

Housing Authority of the City of Olivette
Board of Commissioners
Regular Meeting
Tuesday, March 7, 2023
12 pm

Olivette City Center
1140 Dielman Road
Olivette, Missouri 63132

Agenda Item	Individual	Action
1. Roll Call	Terri Acoff-States	Informational
2. Approval of Minutes Regular Meeting held December 6, 2022	Chairwoman	Motion Second Vote
3. Public Comments	Chairwoman	Informational
4. Mayor's Report	Mayor Weil	Informational
5. Executive Director's Report	Shannon Koenig	Informational
6. Financial Reports for period ending December 31, 2022	Carolyn Riddle	Motion Second Vote
7. Other Business		
A. Housing Administration Report	Katrina Sommer	Informational
B. Facilities and Maintenance Report	William Barry	Informational
C. Agency Performance Report	Anna Holyan	Informational
D. Public Housing Preference Update	Katrina Sommer	Informational
8. Executive Session Subject to an affirmative vote of the Board of Commissioners, an Executive Session may be held to discuss personnel issues, real estate, or litigation matters pursuant to RSMo Sections 610.021 to 610.022.	Chairwoman	Motion Second Vote
9. Scheduling Next Meeting May 16, 2023	Chairwoman	Informational
10. Adjournment	Chairwoman	Motion Second Vote

HOUSING AUTHORITY OF THE CITY OF OLIVETTE
BOARD OF COMMISSIONERS MEETING
TUESDAY, DECEMBER 6, 2022
MEETING MINUTES

ROLL CALL:

COMMISSIONERS:

Nikeyia Ingram, Chairwoman
Ellen Schapiro, Vice Chairwoman
Dona Turpin, Commissioner

STAFF:

Shannon Koenig, Executive Director
Terri Acoff-States, Executive Assistant
Mike Chapman, Deputy Executive Director
Judy Ricks, Director, Human Resources
William Barry, Director, Maintenance and Facilities
Felecia Follins, Director, Housing Administration
Katrina Sommer, Director, Development
Anna Holyan, Director, Strategic Initiatives
Emily Smith, Director, Program Compliance and Training
Carolyn Riddle, Interim Finance Director
Jonathan Green, Senior Accountant

GUEST:

Honorable Mayor Maxine Weil, City of Olivette
Barbara Sondag, City Manager
Darren Mann, Finance Director
Joseph Cavato, Gateway CDFI
Stephanie Afful, Olivette Resident

ABSENT:

Suzanne Antoine, Commissioner

Public Hearing:

The board meeting opened with a public hearing for the 2023 Annual Public Housing Plan. The purpose of this hearing was to allow the public an opportunity to comment on the Plan.

Chairwoman Nikeyia Ingram called to order the public hearing and invited anyone from the public to comment. There were no public comments. The hearing was adjourned.

Chairwoman Nikeyia Ingram called to order and opened the regular meeting.

Approval of Minutes of Regular Board Meeting held Tuesday, August 23, 2022.

Chairwoman Nikeyia Ingram asked for a motion to approve the minutes of the regular board meeting held Tuesday, August 23, 2022. Vice Chairwoman Ellen Schapiro motioned for approval. Commissioner Donna Turpin seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

AYES

N. Ingram
E. Schapiro
D. Turpin

NAYS

None

The Chairwoman declared the motion passed.

PUBLIC COMMENTS:

There were no public comments.

CITY OF OLIVETTE REPORT:

Mayor Weil greeted everyone and delivered an update on city business. She reported on the progress of the renovations at five city parks. She stated Planthaven Farms has opened. She referenced Olive Crossing and the new community center.

Mayor Weil stated the City of Olivette has started their comprehensive plan for which they have created a task force consisting of various members of the community. She stated they have kicked off phase I internally with staff and City Council. This includes a diversity, equity, and inclusion component.

EXECUTIVE DIRECTOR'S REPORT:

Ms. Koenig welcomed everyone to the meeting. She gave an update on the overall public housing management transition. She stated that staff have begun transitioning the management of public housing back to the Authority. Several key staff have been hired and management is acquiring the necessary equipment and supplies to run the operation. She said the agency is also working with Sansone Group to wind down their role in existing operations with the goal of a seamless transition for residents.

Ms. Koenig informed the Board that the Housing Authority issued an RFQ for a qualified consultant team to provide architectural and design services for a major renovation of the central office at 8865 Natural Bridge Road. She said the purpose of this solicitation is to assess the viability of moving forward on a facility renovation. COVID-19 prompted initial conversations about building safety, security, and functionality. She also stated the facilities are aging, worn, and out of compliance with ADA requirements, and do not reflect the Authority's values.

Ms. Koenig updated Commissioners on the Authority's engagement with employees. She stated that all-staff meetings are being held on the second Thursday of every month. She said the purpose of these meetings is to bring staff together for updates from the board meeting as well as programmatic and personnel updates. Ms. Koenig informed the Board of two new employee committees that have been formed within the last several months: the Diversity Council and the Fun Committee.

Ms. Koenig said that moving forward, all-staff meetings, Diversity Council, and Fun Committee activities will continue to be coordinated for the purpose of increasing and maintaining staff engagement and satisfaction. Ms. Koenig said by creating a culture in which employees are valued, supported, and celebrated for their differences, we will ultimately achieve greater satisfaction for our residents.

FINANCIAL REPORT:

Ms. Riddle reviewed the Financial Reports for period ending September 30, 2022.

After discussion, Commissioner Turpin asked for a motion to approve the Financial Reports for period ending September 30, 2022. Vice Chairwoman Shapiro motioned for approval. Chairwoman Ingram seconded the motion. Upon roll call, "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
N. Ingram E. Schapiro D. Turpin	None

The Chairwoman declared the motion passed.

OTHER BUSINESS:

A. Housing Authority of the City of Olivette, FY 2023 Budget, Resolution No. 1417:

Ms. Riddle presented the board with a detailed Housing Authority of the City of Olivette FY 2023 Budget.

After discussion, Chairwoman Nikeya Ingram asked for a motion to approve Resolution No. 1417, Housing Authority of the City of Olivette, FY 2023 Budget. Vice Chairwoman Ellen Schapiro motioned for approval. Commissioner Donna Turpin seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
N. Ingram E. Schapiro D. Turpin	None

The Chairwoman declared the motion passed.

B. 2023 Annual PHA Plan and Certification of Compliance:

Ms. Smith presented the board with the 2023 Annual PHA Plan. She stated the 2023 Annual PHA Plan is a U.S. Department of Housing and Urban Development (HUD) required document that details the agency's policies, programs, and strategies for meeting local housing needs and goals. Ms. Smith stated the Authority's 2023 Annual PHA Plan describes the updates made to the organization's policies and planned activities for the upcoming fiscal year.

After discussion, Chairwoman Nikeya Ingram asked for a motion to approve the Housing Authority of St. Louis County 2023 Annual PHA Plan. Commissioner Donna Turpin motioned for approval. Vice Chairwoman Ellen Schapiro seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
N. Ingram E. Schapiro D. Turpin	None

The Chairwoman declared the motion passed.

C. Public Housing Assessment System Report:

Ms. Follins reviewed the Public Housing Assessment System Report.

D. Agency Performance Report:

Ms. Holyan reviewed the Agency Performance Report (formerly named Status Report). Ms. Holyan stated this report is a scorecard of how the agency is performing.

E. Customer Service and Resident Opportunity Initiative:

Ms. Holyan presented an update on the agency's Customer Service and Resident Opportunity Initiative. Ms. Holyan stated the agency's project team has begun gathering key employee and external stakeholder feedback through several customer service surveys.

F. Strategy Report 2022:

Mr. Cavato gave an overview of the completed Housing Authority of St. Louis County Strategy Report for 2022. Mr. Cavato reported on the activities performed, the information gathered and the recommendations resulting from the Gateway CDFI and Key Strategic Group planning process.

G. 2023 Board Meeting Dates:

Ms. Koenig presented the board with 2023 City of Olivette Commissioners board meeting dates.

EXECUTIVE SESSION:

An Executive Session was not held.

NEXT BOARD MEETING:

The next meeting is scheduled for March 7, 2023.

ADJOURNMENT OF MEETING:

There being no further business to come before the Board, Chairwoman Nikeya Ingram asked for a motion to adjourn. Commissioner Donna Turpin moved for adjournment, which motion was seconded by Vice Chairwoman Elle Schapiro. Upon roll call, "Ayes" and "Nays" were as follows:

AYES

NAYS

N. Ingram
E. Schapiro
D. Turpin

None

The Chairwoman declared the motion passed.

Secretary

Chairwoman

Date

Memorandum



To: Board of Commissioners, Housing Authority of the City of Olivette

From: Shannon Koenig, Executive Director and CEO

Date: March 7, 2023

Subject: *Executive Director's Report*

This memo provides information about select Housing Authority activities.

I. Looking Ahead in 2023

- A. In 2023, we will continue to optimize internal operations. This includes:
 - 1) Managing the transition to an in-house facilities and maintenance team that serves the main facility, public housing, and affordable developments.
 - 2) Capitalizing on the housing administration division to better manage compliance of our public housing and affordable developments.
 - 3) Ensuring the finance operation is equipped to handle day-to-operations as well as monthly and annual reporting responsibilities.
- B. We will also close two real estate development transactions: Wellston Public Housing and Arbor Hill redevelopment.
- C. We will also shift our focus externally, concentrating on:
 - 1) Effective communications with residents, landlords, and the public.
 - 2) Increased partnerships for the benefit of our residents.
 - 3) Rebranding and updating the website.

II. Core Objectives and Key Results

Our core objectives remain the same; we have identified new key results for 2023.

CORE OBJECTIVE	KEY RESULTS
1) Do what we do well	PHAS, SEMAP, MHDC and Finance Audit scores
2) Improve customer service	Increase satisfaction, implement improvements
3) Increase partnerships	Increase partnerships, implement improvements
4) Expand access to affordable housing	Close Wellston and Arbor Hill, issue PBVs



To: Board of Commissioners, Housing Authority of the City of Olivette

Through: Shannon Koenig, Executive Director and CEO

From: Carolyn Riddle, Interim Finance Director

Date: March 7, 2023

Subject: *Financial Summary*

This memo provides a narrative explanation of the 2022 year-end financial reports.

I. Recommendation

Staff recommend the Board approve the financial statements and accompanying narrative, as prepared.

II. Highlights

A. Revenue

Total operating income for 2022 is under budget by 8% due primarily to operating subsidy and income budgeted higher than actual. The variance is (\$9,666).

B. Expense

Total operating expense is over budget by 62% mostly because contract costs and outside services costs were over budget. There were additional fees for HVAC, landscaping, and cleaning costs that were not anticipated. The variance for occupancy expenses is \$25,302.

C. Net Income

The total operating net income is \$4,142, but including depreciation expense, the total net income is \$2,742.

D. Cash

As of December 31, 2022, the cash balance in the operating bank account was \$213,039. Operating Subsidy of \$3,915 was received and \$0 was transferred out for operating expenses net of tenant rent.

III. Attachments

- A. Budgeted Income Statement
- B. Cash Report
- C. Tenant Rents

**Olivette Housing Authority
Budgeted Income Statement
As of December 2022**

	Olivette HA							
	YTD Actual	YTD Budget	Variance	% Variance	Monthly Actual	Monthly Budget	Variance	% Variance
OPERATING ITEMS								
Total Operating Subsidy	44,229	73,443	(29,214)		3,915	6,120	(2,205)	
Total Tenant Charges	62,980	44,321	18,659		4,505	3,694	812	
Total Investment Income	28	15	13		18	1	16	
Total Miscellaneous Other Income	7,388	6,512	876		6,803	543	6,260	
Total Income	114,625	124,290	(9,666)	-8%	15,241	10,358	4,883	47%
EXPENSE ITEMS								
Total Rents and Utility Reimbursements	464	-	464		-	-	-	
Total Salaries	6,208	5,097	1,111		842	425	417	
Total Benefits and Taxes	1,826	1,609	217		208	134	73	
Total Training, Seminars, Conferences	97	13	84		-	1	(1)	
Total Admin	8,595	6,719	1,876	28%	1,049	560	489	87%
Total Utilities	10,808	8,070	2,737		913	672	241	
Total Materials	3,926	1,803	2,123		(243)	150	(393)	
Total Contract Costs	21,616	12,115	9,501		4,654	1,010	3,644	
Total Tenant Services Expense	-	9	(9)		-	1	(1)	
Total Other Maintenance Expenses	1,852	546	1,306		441	45	396	
Total Outside Services	18,741	10,457	8,284		838	871	(34)	
Total Other Occupancy Expenses	5,491	4,130	1,361		438	344	94	
Total Occupancy Expense	62,433	37,131	25,302	68%	7,042	3,094	3,948	128%
Total Insurance	7,533	8,523	(989)		628	710	(82)	
Total Outside Services	101	-	101		(0)	-	(0)	
Total Professional Fees	4,578	4,214	364		-	351	(351)	
Total Other Fees	21,935	7,208	14,727		11,096	601	10,496	
Total Telephone and Technology	1,830	802	1,029		94	67	27	
Total Other Administrative Expenses	3,478	3,723	(245)		1,382	310	1,072	
Total Other General	39,455	24,468	14,987	61%	13,200	2,039	11,162	547%
Total Expenses	110,483	68,317	42,166	62%	21,292	5,693	15,599	274%
Tota Net Operating Income	4,142	55,973	(51,831)		(6,051)	4,665	(10,716)	
NON-OPERATING ITEMS								
Total Depreciation Expense	(1,399)	-	(1,399)		(1,191)	-	(1,191)	
Total Non- Operating Items	(1,399)	-	(1,399)		(1,191)	-	(1,191)	
Net Income (Loss)	2,742	55,973	(53,231)		(7,242)	4,665	(11,906)	

**Olivette Housing Authority
Cash Report
December 2022**

	<u>Olivette US Bank</u>
BEGINNING BOOK CASH BALANCE 12/1/2022	\$ 203,214.91
ADD:	
Tenant Rent	
Security	
Deposits FSS	
Deposits Other	
Deposits	3,915.0
Operating	0
Subsidy Interest	17.57
Transfer	
Other Revenue	<u>9,840.02</u>
LESS:	
Other Transfers	
Manual Checks	
Checks	
NSF/ Service Fees Withdraws/Other Deductions	(15.48)
Operating Subsidy Out	
TOTAL PAYMENTS	<u>(15.48)</u>
 ENDING BOOK CASH BALANCE 12/31/2022	 \$ 213,039.45
	<i>Olivette US Bank</i>
Ending Bank Balance 12/31/2022	\$ 213,039.45
Outstanding Checks	
ACH in Transit	
Unearned Revenue	
Adjusted Bank Balance 12/31/2022	<u>\$ 213,039.45</u>
Variance	-
Unrestricted Cash	209,689.45
Security Deposit Cash	3,350.00
Restricted Cash	<u>-</u>
	213,039.45

Olivette Housing Authority (1132bolv)

Account Detail

Period = Dec 2022

Book = Accrual

Property	Account	Date	Period	Person	Control	Reference	Amount	Remarks
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0000325)	C-150363 :TRC :12/22	223.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0000307)	C-150364 :TRC :12/22	145.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0000313)	C-150365 :TRC :12/22	323.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0000248)	C-150366 :TRC :12/22	537.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0000247)	C-150367 :TRC :12/22	281.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0010954)	C-150368 :TRC :12/22	286.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0010032)	C-150369 :TRC :12/22	775.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0000323)	C-150370 :TRC :12/22	234.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0000316)	C-150371 :TRC :12/22	131.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0012791)	C-150372 :TRC :12/22	658.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0012183)	C-150373 :TRC :12/22	4.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0018158)	C-150374 :TRC :12/22	875.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0000310)	C-150375 :TRC :12/22	813.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0000694)	C-150376 :TRC :12/22	501.00	:Rent 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0012791)	C-150823 :TRC :12/22	(658.00)	:RENT ADJ 12/22
1132bolv	4300-00-240	Tenant Rent	12/1/2022	12-2022	(t0012791)	C-150824 :TRC :12/22	243.00	:Rent 12/22
Total							5,371.00	



Memorandum

To: Board of Commissioners, Housing Authority of the City of Olivette

Through: Shannon Koenig, Executive Director and CEO

From: Katrina Sommer, Deputy Chief Operating Officer & Interim Director of Housing Administration

Date: March 7, 2023

Subject: *Housing Administration Report*

At our last meeting, the former Director of Housing Administration provided an overview of the Public Housing Assessment System (PHAS) and performance indicators for the Management Assessment Subsystem (MASS). Today I will provide a brief update on PHAS and highlight key changes we are making in to position the Authority for a successful new year.

I. Public Housing Assessment System (PHAS) Update

HUD has not yet released the 2022 PHAS score, however, the Olivette Public Housing did pass the physical inspection. We anticipate the Authority will receive a score placing it in the Standard Performer category for 2022. Additional information will be provided as soon as it is available.

II. Public Housing Updates

A. Property Management Transition

Effective January 1, 2023, the property management transitioned from Sansone Group, a third-party provider, to an in-house team. By bringing the property management in-house, the Authority will have more control over the level of service provided to our residents and key metrics associated with the PHAS score. January was a month of transition for the Public Housing staff with the departure of Felecia Follins, the former Director of Housing Administration, and the onboarding of new staff. We are assessing our current program performance to position the Authority to become a High Performer in 2023.

B. Admissions and Continued Occupancy Policy Update

Authority staff are in the process of drafting updates to the Admissions and Continued Occupancy Policy (ACOP) based on recommendations received by Nan McKay & Associates. The ACOP is an important document outlining the policies, rules, and requirements concerning the operations, programs and services for public housing. The current ACOP was approved in 2010. We expect the draft revisions will be available for your review later this year.

C. Emergency Rental Assistance Program (ERAP 2) Funds Available

St. Louis County has reopened the ERAP 2 Eviction Portal to assist residents facing eviction with rental assistance. The eligibility criteria are as follows:

- i. Financial hardship during or due, directly or indirectly, to the coronavirus pandemic.
- ii. Current housing instability or risk of housing instability, which may include rental arrears or anticipation of inability to pay future rent.
- iii. Household income is at or below 80% of the Area Median Income (AMI).
- iv. Resident of St. Louis County.
- v. NEW: Currently in eviction status with the Court, received a 30-day pay or vacate notice, or otherwise involved with a local mediation center in avoidance of eviction proceedings.

As of February 2023, all Olivette Public Housing residents are current on their rent. However, if any tenants fall behind on their rent in future months, Authority staff are available to assist with the application process.



Memorandum

To: Board of Commissioners, Housing Authority of the City of Olivette

Through: Shannon Koenig, Executive Director and CEO

From: William Barry, Director of Maintenance and Facilities

Date: March 7, 2023

Subject: *Maintenance Report*

This memo summarizes the monthly maintenance and supply costs for the Olivette Public Housing from November 1 through December 31, 2022.

I. Maintenance Supply Costs

The following are repair and replacement costs for janitorial, maintenance, and plumbing costs required to ensure the units meet Housing Quality Standards.

November	\$845.74
<u>December</u>	<u>(\$242.78)</u>
TOTAL	\$602.96

A. Attachment List of Work Orders from November - December 2022

II. Contracted Repair Costs

These include costs for trash, groundskeeping, pest control, janitorial, and alarm monitoring.

November	\$1,235.03
<u>December</u>	<u>\$4,653.78</u>
TOTAL	\$5,888.81

III. Other Maintenance Costs

This covers vehicle maintenance for November and December.

November	\$444.82
<u>December</u>	<u>\$441.35</u>
TOTAL	\$886.17

IV. Maintenance Staff

The Housing Authority transition from Sansone is complete. The maintenance staff will consist of two (2) supervisors and five (5) maintenance technicians. The Housing Authority will be adding two (2) additional technicians to complete the maintenance team.

Non-Emergency Work Order Detail

Olivette Housing Authority (1132bolv)

Non-Emergency Works Orders active between 11/01/2022 and 12/31/2022

Work Orders closed within 25 days

Property	Unit	WO	WO Priority	WO Category	WO Brief Description	Call Date	Date Completed	Days to Complete	Days open in Period Reported
1132bolv	RH9380	34086	Routine	Plumbing	Toilet running and won't flush	11/07/2022	11/08/2022	1	1
1132bolv	RH9380	34104	Routine	Plumbing	Replace toilet	11/09/2022	11/10/2022	1	1
1132bolv	RH9330	34105	Routine	Appliance	Outlet behind stove	11/09/2022	11/15/2022	6	6
1132bolv	RH9388	34127	Routine	Appliance	Oven is not working	11/14/2022	11/15/2022	1	1
1132bolv	RH9356	34169	Routine	HVAC	No hot water	11/17/2022	11/18/2022	1	1
1132bolv	RH9342	34225	Routine	HVAC	no heat	12/01/2022	12/02/2022	1	1
1132bolv	RH9388	34234	Routine	Doors	Needing a door knob	12/02/2022	12/07/2022	5	5
1132bolv	RH9330	34244	Routine	Doors	Key not working for front door.	12/05/2022	12/07/2022	2	2
1132bolv	RH9342	34297	Routine	HVAC	No heat	12/13/2022	12/13/2022	1	1

Work Orders closed within 25 days 9

Total number of non-emergency work orders:	9
Total calendar days it took to complete non-emergency work orders:	19
Average completion days:	2.11
Average completion days for reporting period 2 years prior:	1.00
Reduction in average completion days over the past three years:	-1.11

Memorandum



To: Board of Commissioners, Housing Authority of the City of Olivette

Through: Shannon Koenig, Executive Director and CEO

From: Anna Holyan, Director of Strategic Initiatives

Date: March 7, 2023

Subject: *Agency Performance Report*

This memo provides an overview of the redesigned Agency Performance Report.

I. **Agency Performance Report Overview**

Attached to this memo is a redesigned version of the Agency Performance Report that staff first introduced in 2022. This report summarizes the metrics that both the Department of Housing and Urban Development (HUD) and the Housing Authority use to determine how well the organization is performing. This report is presented quarterly.

A. **What HUD Measures**

The top half of the report describes and shows progress on the primary indicator HUD uses when determining the success of a PHA's public housing program: the Public Housing Assessment System, or PHAS. Our PHAS score impacts HUD funding and dictates the frequency of HUD public housing inspections. The performance report shows the agency's most recent score, the anticipated score for the current year, and the target for the next year.

We measure whether we are on track to receive our target score by monitoring the points received through the PHAS subsystem indicators: The Physical Assessment Subsystem (PASS), the Financial Assessment Subsystem (FASS), the Management Assessment Subsystem (MASS), and the Capital Fund Program (CFP).

B. **What the Authority Measures**

Based on our mission and values, the Authority adopted four key objectives in 2021 that we use to determine how we are performing and hold us accountable for progress on our goals for the year. The core objectives do not change from year to year; however, we update our key results to reflect the year's strategic initiatives. Our core objectives and associated results we will measure in 2023 are listed on the following page.

- **Objective 1: Deliver services safely, effectively, and efficiently.**
 - **Result 1:** PHAS score
 - **Result 2:** Finance/single audit compliance
 - Measured by the number of findings on last audit
- **Objective 2: Ensure residents, landlords, and employees feel respected during interactions with the Authority.**
 - **Result 1:** Active implementation of customer service deliverables by Customer Service Improvement Team
 - Measured by the team's implementation of communication standards, improvement of external communications to customers, the creation of a plan for customer service training, and the implementation of customer service process improvements
 - **Result 2:** Customer satisfaction scores
 - Measured by an end-of-year customer satisfaction survey
- **Objective 3: Help our residents and families gain self-sufficiency through partnerships with other organizations in the community.**
 - **Result 1:** Active implementation of partnership deliverables by Partnership Improvement Team
 - Measured by the team's successful implementation of the Priority Partnership
 - **Result 2:** Formally establish 3-5 "Level 1" partnerships
- **Objective 4: Expand access to desirable and affordable housing.**
 - **Result 1:** Wellston financing closed
 - **Result 2:** Arbor Hill financing closed
 - **Result 3:** Successful implementation of project based voucher (PBV) RFP

II. **Attachments**
Agency Performance Report, First Quarter
Priority Partnership Framework

AGENCY PERFORMANCE REPORT

Housing Authority of the City of Olivette
First Quarter, 2023

Service
Respect
Integrity
Excellence
Collaboration

WHAT HUD MEASURES

PHAS SCORES

HUD assesses the health of a PHA's **Public Housing program** through an indicator called the Public Housing Assessment System, or PHAS.

Why it matters

The Housing Authority's PHAS score communicates how well the agency is performing, impacts the amount of HUD funding it receives for the fiscal year, and determines the frequency of HUD public housing inspections.

Most Recent Result in 2018



Standard Performer: 83%

Anticipated 2022 Score



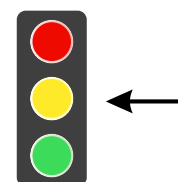
Standard Performer: 60-89%

Target for 2023



High Performer: 90+%

On Track for 2023?



WHAT THE AUTHORITY MEASURES

Objective 1: Deliver services safely, effectively, and efficiently.

RESULTS

Finance/
Single
Audit

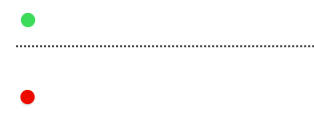
No
findings

Objective 2: Ensure residents, landlords, and employees feel respected during interactions with the Authority.

RESULTS

- ▶ Active implementation of deliverables by Customer Service Improvement Team
- ▶ Increase customer satisfaction

Q1 Q2 Q3 Q4



Objective 3: Help our residents and families gain self-sufficiency through partnerships with other organizations in the community.

RESULTS

- ▶ Active implementation of deliverables by Partnership Improvement Team
- ▶ Formally establish 3-5 Level 1 partnerships

Q1 Q2 Q3 Q4



Objective 4: Expand access to desirable and affordable housing.

RESULTS

- ▶ Close Wellston financing
- ▶ Close Arbor Hill financing
- ▶ Successful implementation of PBV RFP

Q1 Q2 Q3 Q4



Priority Partnership Framework

Housing Authority of St. Louis County



Level 1 Services:

- Crisis support
- Domestic violence support
- Emergency housing
- Energy and utility assistance
- Food resources
- Legal services
- Mental health support
- Natural disaster assistance
- Physical health support
- Security deposit assistance

Level 2 Services:

- Broadband services
- Daycare
- Holiday support
- Newborn and post-partum support
- Parenting training and support
- Transportation

Level 3 Services:

- Assisting youth with career skills
- Connecting job seekers to training programs
- Job training
- Scholarship programs

Level 4 Services:

- Debt counseling
- Financial literacy and planning
- Homeownership education
- Tenants' rights training

Level 5 Services:

- Home repair services
- Senior and disability services
- Wealth-building training



Memorandum

To: Board of Commissioners, Housing Authority of the City of Olivette

Through: Shannon Koenig, Executive Director and CEO

From: Katrina Sommer, Deputy Chief Operating Officer & Interim Director of Housing Administration

Date: March 7, 2023

Subject: *Public Housing Preference*

At our last meeting, a question was raised regarding preferences for the Olivette Public Housing units: Can preference be given to families with school-aged children for public housing units? In short, no, to do so would be a violation of Fair Housing Regulations. There are different types of preferences HUD allows, but familial status is not eligible.

I. Eligible HUD Approved Preferences

HUD allows PHAs to establish a system of preference for the selection of families admitted to the program. Any selection preferences must be detailed in the PHA administrative plan and the Consolidated Plan under which the local PHA is covered. In addition, the preference system must be based on local housing needs and priorities, as determined by the PHA. In determining such needs and priorities, the PHA must use generally accepted data sources and consider public comment on the proposed PHA plan and the Consolidated Plan. Preferences affect only the order of applicants on the waiting list. Examples of eligible local preference are below:

- A. Families residing in public housing that are victims of a crime of violence.
- B. Persons who reside in a specified geographic area or who are working or have been hired to work in the same area, i.e. residency preference.
- C. Working families, i.e. families where the head, spouse or sole member is employed. Applicant families where the head, spouse or sole member is age 62 or older or is a person with disabilities must be given the benefit of the working family preference.
- D. Families that include a person with disabilities. The PHA, however, may not adopt a preference for admission of persons with a specific disability.
- E. Families that include victims of domestic violence.
- F. Single persons who are age 62 or older, displaced, homeless, or a person with disabilities.
- G. Families living in substandard housing.
- H. Families that are involuntarily displaced.
- I. Families paying more than 50 percent of gross monthly income for rent and utilities.

II. Fair Housing Act of 1968

The Fair Housing Act protects people from discrimination when they are renting or buying a home, getting a mortgage, seeking housing assistance, or engaging in other housing-related activities. The Fair Housing Act prohibits this discrimination because of:

- A. Race
- B. Color
- C. National origin
- D. Religion
- E. Sex (including gender identity and sexual orientation)
- F. Familial status
- G. Disability

Various federal fair housing and civil rights laws require HUD and its program participants to affirmatively further the purposes of the Fair Housing Act. As a recipient of HUD funding the Authority must take meaningful actions to foster inclusive communities free from barriers that restrict access to opportunity based on the above-mentioned protected classes.