



# TACOMA HOUSING AUTHORITY

## BOARD OF COMMISSIONERS MEETING MINUTES REGULAR SESSION WEDNESDAY, FEBRUARY 23, 2022

The Commissioners of the Housing Authority of the City of Tacoma met in Regular Session via Zoom at 4:45 PM on Wednesday, February 23, 2022.

### 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 4:48 pm.

### 2. ROLL CALL

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

PRESENT	ABSENT
<b>Commissioners</b>	
Chair Stanley Rumbaugh (arrived late at 4:47 pm)	
Vice Chair Shennetta Smith	
Commissioner Derek Young (left early at 5:50 pm)	
Commissioner Dr. Minh-Anh Hodge	
	Commissioner Pastor Michael Purter
<b>Staff</b>	
April Black, Executive Director	
Sha Peterson, Executive Administrator	
	Julie LaRocque, Interim Deputy Executive Director
Rich Deitz, Interim Finance Director	
Sharrall Madden, Interim Human Resources Director	
Marquis Johnson, Property Management Director	
Roberta Schur, Interim Real Estate Development Director	
Sandy Burgess, Administrative Services Director	
Aley Thompson, Interim Rental Assistance Director	
Cacey Hanauer, Client Support & Empowerment Director	
	Katie Escudero, Interim Policy, Innovation and Evaluation Director

Chair Rumbaugh declared there was a quorum present @ 4:49 pm and proceeded.

### 3. APPROVAL OF MINUTES OF THE PREVIOUS MEETING

Chair Rumbaugh asked for any corrections to or discussion of minutes for the Study Session of the Board of Commissioners for Friday, January 14, 2022. Commissioner Young moved to adopt the minutes. Commissioner Hodge seconded.

Upon roll call, the vote was as follows:

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

**Motion approved.**

Chair Rumbaugh asked for any corrections to or discussion of minutes for the Regular Session of the Board of Commissioners for Wednesday, January 26, 2022. Commissioner Hodge moved to adopt the minutes. Vice Chair Smith seconded.

Upon roll call, the vote was as follows:

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

**Motion approved.**

Chair Rumbaugh asked for any corrections to or discussion of minutes for the Study Session of the Board of Commissioners for Friday, February 4, 2022. Commissioner Young moved to adopt the minutes. 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—Chair Rumbaugh, Commissioner Young***

The committee had a document exchange meeting this month to discuss acquisition of potential property. According to Chair Rumbaugh the issue with TUPAC Center at Hilltop has now been resolved through grants with the city and the issue of lease payment has been addressed. Staff will move forward with development of the bottom space for performing arts space. Director Black added that funding from the city is going in front of the TCRA board tomorrow at 7:30 am to discuss details for the \$1.9M operating reserve for the entire housing hilltop and commercial space. THA still intends to charge rent for commercial spaces. THA is still fielding proposals for James Center North and its various sections. The Development Committee will meet next month again as scheduled.

### ***Finance Committee—Commissioner Hodge and Commissioner Young***

The committee did not meet.

### ***Education, Housing Services and Partnerships Committee—Vice Chair Smith, Commissioner Hodge***

The committee did not meet.

### ***Community Partnerships and Advocacy Committee—Vice Chair Smith, Commissioner Purter***

The committee met to discuss the property videos discussed in July 2021. Vice Chair Smith thanked Marketing Manager Nick Tolley and Interim Property Management Director Marquis Jenkins for their work on the property videos for Bay Terrace, K Street and others. If the proposal is approved by the board, the videos will help eliminate people coming to the sites in person because they can view the properties online. Chair Rumbaugh mentioned that the videos may also be used for public outreach.

### ***Diversity, Equity and Inclusion Committee—Vice Chair Smith, Commissioner Hodge***

Did not meet this month, but ED Black and Dr. Lindsay will provide an update regarding the DEIB work.

## 6. COMMENTS FROM THE EXECUTIVE DIRECTOR

Executive Director (ED) April Black directed the board to her report. ED Black started by thanking the board for their volunteer work and their support with numerous projects and study sessions, one-on-one meetings, and others. Chair Rumbaugh thanked ED Black and added that the board will continue to look at policies which will be discussed with The Lindsay Group (TLG). TLG work is under way as outlined on ED Black's report. They have received excellent staff participation in the meetings conducted and getting the trust of staff. TLG has requested to hold monthly study sessions with the board. 50% of staff including board members completed the recent online survey conducted by TLG.

Dr. Lindsay and Susana Gomez of TLG addressed the board. Dr. Lindsay provided an update thus far including diagnostic interviews and an online survey. Susana provided



information on campaign reports. TLG will prepare materials to analyze and provide a formal feedback report with a goal of getting 55%. That, with interviews can provide a comprehensive summary report on where THA is. TLG is also doing policy analysis, finding where bias is in decision making. Chair Rumbaugh encouraged staff to volunteer in filling out the survey and provide comments to TLG. There will be a resolution presented tonight to increase TLG contract which will include coaching THA's Leadership Team and facilitating meetings with staff on site.

ED Black discussed the no-trespass for the encampment. The trespass will allow service outreach and allow THA to remove belongings that are blocking access to the parking lot for Alberta J Canada. According to ED Black, THA is having conversations with the city and county for systemic solutions regarding homelessness. They agreed that they are ready to participate in any conversation where THA can be part of the solution in a system level.

ED Black will start working with the board through reporting and organizational structure that will work with the board and staff and accept her accountability as the board's employee. Data points raised by the board as concerns will be pulled into the ED's report so she can accept the criticisms about those points. Department directors will provide update reports. ED Black is open to hearing the board's feedback if they have specific data they would like to see or talk through. According to ED Black, negative comments can be demotivating for teams so she would like feedback directed to her so she can address those concerns with the board.

The board approved acquisition of North Highland has fallen through; there are no pending acquisitions at this time. There are significant insurance rates increase which is reflected in the Administrative Services report this month. Top incidents at THA continue to be due to elevators and property damage including fire and water. Staff are testing the sensors to decrease water incidents. Staff will also review service and elevator contracts throughout the portfolio. THA posted for a Salishan Community Builder and have selected a candidate. The hiring process included THA staff, Salishan residents and the Salishan manager. Information on who was hired will go out this week. Client Support and Empowerment is working on deploying a new redesign of the Family Self-Sufficiency program. Staff will be consulting with the ED and services committee. Chair Rumbaugh inquired about the \$330k late rent noted on the report. An eviction prevention specialist position is on the budget and THA will be hiring for that position focusing on THA portfolio. A number of households also applied for the county assistance. THA is working on a soft letter to tenants to inform them of THA resources to assist with rent.

## **7. ADMINISTRATIVE REPORTS**

### **Finance**

Finance Department (FD) Interim Director Rich Deitz directed the board to the finance report. Finance hired two new accounting specialists. Ken Shalik's last day was January 31<sup>st</sup>.



Financials continue to be stable. THA revenue has been less than expected, which is driven by expenditures which is also less than expected. The big difference is the Trees in the Capital section. For Cash Report, total cash is at \$10.7M, Moving to Work cash is down at \$1.5M, Housing and Urban Development held is up at \$9.2M. Restricted Cash is at \$14M, down from last month which is consistent. Total Encumbered is at \$23M.

Commissioner Young moved to ratify the payment of cash disbursements totaling \$7,321,229 for the month of January 2022. Commissioner Hodge seconded.

Upon roll call, the vote was as follows:

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

<b>Motion Approved.</b>
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## **Administrative Services**

Administrative Services (AS) Director Sandy Burgess directed the board to her report. Real Estate Development (RED) moved over to Administrative Services this month, so reports are combined. Staff are working on Alberta J Canada parking lot site as it relates to Hilltop and closing on Arlington and The Rise. Hilltop Lofts is underway and expected completion is in August of this year. THA is now working with two different churches—Shilo which is partially funded and Great Christ Temple Church which is also on Hilltop. THA is expecting the certificate of occupancy on the remodel at 902 next week. Staff are currently revising the process for going after acquisitions and trying to move faster to get things under contract and closed this year. Risk Management is doing everything to mitigate insurance costs. Elevators is a persistent issue in properties, some breakdowns and some vandalisms. Staff have a plan in place, both for improvements and further assessing those improvements to stop incidents which are disruptive to tenants. Significant incident cost increases are due to fires. Most have been refunded via insurance coverage. Fair Housing and Compliance staff are active in doing reasonable accommodations and fair housing. In 2021, THA received 322 Reasonable Accommodations, the highest being an extra bedroom for caregiver or equipment in spaces. There were two housing complaints in 2021 and THA was cleared in both cases.

## **Client Support and Empowerment**

Client Support and Empowerment (CSE) Director Cacey Hanauer directed the board to her report. Director Hanauer commended her staff. Along with everyday work, crisis management, education, and stabilization, there were also several events across the portfolio including tax assistance at Salishan, farmers market at Bay Terrace, food bank



at Salishan, as well as summer programs. Arlington services is fully funded through June 2023.

## **Rental Assistance**

Rental Assistance (RA) Interim Director Aley Thompson directed the board to their report. Utilization remains strong at \$100%. Emergency Housing Vouchers is above 13% with over 50% (135 vouchers) housed or looing for housing in a tough market. Director Thompson is proud of their staff. The Foster Program is ready to begin next month. Last month, Chair Rumbaugh inquired about the Remann Hall vouchers. According to Director Thompson, folks exiting Remann Hall will likely fit in that criteria and staff will be working with those facilities. The end of RA report contains a memo from Policy, Innovation and Evaluation (PIE) with recommendations on how to use the Department of Corrections (DOC) and Tacoma Community College (TCC) vouchers. They do not recommend continuing the partnership with TCC and DOC. Next steps are to seek a strong services partner. Staff will be accepting proposals next month and will go to the board with final recommendations.

## **Property Management**

Property Management (PM) Interim Director Marquis Jenkins directed the board to her report. Portfolio occupancy remains above 98% for January. The team is focused on staffing positions. In January, Salishan launched the Washer and Dryer project which has been going smoothly so far. PM continue to find creative ways to engage the community with monthly fun facts and pet of the month, trying to find small and meaningful ways to engage tenants. Chair Rumbaugh is pleased to see work order completion rates are remaining pretty good all things considered. According to Interim Director Jenkins, PM staffing has been impacted by turnover and will be hiring more staff. There have been two new hires.

## **8. NEW BUSINESS**

### **8.1 RESOLUTION 2022-02-23 (1) (Laserfiche Document Management System and CDI Hosting Services Contracts)**

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

**WHEREAS**, The Housing Authority of the City of Tacoma ("Tacoma Housing Authority" or "Authority") has substantial needs for application software for document management, all to better serve its low and moderate-income housing community and other services through the various programs administered by the Authority; and

**WHEREAS,** The Authority has engaged in a multi-year effort to identify and procure necessary system software, cloud services, support and training, including installation, maintenance and service of hardware and software. That effort has included evaluation by Authority-wide personnel of many vendors, services and programs, and government service providers under federal and local programs; and

**WHEREAS,** The Authority may contract under governmental joint purchasing programs; and

**WHEREAS,** The Authority is using the Washington State Department of Enterprise Services Master Contract No. 07814-001 and subsequent amendment(s) for this procurement; and

**WHEREAS,** Additional terms have been negotiated using the services of our legal team at Foster Garvey, including counsel specializing in SaaS contracts; and

**WHEREAS,** The costs associated with both of these contracts are budgeted for 2022; now, therefore, be it

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

Approve the Executive Director entering into a contract with Compulink Management Center, dba Laserfiche and Cities Digital Inc., dba CDI.

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

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

**Motion Approved:** February 23, 2022

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Stanley Rumbaugh, Chair

**8.2 RESOLUTION 2022-02-23 (2)**  
**(Amendment #2 to The Lindsay Group Contract for Organization Development and Diversity, Equity, Inclusion and Belonging)**

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



**WHEREAS,** On December 23, 2021, THA used its procurement process and board approval to sign a contract with The Lindsay Group for Diversity, Equity and Inclusion services. The original contract maximum amount was \$47,250; and

**WHEREAS,** On January 18, 2022, THA and The Lindsay Group executed an amendment to the contract that was within the spending authority of the Executive Director. This amendment increased the value of the contract to \$65,750; and

**WHEREAS,** This contract requires an additional increase to account for the findings discovered through the analysis of THA under the original scope of work for this contract; and

**WHEREAS,** The contract maximum amount shall be increased to \$200,000. now, therefore, be it

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

Commissioner Young motioned to approve the resolution. Commissioner Hodge seconded the motion. Director Black moved to amend the submitted resolution to include hourly coaching, making the maximum amount to \$200k vs. \$165k. Commissioners Young and Hodge agreed to amend the resolution.

Upon roll call, the vote was as follows:

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

**Motion Approved:** February 23, 2022

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Stanley Rumbaugh, Chair

## **9. COMMENTS FROM COMMISSIONERS**

Vice Chair Smith thanked staff for their hard work and noted how she appreciates what everyone is going through. Commissioner Hodge thanked staff for their outstanding work as usual and stated that it is good to hear what THA is doing for the community. "The work we do is difficult and not without stresses," commented Chair Rumbaugh.

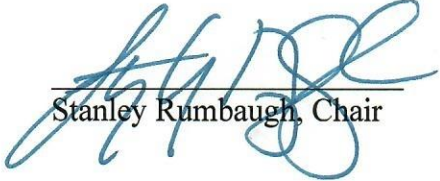


## 10. ADJOURNMENT

There being no further business to conduct the meeting ended at 6:15 pm.

**APPROVED AS CORRECT**

**Adopted:** March 23, 2022



Stanley Rumbaugh, Chair