

Agenda
WACO HOUSING AUTHORITY & AFFILIATES
4400 Cobbs Drive
ZOOM MEETING
DIAL IN: 1-346-248-7799
MEETING ID: 854 3437 4231
PASSCODE: 199687

Join Zoom Meeting Link:

<https://us02web.zoom.us/j/85434374231?pwd=S1FjWVAydHQ4VU1QdTZmbkJVNm9wQT09>

Waco, Texas

January 11, 2021

12:00 Noon

- I. Call to Order
- II. Establishment of Quorum
- III. Hearing from Visitors
 - Recognition of Officials
- IV. Approval of Minutes
- V. Updates
 - Cares Act Funding
 - RAD Update
 - Strategic Plan
- VI. Discussion Items
 - Rental Payment Procedure
 - HUD Financial Tool Education with Nicole/RECAP (Section 18)
 - WHA President/CEO Draft Performance Evaluation Tool
- VII. Reports
- VIII. Consideration of Future Agenda Items
- IX. Adjournment

CARES ACT FUNDING UPDATE

RAD UPDATE















New ST Office Being Laid Out







**SOUTH TERRACE APARTMENTS
WACO, TX 76706
SUBCONTRACTORS LIST**

SUB NAME	CONTACT	OFFICE PHONE	CELL PHONE	EMAIL	DISCIPLINE	CONTRACT AMOUNT	STATUS
3 C Mechanical Technologies Inc. 5774 S. University Parks Dr. Waco, TX 76706	Daniel Curry	(254) 315-4362	(254) 855-5587	Admin@3ctechnologies.com	Division 230000 HVAC	\$751,814	On site
Alamo Masonry 2627 S. University Parks Dr. Waco, TX 76706	Manny Suarez	(254) 498-6470	(254) 723-8100	emmanuel@alamomason.com	Division 042000 Masonry	\$635,000	
Alliance Professional Home Services 900 Washington Ave Unit 603 Waco, TX 76706	Amir Patel	(254) 938-5112	(254) 220-2073	apatel@allianceprohomeservices.com	Division 102800 Bath Specialties	\$67,450	
Alliance Professional Home Services 900 Washington Ave Unit 603 Waco, TX 76706	Amir Patel	(254) 938-5112	(254) 220-2073	apatel@allianceprohomeservices.com	Division 092900 Drywall	\$798,234	On site
Alliance Professional Home Services 900 Washington Ave Unit 603 Waco, TX 76706	Amir Patel	(254) 938-5112	(254) 220-2073	apatel@allianceprohomeservices.com	Division 099000 Interior Painting	\$359,192	
Alliance Professional Home Services 900 Washington Ave Unit 603 Waco, TX 76706	Amir Patel	(254) 938-5112	(254) 220-2073	apatel@allianceprohomeservices.com	Division 099000 Exterior Painting	\$414,961	
Alliance Professional Home Services 900 Washington Ave Unit 603 Waco, TX 76706	Amir Patel	(254) 938-5112	(254) 220-2073	apatel@allianceprohomeservices.com	Division 061000 Rough Carpentry	\$376,324	On site
ARC Abatement 225 South 12th St. Waco, TX 76701	Mike Daniel	(254) 755-6700	(254) 379-2523	mikedaniel@arcabatement.com	Division 022000 Demolition	\$1,294,565	On site
Choice Consulting, LLC 1838 N Valley Mills Dr, Suite #4 Waco, TX 76710	Brent Plant	(512) 843-5104	(979) 492-5104	brent@ccpes.net	Division 022000 Air Monitoring	\$211,176	On site
Authentic Granite & Marble 6806 Broad Ave. Waco, TX 76712	Michael Smith	(254) 399-9358		authenticgranite@yahoo.com	Division 066119 Countertops	\$342,330	
Brazos Contracting dba Brazos Concrete 250 Rockford Road Woodway TX 76712	Colton Snokhous	(254) 366-3703		colt_snokhous@brazoscontracting.com	Division 033000 Concrete	\$176,391	On site
Centex Manufacturing 3718 Franklin Ave Waco, TX 76701	Martin Schuantz	(254) 744-2387		martin@centexmfg.com	Division 093000 Flooring	\$1,078,911	
Dan Peters Electric, LLC 108 N Bend Ct Waco TX 76712	Dan Peters	(254) 662-8122		dsparks@yahoo.com	Division 260000 Electrical	\$998,790	On site
Lone Star Ironworks 2089 Buster Chatham Rd. Waco, TX 76705	Noah Smith	(254) 715-6690		noahsmith22@gmail.com	Division 055000 Misc. Metals	\$33,170	
Tradesman Plumbing & Electric, LLC dba Streamline Services P.O. Box 885 Elm Mott TX 76640	Sam	(254) 366-8281	(254) 495-9808	office@streamlineservice.com sam@streamlineservice.com	Division 223000 Plumbing	\$787,233	On site
Weathershield Roofing 2321 Franklin Ave Waco, TX 76701	Fred Bohlen	(254) 498-4510		fredtherofer@aol.com	Division 073000 Roofing	\$719,746	
Sherman Construction 2632 Lake Oaks Road Waco, TX 76710	Bennet Sherman	(254) 715-6118		shermancustomhomes@gmail.com	Division 074646 Siding	\$160,697	
TBD					Division 122113 Window Blinds		
TBD					Division 113100 Appliances		
TBD					Division 062000 Cabinetry		
TBD					Division 084113 Aluminum Frame Entrances		
TBD					Division 087100 Doors/Frames/Hardware		

WHA President/CEO Draft Performance Evaluation Tool

Waco Housing Authority Performance Goals/Objectives: Draft Format

Mission Statement

Waco Housing Authority and Affiliates leverages assets and community resources to advance affordable housing options that are diverse, inclusive, and promotes resident independence and quality of life.

Vision Statement

Waco Housing Authority and Affiliates envisions preserving affordable housing communities that are healthy and wholesome as well as enable greater sustainability and increase housing choices for residents.

Goals & Objectives

Goal 1: Increase and preserve affordable housing choices and opportunities throughout Waco and McLennan County for residents to improve their quality of life, self-sufficiency, and reach personal success.

Objectives	Begin/End Date	Person Resp.
Convert from public housing to RAD Section 8. WACOPHA will preserve affordable housing by securing debt and equity, to improve and modernize the housing developments.	2018 - Ongoing	Exec.
Partner with residents for their valuable input by facilitating 3 meetings per year. This meeting will be between residents, the board of commissioners, and executive staff.	2021 - Ongoing	Exec. & Board
Ensure resident satisfaction- A resident satisfaction index will be completed at each site upon completion of the RAD and any other types of conversions to establish continuing improvements.	2021 - Ongoing	Exec.
Conduct a community service survey bi-annually. Based on results of the survey, we will update and enhance high quality community service programming accordingly.	2021- Ongoing	Exec. & Comm. Svs
Conduct a 360 evaluation for CEO with employees and community stakeholders through outside facilitation.	2021- Ongoing	Board of Commissioners

Goals & Objectives

Goal 2: Make strategic efforts to attract, support, develop and retain a talented and diverse workforce that prioritizes integrity, accountability, and workplace safety.

Objectives	Begin/End Date	Resp.
Provide ongoing RAD Training focused on the development of employees to ensure the highest level of performance in the employee's current role as well as in preparation for new responsibilities during the RAD conversion.	2018 - Ongoing	Exec.
Implement a training and development program to ensure employees receive consistent knowledge and skills that encourage creativity and innovation; and provide insight to the Board of Commissioners regarding employee training and proficiency.	2021 - Ongoing	Exec.
Implement compensation, promotion, and retention strategies to ensure that WHA stays competitive in the market and provides fair and equitable compensation for all employees.	2021 - Ongoing	Exec.

Goals & Objectives

Goal 3: Maximize funding sources and operating efficiencies to ensure corporate sustainability.

Objectives	Begin/End Date	Resp.
Finalize and implement a strategic plan to ensure corporate sustainability.	2021 - Ongoing	Exec. & Board
Increase the use of HUD Financial tools to expand Affordable Housing. Provide Board of Commissioners with these investment alternatives from current and future budgets.	2021 - Ongoing	Exec.
Explore potential community partnerships to maximize funding sources and to promote the interests of Waco residents in need of affordable housing.	2021 - Ongoing	Exec.
Continue to engage in housing development, housing finance (bond financing), resource acquisition for development (i.e., grant and LIHTC applications) and the redevelopment of obsolete and non-viable housing.	2018 – Ongoing	Exec.

Goals & Objectives

Goal 4: Fully transition to a site-based business model to improve organizational effectiveness.

Objectives	Begin/End Date	Resp.
Implement and finalize a strategic plan to ensure a smooth transition and to improve organizational effectiveness.	2021 - Ongoing	Exec. & Board
Create a standard operating procedure manual to create a fluid work process between all departments.	2021 - Ongoing	Exec. & WHA staff
Create a performance evaluation plan to evaluate staff on a routine basis with specific measurable performance measures.	2021 - Ongoing	Exec. & Managers

Goals & Objectives

Goal 5: Create and implement a plan to advance inclusion, diversity, and racial economic equity throughout the organization, our programs, and partnerships.

Objectives	Begin/End Date	Resp.
Finalize and implement a strategic plan in order to advance inclusion, diversity, and racial economic equity throughout the organization.	2021 - Ongoing	Exec. & Board
Work to strengthen our relationships with residents/clients, the community, and governmental entities by emphasizing effective communication, provisions of needed information, and utilizing inclusionary planning processes.	2021 - Ongoing	Exec.
Provide ongoing diversity and inclusion training to WHA staff and Board of Commissioners.	2021 - Ongoing	Exec.

Synopsis of the Minutes
WACO HOUSING AUTHORITY & AFFILIATES
4400 Cobbs Drive
Board Room
Waco, Texas
November 9, 2020
12:00 Noon

- I. Call to Order
Chair Malcolm Duncan Jr. called the meeting to order at 12:00 p.m.
- II. Establishment of Quorum
Commissioners present: Malcolm Duncan Jr., Susan Cowley, Connie Mack, Shirley Langston, Jon Ramos
Commissioners absent:
- III. Hearing from Visitors
- Recognition of Officials
- IV. Approval of Minutes
Chair Malcolm Duncan Jr. asked for a motion to approve the minutes of the October 2020 Board Meeting. Commissioner Susan Cowley made the motion and Commissioner Shirley Langston seconded the motion. Chair Malcolm Duncan Jr. called for a vote and the motion passed unanimously.
- V. Updates
President/CEO Milet Hopping reviewed the CARES ACT FUNDING with the board and advised that we are currently working with our partnership with WISD as well as Connally and La Vega ISD schools to spend the money. Milet Hopping updated the board on the RAD process and advised them that we are on track for closing tomorrow! The RAD Staff Training that has been completed by WHA staff was reviewed with the Board along with the Staffing Module.
- VI. Discussion Items
President/CEO reviewed the Board attendance record and terms with the board members. Each member was given their term dates. Board Committees were discussed, and Malcolm Duncan Jr. suggested to name the By Laws committee the Governance Committee instead. Ms. Hopping will send an email to the board with each of the different committees to get volunteers.
- VII. Reports
- Administrative Services**
Everything for Admin was usual business. Rebecca Ellis reviewed the Admin report with the Board. Rising Images audits were done, and all properties are in compliance.
- Information Technology**
Every for I.T. was usual business and Jonathan Young reviewed the IT report with the Board.
- OPERATIONS –Vice President Gloria Dancer**
Rising Images
The nonprofit properties continue to do well with rent collection and leasing. All properties are in compliance.
- MOD**
Several projects are currently underway, and all are on schedule.
- PUBLIC HOUSING**
There are 1027 applicants on the WHA Public Housing Waiting list.
- MAINTENANCE**
The Maintenance Department continues to work on make readies.

SECTION 8 - Milet Hopping

The Section 8 department currently is leasing 2604 vouchers and has 3364 total applicants on the combined waiting lists. There are 54 veterans in the VASH program.

COMMUNITY SERVICES - Milet Hopping

Flu shot clinics were held at our Public housing sites and PPE was also passed out at each of our Public housing sites.

FINANCE – Vice President Edwina Viera

Ms. Viera gave a summary of the financial statements and the new Consolidated Financial Report.

VIII. New Business

- RESOLUTION 3831 RESOLUTION BY THE BOARD OF COMMISSIONERS OF WACO HOUSING AUTHORITY & AFFILIATES APPROVING REVISIONS TO THE PROCUREMENT POLICY

Milet Hopping reviewed the changes to the Procurement Policy and explained that the changes were made to remain current with regulations and improve workflow of the procurement policy Chair Malcolm Duncan Jr. asked for a motion to approve Resolution No. 3831. Vice Chair Susan Cowley made the motion and Commissioner Shirley Langston seconded the motion. Chair Malcolm Duncan Jr. called for a vote and the motion passed unanimously.

Resolution No. 3831

A copy of this resolution may be found in the resolution file

IX. Consideration of Future Agenda Items

X. Adjournment

Chair Malcolm Duncan Jr. adjourned the meeting at 1:22 p.m.

Secretary

Chair of the Board

Seal

Administrative Services Department November 2020 Report

- Offices have gone back to a normal work schedule.
- MRI Virtual Conference was held for staff to attend virtually to learn about the technologies we will be advancing to soon.

Routine Work Projects

- Mailing of WHA, Hill and Somervell Counties, and Groesbeck, Section 8 (HAP) checks – **656** checks
- Travel and Training: **Dyer Ethics training (Milet, C.S. Staff)**, (*See attached training sheet for all training offered to staff*)
- Applications
 - **129** Public Housing (**down by 40** when compared to October 2020)
 - **0** VASH
- Processed **875** pieces of incoming mail
- Processed **5,998** pieces of outgoing mail
- Proofed all department monthly reports
- Made **202,389** copies for departments
- Sent out **160** Late Notices for Public Housing
- Sent out **167** Notices of Concern
- Sent out **410** Utility Notices

Clients and Visitors

For the month of March, there were a total of **0 persons** that checked into the computerized receptionist in the lobby. **0** of those checked in as “no appointment” and were taken care of by the Administrative Secretaries.

Rising Images Compliance Audit

Raintree

Raintree Apartments are required to have 55 total units in the Affordable Housing Program. Out of the 55 units, 32 units must qualify as very low income. For the month of November 2020 Raintree had a total of 80 units in the program, 40 very low income and 40 low income. Based on the compliance audit completed, 12 files were reviewed, and no corrections were required. Raintree was in compliance.

Picadilly

Picadilly Apartments are required to have 5 qualifying units in the Affordable Housing Program. Out of the 5 units, 2 must qualify as very low income. For the month of November 2020, Picadilly had 6 qualifying units in the program, 4 very low income and 2 vacancies. Based on the compliance audit completed, no files were reviewed and Picadilly was in compliance. We can count the vacant units as qualified until they are filled.

Cimmaron

Cimmaron Apartments are required to have 35 total units in the Affordable Housing Program. Out of the 35 units, 20 units must qualify as very low income. For the month of November 2020, Cimmaron had a total of 62 units in the program, 28 very low income and 34 low income. Based on the compliance audit completed, 10 files were reviewed, no corrections were required and Cimmaron was in compliance.

Hunnington

Hunnington Apartments are required to have 45 total units in the Affordable Housing Program. Out of the 45 units, 12 units must qualify as very low income. For the month of November 2020, Hunnington had a total of 47 units in the program, 18 very low income and 29 low income. Based on the compliance audit completed, 10 files were reviewed, no corrections were required and Hunnington was in compliance.

WHA RAD STAFF TRAINING

Staff Name	Title	Training	Date Completed	Location					
Nina Jones	South Terrace Manager	LHTC/RAD PBV Training	10/8/2020	Webinar					
Welissa Washington	South Terrace Asst. Manager	LHTC/RAD PBV Training	10/8/2020	Webinar					
Denicka Simmons	Occupancy Specialist for Public Housing	LHTC/RAD PBV Training	10/8/2020	Webinar					
Sheila DeGrate	Admission Specialist	LHTC/RAD PBV Training	10/8/2020	Webinar					
Jamie Lovell	Assistant Director of Housing Operations	LHTC/RAD PBV Training	10/8/2020	Webinar					
Cleo Allen	Office Manager Hillsboro Section 8	HCV Financials	8/17/2020	Webinar					
Cleo Allen	Office Manager Hillsboro Section 8	Capital Fund Training	8/20/2020	Webinar					
Barbara Jackson	Relocation Specialist	Relocation Training	6/23 - 6/24	Webinar					
Welissa Johnson	Elderly Services Coordinator	Relocation Training	6/23 - 6/24	Webinar					
Earnest Ward	Resident Services Coordinator	Relocation Training	6/23 - 6/24	Webinar					
Jamie Lovell	Director of Management Operations	Relocation Training	6/23 - 6/24	Webinar					
Gloria Dancer	VP of Operations	Relocation Training	6/23 - 6/24	Webinar					
Millet Hopping	President/CEO	RAD Public Housing Virtual Conference	1/14 - 1/15/21	Webinar					
Gloria Dancer	VP of Operations	RAD Public Housing Virtual Conference	1/14 - 1/15/21	Webinar					
Edwina Vieira	VP of Finance	RAD Public Housing Virtual Conference	1/14 - 1/15/21	Webinar					

* LHTC/RAD PBV Training was recommended by our RECAP Advisors*

will retake - email sent 11/18 with exam retake instructions

**Information
Technology (IT)
November 2020**

- **HMS Windows Software, Software Applications, & IT Support Calls**

- All support calls were closed with-in 24 hours.
- As WHA & Affiliates' personnel continue using the software and as the software is refined to our needs; there are some support calls that are sent directly to MRI (the software vendor) that require re-writing of computer programming and are placed on a priority status according to HUD rules and regulations. Once rewritten, MRI sends an update to be installed to correct or enhance these support requests.

- **Web Page**

- Waco Housing Authority web page address is www.wacopha.org
- Webpage statistic have transitioned to google analytics

- **Server, Computer, and Phone System Uptimes**

- Out of a possible 170 hours of work time (not including nights, weekends, and holidays), our Network system had no down time.

- **Miscellaneous**

- Continue development on digital documents, Section 8 has implemented use of product and streamlining the process
- Continued collaboration with Community services on Public housing assessment survey
- Continue production YouTube video growing minds - story time
- Continued comprehensive Callmax client surveys to determine
- Continued implementation of new security camera infrastructure
- Continued work on supporting/facilitating Virtual Orientation S8/PH
- Started initiative on S8 Virtual Inspections

Board Report

Nov 1, 2020 - Nov 30, 2020

All Users
100.00% Sessions

Total users



Pageviews (total traffic)



Sessions (total visits)

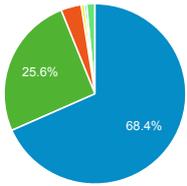


Pageviews by Page

Page	Pageviews
/	3,107
/page/section_8	594
/page/waitinng_list	494
/page/public_housing_ops	422
/page/homepage	356
/page/departments	322
/page/employment	321
/page/contact_form	294
/page/rad	231
/page/helpful_links	217

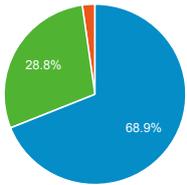
Users by (referral) Source

google (direct) bing
yahoo eoacwaco.org
Other



Traffic by device

mobile desktop tablet

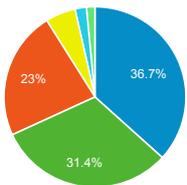


Pageviews by City

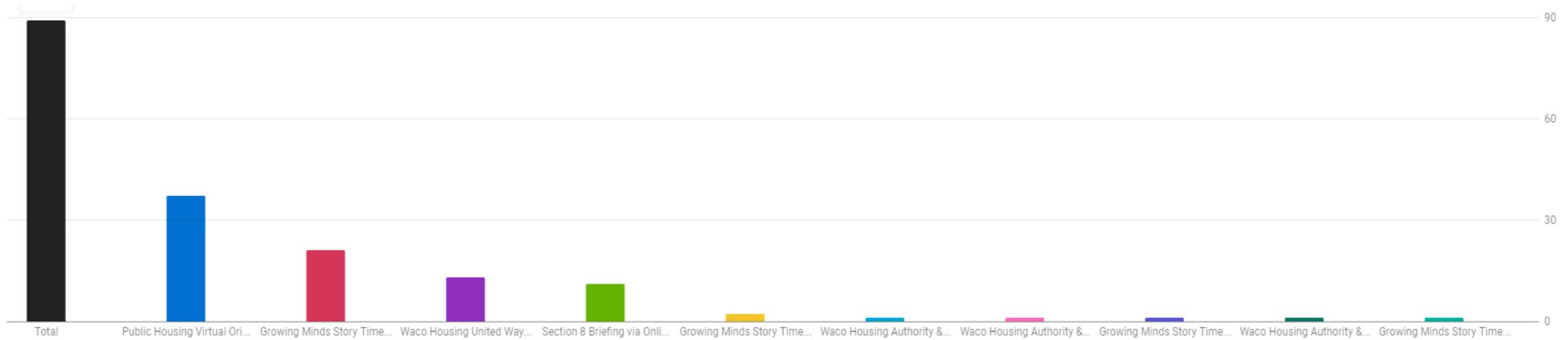
City	Pageviews
Waco	2,491
Dallas	929
San Antonio	774
Waxahachie	299
Richardson	278
Bedford	263
Wichita Falls	256
Austin	230
Houston	213
Mesquite	54

Users by Operating System

iOS Android Windows
Macintosh Linux Other



Waco Housing Authority YouTube Analytics for Nov, 2020



Video	Views ↓	Watch time (hours)	Subscribers	Impressions	Impressions click-through rate
<input checked="" type="checkbox"/> Total	89	18.4	4	258	3.5%
<input checked="" type="checkbox"/> Public Housing Virtual Orientation 2020	37 41.6%	15.4 83.4%	2 50%	7	0%
<input checked="" type="checkbox"/> Growing Minds Story Time - The Day You Begin	21 23.6%	0.4 2.1%	1 25%	52	3.9%
<input checked="" type="checkbox"/> Waco Housing United Way 2020	13 14.6%	0.7 4.0%	0 0%	0	—
<input checked="" type="checkbox"/> Section 8 Briefing via Online Powerpoint	11 12.4%	1.9 10.4%	1 25%	21	0%
<input checked="" type="checkbox"/> Growing Minds Story Time Introduction	2 2.3%	0.0 0.0%	0 0%	31	6.5%
<input checked="" type="checkbox"/> Waco Housing Authority & Affiliates Live Stream	1 1.1%	0.0 0.1%	0 0%	17	5.9%
<input checked="" type="checkbox"/> Waco Housing Authority & Affiliates Live Stream	1 1.1%	0.0 0.0%	0 0%	10	10.0%
<input checked="" type="checkbox"/> Growing Minds Story Time - I am enough read by Milet Hopping	1 1.1%	0.0 0.0%	0 0%	74	1.4%
<input checked="" type="checkbox"/> Waco Housing Authority & Affiliates Live Stream	1 1.1%	0.0 0.0%	0 0%	6	16.7%
<input checked="" type="checkbox"/> Growing Minds Story Time - One Family, read by Al Davis	1 1.1%	0.0 0.1%	0 0%	30	3.3%

Rising Images, Inc.
Board Report for November 2020

Occupancy

	Total Units	Vacant Units	Percentage Occupied
Cimmaron	100	1	99%
Hunnington	60	0	100%
Misty Square	16	0	100%

Picadilly	6	2	67%
Raintree	156	3	98%

Rent Collections

	Monthly Budget Rent	Rent Due	Rent Collected	Percentage Collected
Cimmaron	\$48,907.40	\$50,420.00	\$50,420.00	100%
Hunnington	\$33,465.00	\$34,500.00	\$34,120.90	99%
Misty Square	\$8,070.40	\$8,320.00	\$8,320.00	100%

	Monthly Budget Rent	Rent Due	Rent Collected	Percentage Collected
Picadilly	\$3,640.00	\$2,858.00	\$2,858.00	100%
Raintree	\$88,615.00	\$92,835.00	\$92,835.00	100%

Contracts

Johnson Roofing has been on property replacing roofs on the office and laundry area, pool maintenance house, mailbox center at Cimmaron, Cimmaron Bldgs. 6 & 7 and Huntington Bldgs. A & C.

Administration

Cimmaron and Hunnington are in compliance with the requirements for the Affordable Housing Program.

Raintree and Picadilly are in compliance with the requirements for the Affordable Housing Program.

Modernization Department

November 2020 Report

Grant Year	Grant Amt.	Amt. Expended	% Expended	% Obligated	Deadline to Expend
2017/517	\$1,177,497.00	\$1,154,384.69	98%	100%	August 15, 2023
2018/518	\$1,820,616.00	\$728,038.03	40%	47%	May 28, 2024
2019/519	\$1,904,253.00	\$523,669.64	28%	30%	April 15, 2025
2020/20	\$2,037,987.00	\$0	\$0	0%	March 25, 2025

Current Projects

Public Housing

- **Staircase Repairs at Kate Ross**
 - Awarded to Zamco Services for \$37,672.56
 - Project Completed

- **Unit Rehab & Fire Damage Repair**
 - Awarded to Zamco Services for \$197,272.60
 - Estimated Completion December 2020

- **Interior Painting of 50 units**
 - Recommend awarding to JNA Painting for \$80,900.00
 - Estimated completion December 2020

Rising Images

- **4400 Cobbs Roof Reseal**
 - Awarded to Sapo Industrial Coatings for \$34,875.00
 - NTP November 16th

- **Hunnington/Cimmarron Roof Replacement**
 - Awarded to Johnson & Johnson Roofing for \$48,940.00
 - Completed

Housing Operations Monthly Report

November 2020

Public Housing Report

Staff

Total Employees – 12 Temporary Staff – 0

Waiting List Information

Total number of applicants on the waiting list –1076

Processing phase which includes process unassigned, denial/appeal, verification required, and currently on list

Notification for assistance mailed	28
No response to notification letters	0
Pending Notification letter/expiration date	0
Move-in letters issued	28
Units rejected by applicant	0
Total applicants not qualified	11

There were (0 due to COVID) orientations scheduled for this month and (0) prospective applicants interviewed. There were (0) prospective tenants that did not respond and (0) were rescheduled. The orientation informs all applicants of eligibility and suitability and amenities offered by the Authority. It also informs the applicants of their responsibilities as a resident of our communities.

There was a total of (45) orientation packets mailed out, (22) received and in process of verifications, (18) completed

Annual Re-Certifications

Community	Certifications	Completed	Remaining
Kate Ross	14	14	0
Estella Maxey	21	20	1
South Terrace	14	12	2
Total	49	46	3

We have completed 94% of certifications for this month. According to PIC submission we have reported 98.68 % certifications for the year.

Evictions

Community	Non-Payment	Lease Violation	One Strike
Kate Ross	0	0	0
Estella Maxey	0	0	0
South Terrace	0	0	0
Total	0	0	0

Percentage of Rent Collected

91% of the rent for November was collected.

Last Quarterly Average was -94% for July–August–Sept.

Occupancy Percentage

The occupancy percentage for October was 82%; we did not meet our goal of 97%.

Last Quarterly Average was 81% for July–August– September

Maintenance Report

Staff

Total Employees – 19, 4 Temporary Staff – 1 Vacant Aide A Estella Maxey, 2 Vacant Utility Laborers ,1 Kate Ross, 1 Estella Maxey

Work Orders

Routine Work Orders

Community	Total	%Completed	Remaining
Kate Ross	55	62%	21
Estella Maxey	96	87%	13
South Terrace	53	63%	19
Total	204	71%	53

Completing routine work orders within fifteen (15) days is our established annual goal. We presently have an average closing time of 1.26 days which is well above our goal.

Emergency Work Orders

	Amount Received	Amount Closed	Amount Remaining
Closed within 24 hours	66	66	0
Over 24 hours	0	0	0
Total	66	66	0

Completing all emergency work orders within twenty-four (24) hours is our established goal. We presently have completed all emergency work orders within the established goal.

November Unit Turn Around Time

Down Time	Make Ready Time	Lease-Up Time	Total Turnaround Time
208.66	54.40	118.57	381.61

Cumulative Average Unit Turn Around Time

Down Time	Make Ready Time	Lease-Up Time	Total Turnaround Time
209.19	54.37	107.71	371.26

Our annual cumulative goal is turning units in 20 days or less. Presently we have a cumulative turn-around time of 371.26, this puts us over by 351 days. Due to staffing shortages and the high number of move outs over the past year staff had problems turning enough units each week to reduce the turnover days.

November Vacant Apartment Information

Vacancies	Leased	Total	Occupancy %
Kate Ross	228	286	80%
Estella Maxey	286	362	79%
South Terrace	218	248	88%
Overall Occupancy	732	896	82%

Public Housing consists of 902 dwelling units, six are offline non-dwelling units used for administrative purposes.

Annual Inspections FY 20 - 21

Community	Total apts.	Units Inspected	Number of Annual Inspection Work Orders Y.T.D.
Kate Ross	286	0	0
Estella Maxey	362	0	0
South Terrace	248	0	0
Overall Occupancy	896	0	0

Fleet Vehicle Inspection

Total Vehicles Inspected – 10 No vehicle had major repairs for the month of November 2020

Planned/Preventative Maintenance

Annual Inspections/HVAC Filter Changes /Lighting Repairs (all sites/building lights and streetlights) Gas Meter Repair/Service/Pest Control (all sites)

Accident-free days by staff FY 2020/2021

Maintenance staff has accumulated 61 accidents free days with (0) zero loss time days for this fiscal year. Safety in the workplace is a priority, which is taken seriously by all staff. A morning safety briefing prior to starting work is conducted daily at Maintenance.

Expenditures

Monthly Budget	\$27,787.26
November 2020	\$16,227.06

Security Report for November 2020

CRIMINAL OFFENSES	Estella Maxey		South Terrace		Kate Ross	
	Month	YTD	Month	YTD	Month	YTD
HOMICIDE						
ROBBERY		1				
ASSAULTS						
Agg. Assault				1		
Sexual Offense	1	3		1		2
Simple Assault	1	18	1	9	1	12
Family Violence	4	27		13	1	6
BURGLARY						
Habitation	4	13		4	1	6
Auto		2				8
AUTO THEFTS		2		2	1	1
ARSON						
CRIMINAL TRESPASS		9		5		5
CRIMINAL MISCHIEFS	5	17		5		11
WEAPON VIOLATIONS						
DRUG ARREST						
Felony						
Misdemeanor		1		1		
DRUGS CONFISCATED	0.2gr	0.4gr		64gr		4.0gr
Pills	1	1				
HOUSING RELATED						
CALLS OF SERVICE						
Other Agency	23	202	3	71	9	92
Security	10	100	1	35	5	40
INCIDENT REPORTS						
Other Agency	19	144	3	77	7	96
Security	7	81	1	36	4	38
Assist						
SECURITY HOURS	171.75	357.75	186.75	368.5	164.5	338.5

Section 8 Board Report – November 2020

The Section 8 Department has leased a total of 2602 vouchers for income eligible families. The following is an account of vouchers leased by McLennan County, Hill County and Somervell County:

Waiting Lists and Vouchers Utilized

	Number of Applicants on the Waiting List	Number of Tenants
Waco	2349	2366
Hill County	432	217
Somervell County	534	19
Totals	3315	2602

The Waiting List is closed for McLennan County, Hill County and Somervell County.

There are 7 applicant families searching for a place to live at this time.

Waco	7
Hill County	0
Somervell County	0
Total	7

Re-certifications

Waco, Hill County and Somervell County Offices are recertifying annuals through December 2020.

Homeownership

The Homeownership Program is now assisting 10 families with mortgages.

VASH (Veteran Affairs Supportive Housing)

Number Pending (VA Referral/Orientation)	2
Number Searching in Waco	8
Number Passed/Pending Inspection	1
Number housed in Waco	58

Ineligible	148
Total	83%

Mainstream

Number Pending (Referral/Orientation)	32
Number Searching in Waco	7
Number Passed/Pending Inspection	0
Number housed in Waco	50

Ineligible	62
Total	63

HUD Reports

No reports due (Section Eight Management Assessment Program "SEMAP" exempt due to pandemic).

Staff

There are three vacancies at the McLennan County Office. There are no vacancies at Hill or Somervell County Offices.

Community Services November 2020 Monthly Report

Waco McLennan County Public Health District provided “Aardvark” for mobile testing for each of our public housing developments.



Property	Tests Conducted
South Terrace	90
Estella Maxey	86
Kate Ross	61

Public Housing PPE Distribution for Month of November: 391 Units
178 Total Households

South Terrace	71 Households
Estella Maxey	43 Households
Kate Ross	64 Households

Community Needs Assessment

A Community Needs Assessment was posted on WHA Facebook and website with an incentive for an HEB gift card. Residents were also notified by text. *55 Residents took part in the survey.*

CS plans on calling residents that were not represented in the initial survey so that there can be a representative sample of all residents. The results of this needs assessment will help drive the department in offerings to the community.

During the Office Hours at KR Center in October November the Service Coordinator Completed the following:

- Instruction and Supervision of social work interns from Tarleton and Baylor University so they can aid with residents on various projects
- Coordination and meeting with WISD and Salvation Army regarding Sanctuary House.
- Ground Visits
- Coordinated contacting residents to remind them of appointments with Orion Management (RAD)
- Answered tenants questions about RAD and worked with elderly about Relocation
- Met with RAD team

- Coordinated distribution of PPE to public housing residents.
- Met with Health Department and McLennan County to have mobile testing at each site
- Placed calls to check for needs of Covid positive tenants. Had PPE delivered (contactless) to their homes.

Agency Networking Contacts for November 2020

Salvation Army, WISD, Baylor University School of Social Work, Tarleton University, Waco McLennan County Public Health District, Caritas, KS Stevens Ministries, HEB Pharmacy, Family Health Center, Caritas, Adult Protective Services, HOTCOG, McLennan County Indigent Healthcare Program, Girl Scouts of America, Mosaic Church

Ground Visits – 89 (Distributing PPE) Office Visits – 0

<u>Time Breakdown for November 2020 - 150 hours</u>	
Home Visits & attempted home visits-0 Hours due to need to social distance/Covid	0 Hrs.
Ground Visits (.25)	22.25 Hrs.
Office Visits (If clients come to office, I meet them outside and count them as ground visits)	0 Hrs.
Center Activities- (PPE distr. at Community Centers)	7 Hrs.
Holidays	20 Hrs.
Training Seminars	2 Hrs.
Administration	98.75 Hrs.

FAMILY SELF SUFFICIENCY PROGRAM: Coordinators: Judy Perry, L.B.S.W. & Theresa Salinas, L.B.S.W.

Active Participants	Graduates	New Participants	Ports	Reinstated	Terms
EM-9; KR-5 ; ST-8 PH- 22 S8 –64 ; VASH -0 TOTAL-86	3	0	0	0	0

FSS Advisory Board Meeting: The board meeting will be held December 2020 if possible.

FSS Orientation: New recruits have been enrolled via telephone and mail. Microsoft Teams, webcams & microphones have been added to computers, so online meetings may occur in the future.

FSS Meeting Report: Visiting with clients via email/phone. Provided, Childcare Portal, Financial Navigator, City of Waco Covid-19 Resources, Voting Rights, Education STEM Resources, Caritas SNAP Outreach Program, WHA job vacancy announcements & other current local resource information.

2020 FSS Calendar

October–Examining HUD’s FSS Program proposed changes–“Streamlining & Implementation of Economic Growth, Regulatory...

November & December – No FSS Meetings held

FSS Clients’ Goal Accomplishments

S8 client completed Homebuyer Education/Financial Literacy class.
 S8 client continues participation in CWJC GED & spiritual support program.
 S8 client obtained a part time job.
 Two clients established Escrow accounts.
 S8 Participant working on buying home in China Springs.
 S8 participant studying for GED through Goodwill online.

Referrals

Advocacy Center
 Caritas
 City of Waco
 COVID-19 free testing sites
 EOAC
 Escrow-FSS Program
 Homeownership information
 Salvation Army – Toys for Tots
 Voting Rights information

Other Activities

Attended webinars for training/education: FSS Proposed Rule, Racial Equity & Housing Justice During Covid-19, Recovery & Healing from Trauma, Get Most from Hart Retirement, Managing Your Crazy Self
 Reviewing “Streamlining & Implementation of Economic Growth, Regulatory...FSS Program (Proposed changes)
 Attended Zoom Mtg. – TAGG Demo for CS Dept. & FSS Program
 Assisted 2 FSS clients regarding rent issues & 1 with Jr. League Loan need
 Obtained numbers for families served via PH & S8 Vouchers-subsidized housing assistance for meeting w/Anice Chernault, HUD
 Attended National FSS Conference via Zoom through Compass Link
 Registered for HUD/PIC Error Training Session for 12.01.2020
 Registered for Dyer Ethics Training
 Attended Sanctuary House Meetings

Judy’s Hours		Theresa’s Hours	
Admin	19.5	Admin	32.5
Client Time	53	Client Time	61.25
Escrow	11.5	Escrow	9
Comm/Mtgs	2	Comm/Mtgs	1
Conf./Trng	5	Conf./Trainings	8.5
COVID19 (Home hours)	2.5	COVID19 (Home hours)	7.5
Family Leave	20	Family Leave	3.25
Sick Leave	30	Sick Leave	27
Vacation	20	Vacation	20
Holiday	6.5	Columbus Day Holiday	
Field Task		Bereavement	
		Interns	
TOTAL	170	TOTAL	170

Resident Services

South Terrace:

Mr. Ward met with Mary Powell, Mr. Davis, and Mrs. King concerning if they would like to have a council meeting for the month of November. They were informed, we could have the meeting but we would need to make sure we used social distancing and all would need to wear mask. .

Kate Ross:

Met with Tonya and Mary Helen concerning if they would like to have a council meeting for the month of November. They were informed, we could have the meeting, but we would need to make sure we used social distancing, and all would need to wear mask. Mrs. Mary Helen mentioned distributing face masked and sanitizer to residents. Mr. Ward informed that we have PPEs for all residents.

Estella Maxey:

Meeting Canceled-

Met w/ Joey and Mr. Philpot concerning if they would like to have a council meeting for the month of November. They were informed, we could have the meeting, but we would need to make sure we used social distancing, and all would need to wear mask.

TRANSPORTATION:

Van has started transporting tenants again but with proper covid restrictions in place.

Other:

Met w/ all members of council.

Still distributing supplies to various students.

Sick: 10

HOLIDAY: 10

Vacation:

HV:30

C/S: 30

ADMIN: 70

MEETINGS:20

YOUTH SERVICES: Al Davis, Coordinator

- Total Community service for the month (3).
- Total Truancy Court for the month – (6) – 6hrs.
- Total Teen Court – (1) – 1hr.
- Total WISD School visits for the month (10) – 7hrs.
- **Meetings** – Juvenile Probation – (2) – Conference calls (2): Mission Waco (2)
- Conference calls (1): Voice Inc. (1) & (2) – Conference Call (2): College Prep program/Methodist Home (2) and 1conference call (1): YMCA – Conference calls (2): Starry Counseling Service – (2) – Conference Call (3): Size of a Man (Mentoring program (1) and (1) Conference Call.
- Client Calls for South Terrace – (8)
- Client Calls for Kate Ross – (11)
- Client Calls for Estella Maxey – (9)
- Transformation Waco Schools – Carver files (1) case J.H. Hines files (3).
- **Total (4) cases**
- Passed out (PPG) – Personal Protective supplies were passed out to all (PH) Site areas.

Monthly Totals

Staff Meeting (2hrs.) Ground Visits (26hrs.)
 Home Visits...(18 hrs.) Meetings..... (11hrs.)
 Court..... (7hrs.) Conference Calls12 hrs.)
 School visits...(7 hrs.) Holiday.....(20 hrs.)
 Vacation..... (40 hrs.) Counseling Sess..(7hrs.)
 Home visits...(14) Administrative...(20 hrs.)
 Personal Calls..(22) Personal Contacts (15)
 Runaways.....(0) Total = 170 (Working hrs. for the month) .

Counseling	Home Visits	Court Hearings
7	18	7
Personal Calls	Phone Contacts	Other Meetings/Trainings
22	15	11
Runaways	Staff Meetings	Number Doing Community Service
0	2	3

TEEN LEARNING LAB: Kenneth Alexander, Coordinator:

Older Youth Program	Working With Students	Case Work	Outreach	November 2020
15 enrolled 11 Actively participating	hours	hours	hours	<ul style="list-style-type: none"> • Kenneth has continued to contact students weekly over the phone. Some they have face time with over the phone and computer. They are checking with students and their family to make sure they are safe and warm during the holiday season.

This program gives academic support for the youth of the Waco Housing Authority. Youth Training Coordinators work with young people ages 13-18 in Public Housing. They coordinate activities of students in the local schools by visiting with the students in non-school hours. This includes encouraging these students to participate in other youth organizations such as Boys & Girls Club or YMCA programs as well as WISD sports and related interest areas.

Dana Bibus: Tarleton University Intern:

Throughout the month of November, I maintained contact with 6 clients and one community member that contacted the department for emergency assistance.

- Needs assessments
- Resource research and allocation
- Community resource contracting for clients
- Goal revision and planning
- Conducted home visits with youth client to assess for needs and provide information.
- Met with Melissa, Theresa, and AL on multiple occasions to discuss case management, planning, and evaluations.
- Met with Melissa on multiple occasions to discuss the RAD process and potential plans.
- Engaged in an office meeting concerning potential plans and expectations for the department.
- Met with Melissa to discuss my youth client on multiple occasions, during which we decided to speak with Theresa about his eligibility to the FSS program. He was eligible and may apply.
- Generated emails to office members containing logs, documentation, and case general details
- Generated emails and letters to clients containing resource information.
- Conducted a home visit with Theresa with the goal of engaging a client who has not been active.
- Contacted all 6 clients on to alert them of the upcoming shift in case management over the winter break
- Conducted policy research and its relation to the Waco Housing Authority and its client base
- Completed all documentation and submitted in for review in preparation for the semester's end.
- Engaged in reflective discussions with Melissa concerning social work practice on several occasions throughout the month as well as weekly supervision.

- OV: 11
- PC: 18
- EML: 7
- HV: 2
- GV:

Carrie Sloan, Baylor BSW Intern:

- Engaged in community outreach at Estella Maxey to hand out PPEs
- 4 PC Medline, 3 PC Meyer Health Center, 2 PC Superior Insurance (1 conference call with client with disability) to help client get medical equipment: Documented all interactions between client, Medline, Meyer Health Center, and Superior Insurance.
- Kept updated communication logs for all FSS clients
- 5 PC: FSS client with sensitive case (1 PC disconnected) and 1 EML
- PC <manager EM and left voicemail about same FSS client concerning a notice to quit.
- EML Janie Lovell about the same concern.
- Updated communication log for another FSS client, based off Theresa's EMLs
- 4 PC same FSS client (1 voicemail) and 1 EML
- PC and 2 EML another FSS client who is graduating from the program
- 2 OV with Judy to talk about FSS client graduating, and how to graduate her on the HMS program
- 3 PC attempts for youth client, 1 EML, all documented and updated
- 2 PC (1 voicemail) with older adult client with disabilities put in the first RAD group; documented and EML to Melissa
- Researched sites related to CARES Act and EOAC
- Read pamphlets about Habitat for Humanity and Grassroots
- Researched on IDA and City of Waco down payment plan
- Viewed article related to RAD program



Voice has opened although some are still working from home. They have not planned any activities with the Youth yet.

KidzJam

KidzJam is still not meeting due to the continued threat of Covid 19.

Center Rentals-

No Events Scheduled - Covid 19

Computer Labs

No Labs – Covid 19

Summary of Financial Statements

Public Housing

All Sites– Revenue

- There were no unusual expenses that were allocated to all sites.

Central Cost

- Sundry – The expense for contract employee is over budget by \$5,000 for the two Accounting Clerk vacant positions.
- Contract Cost – Building repairs contract was over budget because of the security lock replacement for \$700.

Kate Ross (KR)

- Dwelling Rental – Occupancy was at 76% for the month of October. Rental income was under budget by \$7,700.
- Administrative Salaries – The expense was under budget due to the Assistant Property Manager vacant position.
- Sundry – Contract employee expense was over budget by \$3,000 for the Public Housing Assistant Property Manager vacant position. Miscellaneous expense was over budget due to property taxes payment of \$1,057 on 1001 Washington, and rental property contract preparation for same property for a total cost of \$2,880.
- Labor – Maintenance labor was under budget for the vacancy of Utility Laborer and Maintenance Technician.
- Contract Cost – Make-ready contract was under budget by \$5,000.

Estella Maxey (EM)

- Dwelling Rental – Occupancy was at 76%; therefore, rental income was under budget by \$6,000.
- Administrative Salaries – The expense was under budget due to the Assistant Property Manager vacant position.
- Sundry – Contract employees' expense was over budget by \$3,000 for the Public Housing Assistant Property Manager vacant position at Estella Maxey.
- Labor – Maintenance labor is under budget by \$10,000 for the vacancies of Utility Laborer, Maintenance Technician and Maintenance Aide.
- Contract Cost – Make-Ready contract was over budget by \$3,000, while ground contract was under budget by \$2,900.

Section 8 - Admin

- Administrative Salaries – There are three vacant positions in the Section 8 department causing this line item to be under budget.
- Sundry – The expense for office equipment and furniture was over budget because of the purchase of a new copier for a total cost of \$2,735.
- Contract Cost – A/C repair contract was over budget due to the replacement of the a/c unit at the Hill County Section 8 office for a total expense of \$4,662.

Section 8 - HAP

- The Housing Choice Voucher Program total HAP reserve is \$1,053,826.
- Mainstream Voucher Program total negative HAP reserve is (\$166.40).

Non-Profits

Raintree

- Legal Fees- This was for the 501c3 application for Waco Public Facility Corporation. It was a split cost with Misty and Cimmaron.
- Labor- This is under budget due to a vacancy in one of the Maintenance positions. This will also be under budget for Picadilly as this cost is normally allocated there as well.
- Contract Cost- This went over budget as a sprinkler repair was made costing \$2,917.

Cimmaron

- Labor- This is under budget due to a vacancy in one of the Maintenance positions. This will also be under budget for Hunnington and Misty as well because the expense is normally distributed there.

Hunnington

- There were no other unusual expenses or income amounts other than the ones mentioned above.

Misty

- There were no other unusual expenses or income amounts other than the ones mentioned above.

Picadilly

- Dwelling Rental- There were two vacant units in the month causing this to be under budget. Dwelling Rent is budgeted based on 97% occupancy.
- Other Income- A cleaning charge which is income to the site in the amount of \$666 attributed to the overage on the budget.

WPFC II

- Interest Income- Funds continue to earn interest in the checking account.

Waco Housing Authority and Affiliates
Consolidated Financial Statements October 2020

	Central Cost Center	Kate Ross	Estella Maxey	South Terrace	HCV	Raintree	Cimmaron	Hunnington	Picadilly	Misty Square	Total
Income											
Dwelling rental		49,621.01	66,483.45	61,811.52		92,836.71	50,150.00	34,358.87	2,844.00	8,320.00	366,425.56
Excess Utilities		6,655.03	8,965.79	1,285.04							16,905.86
Non-Dwelling Rental		6,000.00									6,000.00
Total Rental Income		62,276.04	75,449.24	63,096.56	-	92,836.71	50,150.00	34,358.87	2,844.00	8,320.00	389,331.42
Mgmt. & Admin. Fees Rev.	173,370.22	8,273.07	9,958.10	10,786.68	122,396.00						324,784.07
Interest on Investments	991.97	2,523.22	4,177.06	2,992.94	1,846.01	1,425.64	773.81	569.24	375.79	86.08	15,761.76
Other Income	43.32	2,614.53	4,252.80	2,768.93	1,699.47	3,564.34	3,864.50	1,465.57	1,050.09	272.82	21,596.37
Operating Transfer In		7,617.01	9,521.27	6,664.89							23,803.17
HUD Contributions		107,819.50	142,980.50	89,516.00							340,316.00
Total Operating Income	174,405.51	128,847.33	170,889.73	112,729.44	125,941.48	4,989.98	4,638.31	2,034.81	1,425.88	358.90	726,261.37
Total Income	174,405.51	191,123.37	246,338.97	175,826.00	125,941.48	97,826.69	54,788.31	36,393.68	4,269.88	8,678.90	1,115,592.79
Expenses											
Administrative Salaries	98,364.07	12,409.97	17,061.81	16,685.10	53,948.98	6,874.84	4,095.98	2,443.20	284.22	646.72	212,814.89
Legal						1,973.34	1,280.94			207.72	3,462.00
Staff Training & Travel	334.00	373.12	466.40	1,326.48	-	-	-	-	-	-	2,500.00
Audit Fees		480.00	600.00	420.00	1,500.00						3,000.00
Sundry	14,769.66	14,508.97	12,387.57	7,293.45	13,791.23	2,129.52	1,225.79	3,010.05	173.61	211.62	69,501.47
Mgmt. & Bkpg. Fees Exp.		32,644.51	40,959.77	30,159.50	18,359.40	24,137.54	13,039.00	8,933.31	312.84	915.20	169,461.07
Total Admin. Expenses	113,467.73	60,416.57	71,475.55	55,884.53	87,599.61	35,115.24	19,641.71	14,386.56	770.67	1,981.26	460,739.43
Total Tenant Serv. Expenses		9,078.66	11,538.38	8,498.84							29,115.88
Total Utility Expenses	2,153.26	28,074.90	46,927.01	26,331.60	700.38	11,127.48	4,890.38	5,203.16	318.72	786.56	126,513.45
Labor		10,402.65	15,112.39	14,172.08		5,906.29	3,725.20	2,222.05	246.09	588.19	52,374.94
Materials	639.94	5,350.90	5,281.63	2,147.41	143.57	3,604.83	425.53	292.07	0.70	15.79	17,902.37
Contract Costs	4,296.49	27,795.21	38,124.06	17,257.99	5,618.91	12,705.72	3,863.38	2,256.10	308.03	617.63	112,843.52
Total Maint & Operations	4,936.43	43,548.76	58,518.08	33,577.48	5,762.48	22,216.84	8,014.11	4,770.22	554.82	1,221.61	183,120.83
Employee Benefits	21,809.91	10,345.78	14,527.24	12,883.56	14,863.71	4,939.85	2,703.48	1,612.58	204.96	426.78	84,317.85
Insurance	677.06	5,121.52	5,270.31	2,969.36	1,605.73	3,024.32	1,704.86	740.59	104.30	192.38	21,410.43
Administrative Fees					2,588.66						2,588.66
Collection Losses		3,560.82	7,454.99	2,084.43		-	-	-	-		13,100.24
Non-Routine Expense						525.00	740.01				1,265.01
Depreciation Expense						14,930.43	7,554.11	4,749.98	275.08	2,691.22	30,200.82
Total General Expenses	22,486.97	19,028.12	27,252.54	17,937.35	19,058.10	23,419.60	12,702.46	7,103.15	584.34	3,310.38	152,883.01
Total Expenses	143,044.39	160,147.01	215,711.56	142,229.80	113,120.57	91,879.16	45,248.66	31,463.09	2,228.55	7,299.81	952,372.60
Profit/Loss	31,361.12	30,976.36	30,627.41	33,596.20	12,820.91	5,947.53	9,539.65	4,930.59	2,041.33	1,379.09	163,220.19