what the cost of development was and what the expected revenues were per unit, to better understand the required scope of the policy changes and incentive programs to make it just as profitable to include affordable units in developments.
 - a. \$100,000 to build higher rather than include low income units seems absurd. It seems like that would never work. I would love to hear what the turning point is in terms of which choice is more profitable now and if that's being adjusted on a continuing basis

After reading Black on the Block, I looked into Tacoma demographics a bit. Tacoma is 2/3 white and only about 8% black, and I couldn't find any data specifically looking at income by race in Tacoma. I wonder the extent to which having less racial diversity, specifically racial diversity that correlates strongly with poverty, would change how policymakers view mixed-income housing developments and other potential policy changes.

As the Tacoma Housing Authority began converting towns and locales to low-income housing, how did they respond to pressure from neighboring municipalities about fears of a negative effect on housing prices? And, did those fears turn out to be valid?

I would venture to guess that implicit racial and class bias and discrimination tend to play an outsized role in developers' interest in projects. In your experience, how heavily incentivized (financially or through regulation) do developers need to be in order to concede to building affordable/mixed-income housing? Are there developers who more willingly work through the nonprofit-public-private partnerships you describe, and why do they express this preference?



Questions for Yale April 5, 2016

- How does a public housing authority (PHA), facing a local affordable housing crisis whose scope is well beyond its resources to solve, decide who gets what of its assistance?
- What is the effect of place and neighborhood on poverty and a family's prospects to escape it, and how may a housing dollar allow for an escape?
- If a PHA cannot help more than a fraction of poor families escape their neighborhood, how and how much should a PHA invest to improve poor neighborhoods at the cost of diminishing the number it can help to escape?
- If a mix of incomes in a property or in a community is good, how does a PHA promote it?
- If housing dollars are scarce, what is the relative value of tenant-based housing assistance and place-based assistance?
- To what extent and in what manner should a PHA condition its assistance on behavioral changes of recipients?
- What is the relationship between housing and outcomes in areas of education, income progression, asset building, child welfare, health and mental health, and criminal justice? How can a PHA so spend a housing dollar not only to house somebody but also to promote positive outcomes in these other areas?
- How should a PHA with a real estate development capacity use it to help its community develop and prosper?
- How should a PHA with a real estate development capacity use it to help its community develop and prosper equitably?
- How might a jurisdiction use its zoning, permitting and land use authority to enlist or require private developers to include affordable housing for low-income people in their market rate mix?



ADMINISTRATION REPORTS



FINANCE



Motion

Adopt a consent motion ratifying the payment of cash disbursements totaling \$5,283,000 for the month of December, 2015.

Approved: April 27, 2016

Stanley Rumbaugh, Chair

TACOMA HOUSING AUTHORITY Cash Disbursements for the month of March 2016

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Date:	April 27, 2016
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To: THA Board of Commissioners

From: Ken Shalik Director of Finance

Re: Finance Department Monthly Board Report

1. FINANCIAL STATEMENT COMMENTS

I present the March, 2016 disbursement report for your approval.

The next financial report presentation will be in May, 2016 when we will review the financials for the first quarter of the Fiscal Year (January-March). We continue to operate under the 2016 budget which is based on the 2015 mid-year budget, and will do so until we submit the revised budget to the Board for consideration at the June Board meeting. The Rental Assistance Demonstration (RAD) transition remains a driving force in our budget, and will be reflected in the March statements.

2. INVESTMENTS

Surplus funds are invested in Heritage checking and the Washington State Investment Pool. Rates with Heritage Bank currently remain at .33%. The Washington State Local Government Investment Pool currently provides a return rate of .40%.

3. AUDIT

The single audit (compliance) portion commenced on April 18th. Once this is completed, the auditors will move onto the financial and finally the accountability portions of the audit. The financial portion will be completed in time to meet the September 30 Housing and Urban Development (HUD) submission deadline for audited statements.

4. **BUDGETS**

We are making good movement in crafting Tacoma Housing Authority's (THA's) 2016 mid-year budget. 2016 is a unique year, as we deferred the full budget process until the first part of 2016, using the approved mid-year 2015 budget as the initial budget. As the first part of RAD to fix up THA non tax credit properties closed on April 19th and became Tax Credit properties (Renew Tacoma Housing), we know when the cutoff is to include property financial information in the THA budget.

Director Shalik and Executive Director Mirra met with the Finance committee on April 15th to discuss progress to date, and to get feedback and finalized direction as we move to a budget study session with the Board the early part of June, and presentation to the Board for approval at the June board meeting.

5. YEAR-END CLOSING UPDATE

No update at this time.

TACOMA HOUSING AUTHORITY CASH POSITION - March 2016

CASH POSITION - March 2		1	Interest	
Account Name	Cur	Current Balance		
HERITAGE BANK	a strand out	States - Sheer -	man and a series	
Accounts Payable	\$	3,739,527	0.33%	
Section 8 Checking		2,157,062	0.33%	
THA Affordable Housing Proceeds		3,117,819	0.33%	
Scattered Sites Proceeds		100	0.33%	
Note Fund Account		100	0.33%	
Credit Card Receipts		101	0.33%	
THA Investment Pool		290	0.33%	
THA LIPH Security Deposits		94,462	0.33%	
THDG - Tacoma Housing Development Group		158,055	0.33%	
Salishan 7		944,554	0.33%	
Salishan 7 Security Deposit		27,272	0.33%	
Salishan 7 Replacement Reserve		169,950	0.33%	
Salishan 7 Operating Reserve		199,347	0.33%	
Outrigger Operations		40,455	0.33%	
Outrigger Security Deposit		22,863	0.33%	
Outrigger Replacement Reserve		18,391	0.33%	
Prairie Oaks Operations		28,796	0.33%	
Prairie Oaks Security Deposit		4,306	0.33%	
Prairie Oaks Replacement Reserve		3,941	0.33%	
Payroll Account		8,624	0.33%	
WASHINGTON STATE			and spend the sur	
Investment Pool	\$	1,631,872	0.41%	
1. TOTAL THA CASH BALANCE	\$	12,367,887		
Less:				
2. Total MTW Cash Balance	\$	1,640,590		
Less Minimum Operating Reserves				
2.01 Public Housing AMP Reserves (4 months Operating Exp.)		1,140,000		
2.02 S8 Admin Reserves (3 months Operating Exp.)		726,000		
2.10 Total Minimum Operating Reserves	\$	1,866,000		
3. MTW Cash Available (Lines 2-2.10)	\$	and the second		
MTW Reserve Commitments				
3.01 2nd Phase Hillside Terrace Redevelopment	\$	1,290,897		
3.02 Renovation/Remodel of 2nd Floor of Admin Building		17,575		
3.03 Renovation/Remodel of Salishan FIC Building		579,500		
3.04 Renovation of Salishan Maintenance Shop		286,500		
3.05 RAD Conversion Costs - Capital Contributions to Projects		1,500,000		
3.06 Software Conversion for Operational Platform (VH)		551,431		
3.07 Education Projects - McCarver & Others		310,000		

	HOUSING A					
MTW Cash Held By HUD						
3.11 Undisbursed HAP Reserves Held by HUD			\$	900,597		
3.20 Total MTW Cash Held By HUD			\$	900,597		
4. Non MTW Cash Restrictions						
Other Restrictions:						
4.01 FSS Escrows	\$	112,138				
4.02 VASH, FUP & NED HAP Reserves		312,156				
4.03 Mod Rehab Operating Reserves		19,477				
4.04 Security Deposit Accounts		145,305				
4.05 Salishan Sound Families - 608		43,965				
4.06 Gates Foundation - 615, 616, 617		383,327				
4.07 WA Families Fund - 675, 676, 713		25,665				
4.08 Outrigger Reserves		18,391			-	
4.09 Salishan 7 Reserves		794,297				
4.10 Prairie Oaks Reserves		3,941				
4.11 THDG - 048		158,055				
4.12 Area 2B Sales Proceeds (Afford Hsg)		3,117,819				
4.20 Total - Other Restrictions			\$	5,345,937		
Agency Liabilities:						
4.30 Windstar Loan - 042		267,191				
4.40 Total - Agency Liabilities			\$	267,191		
4.45 Development Draw Receipts for Pendin	g Vendor Payment	s	\$	-		
4.50 Development Advances/Due Diligence	Commitments ¹		\$	70,000		
5. Total Non MTW Cash Restrictions (Lines 4.20	0+4.40+4.45+4.50)		\$	5,683,128		
6. THA UNENCUMBERED (Non-MTW) CASH (L	ines 1-2-5)	No.	\$	5,044,169		
7. Agency Current Commitments:	Boa	ard Approval		Expended		ligation alance
Salishan Campus (PY exp plus 2016 budget)	\$	196,174	\$	126,174	\$	70,000
¹ Total Current Commitments outstanding			_		\$	70,000
Agency Advances that will be reimbursed upon	closing					_
Bay Terrace 2 Development			\$	1,281,667		
RAD Conversion - Renew Tacoma			\$	1,709,566		
Total Agency Advances			\$	2,991,233		



CLIENT SERVICES



DATE: April 27, 2016

TO: THA Board of Commissioners

FROM: Greg Claycamp Director of Client Services

> Mia Navarro Associate Director of Community Services and

Julie LaRocque Associate Director of Rental Assistance

RE: Client Services Department Board Report

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.

1. COMMUNITY SERVICES

Director's Comment: For the past few months, we have updated the Board regarding progress toward the establishment of an integrated services site in the Hilltop neighborhood. We are pleased to inform the Board that United Way has chosen a partnership led by Sound Outreach to develop a Center for Strong Families to service Hilltop residents. Services will focus upon financial literacy, asset building and vocational training/employment. Initial partners include Sound Outreach (SO), Bates Technical College, NW Leadership Foundation and the Tacoma Urban League. The partnership hopes to include Tacoma Community House and Metropolitan Development Council (MDC) as additional workforce partners.

THA is meeting simultaneously with the SO partners and United Way to collaborate in the Center's development. At this time, we expect to co-locate THA Client Services staff at the Center. The Center itself will likely locate in the Key Bank property recently purchased by THA. It is our hope to immediately link new voucher recipients with meaningful services, with emphasis upon early engagement of new Housing Opportunity Program (HOP) recipients.

1.1 NUMBER OF PEOPLE AND HOUSEHOLDS SERVED

Program Entries, Exits, and Unduplicated Number of Housebolds Served

March 2016	Program/ Caseload Entries this Month	Program/ Caseload Exits this Month	Unduplicated Number Served (Month)	Unduplicated Number Served (YTD)	
Case Staffing	6	1	21	36	
Families in Transition (FIT)	1	0	20	21	
Family Self Sufficiency (FSS)	2	3	127	129	
General Services	14	12	25	62	
Hardship	0	5	5	5	
Housing Opportunity Program (HOP) Case Management	0	0	3	3	
Children's Savings Account (CSA) K – 5 th Grade Stage	5	0	19	19	
CSA 6 th – 12 th Grade Stage	7	0	21	21	
McCarver	5	0	30	30	
Senior & Disabled	44	44	80	116	
DEPARTMMENT TOTAL	84	65	351	442	

1.2 CLIENT STORIES/PROGRAM UPDATES

1.2.1 Education Project

Children's Savings Account Family Profile

As printed in the May/June issue of the THA Chronicle newsletter.

Gregory, father of three children has been studying Human Services online at the University of Phoenix for the past 3.5 years. He hopes that by attending college himself, he can set the example for his children. He wants to instill in his children that school is important and in order to get a good job you have to go to college. Gregory has observed that "technology these days is moving so fast". The 2016 Community Impact Report put out by the Graduate Tacoma initiative, projected that 66% of jobs in Washington will require a degree or career credential by 2018.

Gregory doesn't want his children to struggle like he has had to. He feels that the Children's Savings Account (CSA) program is going to encourage his children to stay in school and remain focused on their future.

Gregory's children were asked what they wanted to be when they grew up, they were all happy to share. A daughter is 11 years old; her favorite subject in school is science and she is currently in the 6th grade at First Creek Middle school. She responded with wanting to be a Fashion Designer. She went on to say that in order for her to make that possible, she needs to stay in school, be involved in the school and keep learning. Serenity's brother is 10 years old; he likes reading, writing and math and is currently enrolled at Lister Elementary. He said he wanted to be a basketball player. Their youngest brother's favorite subject in school is being a line leader. He's enrolled in kindergarten at Lister but wasn't sure what he wanted to be when he grew up. He did say he likes Martial Arts.

These children may be too young to understand how having a savings account now will help them with their future college endeavors. They were excited about making a home-made piggy bank that they could save money and later deposit into their CSA. The daughter thought it was neat that she could earn money for doing well in school and that it could be put towards her college education.

1.2.2 General Services

Kimberly- Family Self-Sufficiency Success Story

As printed in the May/June issue of the THA Chronicle newsletter.

I am a 53-year-old mother of 10 children, who made a lot of poor choices that impacted myself, my children, and my family. I have been arrested almost 50 times, I've accrued 23 felony convictions, and I have been to prison. Worst of all, I lost my parental rights to 9 of my precious children, through the child welfare dependency court system, over a span of 17 years. My last arrest was on March 23, 2004. I was 4 months pregnant with my 10th child and I was looking at a 58-68-month prison sentence for already having accrued 8 felony points over a span of 18 years, for possessing a large quantity of cocaine upon arrest, and for jumping bail, then escaping from police custody prior to that last arrest. While awaiting trial, I turned my will and my life over to the care of God; and I began to change. I read every self-help book I could get my hands on, especially the Bible. I began to heal and grow. I also believed that somehow God would intervene and I would not have to go to prison. Miraculously, that's exactly what happened. The day of my trial, July 1, 2004, and 3 months after my arrest, I received a miraculous, unprecedented, "stipulated sentence" of 0-12 months and was released on my own recognizance that same day. Six months after my miraculous release, I enrolled in Tacoma Community College, to pursue a degree in Human Services.

However, I struggled to find affordable housing, because of my past criminal history. I was forced to move in with my daughter's father, who used my housing insecurity as a way to control and manipulate me. A year later, my name came at the top of the list for Tacoma Housing Authority's Section 8 housing program. I was so excited because I could finally afford a place of my own, and I could escape an abusive situation. My joy was short-lived, as I was turned down by THA because of my past criminal history. By then, I worked at the Washington State Legislative Intern Program, and had established good working relationships with several of our state lawmakers. Senator Adam Kline and Senator Debbie Regala, both, wrote letters on my behalf, which I submitted with my appeal. Thankfully THA reconsidered. And on April 1, 2008, (8 years ago) I was blessed to move into Salishan 4. Safe, affordable, and stable housing was the foundation I needed to go on to earn an AA degree in Human Services, a Bachelor's Degree in Public Policy, and a Master's of Public Administration, all earned in just 5-1/2 years. In 2009, I was hired by King County Superior Court to create and administer a program called Parents for Parents (P4P) in King County. P4P hires parents who have been successfully reunited with their children with parents who are currently involved with Child Protective Services (CPS). In April 2015, Governor Inslee passed the Parents for Parents bill, making P4P a statewide model, fully funded by the legislature, and with language of replicating it statewide, by the year 2020-2021. I currently work for the WA State Office of Public Defense, Parents Representation Program, providing comprehensive support and advocacy for parents whose children are involved in the dependency court system. I also serve on various local, state, and national advisory committees, boards, workgroups, and taskforces-working with organizations and policy makers to help improve the outcomes of children and families involved in our child welfare and criminal justice systems. I also speak at various prisons in our state, inspiring prisoners to engage in every educational opportunity available and to apply new values and thinking to their liveswhich in turn, positively impacts their behavior.

After 3 years of working tirelessly to help families reunite, through policy advocacy and hands on engagement, I was miraculously reunited with 8 of *my own* children for whom I had lost my parental rights. One by one, over a span of 3 years or so, I found 8 of my long lost children, from the ages of 4 thru 18 (now ages 16 thru 29)—all of whom had been adopted by strangers.

5 years ago, I enrolled in the THA Family Self-Sufficiency (FSS) Program. My FSS caseworker helped me make a doable plan to reduce my debt to income ratio, to repair my poor credit score, and to successfully complete all requirements to earn points towards escrow dollars. The financial literacy class and the first time home buyer class were the two classes offered that helped me the most. Because of what I learned, I was able to purchase my very first home, on February 23, 2016.

I can say with all assuredness, that I could not have accomplished half of what I have without the stable housing I received from THA and the amazing support I received from the FSS program!

2. RENTAL ASSISTANCE AND LEASING

Director's Comment: The Rental Assistance (RA) Division is working on a plan to improve customer service when providing housing inspections.

Our long-standing practice has been to provide an eight-hour window for a scheduled inspection, although the inspection itself is very likely to take less than an hour. This is not a good practice. It inconveniences the tenant and sometimes the landlord. Tenants sometimes lose wages while waiting. The extended window increases the likelihood of missed inspections, as tenants inevitably attempt to attend to other matters.

We believe that with the transition from Visual Homes to Eightcloud this fall, we can begin scheduling two-hour inspection windows; assure that we have internal capacity to keep appointments even when the scheduled inspector is unavailable; and increase the number of pre-appointment reminders we provide to tenants by phone, email and text.

In the interim, we will adopt a four-hour window by June.

2.1 VOUCHER UTILIZATION AND SPECIAL PROGRAM PARTICPATION

Housing Choice Voucher (tenant based) utilization is 99.7% for the month of March, 2016.

Rental Assistance continues to pull names from the 2015 HOP waiting list and issue HOP vouchers. Rental Assistance is continuing to update the waiting list and in addition to sending letters to the last known address, we will also reach out by email for the applicants that we have email addresses for.

Below is a breakdown of the utilization of THA's special programs and project based vouchers:

Program Name	Units Allocated	Units Leased and Shoppers	Percentage Leased
VASH (Veterans Administration Supportive Housing)	177	170	96%
NED (Non Elderly Disabled) Vouchers	100	96	96%
FUP (Family Unification Program)	50	45	90%
CHOP (Child Welfare Housing Opportunity Program)	20	18	90%
McCarver Program	50	30*	66%
CHAP (College Housing Assistance Program)	25	22	88%
TOTAL	422	381	91%

* McCarver has opened its waiting list and is currently processing applications to fill the allocated vouchers for this program.

Project-Based Properties	Units Allocated	Units Leased	Percentage Leased	
Bay Terrace	20	20	100%	
Eliza McCabe Townhomes	10	10	100%	
Flett Meadows	14	11	79%	
Guadalupe Vista	40	36	90%	
Harborview Manor	125	124	99%	
Hillside Gardens	8	8	100%	
Hillside Terrace	9	9	100%	
Nativity House	50	49	98%	
New Look Apts.	42	41	98%	
Pacific Courtyards	23	21	91%	
Salishan 1-7	340	333	98%	
Tyler Square	15	14	93%	
TOTAL	696	676	97%	



PROPERTY MANAGEMENT



Date:	April 27, 2016
Date.	April 27, 2010

To: THA Board of Commissioners

From: Pat Patterson Director of Property Management

Re: Property Management Monthly Board Report

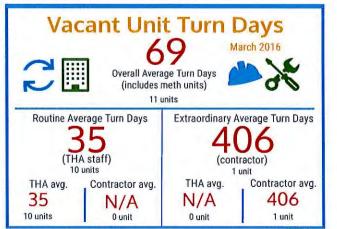
1. OCCUPANCY OVERVIEW

1.1 Occupancy

PROPERTY	UNITS	UNITS	UNITS	UNITS	% MONTH	% YTD
	AVAILABLE	VACANT	OFFLINE	OCCUPIED	OCCUPIED	OCCUPIED
All Hillsides/Bay Terrace	132	1	0	131	99.24%	97.22%
Family Properties	138	21	12	117	84.78	85.75%
Salishan	631	5	0	626	99.21%	99.31%
Senior/Disabled	353	14	1	339	96.03%	96.13%
All Total	1,254	41	13	1,213	97.77%	97.66%

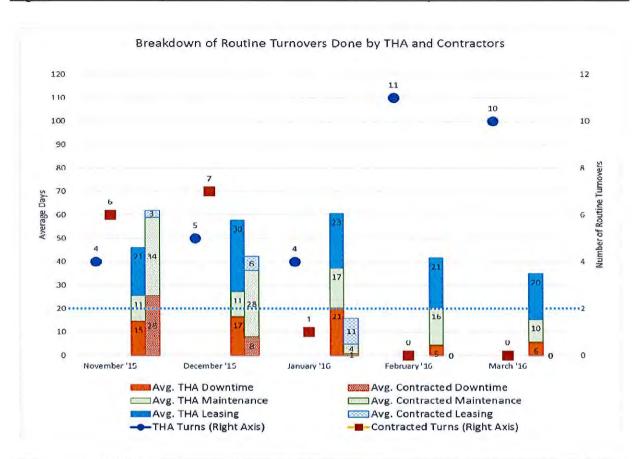
Unit occupancy is reported for the first day of the month. This data is for the month of March. The high vacancy rate in the family properties is attributable to units being held for the Rental Assistance Demonstration (RAD) rehabilitation and the sale of our Market Rate homes.

1.2 Vacant Clean Unit Turn Status



902 South L Street, Suite 2A • Tacoma, Washington 98405-4037 Phone 253-207-4400 • Fax 253-207-4440

April 2016 Board of Commissioners Meeting PROPERTY MANAGEMENT DEPARTMENT MONTHLY REPORT Page 2



				Rout	ine THA Turnover	Information	
Year		Month	Total Number of Turns	Avg. Total Days	Avg. Downtime Days	Avg. Maintenance Days	Avg. Leasing Days
	2016 March	10	35.2	5.9	9.6	19.7	
	2016	February	11	41.9	4.6	15.9	21.3
	2016	January	4	60.8	20.5	17.0	23.3
	2015	December	5	57.8	16.8	10.6	30.4
	2015	November	4	46.3	14.8	11.0	20.5
_				Routine	Contracted Turno	ver Information	
			Total Number	Avg. Total	Avg. Downtime	Avg. Maintenance	Avg. Leasing
Year		Month	of Turns	Days	Days	Days	Days
	2016	March	0	0.0	0.0	0.0	0.0
	2016	February	0	0.0	0.0	0.0	0.0
	2016	January	1	16.0	1.0	4.0	11.0
	2015	December	7	40.6	8.0	28.3	6.0
	2015	November	6	63.0	25.6	33.5	3.0

The average unit turn time for the month of March was 35 days for 11 units turned by Tacoma Housing Authority (THA) staff and contractors. Below is a list of units that exceeded THA's 20-day expectation. These units will be categorized as Routine and Extraordinary turns.

THA PM REPORT 2016-04-27

Routine means units that receive normal wear and tear that can be repaired in 5-20 days. **Extraordinary** means that the units have heavy damage as a result of the tenancy including meth and casualty loss that can't be repaired within 20 days.

Routine THA Maintenance Turns:

- 911 N K St # 203 (42) days Unit was in downtime for 5 days. Maintenance work was completed in 1 day. 36 days were attributed to leasing efforts.
- 401 N G St # 103 (68) days Unit was in downtime for 7 days due to the holidays. Maintenance work was completed in 8 days. 53 days were attributed to leasing efforts.
- 602 S Wright St # 120 (64) days Unit was in downtime for 8 days awaiting decision to hold for RAD. Maintenance work was completed in 12 days. 44 days were attributed to leasing efforts.
- Hillside II # 186 (69) days Unit was in downtime for 13 days due to the holidays and staffing availability. Maintenance work was completed in 9 days. 47 days were attributed to leasing efforts. The unit is unsubsidized with a large household set a side. The unit was shown to 6 families before being accepted.
- Salishan 3 1911 E 44th (33 days) Unit was in downtime for 3 days. Maintenance work was completed in 25 days. Unit was left with heavy damage and there was a delay in the delivery of new doors. 5 days were attributed to leasing efforts.

Extraordinary THA Turns:

• Bergerson # 27 (406) days - Unit was taken offline on 1/30/2015 due to a fire in the unit. Real Estate Development (RED) procured contractors and the work was completed on 2/22/2016. 18 days were attributed to leasing efforts.

Proposed Changes for Improvement in Unit Turn Times:

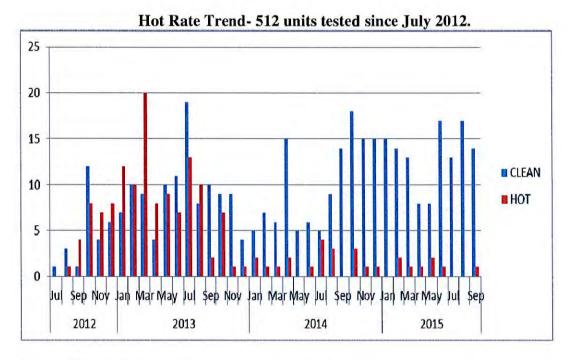
- **Downtime** Start the unit turn process within 1 day of vacancy. Reduce downtime to 1 day.
- Repair make ready
 - Identify appropriate staffing levels needed to complete maintenance work during the move-out inspection.
 - ✓ Procure contractors who will respond to request for service if needed that have the appropriate staff to assign multiple units.
 - ✓ Increase inspections to deter heavy damage at move out.
 - ✓ Unit work every working day. Unit is the sole priority by assigned staff.
 - ✓ Use of charts to chart projected progress.

- Leasing
 - Prescreen to identify ready applicants.
 - ✓ Site-based leasing. Concentrated efforts on units. Each property staff will be responsible for the leasing efforts to fill their units.

Proposed

Downtime	Repair Make ready	Vacant	Total days
1	17	2	20

1.3 THA Meth Data Trends



- 2012- 55 units tested, 28 hot 51% Hot Rate
- 2013- 210 units tested, 100 hot 48% Hot Rate
- 2014- 138 units tested, 19 hot 14% Hot Rate
- 2015- 127 units tested, 8 hot 6% Hot Rate

As of April 1, 2016, 157 of the 575 units that have been tested for contamination have tested positive for methamphetamine. As of March 1, 2016, the 2015 current year-to-date hot rate is 6% and the overall hot rate from 2012 is 27%.

1.4 Work Orders

Work Order Summary by Portfolio For the Month of March, 2016

10.00 ··································		En	ergency		Urr	ent	1	Non	Emergency	
Portfolio		Month	YTD		Month		Month YTD)
	# Completed	% Completed In 24 Hrs C	ompleted	Completed in 24 hrs 39% HUD Std)		Avg Completion Days	# Complete c o	Avg mpletion Days		Avg Completion Days days HUD Std
All Hillside				and a second	-		1			
BAY TERRACE	0	0.0%	2	100.0%	0		16	1.25	58	5.66
HILLSIDE TERRACE 1500 Block		0.0%	0	0.0%	0		4	4.25	10	7.30
HILLSIDE TERRACE PH 1	0	0.0%	0	0.0%	1		2	0.00	30	4.83
HILLSIDE TERRACE PH II	0	0.0%	0	0.0%	D	-	2	0.00	9	0.22
	0	0.0%	2	100.0%	1	0.00	24	1.54	107	5.12
Family Properties										
BERGERSON TERRACE	1	100.0%	3	100.0%	1		21	6.24	58	5.02
DIXON VILLAGE	3	100.0%	5	100.0%	1	1.00	14	9.43	35	5.03
SCATTERED SITES	2	100.0%	5	100.0%	0	_	11	5.09	16	4.44
	6	100.0%	13	100.0%	2	0.50	46	6.93	109	4.94
Salishan										
SALISHAN I	1	100.0%	3	100.0%	8	3.75	22	8.77	93	6.27
SALISHAN II	0	0.0%	5	100.0%	6	21.17	26	10.46	60	10.43
SALISHAN III	0	0.0%	1	100.0%	7	1.71	23	12.00	79	6.29
SALISHAN IV	1	100.0%	4	100.0%	9	2.75	11	10.00	67	12.73
SALISHAN V	1	100.0%	3	100.0%	6	1.00	12	6.08	78	9.18
SALISHAN VI	0	0.0%	1	100.0%	9	3.11	15	2.40	74	5.34
SALISHAN VII	1	100.0%	4	100.0%	8	19.25	20	10.21	70	10.99
	4	100.0%	21	100.0%	53	7.21	129	9.03	541	8.59
Senior / Disabled Properties					1.1		125			
6TH AVE	3	100.0%	5	100.0%	2	-	14	10.29	47	7.79
E.B. WILSON	1	100.0%	3	66.7%	2	0.50	10	5.20	73	112.32
FAWCETT APARTMENTS	2	100.0%	3	100.0%	0		8	0.88	21	1.43
LUDWIG APARTMENTS	0	0.0%	2	100.0%	0		11	2.09	29	4.10
NORTH G ST	3	100.0%	7	100.0%	1		6	59.17	30	27.47
NORTH K ST	1	100.0%	3	100.0%	1		9	24.33	34	22.59
WRIGHT AVE	0	0.0%	1	100.0%	3		5	4.60	28	4.45
	10	100.0%	24	95.8%	9	0.11	63	13.05	262	39.81
Agency Totals:	20	100.0%	60	38.3%	65	5.91	262	8.94	1.019	15.86

In the month of March, 100% of emergency work orders were completed within 24 hours. In March, maintenance staff completed 262 non-emergency work orders with a total of 1,019 for the calendar year. The year-to-date average number of days to complete a nonemergency work order is 15.86 days.

Open Work Order Summary by Portfolio For the Month of March, 2016

		Eme	rgency	Urge	nt	Non Err	ergency	
Portfo	blio							
		Opened Emergency WO	Days Open	Open Urgent WO	Days Open	Open Non- Emergency WO	< 25 Days	>25 Days
	side							
BT	BAY TERRACE (TC)	0	0	0	0	5	0	5
HT1	HILLSIDE TERRACE PH 1	0	0	0	0	3	1	2
HT2	HILLSIDE TERRACE PH II	1	28	1	28	4	1	3
- 6- ×c		1	28	1	28	12	2	10
Family	Properties							
020	BERGERSON TERRACE	1	0	0	0	5	4	1
022	LOW RENT SCATTERED SITES (19	9) 2	0	0	0	2	2	0
023	DIXON VILLAGE	3	0	1	10	1	1	0
		0	Û	1	10	8	7	1
Salisha	an							
SAL1	SALISHAN ONE LLC (PH)	1	0	0	0	13	11	2
SAL2	SALISHAN TWO LLC (PH)	0	0	0	0	17	13	4
SAL3	SALISHAN THREE LLC (PH)	0	0	3	14	24	24	0
SAL4	SALISHAN FOUR LLC (S8)	1	0	1	1	11	9	2
SAL5	SALISHAN V LLC (PH)	1	0	0	0	23	19	4
SAL6	SALISHAN SIX LLC (S8)	0	0	2	37	18	13	5
SAL7	SALISHAN SEVEN	1	0	0	0	8	7	1
		4	0	6	52	114	96	18
Senior	/ Disabled Properties							
006	NORTH K ST	1	0	D	0	6	4	2
008	E.B. WILSON	1	0	0	0	5	4	1
009	FAWCETT APARTMENTS	2	0	0	0	1	1	0
010	WRIGHT AVE	0	0	0	0	0	0	0
012	LUDWIG APARTMENTS	0	0	0	0	0	O	0
013	NORTH G ST	3	0	0	0	4	2	2
014	6TH AVE #2	3	0	D	0	5	3	2
		10	0	0	0	21	14	7
	Agency Totals:	21	28	8	90	155	119	36

The open work orders that are greater than 25 days increased from 22 in February to 36 in March 2016. Preperation for City of Tacoma inspections caused the delay in completing open work orders. Work orders that are exceeding 25 days are non urgent and scheduled to be completed in the month of April. PM will continue to work on bringing down these numbers as part of its improved processes mentioned below.

PM continues to bring down the number of outstanding work orders and is trying to improve customer service. Processes that PM is trying to improve are as follows:

- Make every attempt to address routine work orders within 5 days. When this is not possible, contact the tenants and provide them an alternate date that they may expect service.
- Improve communication with the tenants when service will be delayed and/or when procurement is needed to service the request.
- Close work orders within 48 hours of completion.



REAL ESTATE DEVELOPMENT



- DATE: April 27, 2016
- TO: THA Board of Commissioners
- **FROM:** Kathy McCormick Director of Real Estate Development
- **RE:** Real Estate Development Monthly Board Report

1. SALISHAN/HOPE VI

1.1 Phase II Construction

1.1.1 Area 2A, Community Core Development

The Board approved the general Master Plan Concept at its June, 2012 meeting. Staff is reviewing the Master Plan Concept and may suggest some revisions based on current community needs and opportunities and propose an alternative plan for the Salishan Core. Potential uses of the site will be coordinated with Metro Parks and the city to ensure complementary community uses for the Eastside Community Center and Salishan. Final recommendations will be delayed until planning for the Eastside Community Center is complete.

1.1.2 Area 3 Lot Sales

DR Horton has completed sales in Area 3. Overall, it has sold 172 homes in Area 3.

1.1.3 Area 2B

DR Horton commenced with construction activities for area 2B in 2015. DR Horton sold 17 homes in the fourth quarter of 2015. Of these, 6 were buyers who met the affordable homes sales guidelines.

1.1.4 Area 2B Property Sale to Metro Parks

Housing and Urban Development (HUD) approved the disposition of the two lots. Real Estate Development (RED) is waiting for HUD approval for the remaining 16 acres. Once this approval is received, the property will be sold to Metro Parks.

2. NEW DEVELOPMENT

2.1 Bay Terrace – Phase II

The project exceeds the King County Total Development Cost by 4%. Staff requested and the Washington State Housing Finance Commission (WSHFC) approved a waiver request to exceed these costs. Higher costs are attributed to the high cost of construction in the Puget Sound area. The total projected cost for Bay Terrace II (BTII) is \$22,842,037. The Tacoma Housing Authority (THA) will make a loan of \$500,000 and defer \$745,000 of its total projected developer fee of \$1.6 Million. In addition, THA will receive \$100,000 in Community Development Block Grant (CDBG) funds to make Americans with Disabilities Act (ADA) improvements. THA will loan these funds to the project as part of its \$500,000 loan. This means the "net" loan from THA will be \$400,000.

2.1.1 Financing

HOME Funds: On January 21, 2015, staff received official notification of the award of \$1 million in HOME funds from the Tacoma Community Redevelopment Authority (TCRA). TCRA will lend these funds to the project with a 2% interest rate and a 50-year term. It will defer the loan repayment until 2018.

THA selected the Royal Bank of Canada (RBC) as the investor for Bay Terrace Phase II. As proposed, their equity investment will generate \$16,848,708 in tax credit equity or \$1.12 per tax credit, with 1.48% paid at the execution of the Partnership Agreement and 98.52% paid at the Certificate of Occupancy.

THA selected JP Morgan Chase Bank N.A. as the construction and permanent lender for Bay Terrace Phase II. They will purchase \$3,750,000 in tax exempt bonds that will become the permanent financing for the transaction. The interest rate will be 4.55% and the loan will have a 35 year amortization period and a 17-year term.

In addition to the above financial sources, THA will provide 52 Project Based Section 8 vouchers. The vouchers will be used to subsidize the rents for units set aside to be affordable to families and individuals earning 30%-50% of the Area Median Income. The remaining 22 affordable housing units are unsubsidized and will serve households earning up to 60% of Area Median Income.

Financial closing documents were signed on April 13, 2016 and closing was completed on April 18, 2016.

2.1.2 Design

GGLO Architects completed the construction documents on November 27, 2015. The City of Tacoma provided a "will issue" letter for construction permits on April 5, 2016. Permits will be issued upon the City's receipt of applicable fees and the completion of a preconstruction meeting which will be held post closing.

2.1.3 Construction

We have executed the agreement with Absher for a not-to-exceed amount of \$14,627,224, excluding a 7% owner's contingency and applicable sales tax. THA issued a Notice to Proceed for Absher Construction to mobilize and begin activities on April 19, 2016. Construction is scheduled to be completed in 14 months approximately mid-June, 2017.

2.1.4 Community Meetings

Kenji Stoll and Chris Jordan have successfully completed six resident outreach workshops with Bay Terrace families. The artists and THA are revising the contract to include additional design work in lieu of art construction. An interactive half-court basketball is proposed. Construction of this interactive artwork will be complete once outside funding is obtained. Staff is working with the City of Tacoma to apply for various grants to fund the development of an interactive basketball court. Absher has provided an initial cost estimate for the design. In addition, the artists are adding design elements to the Hill Grotto.

Staff held a community meeting on March 10, 2016, to roll out the final design and construction schedule.

3. OTHER PROJECTS

3.1 Construction Management Services for the City of Tacoma

The current contract with the City has expired. The City has expressed interest in working with THA in this capacity again in the future.

3.2 Market Rate Scattered Sites

1219 Trafton is under contract for \$205,000.

The 2336 N. Shirley is under contract for 310,000.

1837 E. Sherman has sold for \$235,000.

1829 E. Sherman is under contract for \$227,000.

3.3 Public Housing Scattered Sites

Planning for the rehab and sale of THA's 34 public housing scattered sites continues. Five (5) homes have been put out to bid. They are: 807 S. Prospect, 1444 S. Verde, 120 E. Bismark, 411 E. 66th and 1313 E Home. Three of the vacant homes are ready to be offered for sale. The remaining 26 homes will be remodeled as they become vacant.

Relocation activities have begun and households who are interested in purchasing are being provided with information and assistance in the home buying process. This project is being managed collaboratively with Community Services, which is working to identify and support residents who may be interested in purchasing these homes.

3.4 Consulting and Community Engagement

Real Estate Development (RED) staff is preparing a proposal to work with Salvation Army for the redevelopment of their Sixth Avenue property.

3.5 New Look Capital Planning

THA selected Buffalo Design to plan the capital work for the New Look Apartments so that refinancing for this property will begin in early 2017, with capital improvements completed at the end of 2017. An important component of the capital work will be designing a new façade for the property. The façade will integrate with the design guidelines developed as part of the Hilltop Master Development Plan.

4. DEVELOPMENT PIPELINE PROJECTS

4.1 Intergenerational Housing at Hillsdale Heights

The Many Lights Foundation (MLF) continues work on this project and is interested in executing an agreement with THA to partner in the development of intergenerational project which will house families adopting children out of foster care and seniors. We are analyzing the parameters for such an agreement through the THA Asset Management process. RED submitted a Housing Trust Fund (HTF) Stage 1 application requesting \$3 million on March 1, 2016, for an intergenerational project. We need to finalize the programming and agreements by late summer, 2016 in anticipation of receiving an invitation to submit a Stage 2 application to the Department of Commerce.

4.2 Hilltop Lofts and THA Owned Properties Master Development Plan

THA and the City extended the timeline by two years for THA to develop the Hilltop Loft project. Council approved the extension request at its November 3, 2016, meeting. April 2016 Board of Commissioners Meeting REAL ESTATE DEVELOPMENT DEPARTMENT MONTHLY REPORT Page 5

> THA selected GGLO as its Master Development Plan Consultant for THA owned property, including the Hilltop Lofts, Key Bank site, New Look parking lot and THA Parking Lot. The community engagement process will include a "homework group" consisting of representatives of local businesses, faith based groups and area residents that commit to attending five meetings as part of the planning process. In addition, there will be four consecutive weekend events held in the Hilltop, designed to bring together residents and businesses to learn more about the project and opportunities in the Hilltop. These events will include food, music, art and other events that will be of interest to the neighborhood. It is a non-traditional approach to understanding neighborhood opportunities and constraints. More details of the planning process will follow once a contract is executed with GGLO.

4.3 Acquisition

THA acquired Key Bank on March 31, 2016. The Washington State Housing Finance Commission (WHSFC) provided a land loan of \$715,000. It carries a 1% interest rate and 1% in closing costs. Repayment does not occur until the property is developed.

PHAS INDICATOR FOR MODERNIZATION ACTIVITIES

The following are the schedules as of April 1, 2016, for THA's obligation and expenditure of the public housing capital funds it receives from HUD.

Grant	Total Grant	Obligation Start Date	Obligated	% Obligated	Obligation Deadline	Expended	% Expended	Expended Deadline
2011 CFP	\$1,721,353	8/3/11	\$1,721,353	100%	8/2/13	\$1,721,353	100%	8/2/15
CFCF	\$1,849,510	8/3/11	\$1,849,510	100%	8/2/13	\$1,849,510	100%	8/2/15
2012 CFP	\$1,593,197	3/12/12	\$1,593,197	100%	3/11/14	\$552,481	13%	3/11/16
2013 CFP	\$1,319,864	9/9/13	\$1,319,864	100%	9/8/15	\$0	0%	9/8/17
2013 CFP (2 nd R)	\$1,015,495	9/9/13	\$1,015,495	100%	9/18/15	\$1,015,495	100%	9/8/17
2014 CFP	\$1,590,067	5/13/14	\$1,590,067	100%	5/12/16	\$0	0%	5/12/18
2014 CFP (1 st R)	\$277,032	5/13/14	\$277,032	100%	5/12/16	\$0	0%	5/12/18
2014 CFP (2 nd R)	\$873,158	5/13/14	\$873,158	100%	5/12/16	\$403,428	46%	5/12/18
2015 CFP	\$1,846,052	4/13/15	\$1,846,052	10%	4/12/17	\$0	0%	4/12/19
2015 CFP (2 nd R)	\$804,820	4-13-15	\$804,820	100%	4-12-17	\$0	0%	4-12-19
TOTAL	12,890,548		12,890,548			\$5,512,267		



NEW BUSINESS



RESOLUTION 2016-04-27(1)

Date: April 27, 2015

To: THA Board of Commissioners

From: Michael Mirra Executive Director

Re: Amendment to Initial Program and Income Certification and Leasing Services with Allied Residential

This resolution would authorize Tacoma Housing Authority's (THA's) Executive Director to increase the maximum contract amount for the income certification and leasing services for the Rental Assistance Demonstration (RAD) project from \$150,000 to \$175,000.

Background

The expended amount on this contract has reached its limit on the original contract. Due to the extended closing date of the RAD program, some of the initial certifications that were done in 2015 will expire and may need to be recertified, which will cost additional funds. We went to the Board in January 2016 to increase the contract to cover the extra expenses. The contract was increased an additional \$50,000; however after our closing date was moved again, the \$50,000 was not enough to cover the new scope of work. In order to be in compliance and not to exceed the amount of the contract, staff asks the Board to increase the contract dollar amount. This will cover additional certifications or other work that RAD will require.

This resolution will give THA's Executive Director Authorization to sign Amendment No. 2, which will increase the Contract by an additional \$25,000 to cover additional income recertifications through October, 2016 when the Contract expires.

Recommendation

Approve Resolution 2016-04-27(1) authorizing THA to amend the Initial Program and Income Certification and Leasing Services contract with Allied Residential for an additional \$25,000, making the total amount of the contract of \$175,000.00.



RESOLUTION 2016-04-27(1) (Amend the Initial Program and Income Certification and Leasing Services with Allied Residential)

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

WHEREAS, Tacoma Housing Authority and Allied Residential entered into a Contract dated October 6, 2015, in the amount of \$100,000; and

WHEREAS, The accumulative budget from services rendered is at its contract limit of \$100,000, authorized by the Executive Director; and

WHEREAS, The contract was amended under Board Resolution, 2016-01-27(5) for an additional \$50,000; and

WHEREAS, Due to the Rental Assistant Demonstration (RAD) financing closing being extended, some of the certifications may need to be recertified to meet RAD requirements; and

WHEREAS, The prior amendment was not sufficient amount to cover the additional expenses for the recertification's; and

WHEREAS, The amended contract amount with Allied Residential will be a Not-to-Exceed \$175,000 for the Initial Program and Income Certification and Leasing Services Contract; now, therefore, be it

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

The Executive Director is authorized to amend the existing Initial Program and Income Certification and Leasing Services contract to increase the contract value to a Not Exceed \$175,000:

Approved: April 27, 2016

Stanley Rumbaugh, Chair