



Housing Authority
of the
City of Alameda

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701 Atlantic Avenue • Alameda, California 94501-2161

AGENDA **REGULAR MEETING OF THE BOARD OF COMMISSIONERS**
DATE & TIME **Wednesday, September 18, 2024 - 7:00 PM**
 Brown Act and PRA Training - 5:00 PM

LOCATION

Independence Plaza, 703 Atlantic Avenue, Alameda - Ruth Rambeau Memorial Community Room

PUBLIC PARTICIPATION Public access to this meeting is available as follows:

Join Zoom Meeting

<https://us06web.zoom.us/j/83030077310?pwd=fv5xIYAEFr5k4f7GI6KQMDOK4vRw4g.1>

Meeting ID: 830 3007 7310

Passcode: 790402

Persons wishing to address the Board of Commissioners are asked to submit comments for the public speaking portion of the Agenda as follows:

- Send an email with your comment(s) to jpolar@alamedahsg.org and vcooper@alamedahsg.org prior to or during the Board of Commissioners meeting
- Call and leave a message at (510) 871-7435.

When addressing the Board, on agenda items or business introduced by Commissioners, members of the public may speak for a maximum of three minutes per agenda item when the subject is before the Board.

Persons in need of special assistance to participate in the meetings of the Housing Authority of the City of Alameda Board of Commissioners, please contact (510) 747-4325 (voice), TTY/TRS: 711, or jpolar@alamedahsg.org. Notification 48 hours prior to the meeting will enable the Housing Authority of the City of Alameda Board of Commissioners to make reasonable arrangements to ensure accessibility or language assistance.

PLEDGE OF ALLEGIANCE

1. ROLL CALL
2. AB2449 COMPLIANCE The Chair will confirm that there are 4 members in the



same, properly noticed meeting room within the jurisdiction of the City of Alameda. Each board member who is accessing the meeting remotely must disclose verbally whether they are able to be remote under AB2449: (1) just cause (max. 2 per year), or (2) emergency circumstances.” For Emergency Circumstances, the request must be approved by a majority vote of the Board of Commissioners for the emergency circumstances to be used as a justification to participate remotely. Remote Commissioners must provide a general description of the circumstances relating to need to appear remotely at the given meeting. Commissioner must also publicly disclose at the meeting, prior to any action, whether any other individuals 18 years or older are present in the room with the member at the remote location, and the general nature of the member’s relationship with such individuals. Note: A Commissioner cannot participate in meetings of the Board of Commissioners solely by teleconference from a remote location for a period of more than 3 consecutive months or 20% of the regular meetings for AHA within a calendar year, or more than 2 meetings if the Board of Commissioners regularly meets fewer than 10 times per calendar year.

3. COMMISSIONER RECUSALS

4. Public Comment (Non-Agenda)

5. CONSENT CALENDER

Consent Calendar items are considered routine and will be approved or accepted by one motion unless a request for removal for discussion or explanation is received from the Board of Commissioners or a member of the public.

- 5.A. Approve Minutes of the Regular Board of Commissioners Meeting held on August 21, 2024. **Page 4**
- 5.B. Accept the Monthly Overview Report for the Housing Programs Department. **Page 14**
- 5.C. Accept the Monthly Overview Report for Property Operations. **Page 19**
- 5.D. Accept the Monthly Update on Construction in Progress (CIP). **Page 26**
- 5.E. Accept the Monthly Construction Report for The Estuary I. **Page 31**
- 5.F. Accept the Monthly Construction Report for Linnet Corner. **Page 37**
- 5.G. Approve Additional Charges for the Properties. **Page 46**
- 5.H. Approve revised Payment Standards for the Housing Choice Voucher program and for Project-Based Vouchers effective immediately for new admission and movers, with the implementation date being effective November 2, 2024, for re-certifications and interim adjustments. **Page 46**
- 5.I. Approve Updates on the 2019-2024 Strategic Plan. **Page 52**
- 5.J. Accept this report and authorize the Executive Director to continue to budget for the major software solutions with Yardi Systems Inc, ECS Imaging Inc, Microsoft Office, and Global Relay. **Page 59**
- 5.K. Ratify the Second Amendment to the Grant Agreement between the Housing Authority of the City of Alameda and Alameda Affordable Housing Corporation. **Page 62**



6. AGENDA
- 6.A. Conduct the Public Hearing for the Significant Amendment to the Annual Plan and Moving to Work Supplement for Fiscal Year 2024-2025. **Page 68**
- 6.B. Adopt the Agency’s Significant Amendment to the Annual Plan for Fiscal Year Starting July 1, 2024 and Authorize the Chair to Certify, By Resolution, that the Board of Commissioners has Approved Submission of the Significant Amendment to the Annual Plan to HUD. **Page 153**
- 6.C. Adopt the Resolution to revise the Employer’s 2025 Contributions for Eligible Employees’ Health by up to 8.9% to \$2,893.54 per employee per month and with no increase in Dental/Vision Care over 2024 rates. **Page 170**
- 6.D. Accept the 2024 Customer Satisfaction Survey. **Page 176**
7. ORAL COMMUNICATIONS, Non-Agenda (Public Comment)
8. EXECUTIVE DIRECTOR'S COMMUNICATIONS
9. COMMISSIONER COMMUNICATIONS, (Communications from the Commissioners)
10. ADJOURNMENT

* * * Note * * *

- Documents related to this agenda are available on-line at: <https://www.alamedahsg.org/meetings/>
- Know Your RIGHTS Under The Ralph M. Brown Act: Government’s duty is to serve the public, reaching its decisions in full view of the public. The Board of Commissioners exists to conduct the business of its constituents. Deliberations are conducted before the people and are open for the people’s review. In order to assist the Housing Authority’s efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the Housing Authority accommodate these individuals.





**DRAFT MINUTES
REGULAR MEETING OF THE BOARD OF COMMISSIONERS
Wednesday, August 21, 2024**

PLEDGE OF ALLEGIANCE

Chair Grob called the meeting to order at 7:01 p.m.

1. ROLL CALL

Present: Chair Grob, Vice-Chair Sidelnikov, Commissioner Decoy, Commissioner Husby, Commissioner Joseph-Brown, and Commissioner Kaufman, and Commissioner Tamaoki

2. AB2449 COMPLIANCE "AB2449 Compliance: The Chair will confirm that there are 4 members in the same, properly noticed meeting room within the jurisdiction of the City of Alameda. Each board member who is accessing the meeting remotely must disclose verbally whether they are able to be remote under AB2449: (1) just cause (max. 2 per year), or (2) emergency circumstances." For Emergency Circumstances, the request must be approved by a majority vote of the Board of Commissioners for the emergency circumstances to be used as a justification to participate remotely. Remote Commissioners must provide a general description of the circumstances relating to need to appear remotely at the given meeting. Commissioner must also publicly disclose at the meeting, prior to any action, whether any other individuals 18 years or older are present in the room with the member at the remote location, and the general nature of the member's relationship with such individuals. Note: A Commissioner cannot participate in meetings of the Board of Commissioners solely by teleconference from a remote location for a period of more than 3 consecutive months or 20% of the regular meetings for AHA within a calendar year, or more than 2 meetings if the Board of Commissioners regularly meets fewer than 10 times per calendar year.
Chair Grob confirmed there were more than 4 Commissioners present in the noticed meeting room.

3. COMMISSIONER RECUSALS



None.

4. Public Comment (Non-Agenda)

None.

5. CONSENT CALENDER

Consent Calendar items are considered routine and will be approved or accepted by one motion unless a request for removal for discussion or explanation is received from the Board of Commissioners or a member of the public.

- *5.A. Approve Minutes of the Special Board of Commissioners Meeting held on June 26, 2024.
 - *5.B. Accept the Monthly Overview Report for Property Operations.
 - *5.C. Accept the Monthly Update on Construction in Progress (CIP).
 - *5.D. Accept the Monthly Construction Report for The Estuary I.
 - *5.E. Accept the Monthly Construction Report for Linnet Corner.
 - *5.F. Accept the Quarterly Overview Report for the Housing Development Department.
 - *5.G. Accept the Quarterly Development Report for The Estuary II.
 - *5.H. Accept the Quarterly Development Report for The Poplar.
 - *5.I. Accept Quarterly Family Self Sufficiency (FSS) Report.
 - *5.J. Accept the Quarterly Overview Report for the Executive/Data and Policy and HR Departments.
 - *5.K. Accept the Quarterly Overview Report For Administrative Services Department.
 - *5.L. Accept the Quarterly Overview Report for the Asset Management Department.
 - *5.M. Accept the Quarterly LIHTC Portfolio Asset Management Fiscal Year-to-Date Financial Report through June 30, 2024.
 - *5.N. Accept the Quarterly Financial Report for the month ended June 30, 2024.
 - *5.O. Accept the Quarterly Investment Report for the Period Ending June 30, 2024.
 - *5.P. Accept the Update on the Independence Plaza Faircloth to RAD transaction.
 - *5.Q. Approve the Quarterly Write-off to June 30, 2024 of Uncollectible Accounts Receivable from Former Residents.
 - *5.R. Approve the 2025 AHA Operations (Holiday and Office Closure) Calendar.
- Items accepted or adopted are indicated by an asterisk.**

Commissioner Tamaoki congratulated Jenny Wong on being nominated to join the Northern California chapter of the Women’s Affordable Housing Network.



Commissioner Husby moved to accept the Consent Calendar items, and Commissioner Joseph-Brown seconded. The motion passed unanimously.

Yes 7 Chair Grob, Vice-Chair Sidelnikov, Commissioner Decoy, Commissioner Husby, Commissioner Joseph-Brown, Commissioner Kaufman, and Commissioner Tamaoki

6. AGENDA

6.A. Accept Intern Presentations.

Vanessa Cooper, Executive Director, expressed gratitude for Sepideh Kiumarsi, Senior Management Analyst, managing the 2024 Housing Authority of the City of Alameda (AHA) Summer Internship Program. Ms. Kiumarsi stated that AHA hosted 5 Interns this summer. As part of the Internship Program each of the Interns were required to provide a presentation on the project(s) that they worked on. Three of the Interns presented to the staff in July with the Board Chair present and completed their internship three weeks ago; those presentations are also included, for review, in the Board Packet for tonight’s meeting. The two remaining Interns, Maya Lindenau, Intern – Administrative Services Department and Ellie Lee, Intern – Housing Development Department, will be providing their presentations tonight.

After being introduced by Ms. Kiumarsi, Ms. Lindenau gave a brief overview of her education and provided a presentation that summarized the Landline Retirement Timeline and Alternatives. In response to the Board, Ms. Lindenau stated that copper-based landlines are the predominant infrastructure throughout California, so considering the cost associated with maintenance and repairs of these lines, AT&T is looking to possibly switch to fiber-optic lines. Standards surrounding VOIP include the requirement that VOIP must provide at least 4-hours of service in the event of a power outage. Many of the researched backup generators were found to provide 8 – 16 hours of services and do comply with safety regulations for elevators, emergency phones, fire alarms, etc. However, these were still found to be less dependable than a landline during a power outage. While Ms. Lindenau was unable to survey systems used by outside agencies, through her research Ms. Lindenau found VOIP to be a viable option for replacement of landlines. While dates have yet to be published, it is expected that there will be a public comment period opened for the Order Instituting Rulemaking (OIR) proceeding initiated by the California Public Utilities Commission (CPUC) to consider adjustments to the Carrier of Last Resort (COLR) rules.

Ms. Lee gave a brief overview of her education and provided a presentation that summarized her findings of the Photovoltaic (PV) & Domestic Solar Water Heater (DSWH) Systems at AHA properties.



In response to the Board, Ms. Cooper stated that there are no additional costs associated with low level maintenance of the PV solar panels and systems. The next stage of this project is to assess the costs of more involved maintenance. Ongoing maintenance of the solar panels was included in the budget for Rosefield Village. The PV systems in place are owned by AHA. Sylvia Martinez, Director of Housing Development stated that the typical life cycle of PV systems is approximately 20 years. Ms. Cooper stated that AHA did not sign up for a maintenance plan through SunPower and is looking for a third-party to provide these services.

The Board expressed gratitude for the presentations provided by Ms. Lindenau and Ms. Lee.

- 6.B. Adopt the Resolution to: 1) to Provide a 3.2 % Cost of Living Adjustment for All Eligible Employees; 2) Authorize the Executive Director or designee to revise the Employer's Contributions for Eligible Employees' Health by up to 15% and Dental/Vision Care by up to 7% over 2024 rates; and 3) to Adopt the Corresponding Pay Schedule and Salary Schedule to be effective August 25, 2024.

Alicia Southern, Director of Human Resources, stated that staff is presenting the adoption of the Resolution to: 1) to Provide a 3.2 % Cost of Living Adjustment for All Eligible Employees; 2) Authorize the Executive Director or designee to revise the Employer's Contributions for Eligible Employees' Health by up to 15% and Dental/Vision Care by up to 7%; and 3) to Adopt the Corresponding Pay Schedule and Salary Schedule.

The last Cost of Living Adjustment (COLA) received by staff was a 2.9% increase received in August of 2023. Typically the Bay Area Consumer Price Index (CPI) numbers, from the look back period of June to June, are used to determine the COLA. Staff budgeted the COLA at 4% this year, however, the June 2023 thru June 2024 CPI came in at 3.2% and that is what is being presented for adoption. In terms of health care, in 2016 the Board approved a resolution to adopt a flat rate employer contribution to health insurance premiums to align with the Kaiser health plan rate, which the Housing Authority has used as the benchmark plan. The flat rate was set at the Employee+2 or more premium level, and included both the minimum Public Employees' Medical and Hospital Care Act (PEMHCA) contribution and an additional contribution to the agency Section 125 (Cafeteria) plan for active employees. The Board also approved a flat rate contribution set at the Employee+2 or more dental insurance premium that can be used towards dental and vision insurance, but not to exceed the maximum contribution for dental. When the budget for the current fiscal year was presented, the amounts budgeted for health and dental benefits allowed for the flat rate Employee+2 or more level of coverage with a 7% increase. While PERS has yet to post the plans and rates, in June 2024 PERS



took to their Board, the Kaiser Employee Only premium, which increased by 8.4%. This rate is approximately 1% more than budgeted. In anticipation of PERS publishing their numbers in September and out of an abundance of caution, staff is requesting that the Board authorize the Executive Director or designee to approve up to a maximum of a 15% increase for Employee+2 or more premium. While PERS has also yet to publish the rates for dental and vision, staff expects these rates will fall within the budgeted 7% increase and is requesting that the Board authorize the Executive Director or designee to approve up to a maximum of a 7% increase over 2024 rates.

The fiscal impact for the COLA would be approximately a little over \$300k in salary costs, plus just over \$12,700 in retirement contributions; these amounts were covered and adopted in the FY2024-2025 budget. For dental and vision, the fiscal impact would be approximately \$181k, which was also included in FY2024-2025 approved budget. If the medical increases up to the 15% maximum, the un-budgeted difference between the 7% budgeted increase and the 15% maximum increase, would be just over \$122k. However, considering that there are some staff who opt for cash-in-lieu and do not take the full Employee+2 coverage, and that throughout the year there are unfunded vacancies, staff does expect to be able to cover these costs.

In response to Commissioner Tamaoki, Ms. Cooper stated there would be no negative impact to staff to bifurcate these requests to allow for approval of the COLA now and approval of Employer’s Contributions for Eligible Employees’ Health and Dental/Vision care after final numbers are received from CalPERS.

Ms. Cooper read through the Resolution to confirm that the second and fourth “Whereas” sections and the first, second, and fifth “Now, therefore, be it further resolved” sections would be stricken.

Chair Grob moved to adopt the Resolution to 1) to Provide a 3.2 % Cost of Living Adjustment for All Eligible Employees; and 2) to Adopt the Corresponding Pay Schedule and Salary Schedule to be effective August 25, 2024, and Commissioner Tamaoki seconded. A roll call vote was taken, and the motion passed unanimously.

Yes	7	Chair Grob, Vice-Chair Sidelnikov, Commissioner Decoy, Commissioner Husby, Commissioner Joseph-Brown, Commissioner Kaufman, and Commissioner Tamaoki
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6.C. Adopt a Resolution for the Option Agreement to Ground Lease to Island City Development for the Property at 2615 Eagle Avenue (The Poplar).

Jenny Wong, Senior Project Manager stated that this item was first presented to the Board in March 2024, however, at that time, the item included a redlined



Option Agreement, but did not include the associated Resolution in the agenda packet. This item is to retroactively include the Resolution in the public record and request that the Board readopt the Resolution.

Commissioner Husby moved to adopt a Resolution for the Option Agreement to Ground Lease to Island City Development for the Property at 2615 Eagle Avenue (The Poplar), and Commissioner Joseph-Brown seconded. The motion passed unanimously.

Yes 7 Chair Grob, Vice-Chair Sidelnikov, Commissioner Decoy, Commissioner Husby, Commissioner Joseph-Brown, Commissioner Kaufman, and Commissioner Tamaoki

- 6.D. Authorize the Creation of ICD Central Avenue LLC, a California limited liability company to enter The Alameda Islander, L.P. as a Substitute Limited Partner, authorized to accept the assignment of the withdrawing Limited Partner's 69.99% limited partner interest and subsequently accept the assignment of the withdrawing Special Limited Partner's 0.01% interest in the partnership; Authorize the Executive Director, or her designee to Negotiate and Execute a Revised Limited Partnership Agreement with a Side Letter outlining Resources for Community Development's continued operations role, effective no earlier than January 1, 2025. Approve transaction as the lender to The Alameda Islander, L.P.

Shanon Lampkins, Director of Asset Management, provided an overview of the Park Alameda ownership, funding, and property. Ms. Lampkins stated that as a limited partner, US Bank has received their tax credit benefits for the property and the property is now moving from the ten-year period to the five-year compliance period. Staff would like to begin the Year 15 exit process with US Bank and create ICD Central Avenue LLC as the replacement limited partner which will maintain the limited partner structure. Ms. Cooper stated that prior to AHA doing its own development, it co-developed several properties, approximately 8 to 15 years ago, with either Resources of Community Development (RCD) or SAHA. Many of these properties are approaching their 10-year horizon. As for most of these properties, AHA owns the land, put Project-Based vouchers in, and holds the loan. AHA has the right to take the property back. However, AHA is satisfied with RCD's management of the project and would like to enter into an Operating Agreement with RCD for up to five years and consider available options near the end of that five-year period.

Commissioner Tamaoki moved to accept the item to Authorize the creation of ICD Central Avenue LLC, a California limited liability company to enter The Alameda Islander, L.P. as a Substitute Limited Partner, authorized to accept the assignment of the withdrawing Limited Partner's 69.99% limited partner interest and subsequently accept the assignment of the withdrawing Special Limited



Partner's 0.01% interest in the partnership; Authorize the Executive Director, or her designee to Negotiate and Execute a Revised Limited Partnership Agreement with a Side Letter outlining Resources for Community Development's continued operations role, effective no earlier than January 1, 2025. Approve transaction as the lender to The Alameda Islander, L.P., and Commissioner Alex Kaufman seconded. The motion passed unanimously.

Yes 7 Chair Grob, Vice-Chair Sidelnikov, Commissioner Decoy, Commissioner Husby, Commissioner Joseph-Brown, Commissioner Kaufman, and Commissioner Tamaoki

6.E. Authorize the Executive Director or Designee to take steps necessary to facilitate the purchase of Park Alameda including but not limited to notifying the limited partner of the intent to exercise the option to purchase the limited partnership, conducting due diligence on the property and negotiating and signing an Operating Agreement for up to 5 years with Resources for Community Development.

Discussion of item 6.E was included in the discussion of item 6.D.

Commissioner Kaufman moved to accept Authorize the Executive Director or Designee to take steps necessary to facilitate the purchase of Park Alameda including but not limited to notifying the limited partner of the intent to exercise the option to purchase the limited partnership, conducting due diligence on the property and negotiating and signing an Operating Agreement for up to 5 years with Resources for Community Development, and Commissioner Tamaoki seconded. The motion passed unanimously.

Yes 7 Chair Grob, Vice-Chair Sidelnikov, Commissioner Decoy, Commissioner Husby, Commissioner Joseph-Brown, Commissioner Kaufman, and Commissioner Tamaoki

6.F. Approve Opening of Various Wait Lists and a Budget of up to \$70,000 for Outreach and Creation of Wait Lists.

Tonya Schuler-Cummins, Director of Data and Policy, provided a presentation that summarized staff's request to open Wait Lists for Housing Choice and Project-Based Vouchers.

Ms. Cooper stated that, if approved, during the opening of the Wait Lists, staffs primary duty will be to support the Wait Lists openings. The openings will be online. To ensure public access, staff will do extensive outreach and provide assistance at various locations throughout the area for applicants to complete



the online pre-application through the Yardi system. As the openings of these Wait Lists will be published in the AHA Newsletters, the public is encouraged to visit the AHA website to sign up to receive the newsletters. Joshua Altieri, Community Relations Manager has also put together a comprehensive marketing plan that includes distribution of print mail, press releases, etc. within Alameda and the immediate surrounding Bay Area Cities (i.e., Oakland, San Francisco, etc.). Hosting the applications online allows for accessibility through smart phones, laptops, and computers, and allows family and friends to complete the applications for individuals who may not be technically inclined. While Ms. Cooper has authority to approve the costs associated with the opening of these Wait Lists, these are additional costs and AHA’s policy is to inform the Board of Wait List openings and the respective costs. Ms. Schuler-Cummins stated that applications are added to the Wait Lists through a randomized process performed through Yardi; no costs are incurred for this part of the process. A significant amount of costs incurred are related to the translation of outreach materials, including newspaper ads and press releases, which are being prepared in five languages. Ms. Cooper stated that announcements of the Wait Lists openings will also be prepared for announcement during City Council Meetings and will be made through AHA social media accounts. Ms. Schuler-Cummins stated that staff take into consideration the number of units set to become available when determining the number of applications that can be accepted during wait lists openings.

The last wait list opening was in 2021 and over 22,000 applications were received during the 10-day opening period. The AHA aims to place enough families on wait lists to last between three (3) to five (5) years. With the implementation of Rent Café, during the last wait list opening, when reaching out to families to confirm their application status, staff realized that approximately 60% of the families that applied were not eligible. For updates, applicant families are sent e-mails to respond online and, if the applicant does not respond, they are then sent a letter through the U.S. Postal Service.

Chair Grob moved to accept Approve Opening of Various Wait Lists and a Budget of up to \$70,000 for Outreach and Creation of Wait Lists, and Commissioner Husby seconded. The motion passed unanimously.

Yes 7 Chair Grob, Vice-Chair Sidelnikov, Commissioner Decoy, Commissioner Husby, Commissioner Joseph-Brown, Commissioner Kaufman, and Commissioner Tamaoki

6.G. Elect a Chair and Vice Chair of the Board of Commissioners. Commissioner Sidelnikov stated that the Ad-Hoc Committee surveyed Board members, and the recommendation is to continue with the current appointments:

- Chair – Carly Grob
- Vice-Chair – Vadim Sidelnikov



Commissioner Husby moved to Elect Carly Grob as Chair and Vadim Sidelnikov as Vice Chair of the Board of Commissioners, and Commissioner Joseph-Brown seconded. The motion passed unanimously.

Yes 7 Chair Grob, Vice-Chair Sidelnikov, Commissioner Decoy, Commissioner Husby, Commissioner Joseph-Brown, Commissioner Kaufman, and Commissioner Tamaoki

7. ORAL COMMUNICATIONS, Non-Agenda (Public Comment)

None.

8. EXECUTIVE DIRECTOR'S COMMUNICATIONS

At the request of Ms. Cooper, staff members attending the meeting for the first time introduced themselves. Ron Barbiera, Assistant Director of Housing Programs, Leon Ko, Housing Development Account Officer, Jie Liang, Associate Asset Manager, and Ani Ryder, Management Analyst – Administrative Services, introduced themselves.

Ms. Cooper stated that a National Night Out event was hosted at Esperanza, Mr. Altieri has been busy procuring free baseball tickets for students, the Boys & Girls Club is starting open enrollment for youth ages 6 to 18 and is free for AHA residents. AHA residents can sign-up at the Boys and Girls Club and the respective paperwork is addressed by AHA on the backend. Ms. Cooper also appreciated Joseph Nagel, Senior Construction Manager, for the siding work being completed at Independence Plaza and apologized to the residents for the noise associated with the required work. Ms. Cooper announced, and invited Board Members to a tour of the construction site at North Housing (The Estuary I and Linnet Corner) which is scheduled to take place on November 13, 2024, at 3 p.m.; Board Members will need to RSVP if they plan to attend. Ms. Cooper also expressed gratitude for the Events Committee hosting a Walk-A-Thon that staff are currently engaged in.

9. COMMISSIONER COMMUNICATIONS, (Communications from the Commissioners)

Regarding the Faircloth to RAD transition, in response to Commissioner Tamaoki, Sepideh Kiumarsi, Senior Management Analyst, stated that initially 10 households opted out of the Faircloth to RAD transition, but 2 households later decided to go through the eligibility processes. Ms. Cooper confirmed that the rents of the households who choose to opt-out will be subject to rent increases,



not to exceed the allowable increase under AB1482. Staff will report back to the Board once it is determined which households are not eligible and which choose to opt out. Ms. Kiumarsi, stated that while the “opt out” form did not require households to provide a reason for opting out, the 8 households who opted out were households with higher incomes.

10. ADJOURNMENT

Chair Grob adjourned to Closed Session at 8:22 p.m.

Vanessa M. Cooper
Secretary and Executive Director

Carly Grob, Chair
Board of Commissioners





Housing Authority
of the
City of Alameda

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701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners

From: Lynette Jordan, Director of Housing Programs

Date: September 18, 2024

Re: Accept the Monthly Overview Report for the Housing Programs Department.

BACKGROUND

This memo is a high-level overview of Housing Programs Department (HPD) activities for the prior month.

DISCUSSION

Annual Owner Workshops

HPD staff will host two Owners Workshops sessions this year to increase our outreach to owners and meet their customer service needs. An in-person meeting will be held at Independence Plaza, on September 18, 2024, from 9:30 a.m. - 11:30 a.m. A virtual workshop will be held on September 30, 2024, from 10:30 a.m - 12:00 noon. Both sessions will be open to all owners currently participating in the Housing Choice Voucher (HCV) program and any owners/landlords interested in participating in the HCV program in the future. The workshop will contain an in-depth overview of the HCV program.

The workshop presentation will include guest speakers on the following topics:

- Overview of the HCV program
- New Owner Incentive program
- Owner Portal Updates
- Echo Housing

HCV Participant Townhall Meetings

AHA has also scheduled tenant town hall meetings to address questions tenants may have regarding the new re-certification process and answer any question they may have for their Housing Specialists. An in-person meeting will be held at Independence Plaza, on September 1, 2024, from 3:00 p.m. - 4:30 p.m. A virtual workshop will be held on



October 3, 2024, from 10:30 a.m. - 12:00 noon. The agenda will include:

- Overview of the HCV triennial re-certification
- Ombudsman Program
- Rent Change Notices
- Question and Answer
- MTW Updates

Shortfall Update

AHA staff continue to meet monthly with HUD's shortfall team to navigate through the end of the fiscal year. On a monthly basis, staff provide HUD with projections on spending and review the two-year-tool with the team to project our HAP spending. Based on the two-year tool, AHA is projected to have a \$2M shortfall. AHA has applied for shortfall funding and is awaiting HUD determination of eligibility. Most other Bay Area PHAs are in the same situation because the inflation factor provided by HUD was 1.2% while the Bay Area CPI is 3.2%.

Update on Independence Plaza RAD certifications

HPD staff are actively working on the RAD conversion for Independence Plaza. Staff have completed the initial process of meeting with eighty-eight residents and informing them of the process. As of August 30, 2024, staff met with residents and began the intake process. To date, nine residents have been approved, twenty-three were no response, 2 were found ineligible, and ten have opted out or chosen not to participate. Staff are currently processing twenty-six resident files that have returned all the necessary documents, and will continue working with 15 families that are pending documents to get them through the process successfully.

Staff Updates

AHA is currently recruiting a Housing Specialist II to work with the Family Self-Sufficiency Program (FSS). This position will be responsible for continuing to grow the FSS program and will report to the Assistant Director of Housing Programs. FSS enrollment is currently at 26 participants. However, we have a current waiting list for the program and want to fill this position quickly to continue the enrollment process.

HPD completed customer service training that will aid them in responding to their participants and difficult situations. The training gave staff insight as well as tools they can use daily when responding to tenants by phone, visitors to the lobby, or while performing their monthly in-person interviews. This training was just as staff had completed their training and had returned to processing annual and triennial re-certifications in-house. For the past six months, we outsourced re-certification to our vendor to allow staff to attend HCV certification training in March, update their SOP processes, review and develop MTW and HOTMA policy and processes, and complete their first year Project Based rent increases for the first time in in June. These tools will give staff a fresh start with current training and support.

Assembly Bill 1482 (AB1482) Update

The California Tenant Protection Act of 2019, passed as AB 1482, which imposed specific rules concerning rent increases and eviction policies for many residential rental properties in California. Effective March 1, 2024, all contract rent increases for the Housing Choice Voucher (HCV) units not subject to a regulatory agreement with a government agency had to follow Assembly Bill No. 1482. If AHA received a contract rent increase for an HCV unit not subject to regulatory agreement with a government agency which violates the rent control requirements of AB1482, AHA alerted the owner of the property of the violation and provided an explanation of the applicability of AB1482 so that the owner could revise the contract rent increases to be in compliance.

At implementation, the rent increase was capped at 9.2%. However, effective August 1, 2024, the new rent increase cap will be 8.8%. AHA staff have made adjustments to implement this change.

FISCAL IMPACT

For report only, no fiscal impact.

CEQA

N/A

RECOMMENDATION

Accept the Monthly Overview of the Housing Programs Department.

ATTACHMENTS

- 1. 5-B HPD Attachment July
- 2. 5-B HPD Attachment August

Respectfully submitted,



Lynette Jordan, Director of Housing Programs

Housing Programs Department Quarterly Dashboard for July 2024

Total NON-ACC Vouchers Leased By Type			
Program	Vouchers Leased	Amount Awarded/Funded	Vouchers Funded But Not Leased
Shelter Plus Care	17	18	1
SRO	28	30	2

Total ACC Vouchers Leased By Type	
HCV (7100)	991
PBV (7300)	322
AHA-owned HCV	244
Port Outs	0
FUP	35
VASH	39
SV	1
Total Vouchers Leased	1631
Units on ACC	1923
ACC Vouchers Funded But Not Leased	292

Emergency Housing Vouchers*	
EHV (7760) in Alameda	38
EHV Port Outs	16
Total Leased	54
Total Awarded	57
*vouchers will decrease over time due to the sunset of the program and HUD's prohibition	

Average Duration from voucher issuance to those leased up in July 2024 (days)	62.6
Average Tenant Rent to Owner	\$ 553.35
Average TTP	\$ 608.00
Average HH income	\$ 25,023.34
Percentage of Inspections Passed First-Time (July 2024)	10%
Inspections Completed (July 2024)	195

Budget Authority (For July 2024 - Average Across 12 months)	\$ 3,105,050.00
Total HAP expended	\$ 3,446,912.00
HAP/Budget Authority	111.0%

Average of HAP per Bedroom size		
Bedroom Size	Average HAP	Count of Households
0	\$ 689.71	399
1	\$ 1,760.44	559
2	\$ 2,082.71	503
3	\$ 2,719.76	182
4	\$ 3,020.89	27

Housing Programs Department Dashboard for August 2024

Total NON-ACC Vouchers Leased By Type		
Program	Vouchers Leased	Amount Awarded/Funded
Shelter Plus Care	18	18
Moderate Rehabilitation SRO	28	30

Total ACC Vouchers Leased By Type		
Voucher Program	Vouchers Leased	Amount Awarded
Housing Choice Vouchers (HCV)	1000	Not Applicable
Project Based Vouchers (PBV)	325	Not Applicable
AHA-Owned HCV	242	Not Applicable
Port Outs	0	Not Applicable
Family Unification Program (FUP)	40	50
Veterans Affairs Supportive Housing (VASH)	46	76
Stability Vouchers (SV)	1	10
Total Vouchers Leased	1653	
Units on ACC	1923	
ACC Vouchers Not Leased	270	

Budget Authority (For August 2024 - Average Across 12 months)	
\$	3,105,050.00
Total HAP expended	
\$	3,509,958.99
HAP/Budget Authority	
	113.0%

Emergency Housing Vouchers*	
EHV (7760) in Alameda	37
EHV Port Outs	16
Total Leased	53
Total Awarded	57
*vouchers will decrease over time due to the sunset of the program and HUD's prohibition	

Average Duration from voucher issuance to those leased up in August 2024 (days)	60.3
Average Tenant Rent to Owner	
\$	550.24
Average TTP	
\$	609.12
Average HH income	
\$	25,074.22
Percentage of Inspections Passed First-Time (08/2024)	10%
Inspections Completed (08/2024)	260

Average of HAP per Bedroom size		
Bedroom Size	Average HAP	Count of Households
0	\$ 671.49	406
1	\$ 1,759.27	592
2	\$ 2,083.30	523
3	\$ 2,726.38	187
4	\$ 3,027.42	27
5	\$ 3,975.00	2

To: Honorable Chair and Members of the Board of Commissioners

From: Nancy Gerardin, Director of Property Operations

Date: September 18, 2024

Re: Accept the Monthly Overview Report for Property Operations.

BACKGROUND

This memo provides a high-level overview of the Property Operations Department's activities for the last month.

DISCUSSION

The attached table (Attachment 1) summarizes property performance for all sites including Housing Authority of the City of Alameda (AHA) and affiliate-owned sites for the month of August for all properties FPI Management (FPI) manages. We continue to work closely with FPI to improve overall property operations.

VACANCY

The attached table (Attachment 1) reflects the end of month occupancy and leased rate per site. Staff are working with FPI to improve the timeliness of the leasing efforts and review vacancy loss weekly with FPI to reduce vacancies and improve the unit turn process. The average days to make ready for the month of August was 11 which is an improvement over Q1 which was 25 days and Q2 at 18.6 days to make ready, and the month of July which was 16.

In August AHA implemented a pre-screening process to assist with the leasing efforts of PBV units at Anne B. Diamant, Parrot Village, and Littlejohn Commons. The intent is to minimize the amount of downtime during the outreach and review of the initial resident selection criteria with staff performing the outreach, initial review of the occupancy and income qualifications, and mailing of disposition letters to families and the Housing Programs Department. Once applications have been identified as pre-qualified, the files will be sent to FPI for final criteria review to include background and landlord reference confirmation. Thus far this process has proven to be beneficial and we will include the pre-screening process for Independence Plaza effective in September. As part of the resident screening, FPI is also requesting a copy of their rent ledger from new applicants to ensure that they pass the landlord reference portion. This is not required



from those who are homeless or living with family.

Vacancies that do not have a waitlist are posted on the AHA website and applications are available through the Resident Managers, as well as affordablehousing.com, GoSection 8, the Section 8 online search engine, and on Craigslist.

RENT COLLECTIONS

The attached table (Attachment 1) provides the rent collection rate versus budget for all AHA-owned and affiliate-owned sites managed by FPI. Overall portfolio rent collection rate for the month of August was 90.9%.

Properties with collection rates in excess of 95% are due to higher market rents achieved vs. budget coupled with increased subsidy payments. The lower collection rates are primarily due to the units pending legal action and past due balances for residents (some properties are still affected by non-payment of rent during the COVID-19 pandemic).

Like many owners, especially non-profit owners, there remains a fairly large payment issue stemming from the COVID era. The total delinquency (unpaid rent) for the portfolio for current residents is \$716,391. Of this, the total delinquency for residents in legal (i.e subject to a 30 day notice of termination) is \$550,207.

All residents with a past due balance are referred to LifeSTEPS for assistance. Property Management and LifeSTEPS continue to engage residents and encourage them to enter into a repayment agreement. Residents who owe over \$100 are issued a "3 day notice to pay or 30 days to quit" and are referred to legal counsel for review of their cases and, where necessary, the legal notice is filed with the court. LifeSTEPS, FPI, and the Ombudsman are working with these families to enter into a "stay and pay" stipulated agreement, although a very small number have not complied and will be evicted if they do not leave before the lock out.

Residents who only owe back rent from prior to December 2022 cannot be issued a notice, to pay so some fairly significant balances will remain on the ledger until the resident moves out. A small number of other legal cases are ongoing for nuisance behavior.

Rent collections, pending legal/eviction matters, and overall account receivable collection efforts are reviewed in detail weekly by AHA with FPI.

RENT INCREASES

Rent increases have been and will continue to be issued at all sites in the coming months, in accordance with the new payment standards implemented in November 2023. This will result in increases to the total contract rent going up, but these rent increases are raised to the level of the new Payment Standards and generally will not

impact subsidized residents' rent portion, as long as they are not over-housed. Increases at the LIHTC sites will not exceed 7.5%, although for most households the increase will be much lower than this.

SOCIAL SERVICES

LifeSTEPS has been providing aid to tenants and households and continues to link them to financial and social service agencies, as needed. LifeSTEPS is also actively engaged in resident functions such as hosting National Night Out on August 6, 2024 and is currently working closely with FPI and AHA to implement a community garden for Independence Plaza. In addition, Town Hall Meetings will be hosted in September and October at various locations.

MAINTENANCE

Unit by unit inspections were conducted by FPI for each community and annual HQS inspections will follow. These inspections allow management and ownership to proactively address any repairs needed, evaluate overall property condition, and assist residents that may need social services to address personal needs.

AHA continues to conduct bi-weekly site inspections to assess all common areas, vacant units, and potential life safety matters.

HIRING

The department is in the process of hiring an Assistant Director of Permanent Supportive Housing and has postponed the recruitment for the Management Analyst to the first quarter of 2025.

FISCAL IMPACT

Not applicable.

CEQA

Not applicable.

RECOMMENDATION

Accept the Monthly Overview Report for Property Operations.

ATTACHMENTS

1. Attachment September 2024 BOC Memo
2. Town Hall Dates

Respectfully submitted,



Nancy Gerardin, Director of Property Operations

ATTACHMENT 1

Aug-24

Property Name	Owned by	Managed by	Total units	Senior or Family	Manager units	Gross Potential Rent (Budgeted)	Resident Rent Collected	Subsidy collected	Total Rent Collected (Actual)	% collected	Current Total Unpaid Charges August Month End	0-30 Day AR	31-60 Day AR	61-90 Day AR	90 + Day AR	Eviction Status AR - August Month End
China Clipper	AHHC	FPI	26	Family	0	\$53,626.00	\$12,132	\$ 43,819	\$ 55,951	104.3%	\$ 26,744	\$ 1,483	\$ 15,830	\$ 1,577	\$ 7,853	\$ 11,314
Esperanza	AAHC	FPI	120	Family	1	\$392,959.00	\$87,657	\$ 308,276	\$ 395,933	100.8%	\$ 42,517	\$ 8,437	\$ 259	\$ 6,506	\$ 27,314	\$ 164,592
Littlejohn Commons	ICD	FPI	31	Senior	1	\$15,897.00	\$14,837	\$ 45,959	\$ 60,796	382.4%	\$ 156	\$ 43	\$ 0	\$ 105	\$ 8	\$ 0
Parrot Garden	AHA	FPI	8	Family	1	\$25,384.00	\$9,599	\$ 16,889	\$ 26,488	104.3%	\$ 16,349	\$ 1,150	\$ 25	\$ 1,125	\$ 14,049	\$ 0
Parrot Village	AAHC	FPI	50	Family	0	\$183,063.00	\$31,836	\$ 148,630	\$ 180,466	98.6%	\$ 27,042	\$ 4,544	\$ 113	\$ 253	\$ 22,132	\$ 70,645
Everett Commons	ICD	FPI	20	Family	1	\$53,865.00	\$11,803	\$ 39,599	\$ 51,402	95.4%	\$ 982	-\$ 1	\$ 0	\$ 24	\$ 959	\$ 15,289
Scattered Sites	AHA	FPI	25	Family	0	\$53,482.00	\$12,581	\$ 51,426	\$ 64,007	119.7%	\$ 1,881	\$ 26	\$ 0	\$ 238	\$ 1,617	\$ 30,300
Scattered Sites	AAHC	FPI	27	Family	0	\$64,222.00	\$22,232	\$ 39,053	\$ 61,285	95.4%	\$ 3,806	\$ 2,421	\$ 50	\$ 498	\$ 837	\$ 54,549
Rosefield Village	ICD	FPI	92	Family	1	\$180,217.00	\$81,555	\$ 70,208	\$ 151,763	84.2%	\$ 37,326	\$ 4,456	\$ 25	\$ 15,296	\$ 17,549	\$ 162,852
Eagle Village	AAHC	FPI	36	Family	1	\$94,381.00	\$17,202	\$ 77,071	\$ 94,273	99.9%	-\$ 3,965	\$ 492	\$ 25	\$ 67	-\$ 4,550	\$ 16,624
Independence Plaza	AAHC	FPI	186	Senior	1	\$460,813.00	\$130,003	\$ 164,406	\$ 294,409	63.9%	\$ 13,347	\$ 1,117	\$ 1,024	\$ 11	\$ 11,193	\$ 7,002
Anne B Diamant	AHHC	FPI	65	Senior	1	\$138,986.00	\$31,605	\$ 91,948	\$ 123,553	88.9%	-\$ 1	-\$ 179	\$ 0	\$ 50	\$ 128	\$ 17,040
TOTAL			686		8	\$1,716,895.00	\$463,042.00	\$1,097,284.00	\$1,560,326.00	90.9%	\$ 166,184	\$23,989	\$17,351	\$25,750	\$99,089	\$550,207

Month Ending August 2024

Property Name	Owned by	Total Vacant 8/31/24	Occupancy	Leased %
China Clipper	AHHC	1	96.15%	100.00%
Esperanza	AAHC	2	98.37%	100.00%
Littlejohn Commons	ICD	3	90.32%	90.32%
Parrot Garden	AHA	0	100.00%	100.00%
Parrot Village	AAHC	3	94.00%	96.00%
Everett Commons	ICD	1	95.00%	95.00%
Scattered Sites	AHA	1	96.15%	96.15%
Scattered Sites	AAHC	0	100.00%	100.00%
Rosefield Village	ICD	4	95.65%	98.91%
Eagle Village	AAHC	1	97.22%	97.22%
Independence Plaza	AAHC	7	96.23%	97.31%
Anne B Diamant	AHHC	5	92.30%	96.92%
TOTAL		28	95.5%	97.82%



Housing Authority
of the
City of Alameda

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2024 AHA TOWN HALL MEETINGS

اجتماعات الممس تاجر

承租人会议

Reuniones de inquilino

Mga pulong ng mga nangungupahan

Cuộc họp người thuê nhà

Property	Date	Time	Location
Anne B. Diament	September 11, 2024	3:30PM	Anne B. Diament Courtyard
Parrot Village/Gardens	September 11, 2024	6:00PM	Field outside Parrot Gardens
Little John Commons	October 2, 2024	3:30PM	Little John Community Room
Eagle/Rosefield Village	October 2, 2024	6:00PM	Rosefield Courtyard – Outside the Community Room
Independence Plaza	October 23, 2024	3:30PM	Ruth Rambeau Memorial Community Room
Esperanza	October 23, 2024	6:00PM	Esperanza Courtyard
Everett Commons, Lincoln House, Lincoln-Willow, Sherman House, Stanford House and Senior Condos	October 30, 2024	6:00PM	Outside in front of Everett Commons Office

Translation available upon request

الترجمة م توف رة ن دال طلب

承租人会议

Traducción disponible a pedido



May maibibigay na translation kung hihilingin ito
Có sẵn bản dịch theo yêu cầu

Vietnamese, Chinese, Spanish, and Tagalog translators available.

To request translators for other spoken language(s) or a Sign Language interpreter please contact your Resident/Property Manager or 711 (TTY/TRS) **72 hours** before the meeting.



PHONE: (510) 747-4300
FAX: (510) 522-7848
TTY/TRS: 711

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners

From: Joseph Nagel, Senior Construction Project Manager, Tony Weng,
Senior Project Manager

Date: September 18, 2024

Re: Accept the Monthly Update on Construction in Progress (CIP).

BACKGROUND

The Housing Authority of the City of Alameda (AHA) and its affiliate, the Alameda Affordable Housing Corporation (AAHC), own and operate multifamily property throughout Alameda. Periodically, work is scheduled to maintain and upgrade existing buildings, or to improve property that is anticipated to be redeveloped in the future. In 2022, AHA and AAHC obtained Physical Needs Assessments (PNA) on all properties over 5 years old. These assessments delineated capital needs over a 15-year period, but also highlighted any health and safety needs and items for short-term attention.

AHA and AAHC have completed or begun all health and safety items, and plan to address short-term needs through the annual budgeting process for every property. Staff prioritizes work that is health and safety-related, lender-required, or provides risk mitigation. Priority tasks are divided between onsite FPI staff and contracting, and larger projects where there may be additional plan and permit submissions, which are undertaken by AHA staff. The Housing Development Department is currently recruiting an additional Construction Manager to assist with the roll-out of these upcoming CIP projects. A formal update to the Board on portfolio work is expected later in 2024.

There are multiple sizable projects being planned or underway at this time, including the AHA-led North Housing Master-Plan work to prepare the sites and provide infrastructure for Linnet Corner and Estuary I. This report serves to provide updates on this work.

DISCUSSION

The following construction projects are in progress as of this Board Meeting.

1. Site: North Housing Block A Offsite Improvements, 501 Mosley Ave
Total cost: \$4,015,747

Source of funds: Budgeted within the North Housing Block A projects with Estuary I covering 23%, Linnet Corner covering 60%, and Estuary II covering 17% of the offsite improvement costs.

Purpose: AHA contracted with J.H. Fitzmaurice, Inc. (JHF) for offsite improvements for



North Housing Block A, such as the realignment of Lakehurst Circle, the new water main extension, and the new Mabuhay Street. Offsite improvements work is expected to be on a parallel track to the two active housing development projects (Estuary I and Linnet Corner). Therefore, the contract end date is August 2025, which aligns with the earliest of the two housing projects' expected completion date. The contracted value for the offsite improvements work are budgeted in each of the housing developments at Block A and funding was previously approved by the Board of Commissioners in December 2023 with approximately 10% of the contract or \$450,000 in contingency. There is a 'contractor's contingency' of \$150,000 in the contract that is partially used at 41%. To project for completion, staff is budgeting \$150,000 in owner's contingency. This is within the previously board-approved 10% contingency. The pro rata shares of the \$150,000 owner's contingency is being planned for in the contingency trackers of Estuary I, Linnet Corner and Estuary II. Staff anticipates that the contract contingency will be fully used at the end of construction.

Timeline: February 2024 to August 2025

Status: As of the end of August, offsite improvements work is about 32% complete. Contractor billing for August 2024 is at \$118,088 and consists of dry utilities such as the joint trench for electricity, and contractor fees. There are no change orders, and the project is on schedule. Details on the contract status and contingency used are attached. Currently, separate water meters and sewer laterals are planned for the three projects at North Housing Block A. Estuary I and II are separate projects, but the East Bay Municipal Utility District (EBMUD) staff treats them as one project or one building per the EBMUD regulations. Thus, the separate water meters and sewer laterals may conflict with EBMUD regulations and could impact the final permit sign-off at construction completion. Staff is working with EBMUD to better understand the situation and explore viable options to complete the active housing projects on time.

2. SB721 Inspections

Site: Multiple Properties

Total cost: \$ 37,697

Source of funds: AHA General Fund

Purpose: Senate Bill 721 (September 17, 2018), requires an inspection of exterior elevated elements and waterproofing assemblies for buildings with 3 or more dwelling units, to be inspected by January 1, 2025, and subsequent inspections every 6 years.

Timeline: Inspections have been completed.

Status: Repair has been completed at Independence Plaza in 2023 and is finishing up at Anne B Diamant. Inspection reports from Bureau Veritas were received and have been reviewed. Two properties were reported to have immediate needs for remediation of defects on elevated balconies and walkways. Lincoln House Unit D elevated entry walkway and China Clipper units 203 and 303, private balconies. AHA is currently soliciting engineering services for these repairs.

3. Parrot Village Siding/Paint Repairs

Site: Parrot Village

Total cost: \$ 46,644

Source of funds: Property Operating Budget

Purpose: Lender required exterior repairs and new exterior paint

Timeline: Work is expected to take 5 to 6 months, weather permitting.

Status: The siding is complete, and the painting of the buildings is complete. Painting of the backyard and perimeter fencing began on September 2, 2024 and is expected to be completed by end of September.

4. Guardrail and Stair Handrail Renovations

Sites: Esperanza, China Clipper, Lincoln House, Stanford House.

Total cost: \$ 339,250

Source of funds: Property Operating Budget

Purpose: Upgrade guard rails and handrails for safety reasons as noted in the 2022 Physical Needs Assessments (PNAs).

Timeline: The work should take 8 to 10 weeks to complete.

Status: An RFP was issued on August 28, 2023, and a bid walk conducted September 26, 2023. AHA received (1) proposal for the work at these four (4) properties and AHA has hired a consultant, Leland Saylor Associates, to perform a cost analysis of the sole proposal that was received. In the absence of accurate existing architectural drawings due to the age of the older properties, AHA has hired Barry/Wynn as of March 2024, at a cost of \$7,795, to provide plan and elevation drawings with dimensions and notes for Leyland Saylor to base an accurate cost analysis on. These plan and elevation drawings will be archived for future reference. The cost analysis by Leland Saylor has been completed and confirms the sole proposal received reflects reasonable costs. In August 2024, the Board of Commissioners authorized the Executive Director to sign a contract not to exceed \$339,250 for the required upgrades. The contract has been signed, and the contractor is procuring the material for shop fabrication of these upgrades.

5. Anne B. Diament Balcony Repairs

Site: Anne B. Diament

Total cost: \$ 951,265

Source of funds: Property Operating Budget

Purpose: Repair balconies in compliance with Senate Bill 721.

Timeline: This scope of work is expected to take 6 months to complete.

Status: The balcony replacements, 30 of 46 units, began on April 22, 2024. Work is currently 90% complete and expected to be completed by the end of September.

6. Independence Plaza

Site: Independence Plaza

Total cost: \$834,983

Source of funds: Property Operating Budget

Purpose: A CNA was performed in January 2024 and the report was received in February 2024 noting various items requiring remediation. Siding repairs, exterior walkway pergola wood framing rot, existing elevators with eye beam sensors instead of light curtain sensors, ADA deficiencies at the exterior doors with insufficient strike side clearance- automatic push button door openers will be installed, lobby restroom door knobs, leasing office door knobs, laundry room counter, sink and folding table heights,

kitchen faucets with knobs instead of handle levers, audio and visual units where the existing strobes are not working with the fire alarm system, ADA parking spaces and approaches where there is excessive slope on grade, etc.

Timeline: This work is in progress and being addressed by various vendors as well as FPI and AHA Staff.

Status: All items in the report are scheduled to be completed by the end of September 2024.

FISCAL IMPACT

Funding for the North Housing Master Plan was approved by the Board of Commissioners in August and December 2023. Funding for repairs and maintenance on existing properties owned by either AHA or the AAHC is from either project reserves or the 2024 Reserve Policy Preservation Budget, as adopted by the AHA Board of Commissioners. Funding for the Independence Plaza Balcony repair is also being supported by redevelopment funds from the City of Alameda.

CEQA

None

RECOMMENDATION

Accept the Monthly Update on Construction in Progress (CIP).

ATTACHMENTS

1. Att 1_NH Block A_Offsites_Contract_Tracking

Respectfully submitted,

Handwritten signatures of Joseph Nagel and Tony Weng in blue ink.

Joseph Nagel, Senior Construction Project Manager, Tony Weng, Senior Project Manager

North Housing Block A - Offsite Improvements Contract Tracking
Update - as of August 31, 2024

General Contract Status	
Total Contract Value	\$4,015,747
Change Orders	\$0
Revised Contract Value	\$4,015,747
Value of Work Completed to Date	\$1,273,889
Retention Withheld	\$117,831
Amount Paid to Date	\$1,156,058
Balance to Finish	\$2,859,689
% Construction Complete	32%

Contract Contingency Utilization	
	Hard Cost
Total Contract Contingency	\$150,000
Approved Contract Contingency Usage To Date	\$61,216
Remaining Balance of Contract Contingency	\$88,784
% of Contract Contingency Used	41%

Owner Contingency	
Total Owner Contingency Outside of Contract	\$150,000
Approved Owner Contingency Usage To Date	\$0
Remaining Balance of Owner Contingency	\$150,000
% of Owner Contingency Used	0%



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To: Honorable Chair and Members of the Board of Commissioners

From: Jenny Wong, Senior Project Manager

Date: September 18, 2024

Re: Accept the Monthly Construction Report for The Estuary I.

BACKGROUND

The Housing Development Department provides monthly reports on projects under construction where either the Housing Authority of the City of Alameda (AHA) or Island City Development (ICD) is acting as developer and provides performance guarantees.

The Estuary I project is located at 500 Mosley Avenue. ICD is the developer. The project scope includes 45 new construction permanent supportive housing units for homeless or formerly homeless individuals or households, including one manager's unit. Amenities include property management offices, social service coordination offices, a community room, a mail room, central laundry, central courtyard, and secure bike parking. J.H. Fitzmaurice, Inc. (JHF) initiated construction on January 30, 2024, and is scheduled to achieve completion on or before August 8, 2025.

Please see previous monthly Board Reports for project details prior to this month's update.

DISCUSSION

Construction

The overall project completion and billing percentage, through August 31, 2024, is approximately 45%. Tapered insulation and protective thermoplastic polyolefin (TPO) membrane are installed on the roof. Electrical wiring and fire alarm are completed through the third floor. Window installation is completed on the south and west elevation. Louver waterproofing is completed and bathtubs are installed in the units. Knife plates and brackets for exterior sun shades and canopies are completed.

CCTV cameras and the live guard, patrolling the site after hours and weekends, provide security at the site as JHF continues to make good construction progress. Currently, the project is on-track to complete on time. This month's construction activities include low voltage installation, drywall installation on all floors, completion of window installation at



north elevation, and ongoing waterproofing for exterior stucco and plaster.

Change orders over the past month total \$18,856.94, bringing the total approved change orders amount to \$178,905. A owner's hard cost contingency and a General Contractor's contingency (already budgeted within the GC contract) are available for upgrades, master plan cost overruns, as well as unexpected costs detailed below. Owner contingency funds are held separately from the contract. Executed change orders have utilized 12% of available contingency.

Upgrade category: AHA has added solar, an in-unit washer and dryer amenity in the manager's unit, elevator pit waterproofing, upgraded door access control and camera systems. These upgrades improve security, the resident experience, sustainability, and maintenance of the future building. These upgrades are projected to utilize 40% of the available contingency.

Master Plan category: Hard cost contingency is reserved for expected additional soil off-haul and offsite costs to be split pro rata between the North Housing Block A projects, with Estuary I responsible for 23% of the costs. Although final cost estimates are still being obtained, staff anticipates that this cost will utilize approximately 52% of hard cost contingency.

Unexpected items: 26% of owner's contingency is reserved for unexpected items.

Total projected use of owner contingency is 100%. (The sum of the actual, projected, and reserved contingency uses is above 100% because GC contract contingency will be used in some cases, and there is some double counting between the change orders executed and the categories.) Only the Executive Director can approve additional costs to the contract, within the planned contingency amounts and staff tightly reviews all prospective change orders at the site. Staff is also tracking soft cost savings and contingency availability, which can also be applied to hard cost uses later in the project's cycle.

Operation and Lease Up Activities

Staff is working with cross-agency departments and external partners to prepare the project for leasing in 2025.

FISCAL IMPACT

AHA and ICD have completion and lease up guarantees on this development. The construction is on time and on budget. Operations and lease up planning activities are meeting project milestones. See attachment for the monthly budget update.

CEQA

Not Applicable.

RECOMMENDATION

Accept the Monthly Construction Report for The Estuary I.

ATTACHMENTS

1. Att2_The Estuary I Progress Photos
2. Att1_The Estuary I Budget Tracking Through August 2024

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Jenny', is positioned below the text 'Respectfully submitted,'.

Jenny Wong, Senior Project Manager

The Estuary I Progress Photos



Aerial photo of the North Housing Block A site. The Estuary I is located on the top left corner.



Framing progress photo from the southeastern elevation (view from the future parking lot).





TPO membrane installed on the roof. The white “sticks” scattered across the roof are stanchions to support the solar panels.



Bathtubs are installed in the units.



The Estuary I
Monthly Update - as of August 31, 2024

Total Development Costs to Date				
	\$ Budget	\$ Disbursed	% Disbursed	\$ Balance
Land & Holding Costs	\$2,461,115	\$2,444,510	99%	\$16,605
Hard Costs	\$27,175,843	\$11,459,179	42%	\$15,716,664
Soft Costs	\$13,286,926	\$2,598,982	20%	\$10,687,945
Total	\$42,923,884	\$16,502,671	38%	\$26,421,213

General Contract Status	
Total Contract Value	\$24,898,007
Change Orders	\$178,905
Revised Contract Value	\$25,076,912
Value of Work Completed to Date	\$11,244,452
Retention Withheld	\$1,073,076
Amount Paid to Date	\$10,171,376
Balance to Finish	\$14,905,536
% Construction Complete	45%

Contingency Utilization		
	Hard Cost	Soft Costs
Total Contingency Approved	\$1,394,525	\$250,000
Approved Change Orders to Date	\$178,905	\$0
Remaining Balance of Contingency	\$1,215,620	\$250,000
% of Contingency Used	13%	0%
Anticipated Soil Off-Haul Costs	\$687,700	
Projected Use of Contingency	\$ 527,920	
Remaining Balance of Contingency	\$ -0-	
% of Contingency Projected	100%	



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701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners

From: Paris Howze, Project Manager

Date: September 18, 2024

Re: Accept the Monthly Construction Report for Linnet Corner.

BACKGROUND

The Housing Development Department provides monthly reports on projects under construction where either the Housing Authority of the City of Alameda (AHA) or Island City Development (ICD) is acting as developer and provides performance guarantees.

Linnet Corner is located at 2000 Lakehurst Circle, Alameda, CA 94501. The project is the new construction of a single, four (4) story residential building, with 64 units. There will be 40 studio units and 23 one-bedroom units targeting seniors aged 62 and over. There will also be one two-bedroom dedicated as a manager's unit. Affordability levels will range between 30% and 40% of the Area Median Income (AMI). The project will also have 25% or 16 units serving formerly homeless/homeless senior veterans. Amenities will include a community room, onsite property management and service provider offices, shared unassigned parking, a laundry room, a resident garden, and a roof terrace.

Staff delivered a notice to proceed on March 6, 2024, and J.H. Fitzmaurice, Inc. (JHF), commenced construction activities on March 14, 2024. The project is expected to achieve completion on or before October 30, 2025.

Please see previous Board of Commissioner reports for project details before this month's update.

DISCUSSION

Construction

The overall project completion and billing percentage, through August 31, 2024, is approximately 33.40%. This month's construction activities included roof sheathing installation, commencement of window installation, louver waterproofing on the first floor, plumbing and waterline installation on floors one through four, completion of the exterior plywood wrap, and commencement of exterior building maintenance



installation. Currently, the project is on track to be completed on time.

Change orders over the past month total \$81,525.55, bringing the total approved change orders amount to \$225,932.90. An owner's hard cost contingency and a General Contractor's contingency (already budgeted within the GC contract) are available for both upgrades, master plan cost overruns, as well as unexpected costs detailed below. Owner contingency funds are held separately from the contract. Executed change orders have utilized 13% of available contingency.

Upgrade Category: AHA has added solar, elevator pit waterproofing, elevator back-up battery, modified building signage visibility, and upgraded door access control and camera systems. These upgrades improve security, resident experience, sustainability, and maintenance of the future building. These upgrades are projected to utilize 32% of the available contingency.

Master Plan category: Hard cost contingency is reserved for expected additional soil off-haul and offsite costs to be split pro rata between the North Housing Block A projects, with Linnet Corner responsible for a portion of the costs. Although final cost estimates are still being obtained, staff anticipates that this cost will utilize approximately 35% of hard cost contingency.

Unexpected Items: 26% of owner's contingency is reserved for unexpected items.

Total projected use of owner contingency is 100%. (The sum of these actual and projected uses exceeds 100% because GC contract contingency will be used in some cases, and there is some double counting between the change orders executed and the categories.) Only the Executive Director can approve additional costs to the contract, within the planned contingency amounts, and staff tightly reviews all prospective change orders at the site. Staff is also tracking soft cost savings and use of contingency, which can also be applied to hard cost uses later in the project's cycle.

Operation and Lease-Up Activities

Staff is working with cross-agency departments and external partners to prepare the project for leasing in 2025.

FISCAL IMPACT

AHA and ICD have completion and lease-up guarantees on this development. To date, the construction is on time and on budget.

CEQA

Not applicable.

RECOMMENDATION

Accept the Monthly Construction Report for Linnet Corner.

ATTACHMENTS

1. Linnet Corner - Monthly Budget Tracking (August 2024)
2. Linnet Corner - Monthly Construction Progress Photos (August 2024)

Respectfully submitted,



Paris Howze, Project Manager

Linnet Corner
Monthly Update - as of August 31, 2024

Total Development Costs to Date				
	\$ Budget	\$ Disbursed	% Disbursed	\$ Balance
Land & Holding Costs	\$640,864	\$526,338	82%	\$114,526
Hard Costs	\$36,513,061	\$10,556,349	29%	\$25,956,712
Soft Costs	\$16,118,331	\$2,986,108	19%	\$13,132,223
Total	\$53,272,256	\$14,068,795	26%	\$39,203,461

General Contract Status	
Total Contract Value	\$29,561,507
Change Orders	\$183,415
Revised Contract Value	\$29,744,921
Value of Work Completed to Date	\$9,935,946
Retention Withheld	\$933,763
Amount Paid to Date	\$9,002,183
Balance to Finish	\$20,742,738
% Construction Complete	34%

Contingency Utilization		
	Hard Cost	Soft Costs
Total Contingency Approved	\$1,738,717	\$450,000
Approved Change Orders to Date	\$225,933	\$0
Remaining Balance of Contingency	\$1,512,784	\$450,000
% of Contingency Used	13%	0%
Anticipated Master Plan Costs	\$ 610,215.83	\$0
Projected Use of Contingency	\$902,568	
Remaining Balance of Contingency	\$0	\$450,000
% of Contingency Projected	100%	

Linnet Corner
Progress Photos
(August 31, 2024)



Figure 1: Bird's-eye view of Linnet Corner & Estuary I



Figure 2: Bird's-eye view from Lakehurst Circle

Linnet Corner
Progress Photos
(August 31, 2024)



Figure 3: View from Mosley



Figure 4: View from corner of Lakehurst Circle & Mabuhay

Linnet Corner
Progress Photos
(August 31, 2024)



Figure 5: View from Mabuhay Street



Figure 6: View of north courtyard elevation

Linnet Corner
Progress Photos
(August 31, 2024)



Figure 7: Louver & Window Installation



Figure 8: Water Line installation

Linnet Corner
Progress Photos
(August 31, 2024)

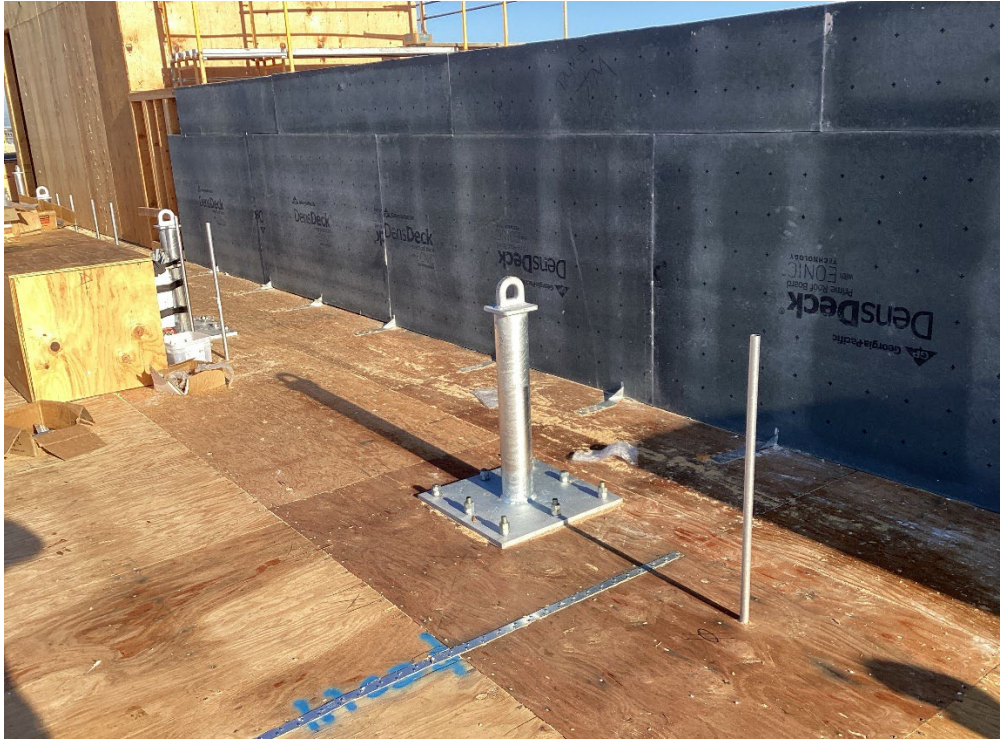


Figure 9: Exterior Building Maintenance (EBM) Installation



Housing Authority
of the
City of Alameda

PHONE: (510) 747-4300
FAX: (510) 522-7848
TTY/TRS: 711

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners
From: Nancy Gerardin, Director of Property Operations
Date: September 18, 2024
Re: Approve Additional Charges for the Properties.

BACKGROUND

This memo provides a breakdown of resident charges per the lease agreement.

DISCUSSION

Per the new lease agreement, the following are additional potential charges to residents should they fail to meet the lease requirements and for application fees at move in:

- Late Fee \$50.00
- NSF Fee \$25.00
- Application Fee \$25.00
- Guarantor Application Fee \$25.00
- Lock Out Charge \$75.00
- Utilities (Failure to assume service prior to move in) \$50.00
- Animal Waste Cleaning Charge \$25.00
- Key Replacement Fee \$5.00
- Smoke/CO Alarm Tampering Charge \$25.00
- Failure to Clean Garbage Charge \$35.00

FISCAL IMPACT

Report only.

CEQA

N/A

RECOMMENDATION

Approve Additional Charges for the Properties.

ATTACHMENTS



None

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'NG', with a stylized flourish at the end.

Nancy Gerardin, Director of Property Operations



PHONE: (510) 747-4300
FAX: (510) 522-7848
TTY/TRS: 711

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners

From: Lynette Jordan, Director of Housing Programs

Date: September 18, 2024

Re: Approve revised Payment Standards for the Housing Choice Voucher program and for Project-Based Vouchers effective immediately for new admission and movers, with the implementation date being effective November 2, 2024, for re-certifications and interim adjustments.

BACKGROUND

The U.S. Department of Housing and Urban Development (HUD) is required to annually review and publish Fair Market Rents (FMRs). A payment standard is the maximum amount of subsidy that the Housing Authority of the City of Alameda (AHA) can pay to an owner on behalf of a voucher holder.

Fair Market Rents (FMRs) are primarily used to determine payment standard amounts for the Housing Choice Voucher (HCV) program, to determine initial renewal rents for some expiring project-based Section 8 contracts, to determine initial rents for Housing Assistance Payment (HAP) contracts in the Moderate Rehabilitation Single Room Occupancy program (Mod Rehab), and to serve as a rent ceiling in the HOME rental assistance program. HUD annually estimates FMRs for Office of Management and Budget (OMB) defined metropolitan areas, some HUD defined subdivisions of OMB metropolitan areas, and each non-metropolitan county. HUD normally requires Housing Authorities to set payment standards between 90% and 110% of the FMR.

On April 4, 2023, HUD approved the the Housing Authority of the City of Alameda's (AHA) Moving to Work (MTW) Activity 2022-01: 2.b. Payment Standards - Fair Market Rents (HCV) which allows the AHA to go up to 150% FMR for all programs included under MTW. The AHA was approved for its special programs in the Housing Choice Voucher program to use this activity. That means that all vouchers will have the same payment standards, including the VASH, Emergency Housing Vouchers (EHV) and Stability Vouchers. Since other programs cannot have a higher payment standard than EHV, it is anticipated that all vouchers will use the same payment standard. Though AHA was approved to go as high as 150%, a review of HAP spending determined that setting the payment standards too high would result in further over-spending. Also,



rents are being capped mostly by rent reasonable tests, so there is not a need to go over the 120%.

DISCUSSION

For the Housing Choice Voucher (HCV) programs, this increase in payment standard will go into effect for new admissions and participant families transferring to a new unit on the effective date of the move-in if the family is not leased up prior to the approval of the proposed payment standards.

Existing Project-Based Voucher (PBV) contracts would be affected based on July 1, 2025 due to an approved MTW activity that only allows PBV rents to be increased on July 1 each year.

These payment standard increases are expected to help attract and retain landlords in the Housing Choice voucher program. These increases will also help individuals who are rent burdened by potentially reducing the tenant's portion of the rent.

Below are proposed payment standards for all programs reliant on the payment standard:

Bedroom	Fiscal Year 2025 FMR	Current Payment Standards (PS) effective 11/2/23	Current PS % of FMR	Proposed Payment Standards effective 11/2/2024	Proposed % of FMR	Difference in Payment Standards
0	\$1,937	\$2,190	113.1%	\$2,324	119.98%	\$134
1	\$2,201	\$2,557	116.2%	\$2,641	119.99%	\$84
2	\$2,682	\$3,108	115.9%	\$3,218	119.99%	\$110
3	\$3,432	\$4,010	116.8%	\$4,118	119.99%	\$108
4	\$4,077	\$4,744	116.4%	\$4,892	119.99%	\$148
5	\$4,689	\$5,456	116.4%	\$5,625	119.97%	\$169

FISCAL IMPACT

If all landlords chose to increase rents to the maximum rent allowed, the total additional amount of HAP spent in 2025 would be \$45M, an increase of \$2M. AHA could remain in shortfall in 2025, but it is unlikely that all landlords will increase their rent. Whether the Agency remains in shortfall depends on the inflation factor applied to the budget

authority by HUD, which is not yet available. With the implementation of AB1482 rent increases must also continue to meet the restrictions of 8.8% allowable increase..

CEQA

Not Applicable.

RECOMMENDATION

Approve revised Payment Standards for the Housing Choice Voucher program and for Project-Based Vouchers effective immediately for new admission and movers, with the implementation date being effective November 2, 2024, for re-certifications and interim adjustments.

ATTACHMENTS

- 1. August 2024 HPD Dashboard

Respectfully submitted,



Lynette Jordan, Director of Housing Programs

Housing Programs Department Dashboard for August 2024

Total NON-ACC Vouchers Leased By Type		
Program	Vouchers Leased	Amount Awarded/Funded
Shelter Plus Care	18	18
Moderate Rehabilitation SRO	28	30

Total ACC Vouchers Leased By Type		
Voucher Program	Vouchers Leased	Amount Awarded
Housing Choice Vouchers (HCV)	1000	Not Applicable
Project Based Vouchers (PBV)	325	Not Applicable
AHA-Owned HCV	242	Not Applicable
Port Outs	0	Not Applicable
Family Unification Program (FUP)	40	50
Veterans Affairs Supportive Housing (VASH)	46	76
Stability Vouchers (SV)	1	10
Total Vouchers Leased	1653	
Units on ACC	1923	
ACC Vouchers Not Leased	270	

Budget Authority (For August 2024 - Average Across 12 months)	
\$	3,105,050.00
Total HAP expended	
\$	3,509,958.99
HAP/Budget Authority	
	113.0%

Emergency Housing Vouchers*	
EHV (7760) in Alameda	37
EHV Port Outs	16
Total Leased	53
Total Awarded	57
*vouchers will decrease over time due to the sunset of the program and HUD's prohibition	

Average Duration from voucher issuance to those leased up in August 2024 (days)	60.3
Average Tenant Rent to Owner	
\$	550.24
Average TTP	
\$	609.12
Average HH income	
\$	25,074.22
Percentage of Inspections Passed First-Time (08/2024)	10%
Inspections Completed (08/2024)	260

Average of HAP per Bedroom size		
Bedroom Size	Average HAP	Count of Households
0	\$ 671.49	406
1	\$ 1,759.27	592
2	\$ 2,083.30	523
3	\$ 2,726.38	187
4	\$ 3,027.42	27
5	\$ 3,975.00	2

To: Honorable Chair and Members of the Board of Commissioners

From: Joshua Altieri, Community Relations Manager

Date: September 18, 2024

Re: Approve Updates on the 2019-2024 Strategic Plan.

BACKGROUND

In 2018, the Board completed a strategic planning process for the period from 2019-2024. That strategic planning process, developed in 2018, replaced the two-year Strategic Plan previously used for goal setting. Annual work plans for the Housing Authority of the City of Alameda (AHA) staff and senior management goals have been aligned with the goals set forth in AHA's 2019-24 Strategic Plan. Overall, the goals from the 2019-2024 Strategic Plan have been met and also continue to be relevant to the ongoing work AHA is doing today. This memo serves as a status update to the 2019-2024 Strategic Plan.

The 2019-2024 Strategic Plan was founded upon four main strategic goals, with each strategic goal consisting of various sub-goals. The four main strategic goals listed below also contain examples of key sub-goals:

Strategic Goal #1: AHA works with community partners to optimize affordable housing and services for the Alameda community.

- AHA will continue to engage stakeholders in discussion of AHA's long-term real estate development strategy, focusing on creative and innovative options for addressing the housing crisis.
- Staff will conduct an outreach program with multiple community stakeholders to flesh out the vision for the North Housing site.
- AHA will continue to collaborate with its community partners to provide supportive services for its residents.

Strategic Goal #2: AHA uses its resources efficiently.

- AHA will continue to make use of technology and consider contracting out some functions to make the most efficient use of available resources.



- AHA will maintain its high standards in regard to occupancy levels, property condition, energy efficiency and curb appeal.
- AHA will maximize the benefits of AHA’s newly received “Moving to Work” status.

Strategic Goal #3: AHA retains and recruits excellent staff.

- AHA will seek to expand and improve staff work spaces.
- AHA will continue to provide robust training opportunities for staff.
- AHA will foster an environment of appreciation, acknowledgment, and constructive feedback.
- AHA will seek to promote from within, where appropriate.

Strategic Goal #4: AHA is financially prepared for future challenges.

- AHA will adopt key performance metrics to track the financial performance of AHA.
- AHA will continue to manage the short-term cash flow needs of the HCV program.
- AHA will continue Family Self Sufficiency, as long as HUD provides funding.

DISCUSSION

AHA's internal Strategic Planning Committee is in the midst of the strategic planning process for 2025-2029, which involves the following elements:

- Developing a strategy for engaging with staff and other stakeholders, utilizing the previous strategic plan as a starting point, to develop updated goals and a revised strategic plan. This will involve significant outreach to community members, AHA staff, and vendors.
- Gathering information from internal and external stakeholders that covers AHA’s current and potential business efforts, programmatic initiatives, opportunities and threats.
- Creating a summary of the status of our prior strategic goals and the results of the aforementioned stakeholder outreach and input, in both a written document and presentation.
- Developing the final strategic plan document, informed by the analysis conducted, and the information provided by the stakeholders.

As AHA develops the 2025-2029 Strategic Plan, AHA will continue to prioritize the following outcomes:

1. Preserve and expand affordable housing by identifying new and existing funding

sources and services.

2. Review key programs to ensure alignment with the mission, vision, values and policy priorities of AHA.
3. Ensure AHA's ability to respond to the financial needs of constituents caused by unplanned and major disruptions in the economy.
4. Build and strengthen inter-agency and cross-sector partnerships.
5. Develop appropriate recruitment and retention strategies.
6. Recognize the diverse communities that AHA serves, and the diversity of AHA staff.
7. Maximize and leverage partnerships that provide needed programs and services to our diverse population of residents.
8. Utilize Moving to Work (MTW) authority to create innovative affordable housing options.

FISCAL IMPACT

Costs needed to create the 2025-2029 strategic plan can be met from the budget at this time.

CEQA

Not applicable.

RECOMMENDATION

Approve Updates on the 2019 - 2024 Strategic Plan.

ATTACHMENTS

1. Strategic Plan September 2024__FINAL

Respectfully submitted,



Joshua Altieri, Community Relations Manager

Key Actions from Strategic Plan	Proposed Goals for 2021-22	Proposed Goals for 2022-2023	Progress Updates as of March 2023	Progress Updates as of September 2023	Proposed Goals for 2023-2024	Progress Updates as of March 2024	Progress Updates as of September 2024	Lead
Strategic Goal #1: AHA works with community partners to optimize affordable housing and services for the Alameda community.	Continue to engage board, staff and community stakeholders in discussion of AHA's long-term real estate development strategy.	Sign completed documents for 1026 Poggi regulatory restriction documents by end of October 2021. Complete purchase of at least 12 of the Pute Bay 37 BMR units by end of June 2022.	Starting August 2022, begin quarterly reports on all five pipeline developments. In September 2022, provide a predevelopment analysis of the three North Housing sites and master plan activities for all parcels. In May 2023, update the reserve policy based on needs of an updated pipeline. Conduct public outreach for the Alameda Hotel Conversion (fall 2022) and Tilden Common projects (early 2023)	Quarterly predevelopment reports and quarterly pipeline newsletters inform the Board and community of the status of AHA's development efforts. Public outreach has not occurred on Alameda and Tilden because of the demands of financing applications. Fact sheets on all pipeline projects are on the new website, and interested parties can connect to specific projects via an email sign up.	Public outreach on the Poppy Place occurred in late 2023. The Poppy community outreach to occur in early 2024. Start of construction celebration event and media for North Housing Site A is scheduled in April 2024.	Public outreach on Poppy Place occurred in late 2023 and 2024. The Start of Construction Celebration event for North Housing (Site A) will occur in April 2024. Notable public officials participating as speakers, officials include Tony Daytag (Vice Mayor), HUD Regional Coordinator (David Paster), California Undersecretary Business, Consumer Services, Housing Agency (Melinda Grant), Alameda County Supervisor Lena Tam or Representative	An Ad hoc Committee of the Board reviewed the AHA's voucher strategy in June 2024. A newsletter on development is published quarterly. Signage regarding AHA's ownership of the site including website is located on the North Housing construction sites as well as 2615 Poplar.	Director of Housing Development
1B Discuss options for addressing the housing crisis by providing housing that serves households at 60-120% area median income.	Sign completed documents for 1026 Poggi regulatory restriction documents by end of October 2021. Complete purchase of at least 12 of the Pute Bay 37 BMR units by end of June 2022.	Sign completed documents for 1026 Poggi regulatory restriction documents by end of October 2022. Complete purchase of final Pute Bay 37 BMR units by end of June 2023.	The 1026 Poggi transaction closed in December 2022 and will service up to 132 households for fifty-five years. Seventeen of a total of 18 Pute Bay 37 BMR Homes have been purchased. Discussions of repositioning Independence Plaza and other portfolio projects in January/February 2023 have discussed the opportunities and needs for a range of affordability at these sites.	All Pute homes have been purchased. Staff is actively underlending repositioning of Independence Plaza under Fairclough to RAD and other sources.	Staff is actively underlending repositioning of Independence Plaza under Fairclough to RAD and other sources. The target date for Fairclough vouchers is 7/2024. IP will also undergo due diligence for a tax exempt bond/noncompetitive tax credit syndication.	IP Fairclough repositioning is still underway. The Housing Development team has met with HUD twice, and the target date for vouchers is now September 2024.	IP Fairclough repositioning is still underway. The target date for conversion has moved to November 2024.	Executive Director/ Director of Housing Development
1C Collaborate with homeless housing service providers to successfully implement a plan to house the formerly homeless at the North Housing site. Collaborate with multiple partners to develop the vision for the entire North Housing site.	By August 3, 2021, apply for matching funds for the supportive housing sites from the Local Housing Trust Fund. By the end of September 2021, apply for project-based Section 8 for the supportive housing and senior site at North Housing. By end of June 2022, submit tax credit or other major state financing application for the two first phases of supportive housing at North Housing.	Explore Home key funding for the Alameda Hotel Conversion project, to allow the site to provide 25% homeless units (Oct-Nov 2022) With Portfolio Management, conduct a property management procurement process that will emphasize selection of a firm with outstanding credentials in operating supportive housing in Alameda County (fall 2022). Over the next year, staff will explore additional funding sources that can support these efforts, and to work with the service providers on CES referral policy to allow for the streamlining of filling these units.	The Webster Street Hotel Conversion project received funding in February 2023 for 13 supportive housing units for formerly homeless households, as well as other low-income residents. The North Housing Seniors project received funding in February of 2023 to create 18 supportive housing units for veterans who are seniors, disabled, and coming out of homelessness. In these and other application, staff has secured preliminary commitments from the County of Alameda to provide service dollars, and has requested Memorandums of Understanding/Letters of intent with service providers to be partners with these developments.	Poppy Place has selected a construction lender and is undergoing financial and physical due diligence, building permit, lease up planning, coordination with the County of Alameda Coordinated Entry System (CES) for referrals and other needed activities. This project will serve 13 formerly homeless households. Estuary, serving 44 formerly homeless households, received its final funding in the award of tax credits in August 2023. Linnet Corner, serving 16 homeless veterans, received its final funding in the award of tax exempt bonds and tax credits in August 2023. Combined staff from Portfolio Management, Housing Programs, and Housing Development are working on lease up activities, including planning the tenant selection plan, management plan, Coordinated Entry System (CES) lease up MOU with the County, and other critical documents.	Poppy Place is scheduled to close, start construction and begin lease up by mid-November 2023. Tenants to move in during the first quarter of 2024. Estuary and Linnet Corner are scheduled to close and start construction by 1/30/2024. Staff will also be working with 3rd party management to assure that property operations are sufficient to serve the targeted population. Staff continues to collaborate with the HR service providers, the VA, LifeSteps and FPI on future operations and services.	Estuary, which will serve forty-four homeless families closed construction financing in January 2024. Staff has continued to meet with the service providers and will hold a kick-off for services plan development and other tasks in March 2024. Linnet Corner, which will serve 16 homeless veterans closed construction in early March and will hold a kick-off in April to start services plan development with its partners and the VA. Poppy Place, which hoped to serve 12 homeless households will not proceed. However, staff made good progress in terms of creating a tenant selection plan and referral processes in collaboration with the County of Alameda Coordinated Entry System (CES) that will be helpful with future developments to serve the formerly homeless.	Kickoff events were held with the service providers and lease up teams for Estuary and Linnet Corner in April and May 2024. Staff hired a PSH (permanent supportive housing) expert to develop the contract, standard operating protocols (SOPs), tenant selection criteria for these properties which will serve this vulnerable population. The draft of these documents is about 75% complete as of 8/1. Staff continues to meet with the providers on related planning issues.	Director of Housing Development
1D Explore program enhancements and continue outreach to recruit and retain landlords in the HCV program.	Ongoing use of landlord incentive and new tenant incentive program. Conduct landlord workshops in October 2021. Submit for additional HUD funding as opportunities arise.	Expand targeted outreach (for landlord recruitment) to include property management companies. Tap into City of Alameda mediator/communication channels for expanded outreach. Create integrated media campaign (OOH, Print, social, video) to attract landlords. Increase landlord incentives: First-time Rental Incentive: \$1,500 Accessible unit Incentive: \$2,000 HUD Incentive: \$100 Returning Landlord Incentive: \$1,000	Monthly landlord portal trainings continue. Landlord recruitment video was produced (Dec 2022) and placed onto AHA website at end of January 2023. Landlord recruitment outreach includes social media postings, emails, and newsletters. Ombudsman program is working closely with HPD staff to on-board landlords seeking to join the landlord portal (online administrative hub).	September campaign to promote MTW landlord incentives, communication channels utilized are email, social, bi-annual newsletter, and AHA website. MTW mentions during public comment/presentations at City Council and other community meetings by staff. Finished production of landlord recruitment video, video resides on AHA homepage and promoted via AHA social media channels. Ombudsman program continues to on-board of landlords into the landlord portal. Continued operation of monthly landlord portal sessions (last Wednesday of every month).	Continue targeted outreach to rental property owners promoting benefits and financial incentives of being HCV landlord. Boost user adoption of landlord portal by landlords to increase landlord retention. Further develop network or property management companies in City of Alameda.	133 landlords were registered onto the landlord portal in March 2023, grew to 244 landlords in portal in Jan 2024. That is 63% growth in landlord registration. Consistent messaging in landlord newsletters. Perform onboarding of landlords (usually providing registration code # for portal) to landlord portal via Ombudsman program on weekly basis. Conduct landlord portal training sessions on last Weds of very month.	133 landlords were registered onto the landlord portal in March 2023, grew to 244 landlords in portal in Jan 2024. 263 landlords are registered on the landlord portal in September 2024. This is 7.3% growth since March 2024. AHA staff still conducting monthly landlord portal training sessions. The Ombudsman upon request by landlord, still activating / onboarding new landlords onto the landlord portal.	Director of Housing Programs/Executive Director/Community Relations Manager
1E Assess gaps in resident services and explore new partners for enhanced services when feasible.	By end of December 2021, hold a procurement for a broad range of supportive services and selected qualified providers. Continue or build partnerships per the Communications Plan presented in July 2021.	Continue to expand Community partnerships for benefit of AHA program participants. Work with LifeSTEPS on enhanced programming opportunities.	Mobile Bike Bay Area and Alameda Bicycle (bike shop on Park street) partnered with AHA to provide 21 used bicycles to AHA youth during an event in November. The College of Alameda (COA) is working closely with AHA's Family Self-Sufficiency (FSS) program for education and vocational opportunities for FSS program participants. In addition, the staff and leadership at COA hosted a holiday joy drive for AHA families. Over 50 holiday gifts were awarded to AHA families during a raffle on the same day as Freighter holiday gift-card distribution in December.	A Fellow from Civic Spark is starting an eleven month employment at AHA in September 2023 and the Fellow's primary job duty is to develop a comprehensive report to address what barriers low-income families may face in terms of knowing and accessing existing service delivery systems/organizations and what can be done by AHA in terms of programming and education to fill those gaps. The report also will include a AHA emergency response plan and recommendations to mitigate potential climate change impacts on AHA properties and residents in the future. Expanded Alameda Rock & Park Dept after-school recreation to a second location (two per month) at Parrot Village/Gardens. AHA is offering \$250 college scholarship for any AUSO high school student (residing in AHA household) that completes semester at AACC's Diplomas to Degree Center.	Assess the community partners of the Housing Authority of the City Alameda's (AHA) ability to respond to the specific needs of low-income households during an emergency. Develop a report which provides a gap analysis of emergency services for low-income households. Issue recommendations related to (transportation, internet connectivity, clothing, food, homeless services, mental health, medical services). The report will include an implementation plan which addresses gaps in service, provide information regarding additional assets and services to address current gaps, create outreach and training materials, providing an extensive list of resources for low-income households.	AHA's intern (from CivicSpark) is working closely with AHA Community Relations Manager to develop a comprehensive Emergency Preparedness Plan Report that will be presented at the May BOC meeting. The report will cover AHA historical data, AHA demographic data, analysis of natural and climate mitigation for AHA properties and future AHA development, components and components of emergency preparedness, gaps in emergency preparedness, gaps in Emergency Operations, and recommendations for bridging gaps.	At the June Board of Commissioners meeting, the CivicSpark intern (Rona Leigh De Guzman) presented the Emergency and Climate Preparedness report. AHA staff worked with FPI management to develop Emergency Preparedness documentation package for Independence Plaza, the package consisted of the following: emergency contact list, meeting locations, FPI staff pre-assigned duties, vulnerability chart, vulnerable residents list, emergency door signage, emergency plan map, FPI phone list, and vent roll.	Community Relations Manager / Risk Manager
1F Create appropriate communication tools and evaluate resources needed to tell AHA's story and promote AHA's mission.	Complete the Communication plan as presented at July 2021 BoC. Further audit use of AHA logo in departmental communications and Voyager (automatically generated letters).	Add more video resources (landlord portal trainings, etc.) to AHA website.	Both new websites (www.alamedahq.org and www.alamacitydevelopment.org) are launched and using new branding. Printed materials for media kits are on stand-by at AHA main office for important meetings or media. The fiscal year 2021-2022 Annual Report was completed in January 2023. 200 copies are to be printed and distributed, as well as posted onto AHA website. As noted previously, the landlord recruitment video has been published. Two other videos, one video highlighting AHA's Alameda Family Services partnership and second video detailing AHA's efforts to address homelessness in the City of Alameda were created.	Monthly website audits occurring to ensure accurate content, forms, and contacts. Maintain a 2023 isolated collateral archive. Upgrade design for 23-24 annual report. Continue to maintain cadence of social media content posting and newsletters. Video production of one video (Recruitment). Continue to develop and foster relationships with other community agencies. Continue to promote/represent AHA at City Commission meetings, Chamber Leadership program, and other community events.	Website content reviews are performed on monthly basis. Prior to each month the Executive Director approves the social media schedule for both LinkedIn and Facebook. In the February BOC agenda, a 2024 Communications and Community Relations report summarized all AHA communications activities including website metrics, social media metrics, video metrics, email metrics, and overall AHA audience growth. Continued delivery of quarterly newsletters to residents, bi-annual newsletters to government officials and landlords, and annual newsletter to vendors. In early design stage of annual report for FY 23-24. Also, in primary stages of creating AHA recruitment video with expected completion summer 2024.	Website content audits are performed on monthly basis. The monthly social media plan has been approved through September 2024 by Executive Director. Continued delivery of quarterly newsletters to residents, bi-annual newsletters to government officials and landlords, and annual newsletter to vendors. The FY 23-24 annual report is in final stages of production with expected completion in September 2024. AHA recruitment video is completed and posted onto AHA website and social media. Since July 2023, AHA website unique visitors have increased from 77k to 88k (per year) and website page views have grown from 61k to 80k (per year).	Executive Director / Community Relations Manager	

Key Actions from Strategic Plan	Proposed Goals for 2021-22	Proposed Goals for 2022-2023	Progress Updates as of March 2023	Progress Updates as of September 2023	Proposed Goals for 2023-2024	Progress Updates as of March 2024	Progress Updates as of September 2024	Lead
Strategic Goal #2: AHA uses its resources efficiently								
2.1 Automate accounting systems.	Systems are now paperless. Continue to move expenditures to electronic payments.	Onboard Payroll software that can link to accounting software (Yardi), therefore reducing the need for manual input. Continue to outreach on electronic payments to vendors and landlords.	Contract with Payroll company to be executed no later than March 2023, and the implementation of upgrades (including unification of processes) to occur at that time for financial reporting and payroll processing.	Contracted executed with Payroll company. Single sign on is available for payroll processing. Pending scripting between payroll processing software to Yardi accounting to simplify accounting input/review.	Due to the migration of all properties to FPI Management, Inc. which utilizes the same financial platform as AHA (Yardi), propose a script to consolidate FPI Management Inc. property activities to AHA reporting, thus reducing some manual inputs. Ongoing outreach on electronic payments to vendors and landlords are ongoing.	A consistent template is being utilized to map between FPI and AHA and used on a monthly basis to ensure consistent and transparent information sharing. Periodic big push to vendors and landlords to ACH to alleviate concerns of payments.	No substantial change. The Yardi system continues to be a main database, consistent excel templates are utilized to upload between FPI and AHA. Manual interventions are limited and subject to rigorous review process to ensure that it passes audit muster.	Chief Financial Officer
2.8 Implement online tenant and landlord services to make dealing with AHA as convenient as possible and reduce staff time spent on processing.	Complete the applicant portal with the Section 8 waitlist opening in September 2021. Increase adoption and use of landlord portal by landlords.	Expand adoption of Rent Café for both landlords and tenants.	Rent café was expanded for participants. The Owner portal was released and the applicant portal was released. A waitlist selection of 200 applicants was completed using the intake workflow through the portal. Save My Spot was launched to allow applicants currently on the waitlist to update their information and to respond to waitlist purges.	Ombudsman Program continues to onboard landlords onto landlord portal. Monthly landlord portal trainings actively occurring last Wednesday of every month. Landlord liaison responds to landlords requests promptly.	Issue and attempt to lease up 200 vouchers through the online intake process. Continue outreach to landlords to improve enrollment and adoption/use of the landlord portal platform.	One hundred families have been selected from the Housing Choice Voucher wait list. Staff has started processing the second set of 50 applicants for possible voucher issuance. Staff has continued to encourage use of the landlord portal and larger landlords (more than 70 families on the program) have received training in the portal individually.	Staff continued to process families from the wait list until the agency was declared in shortfall. Housing Choice Voucher leasing activities have now been halted. The RentCafé intake portal is launched and being used for Project-Based Voucher leasing activity.	Director of Housing Programs/Director of Data and Policy
2.C Review policies and procedures across programs to improve efficiencies, set common standards and adopt best practices	Ongoing. Will be a key part of the accreditation process. Employee handbook will be presented to BoC no later than February 2022.	Ongoing review of policy changes as needed and upgrade of procedures.	An updated version of the Employee Handbook was approved in January 2023.	HD Department is 40% done with protocols for major activities. All staff is assigned protocols to draft and circulate for comment. Administrative Plan was updated for approved MTW activities.	Ongoing review of policy changes as needed and upgrade of procedures. Begin organizational environmental plan to reduce waste, water use, electricity use, and reduce emissions. Update Administrative Plan to implement MTW activities.	Policies for most departments are being updated and standardized in format. Environment/Sustainability committee created to make suggestions for agency improvement. Administrative Plan updated with all approved MTW activities.	Administrative Plan updated to include approved MTW activities. Policies throughout the agency continue to be reviewed and updated or created as needed.	All Directors
2.D Rehabilitate AHA's properties in accordance with the Board-approved capital improvements based on portfolio capital needs assessments to maintain AHA's high standards in occupancy levels, property condition, energy efficiency and curb appeal.	Develop an updated capital needs and rehabilitation plan for each of AHA's buildings that are over 15 years old and over 30 units by June 30, 2022. Provide an update to the Board by August 31, 2022. (dependent on hiring Construction Manager). Complete syndication feasibility for at least two portfolio projects by end of June 2022. By end of March 2022, begin the balcony renovations at IP and ABD.	Complete the IP Balcony work and draw down City funding and reserves to offset cost. Complete all CNAs and provide summary and strategy to Board for approval (February 2023 BOC). Conduct energy efficiency studies on at least three targeted renovation projects (by Feb-2023). Provide an update to the Board on the recapitalization and refinancing of IP by April 2023.	CNAs of the entire portfolio were completed as of the end of December 2022, and an overview was presented to the Board in January 2023. Options for renovation of three targeted renovation projects were presented to the Board in January and February 2023.	Staff has been working on lender renovation requests at Eagle Village, Parrot Village and Parrot Gardens. Storm damage at Parrot Village has been addressed. The new below market rent home at 410 Tucker is undergoing renovation for leasing. Required sewer testing and certifications are being conducted at ABD and IP. Permit drawings have been prepared for submittal for the balcony replacement at Anne B. Diament. Staff has upgraded acoustic insulation in offices at 701 Atlantic. Schemes have been created for life/safety repairs that require contractors.	Plans for implementing the desired renovations throughout the portfolio to be presented to the Board in 2024. Staff will convene with 3rd party property management to develop scope, roles and responsibilities, and a performance timeline. An energy efficiency study of Independence Plaza and seismic studies of the entire portfolio will be undertaken.	Planning and siding upgrades at Parrot Gardens, Parrot Village, and Eagle Village have been undertaken. The balcony project at Anne B. Diament has received permit approval and has selected a contractor. Plans for implementing the desired renovations throughout the portfolio to be presented to the Board in 2024. Staff will convene with 3rd party property management to develop scope, roles and responsibilities, and a performance timeline. AB 721 (balcony) and seismic studies of the entire portfolio are planned for 2024.	Required capital projects are represented in the budget and AHA will partner with 3rd party management to contract and see through to completion. Several major projects have been completed as of 9/1, including exterior paint and siding, electrical upgrades, balcony repairs, an ADA enhancements. Staff is preparing an update to the Board in September on the next two years of capital work.	Directors of Portfolio Management, Director of Housing Development
2.E Analyze option of applying for "Moving to Work" status as a Public Housing Agency.	MTW application has been submitted. Respond to any requests for information from HUD.	A MTW Supplement is being prepared for submission to HUD to implement activities affecting the participants and landlords. There are 18 proposed activities in the draft plan that will need to be implemented in the spring of 2023 after staff are trained.	First MTW Supplement Plan submitted to HUD in December 2022 and response to HUD comments submitted in February 2023. Public process completed for Annual Plan for FY 2023-2024, including an MTW Supplement with five additional activities.	Second MTW Supplemental Plan submitted to HUD March 2023. First and second MTW Supplemental Plans have been conditionally approved by HUD and approved activities have been implemented. Draft of third MTW Supplemental Plan is underway.	Submit FY 2024-2025 Annual Plan and Supplement to HUD. Update Yardi to allow for MTW accounting and activities. Once additional HUD approval is received, implement additional Agency-specific activities.	Yardi is updated with MTW accounting and activities. FY 2024-2025 Annual Plan and MTW Supplement presented to the Board of Commissioners in February 2024 after public process completed. March 2024 Board of Commissioners approved plan for submission to HUD. Waiting on a few Agency-Specific activities from prior two plans, but received approval to implement two Agency-Specific activities on December 19, 2023.	FY 2024-2025 Annual Plan submitted to HUD. Comments returned from HUD and staff are addressing with HUD.	Executive Director/Director of Data and Policy
2.F Fine tune AHA's best practices by visiting with other housing authorities and affordable housing owners/managers to learn about their most innovative and impactful operating practices.	Continue to lead roundtables for EDs and Section 8.	Director's Roundtable for the voucher programs continue to attend. Join MTW Collaboration group to support staff working with MTW.	Continued with involvement in the Director's Roundtable for the Voucher program and sharing of ideas. Staff attending MTW Collaboration virtual meetings and in-person conference. Continued to participate in HUD provided MTW trainings and informational sessions.	Continued with involvement in the Director's Roundtable for the Voucher program and sharing of ideas. Staff attending MTW Collaboration virtual meetings. Continued to participate in HUD provided MTW trainings and informational sessions.	Continue to lead Director's Roundtable for voucher program and attend local professional organization conferences such as NAHRO. Assess need for a Financial and/or HR Roundtable for local PHAs. Continue to network with other MTW Agencies and strengthen collaborations with landlord cohort agencies on the landlord activities. Attend MTW Collaboration conferences.	Continue to lead Director's Roundtable for voucher program and attend local professional organization conferences such as NAHRO. Staff presenting and attending the MTW Collaboration conference in April in Washington D.C.	Continued to lead Director's Roundtable. Staff attended the local NAHRO conference in San Jose. Staff continue to actively participate in overall MTW Collaborative and with a Landlord Cohort specific group. Staff presented at the national MTW Collaborative conference in Washington D.C. in April 2024.	Executive Director/Director of Data and Policy

Key Actions from Strategic Plan	Proposed Goals for 2021-22	Proposed Goals for 2022-2023	Progress Updates as of March 2023	Progress Updates as of September 2023	Proposed Goals for 2023-2024	Progress Updates as of March 2024	Progress Updates as of September 2024	Lead
Strategic Goal #3: AHA retains and recruits excellent staff								
1A. Improve work space for staff, within certain financial and physical limitations.	By end of June 2022, obtain permits and begin maintenance garage remodel. Recruitment of a Construction Project Manager to oversee project is in process.	Issue RFP for general contractor in Dec 2022. Submit for permits in February 2023. Begin work by July 2023.	2615 Eagle Street was prepared for maintenance staff occupancy, however, with staff and property transitions, may not be used immediately. A selection process for an architect for the maintenance garage conversion to offices has been conducted and an architect will be selected by the end of March 2023.	A proposal for AHA staff to be located at Poppy Place has been prepared and will be submitted to the State Housing and Community Development Department in late 2023.	Continue to explore staff spacing options at all AHA sites. If prudent, AHA will obtain a design for the maintenance garage option by September 2024.	The maintenance garage option activity is being postponed to 2025.	The maintenance garage option activity is being postponed to 2025, but an early phasing plan will be discussed in fall 2024.	Director of HR/Director of Development
1B. Continue to provide robust training and cross-training for staff.	RP staff continue to receive mediation training and certification from SEEDS, upon successful completion of their probationary period. Section 8 staff to receive HCV training. Agency wide trainings to continue. Most classes are currently online; continue to look for engaging online training opportunities and offer in person if possible with pandemic.	Expanded benefit amount and promote usage of education assistance/tuition reimbursement program. Pilot training allowance and report on program at end of 2023. Continue to require and provide professional certification programs. Continue to utilize online training platforms augmented by in person trainings as health conditions permit.	Prior 2022-23 plans are continuing. Front facing staff were provided with a one day training on Customer Service in the Public Sector in January 2023. Two days of training for all supervisors are planned for May and June 2023.	Customer Service Training Completed 1/27/23; Supervisor trainings completed May 1 and June 1, 2023.	Promote usage of education assistance/tuition reimbursement program. Report on pilot training allowance program at end of 2024, including recommendation regarding continuation of the program. Continue to require and provide professional certification programs. Continue to utilize online training platforms augmented by in person trainings as health conditions permit.	Continued promotion of education assistance/tuition reimbursement program. Report on pilot training allowance program at end of 2024, including recommendation regarding continuation of the program. Continue to require and provide professional certification programs. Continue to utilize online training platforms augmented by in person trainings as health conditions permit. Training on Communications for all staff on April 27, 2024.	One Customer Service Training was conducted in August. One Communications training was conducted in April. June Prevention of Harassment training was rescheduled to September. Continued promotion of education assistance/tuition reimbursement program. Report on pilot training allowance program at end of 2024, including recommendation regarding continuation of the program. Continue to require and provide professional certification programs. Continue to utilize online training platforms augmented by in person trainings as health conditions permit.	Director of HR
1C. Foster an environment of appreciation, acknowledgement and constructive feedback.	Survey will be repeated in December 2022. Staff are working on addressing issues from 2020 survey.	Coordinate with DEI work on staff satisfaction issues, rather than repeating the staff survey. Support Events and Celebrations Committee for ongoing staff engagement activities. Offer ongoing training for supervisors/management on topics such as providing feedback. Monitor and report on staff retention/turnover. Continue to offer flexibility in staff schedules and work from home arrangements where feasible.	Prior 2022-23 plans are continuing, including undertaking DEI work. Events and Celebrations Committee continues to plan inclusive monthly events that promote staff engagement.	The Celebrations and Events committee has continued to do these monthly.	Support Events and Celebrations Committee for ongoing staff engagement activities. Offer ongoing training for supervisors/management on topics such as providing feedback. Monitor and report on staff retention/turnover. Continue to offer flexibility in staff schedules and work from home arrangements where feasible. Develop plans to focus specifically on staff retention in upcoming year.	The Celebrations and Events committee has continued to promote monthly. Plan for this to carry from 2024-25.	The Celebrations and Events committee has continued to promote monthly events. Plan for this to carry from 2024 into 2025.	Director of HR
1D. Seek to hire from within where appropriate.	Continue to make promotional opportunities available where possible; provide ongoing training for skill development.	Continue to make promotional opportunities available where possible. Provide ongoing training for skill development to support career advancement. Establish additional supervisory/management capacity in departments to support succession planning and professional development.	Prior 2022-23 plans are continuing. Three additional internal promotions have been made. Supervisory/management capacity is being planned for in the Schedule of Authorized Positions/budget for 2023-24.	Prior 2022-23 plans are continuing. Internal promotional opportunities have been made in the Finance Department 3 Accounting Specialist I's became Accounting Specialist I's. Two internal staff were promoted to Director of Human Resources and Director of Data and Policy. Supervisory/management capacity is actively reviewed and presented in updates for in the Schedule of Authorized Positions/budget for 2023-24.	Continue to make promotional opportunities available where possible. Establish additional supervisory/management capacity in departments to support succession planning and professional development.	Provide ongoing training for skill development to support career advancement.	In the Data and Policy Department, one Management Analyst was promoted to a Senior Management Analyst who then was assigned supervision of a summer intern who is overseeing the entire intern program. In Housing Development, the construction project manager was promoted to Senior Construction Project Manager, and plans are made to recruit an additional construction project manager.	All Directors
1E. Conduct a job classification and compensation study to ensure AHA's total compensation package remains competitive in the marketplace.	Repeat compensation study for all positions by September 2022. Include classification study if pandemic subsides.	Implement compensation study in Fall 2022. Continue to monitor environment to ensure competitive compensation package is in place.	Compensation study approved by BOC in July.	Compensation study approved by BOC in July.	Continue to monitor environment to ensure complete compensation package is in place. Consider a full class and comp study in 2023-24 or 2024-25.	Consider a full class and comp study in 2024-25 or 2025-26.	Consider a full class and comp study in 2024-25 or 2025-26.	Director of HR

Key Actions from Strategic Plan	Proposed Goals for 2021-22	Proposed Goals for 2022-23	Progress Updates as of March 2023	Progress Updates as of September 2023	Proposed Goals for 2023-24	Progress Updates as of March 2024	Progress Updates as of September 2024	Lead
Strategic Goal #4: AHA is financially prepared for future challenges								
2A. Adopt a dashboard of key performance metrics to track financial performance of the authority.	Continue to simplify reporting and focus on dashboards by the end of Fiscal Year 2022, including main components of cash and investments, as well as sufficient reserves for HAP and operating funds.	Launch a new portal in Yardi, Asset IQ, which provides a high-level overview of the agency and its programs.	Yardi Asset IQ has been rolled out for Portfolio Management that provides high level data for the two properties currently managed by AHA.	Utilized Yardi from 3rd party property management's dashboard for all properties. Dashboard for Housing Programs Department has been created and tested.	Complete roll out of Asset IQ to the Housing Choice Voucher (HCV) program to allow for easy monitoring of program metrics and goals.	Designed dashboard for Housing Choice Voucher program.	Contingency Forecasting tools have been developed to allow senior leadership to track performance. These are being actively used for Estuary I and Linnet Corner.	All Directors
4B. Review the long term operation of the HCV program to maximize support to Alameda low income families and meet federal regulations while reducing its dependency on subsidy from other AHA programs. Continue to manage the short-term cash flow needs of the HCV program.	Continue to explore cost efficiencies in Section 8. Case loads for staff are at 60-75% of many similar agencies. This provides for better customer service and performance levels and an ability to do additional projects like EHV. Hire consultant in the coming year to review case loads.	Complete RFP for Criminal Background screening, Implement 1st year MTW meet funder requirements. Submit Placed in Service Package and convert to permanent phase by March 1, 2023. By April 2023, submit Block A applications AHP and 4% and 9% tax credits, as needed. Submit Home Key application by end of 2022 for Alameda Hotel Conversion if applicable, as well as AHP in March 2023. Apply in May 2023 for LHTF matching funds. If the Board approves transfers of its awards to the AAHTF for eligibility.	The RFP for screening was completed and the agency chose to implement the CB process through Yardi systems. An Assistant Director (AD) was hired and has been onboarded for 4 months. The hiring of an AD has added additional oversight and direction for the program. As of February 2023, staff selected 200 applicants from the HCV waitlist. Screening and eligibility has begun with that process.	Hired a supervisor for the HPD in June of 2023 to provide more assistance to the Director. The supervisor provides the day to day supervision of front desk and some other staff. Lease 100 vouchers by May 1, 2023 and select an additional 100 applicants from the HCV waitlist.	Continue to implement MTW.	Hired a supervisor March 2024 to assist the Director. Assistant Director is also hired. MTW is implemented as approved by HUD.	MTW is implemented as approved by HUD.	Director of Housing Programs
2C. Secure funding for AHA's pipeline of affordable housing developments and complete these projects in a cost-effective and timely manner. Explore creative options for managing costs of housing production going forward.	By end of June 2022, Rosefield to be 95% complete and initial lease up should be 75% complete. Develop initial financing plan and strategy for NH Block A Senior and Tilden Commons (AUSD site) by end of March 2022.	90% lease up of Rosefield Village by October 1. Full lease up by 11/1/2022 to meet funder requirements. Submit Placed in Service Package and convert to permanent phase by March 1, 2023. By April 2023, submit Block A applications AHP and 4% and 9% tax credits, as needed. Submit Home Key application by end of 2022 for Alameda Hotel Conversion if applicable, as well as AHP in March 2023. Apply in May 2023 for LHTF matching funds. If the Board approves transfers of its awards to the AAHTF for eligibility.	Rosefield experienced some delays due to lease up delays, staff turnover, and accounting issues. Rosefield was fully leased as of 12/15/2022. As of the end of 2022, staff had submitted 15 applications for funding. 2023 applications include COB/GH/OME, two AHP applications and a 9% application for North Housing Block A projects. As mentioned above, and projects received awards in February 2023 from the State of CA SuperNDRFA.	As of September 2023, Staff has submitted 10 applications for funding and has been highly successful, including two projects that have received final funding levels for tax credits. Staff submitted its second application to the Local Housing Trust Fund program, to leverage AHA investment in properties. Rosefield is scheduled to convert to permanent in late August 2023 and retaining developer fee will be paid once the project is able to demonstrate three months of stabilized occupancy, a milestone that has been delayed by tenant recoverables, but which is showing considerable improvement.	The Rosefield Placed in Service package will be submitted in September 2023. Two North Housing Block A phases closed in late 2023 (114 units, of which 60 are supportive housing).	Construction loan financing has been fully secured for Estuary I and Linnet Corner. A predevelopment loan has been secured for The Poplar to allow it to begin design. Staff continued to submit financing for Estuary II to complete its financing.	Staff has submitted over six major funding applications for Estuary II this calendar year, utilizing all opportunities despite the competitive environment and dwindling of funds.	Director of Housing Development
2D. Review the long term operations of the Property Management functions in the light of future refinancing and rehabilitation. Monitor and manage the short-term and long term operating needs of the properties.	Transfer remaining properties to the AAHC entity by end of June 2022 and update staffing needs to reflect a change in responsibility.	A new property management company should be selected by 12/1/22.	FPI Management, Inc. was selected, and substantially all properties transferred from The John Stewart Company by December 31, 2022. Independence Plaza was transferred from AHA's management to FPI Management, Inc. on 3/1/2023, and it is expected that Anne B. Diamant be transferred to FPI Management, Inc. no later than 6/30/2023.	Transferred all current and onboarded new acquisitions to FPI Management and ensure no drop of quality of operations. Work with 3rd party vendors such as LifeSteps and FPI Management, Inc. to continue high-quality services to tenants. In conjunction with Finance and Housing Programs Department continue to ensure that financial infrastructure is implemented, housing assistance payments paid and reconciled, and inspections are conducted timely.	Hire Portfolio Management Director. Continue AHA staff site visits to ensure property maintenance/operations remain at standard. Report findings or property issues to FPI management to have addressed. Proactively manage and maintain regular communication with the FPI Property management team to ensure property operations and inspections occur at highest standard and rental payments collected, accurately tracked, and reconciled.	New Director began 01/29/2024. Working closely with FPI to implement efficiencies and consistency in property operations focusing on quality financial reporting, timely rent collections, curb appeal, expense control, and full automation and use of operating software.	Continuing to work closely with FPI and improve operations financially as well as the physical asset. Multiple meetings held weekly to review AR, legal matters, day to day operations, etc. Analysis of turnover time and loss as well as security deposit reconciliation completed in May YTD to establish a baseline. This data is reviewed monthly and shared with FPI as part of accountability of contract requirements. Fiscal year budgets completed and monthly variance/financial review calls re-established effective in June 2024.	Director of Portfolio Management
4E. Continue the Family Self-Sufficiency program as long as HUD provides funding.	Continue FSS program. Seek to increase enrollment to help families that have lost income due to COVID. Provide more online services to FSS participants.	Continue FSS program. Seek to increase enrollment to help families that have lost income due to COVID.	A Housing Specialist III has been hired to focus largely on the FSS program, growth and oversight. A review of all FSS participant files was completed. The FSS Action plan was drafted and Administrative plan changes are underway. AHA was applied for and awarded \$95,000 in FSS Coordination funding for 23-24 year.	Continue FSS program. Seek to increase enrollment into FSS Program via tenant newsletter, email and AHA social media outreach. Coordinator actively fields online requests from interested parties.	Clear growth goals are in place to increase enrollment to 40 participants by no later than May 31, 2024, and to 50 in following twelve months. To develop and maintain the FCC at not less than 6 members and meet at least twice every 6 months.	FSS program now managed by new AHA staff member under Director of HPD Director. Included into Q2 program participant newsletter and social media posting.	In late May 2024, AHA hired an Assistant Director of Housing Programs and an intern who worked on promoting the FSS Program and led the outreach efforts to increase voucher holders' participation in the FSS Program. The outreach efforts and fairs resulted in an increase in interest in the FSS program and enrollment with AHA receiving approximately seventy applications to date. In July 2024, staff enrolled nine (9) new participants in the program, which increases the total number of participants to 27 as of mid-August.	Director of Housing Programs
4F. Prepare strategic Asset Management Plans for AHA-owned properties, including Independence Plaza.	Provide an update on the IP refinancing strategy to the BOC by end of November 2021.	With Portfolio Management, provide update to the Board on the IP refinancing strategy in February 2023.	Ongoing updates to the IP refinancing strategy have been provided in fall of 2022 and in February 2023.	Staff is actively undertaking repositioning of Independence Plaza under Faircloth to RAD and other sources.	A proposal to HUD should be made before the end of 2023 and the target date for Faircloth vouchers is 7/2024. IP will also undergo due diligence for a tax exempt bond/noncompetitive tax credit syndication. Plans for implementing the desired renovations throughout the portfolio to be presented to the Board in January 2024. Staff will convene with 3rd party property management to develop scope, roles and responsibilities, and a performance timeline. An energy efficiency study of Independence Plaza and seismic studies of the entire portfolio will be undertaken.	Plans for the repositioning of Independence Plaza are underway. Renovation planning has occurred in time for the FY24-25 budget.	Operating budgets reflect required capital improvements and lender required repairs are nearing completion.	Director of Housing Development and Director of Portfolio Management
4G. Create the authority's pension liabilities policy and adopt a plan for funding this liability.	Bring report to BOC by November 2021.	Ongoing monitoring of the unfunded liability as part of the annual audit, and as necessary, recommend action plan to the Board of Commissioners on whether further payout of the unfunded pension liability is warranted.	The audited financial statements will be presented to the Board of Commissioners in the March 2023 meeting, which includes the actuarial reports. No further payout of the unfunded pension liability is warranted at this time but the unfunded accrued liability will continue to be monitored.	Finance will be engaged with the financial auditors and the actuaries for FY 2023 review. No action is warranted at this time. CalPERS reported a preliminary net return of 5.8% on its investments for the 12-month period ending June 30, 2023 in July 2023.	Ongoing monitoring of the unfunded liability as part of the annual audit, and as necessary, recommend action plan to the Board of Commissioners on whether further payout of the unfunded pension liability is warranted.	Presented as part of the audited financial statements status of unfunded accrued pension liability payout. No specific action warranted in 2024.	Ongoing monitoring, with contact with actuaries to begin work on the required GASB valuation reports. In August 2024, withdrew approximately \$48k from the IRC Section 115 OPEB Trust to fund OPEB expenses from earnings.	Chief Financial Officer
4H. Create an organizational reserves policy.	Demonstrate progress on the quarterly reserve policy plan, starting January 2022.	Provide update to Reserve policy on or before May 2023, as part of the budget process, and in anticipation of future applications and match opportunities. Update the CIP section of the policy in February 2023, per 2D above.	The CIP section of the policy for the near term will be a component of the FY 2024 budget that will be brought to the Board no later than June 2023. Department meetings have already started to project out existing sources and uses. Staff provided an update to the Reserve Policy in May 2023, with \$15 million set aside for production (new units) and \$5 million for preservation (repairs and maintenance on portfolio).	Staff submitted an application for matching funds to the Local Housing Trust Fund in May 2023 and received an award of ROPS funding from the City of Alameda in June 2023, both of which match AHA's reserve investments in production. In July 2023, staff requested that MTW funds also support production for the remainder of the North Housing Master Plan (3-acres, currently pending project level detail). Staff provided a forecast to the Board showing that production funds from the Reserve Policy will be exhausted by the end of 2025.	Staff continues to evaluate options to leverage funding from the reserve policy, including utilizing redevelopment funds for Independence Plaza for repairs, another application to the State Local Housing Trust Fund in May 2024 for matching funds for both new construction and renovation, and other sources of funding. These items will be brought to the Board from March - May 2024 and through the budget process.	Staff submitted a request for redevelopment funding for IP repairs in Dec 2023, as well as a redevelopment funding request for The Poplar. Staff is preparing to submit an application to the State LHTF fund, if the current state budget environment provides matching loan amounts.	Reserves policy was brought to the Board in May 2024 and ongoing review of near term cash needs are discussed internally. Additional applications for funding, including the Faircloth to RAD conversion to add additional project based vouchers to Independence Plaza, is slated for the Fall of 2024.	Director of Housing Development/Chief Financial Officer



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701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners

From: Greg Kats, Director of Administrative Services

Date: September 18, 2024

Re: Accept this report and authorize the Executive Director to continue to budget for the major software solutions with Yardi Systems Inc, ECS Imaging Inc, Microsoft Office, and Global Relay.

BACKGROUND

Contracts in excess of \$250,000 are to be approved by the Board of Commissioners, and the maximum contract period under our procurement policy is 5 years. The contracts for Yardi Systems Inc., ECS Imaging Inc., Microsoft Office, and Global Relay have been renewed under the contract terms of the original software agreements and have surpassed the 5-year term limitation. These are vital systems to the overall business processes of the Housing Authority of the City of Alameda (AHA) and require approval to continue to utilize these systems and surpass the term limitations.

DISCUSSION

AHA selected Yardi Systems, Inc. (Yardi) as its client database solution in 2002, after a competitive RFP process. The selection of this vendor was taken to the Board of Commissioners at that time and a contract was signed on November 7, 2002. In addition to providing the central database for the Housing Choice Voucher program, including the monthly submissions to HUD's secure systems, Yardi also provides additional services to AHA. The database system was upgraded on April 10, 2017, to the newest platform. This upgrade increased functionality of the program along with providing integration options, including online portals for applicants, landlords, participants, and vendors. This software solution is the only one with so many online solutions fully launched.

Currently, Yardi is also providing an eLearning platform for all employees to obtain training on a wide variety of topics, including the upgraded Yardi systems training, business writing, Excel training, and AHA's Employee Handbook. At this time, employee onboarding training is also being completed using this platform.

A Request for Proposals resulted in Yardi being selected as the provider of background checks and credit histories for AHA. This was a competitive process, and Yardi's



proposal was the most cost-effective.

The annual contract for Yardi is approximately \$169,000 per year. As AHA has spent almost \$2.3 million on contracts over the last 19 years with Yardi, this memo is being provided to the Board of Commissioners to provide an update and request approval to continue these services for another five years. A change of database can cost a significant amount, and there are very few platforms in the marketplace that can handle both the Housing Choice Voucher program requirements and development requirements. Staff does continue to monitor the capabilities of Yardi's major competitors. A change to the database would result in significant loss of staff time due to data migration and training.

Summary of Yardi Contracts:

- November 7, 2002: signed original contract with no expiration date or not to exceed amount specified.
- October 13, 2014: signed an addendum for Fixed Assets and Inventory Control. No change to pricing or expiration date.
- January 22, 2015: signed an addendum for a 1-time fee to add wait list to Yardi. No change in ongoing contract pricing or expiration date.
- June 9, 2016: signed an addendum for a one-time fee to add wait list to Yardi. No change in ongoing contract pricing or expiration date.
- August 15, 2016: signed an addendum to change to a SaaS Subscription Agreement. The expiration date was amended to November 30, 2019, with an automatic renewal. The contract did not specify a do not exceed amount.
- September 20, 2016: signed an addendum to add Rent Café. Increased yearly fees, but did not change term.
- November 7, 2016: signed Screening Services Activation Agreement for criminal and credit histories. This did not change the previous contract.
- June 4, 2019: signed an addendum to add Procure to Pay. Increased yearly fees, but did not change term.
- August 20, 2024: signed an addendum to add maintenance IQ. Increased yearly fees, but did not change the term.

AHA selected ECS Imaging, Inc. (ECS) as its vendor for the Laserfiche imaging database solution in 2010, after a competitive RFP process. On March 1, 2010, a Consultant Agreement was executed terminating February 28, 2011, for an amount of \$38,000 for initial set-up. AHA has been paying on average of \$21,000 a year since 2010. Laserfiche allowed the agency to move to an almost paperless process early in 2020, in conjunction with the Yardi online portals. From 2010 to the present, AHA has paid ECS approximately \$255,000 for this software solution.

In November 2016, after a competitive RFP process, AHA selected Global Relay, Inc. as its vendor for the email archive system solution. AHA has been paying, on average, \$10,000 a year since 2016. Global Relay archives all AHA's email communications and

provides a powerful search function. The system allows AHA to reduce the amount of PII stored in staff's email inboxes, and provides a solution for public record requests. From 2016 to current, AHA has paid Global Relay, Inc. approximately \$65,000 for this software solution. A change to the email archive system would result in significant loss of staff time due to data migration and training.

During this same period, AHA has also been using Microsoft Office as its primary software for email, word processing, and database creation through Excel. AHA has been paying, on average, \$9,100 a year for these services. At this time, AHA has exceeded the five-year contract term limitation. Microsoft Office provides essential digital platforms for the agency to perform its daily administrative tasks. AHA relies on Microsoft Office's products such as Outlook to provide email services, Excel for spreadsheet processing and Word for document processing. Microsoft Office also tailors its product to government users and provides extra security and data storage assurance. There isn't a competitor that has the same level of security, compatibility and services provided by Microsoft Office. A change to or loss of the Microsoft Office system would result in significant loss of staff time due to data migration and training.

FISCAL IMPACT

These are all budgeted items and the above totals are within the yearly budget amounts.

CEQA

N/A

RECOMMENDATION

Accept this report and authorize the Executive Director to continue to budget for the major software solutions with Yardi Systems Inc, ECS Imaging Inc, Microsoft Office, and Global Relay.

ATTACHMENTS

None

Respectfully submitted,

Gregory Kats

Greg Kats, Director of Administrative Services



Housing Authority
of the
City of Alameda

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701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners

From: Sylvia Martinez, Director of Housing Development

Date: September 18, 2024

Re: Ratify the Second Amendment to the Grant Agreement between the Housing Authority of the City of Alameda and Alameda Affordable Housing Corporation.

BACKGROUND

In 2021, the Alameda Affordable Housing Corporation (AAHC) created the Alameda Affordable Housing Trust Fund (AAHTF) to apply for matching financing from the State of California for affordable housing development in the City of Alameda. AAHC has received grant funds from the Housing Authority of the City of Alameda (AHA) in order to provide a match to the State of California for both AAHTF operations and capital loan funding for projects. AAHC has signed an AAHTF Services Agreement with AHA for financial, audit, and other fiscal oversight of its activities, and utilizes the operating grant funds to pay for those services. The Services Agreement terminates on July 21, 2026, unless extended by written agreement for up to ten years total.

DISCUSSION

Since 2023, the State of California has required that any local housing trust fund receive a minimum of \$100,000/year in operating funds for a period of three years after the date of the State Local Housing Trust Fund (LHTF) Program award. AAHC plans to apply for an award this year, as approved by the Board in May 2024, with a potential award date of December 2024. The current Grant Agreement between AHA and AAHC needs to show an extension of the operating grant of \$100,000 for at least one additional year to meet the regulatory requirement.

A Second Amendment to the Grant Agreement to AAHC was signed to extend the operating grant between the related parties. In addition, the Second Amendment includes the capital grant of \$3,000,000 to AAHC for Independence Plaza, which was approved by Resolution of the Board in May 2024.

FISCAL IMPACT

There is no net fiscal impact to AHA or to AAHC regarding the operating grant. The capital grant was made to Independence Plaza by Board action and is required to



facilitate the cost of the planned Faircloth to RAD transaction.

CEQA

Not applicable

RECOMMENDATION

Ratify the Second Amendment to the Grant Agreement between the Housing Authority of the City of Alameda and Alameda Affordable Housing Corporation.

ATTACHMENTS

1. 2nd Amendment - AHA Grant Agreement_2409

Respectfully submitted,



Sylvia Martinez, Director of Housing Development

**SECOND AMENDMENT TO THE
GRANT AGREEMENT BETWEEN
THE HOUSING AUTHORITY OF THE CITY OF ALAMEDA AND
ALAMEDA AFFORDABLE HOUSING CORPORATION**

This “Second Amendment to the Grant Agreement Between the Housing Authority of the City of Alameda and Alameda Affordable Housing Corporation” (“Amendment No. 2”) is entered into the ____ day of _____, 2024 (“Effective Date”), by and between the Housing Authority of the City of Alameda (“AHA”), a California public housing authority, and the Alameda Affordable Housing Corporation (“Grantee”), a nonprofit public benefit corporation. AHA and Grantee are at times individually referred to as “Party” and collectively as “Parties” herein.

RECITALS

WHEREAS, the State of California (the “State”) Department of Housing and Community Development (“Department”) is authorized to provide up to \$53 million under the Local Housing Trust Fund (“LHTF”) Program from the Veterans and Affordable Housing Bond Act of 2018 (Proposition 1) (as described in Health and Safety Code section 50842.2 *et seq.* (Chapter 365, Statutes of 2017 (SB 3)) (“Program”); and

WHEREAS, the LHTF Program requires a legally binding commitment of local matching funds, preferably in an amount of 3:1 to requested funds, for purposes of supporting the creation of affordable housing, plus ongoing annual contributions equal to a minimum of the operating costs of the local housing trust fund operations for five years; and

WHEREAS, on July 21, 2021, the Parties entered into a Grant Agreement (“Agreement”) whereby the AHA agreed to grant funds to Grantee as a match for Grantee’s participation on the LHTF Program; and

WHEREAS, on May 15, 2023, the Parties executed the Amendment No. 1 to this Agreement, which amended the structure of the grant payments made by the AHA to Grantee; and

WHEREAS, the Department issued a Notice of Funding Availability (“NOFA”) dated July 9, 2024, under the LHTF Program, which requires a minimum of \$100,000 in annual operating support; and

WHEREAS, the Parties now desire to amend Section 1.1.3 of the Agreement to provide for an additional grant year for operating costs of the LHTF; and

WHEREAS, the Parties now desire to add Section 1.1.5 of the Agreement to add a new grant for the acquisition and rehabilitation of affordable housing in the City of Alameda to be paid by the AHA to Grantee.

TERMS

1. **Agreement Changes.** The Agreement is amended as provided below:

a. **Section 1.1.3 of the Agreement is hereby amended and shall now read as follows (added text shown in *bold italics*, deleted text shown in ~~strikethrough~~):**

“1.1.3 An annual grant of \$100,000, to be utilized over a ~~four~~ *five*-year period and deposited on or before September 15th of every year, starting in 2023, for support of operations of the LHTF.”

b. **Section 1.1.5 of the Agreement is added to read as follows**

“1.1.5 \$3,000,000 as a match for the LHTF Award pursuant to Guidelines Section 104 for purposes of the acquisition and rehabilitation of affordable housing in the City of Alameda. Payment by the AHA to Grantee shall be made on the earlier of 30 days before planned disbursement of Department funds, 360 days after the execution of the Standard Agreement by both the Grantee and Department, or June 30, 2025, whichever is earlier.

2. **Continuing Effect of Agreement.** Except as amended by this Amendment No. 2, all provisions of the Agreement shall remain unchanged and in full force and effect. From and after the date of this Amendment No. 2, whenever the term “Agreement” appears in the Agreement, it shall mean the Agreement, as amended by this Amendment No. 2.

3. **Affirmation of Agreement; Warranty Re Absence of Defaults.** AHA and Grantee each ratify and reaffirm each and every one of the respective rights and obligations arising under the Agreement. Each party represents and warrants to the other that there have been no written or oral modifications to the Agreement other than as provided herein. Each party represents and warrants to the other that the Agreement is currently an effective, valid, and binding obligation.

Grantee represents and warrants to AHA that, as of the date of this Amendment No. 2, AHA is not in default of any material term of the Agreement and that there have been no events that, with the passing of time or the giving of notice, or both, would constitute a material default under the Agreement.

AHA represents and warrants to Grantee that, as of the date of this Amendment No. 2, Grantee is not in default of any material term of the Agreement and that there have been no events that, with the passing of time or the giving of notice, or both, would constitute a material default under the Agreement.

4. **Adequate Consideration.** The parties hereto irrevocably stipulate and agree that they have each received adequate and independent consideration for the performance of the obligations they have undertaken pursuant to this Amendment No. 2.

5. **Authority.** The persons executing this Amendment No. 2 on behalf of the parties hereto warrant that (i) such party is duly organized and existing, (ii) they are duly authorized to execute and deliver this Amendment No. 2 on behalf of said party, (iii) by so executing this Amendment No. 2, such party is formally bound to the provisions of this Amendment No. 2, and (iv) the entering into this Amendment No. 2 does not violate any provision of any other agreement to which said party is bound.

6. **Effective Date.** This Amendment No. 2 shall be effective upon the date of its execution by both AHA and Grantee.

[SIGNATURES ON FOLLOWING PAGE]

IN WITNESS WHEREOF, the Parties hereto have executed this Amendment No. 2 as follows:

AHA

**HOUSING AUTHORITY OF THE CITY
OF ALAMEDA, A CALIFORNIA PUBLIC
HOUSING AUTHORITY**

GRANTEE

**ALAMEDA AFFORDABLE HOUSING
CORPORATION, A NONPROFIT PUBLIC
BENEFIT CORPORATION**

By: _____

By: _____

Name: Vanessa M. Cooper

Name: Vanessa M. Cooper

Title: Executive Director

Title: Secretary

APPROVED AS TO FORM:

ALESHIRE & WYNDER, LLP

Name: Adrian R. Guerra
Title: Special Counsel

[END OF SIGNATURES]



Housing Authority
of the
City of Alameda

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701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners

From: Sepideh Kiumarsi, Management Analyst

Date: September 18, 2024

Re: Conduct the Public Hearing for the Significant Amendment to the Annual Plan and Moving to Work Supplement for Fiscal Year 2024-2025.

BACKGROUND

The Housing Authority of the City of Alameda’s (AHA) 5-Year and Annual Plans make up the Agency Plan, a document that is mandated by and must be submitted to the U.S. Department of Housing and Urban Development (HUD). As a Housing Choice Voucher (Section 8) only and High Performer agency, HUD allows AHA to submit a Streamlined Annual PHA Plan formally referred to as HUD Form 50075-HCV. In April 2020, AHA submitted its 5-Year Plan. An Annual Plan must be submitted every year.

Public Housing Authorities (PHAs) are allowed to make revisions during the fiscal year for which an annual plan was submitted. If a Housing Authority chooses to make revisions, it must identify specifically which plan elements have been revised by the PHA, must undergo the public comment process, receive approval from its Board, and submit the revised annual plan to HUD for approval. As part of its 5-Year Plan and Annual Plan, PHAs define the criteria for which a revision meets the definition of a “Significant Amendment or Modification”.

In its 5-Year Plan, the AHA defined a “Significant Amendment or Modification” as a revision that meets all of the following qualifications:

1. Is discretionary (rather than mandated by HUD or other government entity);
2. Fundamentally changes the policies of the Housing Authority;
3. Requires formal approval of the Board of Commissioners; and
4. Would result in changes to a Streamlined Plan submission.

DISCUSSION

As discussed in previous Board updates, the AHA is undergoing a Faircloth to RAD transaction at its senior property Independence Plaza to utilize the AHA's Faircloth



Authority of 120 to bring an additional 120 Project-Based Vouchers to the site.

On April 19, 2024, the AHA submitted to the HUD Field Office a Site and Neighborhood Standards Narrative, as part of the Faircloth to RAD process.

On July 22, 2024, the AHA met with the HUD Field Office and the Fair Housing and Equal Opportunity Office (FHEO) regarding concerns over compliance with federal civil rights laws. During this meeting, the FHEO explained to staff that the AHA would not be allowed to move forward with the Faircloth to RAD process if the AHA were to place a senior restriction on the property. According to a letter from HUD (please refer to Attachment G), "PIH's PBV program regulations for site selection at 24 CFR §983.55 (b)(2) require the selection of a site be suitable and in compliance with federal civil rights laws. In addition, RAD converted PBV projects must operate as housing for general occupancy. Converted projects are not permitted to establish or maintain a previously HUD-approved designation for elderly families or disabled families in the public housing program. The Section 8 statute does not authorize designations or setting aside units for targeted groups like elderly families or disabled families. (PIH RAD Notice H-2019-09 PIH-2019-23 (HA) or RAD Notice)." There were no other concerns with the Site and Neighborhood Standards Narrative and while the FHEO disapproved the Site and Neighborhood Standards Narrative for Independence Plaza they provided an opportunity for the AHA to resubmit.

Therefore, in order to move forward with the Faircloth to RAD process, the AHA is proposing to have Independence Plaza operate as housing for general occupancy with a waitlist that has an absolute preference for households currently at the property ("in-place preference") and a preference for seniors ("senior preference"). The in-place preference would allow current residents at Independence Plaza who are unsubsidized the right to remain in their units and possibly receive Project-Based Voucher assistance under the Faircloth to RAD process, after completing an application and the eligibility process, so long as the AHA has not gone over the 120 Faircloth limit. The senior preference would give seniors priority to receive Project-Based Voucher assistance under the Faircloth to RAD process so long as the AHA has not gone over the 120 Faircloth limit.

As part of this significant amendment, the AHA is also proposing to create a new waitlist for Faircloth to RAD properties, since the AHA is also undergoing the process of receiving more Faircloth Authority as part of a transfer with the Regional Housing Authority (please refer to previous Board updates).

Additionally, the AHA would like to combine two grouped family waitlists for the Project-Based Voucher program into one waitlist. Currently, there is a waitlist for units 2-bedrooms and less and a separate list for units 3-bedrooms and more. This change would combine these into one waitlist going forward.

Lastly, the AHA has been approved under its Moving to Work (MTW) designation to conduct reexaminations once every three years for families included in MTW. Currently,

if the family composition changes and the result is a reduction in subsidy size, the new payment standard would be applied at an interim one (1) year from the date of removal when the subsidy size is changed. Additionally, if the payment standard is increased during the term of the HAP contract, the increased payment standard will be used to calculate the monthly housing assistance payment for the family beginning on the effective date of the family's first regular reexamination on or after the effective date of the increase in the payment standard. As part of this significant amendment, the AHA would like to allow for payment standard increases to be implemented at every interim as allowed under Housing Opportunity Through Modernization Act of 2016 (HOTMA).

The AHA is attaching a draft of the Administrative Plan revisions that incorporate the changes above and would be implemented only after approval has been received by HUD for the items above (please refer to Attachments D and E).

HUD requires that the Significant Amendment to the Annual Plan and MTW Supplement be made available for public comment 45 days prior to a public hearing (please refer to Attachments B and C). These documents were posted to the AHA's website for public comment on August 1, 2024 and a public hearing is being held on September 18, 2024. Written comments were also accepted through September 16, 2024 and since this memo is being drafted before this date, AHA staff will verbally note during the public hearing if any comments were received and if they would result in changes to the proposed Annual Plan or MTW Supplement. On August 14, 2024, the Resident Advisory Board (RAB), representing the interests of the participants in the Housing Choice Voucher and Project Based Voucher programs, reviewed and commented on the Significant Amendment to the Annual Plan and MTW Supplement for Fiscal Year 2024-2025. None of the comments resulted in changes to the proposed Annual Plan or MTW Supplement (please refer to Attachment F).

HUD also requires that resolutions be adopted to certify compliance of the Annual Plan and MTW Supplement with federal regulations, Civil Rights requirements, and consistency with the City of Alameda's Consolidated Plan. Please refer to agenda item 11 A in this report for a copy of the required resolutions.

FISCAL IMPACT

Not Applicable.

CEQA

Not Applicable.

RECOMMENDATION

Conduct the Public Hearing for the Significant Amendment to the Annual Plan and Moving to Work Supplement for Fiscal Year 2024-2025.

ATTACHMENTS

1. Attachment A - September 2024 Public Hearing Presentation
2. Attachment B - Annual Plan FY 2024-2025 - Significant Amendment
3. Attachment C - Draft FY 2024 2025 MTW Supplement - Significant Amendment
4. Attachment D - Draft Chapter 4 Significant Amendment
5. Attachment E - Draft Chapter 6 Significant Amendment
6. Attachment F - Resident Advisory Board Comments
7. Attachment G - Alameda City - Faircloth to RAD Site and Neighborhood Disapproval Letter

Respectfully submitted,

Sepideh Kiumarsi

Sepideh Kiumarsi, Management Analyst

Public Hearing for Significant Amendment to the Annual Plan and Moving to Work Supplement FY 2024-2025

September 2024

Sepideh Kiumarsi, Senior Management Analyst



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Agenda

- Overview of Annual Plan, MTW Supplement, and the Process
- Overview of Significant Amendments
- Timeline of Events
- Updates on MTW activities proposed for FY 2024-2025
- Significant Amendment Highlights
- Questions

Overview of Annual Plan and MTW Supplement Process

Annual Plan

- The AHA must submit an Annual Plan on a yearly basis with descriptions of how the AHA has met or is meeting its 5-year plan goals

Moving to Work (MTW Supplement)

- The AHA must submit a MTW Supplement on a yearly basis with a list of all proposed, currently implementing, and discontinued activities.

Both plans require a Resident Advisory Board meeting, public comment period, and a public hearing before submission to HUD

Overview of Significant Amendments


As part of its 5-Year Plan and Annual Plan, PHAs define the criteria for which a revision meets the definition of a “Significant Amendment or Modification”.

AHA has defined a “Significant Amendment or Modification” as a revision that meets all of the following qualifications:

- Is discretionary (rather than mandated by HUD or other government entity);
- Fundamentally changes the policies of the Housing Authority;
- Requires formal approval of the Board of Commissioners; and
- Would result in changes to a Streamlined Plan submission.

Also requires a Resident Advisory Board meeting, public comment period, and a public hearing before submission to HUD

Timeline of Events

- 
- April 2024: AHA submitted its Annual Plan and MTW Supplement to HUD*
 - August 2024: Public notice published and public comment period started
 - August 2024: Resident Advisory Board meeting
 - September 2024: Public Hearing and board meeting for Resolution
 - September 2024: Submit Significant Amendment to HUD

*HUD has not yet approved these plans due to comments regarding the MTW Supplement

Updates on MTW Activities Proposed for FY 2024-2025

Proposed 4 new MTW Activities:

- 17c. Housing Development Programs
 - Would allow AHA to provide up to \$1 million of its funding to acquire, renovate and/or build affordable units for North Housing.
 - HUD did not have any comments on this activity.
- Activity 2024-01: HAP Contracts Signed Up to 120 Days
 - Would allow the AHA to execute the HAP contract within 120 days instead of 60 days from the beginning of the lease term.
 - HUD expressed concerns over the impact of this activity on landlord participation and liability of executing the HAP contract terms so the AHA has withdrawn this activity.
- Activity 2024-02: Initial Paperwork Good for Up to 210 Days
 - Would allow paperwork submitted by applicants to be good for 210 days and not 120 days from verification.
 - HUD informed AHA that this is not a regulation set by HUD for the voucher program and is instead for the Multi-Family program so the AHA has withdrawn this activity and will implement this activity once the Admin Plan is revised.
- Activity 2024-03: Include Internet in Utility Allowance
 - Would allow the AHA to include internet in the Utility Allowance.
 - HUD informed the AHA that this activity is not allowed under the Safe Harbor restrictions but could be included under activity 17 b. Service Provision which would mean less funding for activity 17c. so the AHA has withdrawn this activity.

Significant Amendments for FY 2024-2025

- Create a new waitlist for our Faircloth to RAD properties
- Include an in-place and senior preference to apply to our Independence Plaza Faircloth to RAD waitlist
- Combine the family 0-2 bedroom and family 3 and more bedrooms waitlist
- Allow payment standard increases to be implemented at every interim
- If the family size changes, the new family size will be used to determine the payment standard for the family immediately

**Thank you.
Questions? Comments?**



Streamlined Annual PHA Plan <i>(HCV Only PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 03/31/2024
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, including changes to these policies, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. The Form HUD-50075-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceed 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceed 550, and that was designated as a standard performer in the most recent PHAS and SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined and is not PHAS or SEMAP troubled.

A.	PHA Information.																														
A.1	<p> PHA Name: HOUSING AUTHORITY OF THE CITY OF ALAMEDA PHA Code: CA062 PHA Plan for Fiscal Year Beginning: (MM/YYYY): 07/2024 PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Housing Choice Vouchers (HCVs): 1960 PHA Plan Submission Type: <input type="checkbox"/> Annual Submission <input checked="" type="checkbox"/> Revised Annual Submission </p> <p> Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. </p> <p> The Annual PHA Plan and Elements, including the MTW Supplement, for the period starting July 1, 2024, and ending June 30, 2025, are available at: 701 Atlantic Avenue, Alameda, CA 94501. The Annual Plan and MTW Supplement are also available at the Housing Authority of the City of Alameda's website at www.alamedahsg.org. </p> <p> <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below) </p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 25%;">Participating PHAs</th> <th style="width: 10%;">PHA Code</th> <th style="width: 25%;">Program(s) in the Consortia</th> <th style="width: 20%;">Program(s) not in the Consortia</th> <th style="width: 20%;">No. of Units in Each Program</th> </tr> </thead> <tbody> <tr> <td>Lead HA:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	Lead HA:																								
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B.	Plan Elements.				
B.1	<p>Revision of Existing PHA Plan Elements.</p> <p>a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Financial Resources.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Rent Determination.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Informal Review and Hearing Procedures.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Significant Amendment/Modification.</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s):</p> <p>A significant amendment to our current Administrative Plan to include a senior preference to apply to our waitlists to allow prioritizing the housing of seniors. Creation of a new wait list for our Faircloth to RAD properties. Combining two grouped family wait lists for the Project-Based Voucher program into one wait list. Currently there is a wait list for units 2-bedrooms and less and a separate list for units 3-bedrooms and more. This would combine these into one wait list going forward. Allowing for payment standard increases to be implemented at every interim as allowed under HOTMA.</p>				
B.2	New Activities. – Not Applicable				

B.3 Progress Report.

Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan.

GOAL 1: WORK WITH COMMUNITY PARTNERS TO OPTIMIZE AFFORDABLE HOUSING AND SERVICES FOR THE ALAMEDA COMMUNITY.

Regarding the North Housing Project, a 12-acre former Naval site, the Housing Authority of the City of Alameda (AHA) has undertaken demolition of existing buildings and entitlement approvals, and incurred holding costs for security, fencing, insurance, and ongoing landscape maintenance. In June 2023, the Public Works Department approved the North Housing Phase I backbone improvements plan, which enables the site infrastructure and soil stabilization work to begin at North Housing Block A. In September 2023, the AHA closed permanent financing for Rosefield Village, a site of 92 units of affordable, work force housing, and transitioned the property to stabilized operations thereby finishing the process to increase housing on the site by 77%. AHA's active project pipeline includes five sites, three of which will break ground in the next 6 months, with more than 150 housing units, including over 70 units reserved for permanent supportive housing. To inform and educate the public, the AHA consistently distributes a quarterly tenant newsletter and biennial newsletters for landlords and government officials and holds an annual workshop for landlords. The AHA also publicly presents to the Alameda City Council and its commissions, and the Board of AUSD, as needed, and holds monthly meetings with AHA landlords about the Landlord portal and quarterly meetings with various local organizations. The Authority has strengthened existing relationships by maintaining and expanding services by offering a landlord portal and redesigning the Authority's website to emphasize the importance of landlord participation. In 2022, an extensive landlord survey was conducted in addition to the survey conducted annually. The Authority continues to refer landlords to the city's rental and residential rehabilitation program.

GOAL 2: USE RESOURCES EFFICIENTLY TO OPERATE IN A SUSTAINABLE MANNER.

The Authority continues to utilize, expand, and research automated accounting systems to improve overall performance. One example of this is the implementation of the AHA claim management process which streamlines claims related to incidents from incident reporting to insurance reimbursement. An automated system for staff to scan and submit invoices for approvals has been fully implemented and a journal entry approval process has been automated and utilization has become standard for new vendors. This has vastly improved efficiencies in disbursement and documentation retention. Utilization of the AHA's on-line Landlord and Vendor Portals has been expanded, as has utilization of Yardi Rent Café online reporting of income changes between annual recertifications for participants. A recent customer survey produced by the AHA has shown that utilization of the Landlord Portal has increased by 25% in the last year. The AHA has also launched its Intake Portal for participants and applicants. The AHA is exploring an online platform for submissions of Request for Tenancy Approval (RFTA) processing and owner rent increase requests. These systems and the available tracking will result in a significant reduction in staff's time to process RFTAs and owner rent increases. Property rehabilitation finished according to the near-term capital improvements plan including the repair of the balconies at Independence Plaza and replacement of the roof at Anne B. Diamant. Data from Capital Needs Assessments, appraisals, and accessibility studies are being utilized to conduct financial feasibility analyses on Independence Plaza, China Clipper, and Esperanza regarding needs and opportunities for renovation. The AHA has also implemented a risk prevention program to conduct site visits of properties to identify current and potential risks that need to be corrected. Regarding operating in a more efficient manner, the AHA has auctioned off some of its vehicles, has created an environmental plan and an environment committee to discuss environmentally friendly practices and initiatives, and completed the transfer of property operations to a 3rd party management company. The Authority received an executed Moving To Work (MTW) Amendment to the Annual Contributions Contract (ACC) dated March 23, 2022, officially designating the Authority as an MTW Agency. The Authority will spend the next four years (starting July 1, 2023) studying the effects of landlord incentives in the Housing Choice Voucher program on the retention and recruitment of landlords, including the expansion of the Authority's current incentive program. In April 2023 and June 2023, the AHA received approval of all its requested MTW Operations Notice activities and Landlord Incentives Cohort activities from its MTW Supplements for FY 2022-2023 and FY 2023-2024 resulting in a total of 12 approved activities which were all implemented July 1, 2023. These activities include landlord incentives and pre-qualifying inspections to encourage more landlords to participate in the HCV program. The reduced administrative burden as a result of the AHA's approved triennial reexamination MTW activity has allowed staff to conduct in-person reexaminations which will allow staff to assist participants needing assistance or training on how to complete an annual or interim recertification through the online portal. This amendment allows the AHA to implement the discretionary policy under HOTMA to set payment standards at the higher of the current level or the payment standard the family is currently receiving.

GOAL 3: RETAIN AND RECRUIT EXCELLENT STAFF.

The Authority continues its 6- to 12-month training plan process for new employees, with extensive cross training for all staff. Online training continues to be expanded, particularly for new hires, including agency policies and procedures, Yardi software training, and mandatory training such as Fair Housing, Sexual Harassment, cyber training, customer service, and specialized software. The annual Brown Act training continues to be provided in person. In 2021, staff were provided with a two-part video online live training on diversity, equity and inclusion, and a training that provided an overview of informal hearings. Staff in the Housing Programs Department received trainings for Housing Quality Standards (HQS) inspections and updated training for the Housing Choice Voucher program including eligibility, rent calculation, and continued occupancy in 2022. In 2023, the AHA has also hosted several training courses for staff including, but not limited to, an asset management training in March 2023, a two-day supervisor training in May and June 2023, the Housing Choice Voucher Supervisor and Manager training in June 2023, a Defensive Driver training through July and August 2023 and quarterly procurement trainings. AHA staff also enroll in weekly Nelrod trainings provided through its membership in that organization. The AHA has created a pilot program, which staff has already utilized, to provide stipends to staff to be used for career development and training. Monthly staff meetings are now held in-person and include department reports each month to facilitate broader cross-agency communications, updates on work in progress, and presentations from the event committee regarding broader social and environmental justice topics. The Events Committee also plans and facilitates monthly staff events which promote staff interaction and foster job satisfaction. The AHA held a Board Retreat in August 2023 to facilitate discussion and receive feedback and suggestions from the Board of Commissioners regarding program improvements. The AHA also held an agency luncheon that brought together and celebrated the accomplishments of AHA staff, Alameda Family Services, Boys & Girls Club of Alameda, LifeSTEPS, the City of Alameda's Rent Program, and the Alameda Food Bank. An update to the public sector compensation studies was completed and implemented in 2022, including all exempt and non-exempt positions with the exception of contract staff such as the Resident Manager and Executive Director positions. The public sector compensation studies were updated in July 2023 for Director and Exempt level positions. Ergonomic assessments are completed for all new hires, typically within two weeks, and for ongoing staff at their request to assess and improve workspaces. During this review period there were also thirteen new hires across almost all departments and six staff received promotions on either a permanent or acting basis. The AHA is also looking to hire assistant directors for most departments to retain staff and have cross-training for staff.

GOAL 4: ENSURE FINANCIAL PREPAREDNESS FOR FUTURE CHALLENGES.

The AHA has created dashboards for asset management and property management to review progress and make informed decisions. In addition, the AHA utilizes Yardi's Asset IQ dashboard which provides key metrics for the Housing Programs Department. These key metrics along with others from property management are included in the monthly Board of Commissioners packet which is publicly available. In 2022, the Authority launched Yardi's Asset IQ, which is a management dashboard in Yardi aimed at allowing staff to monitor the progress of key elements in real-time on both the property management side and the Housing Choice Voucher side. The AHA has received continued Family Self-Sufficiency (FSS) funding for 2023 and is contracted with a professional social services provider to offer enhanced online services for FSS participants. At the end of March 2023, there were 23 active participants in the FSS program due to 5 graduations and in April 2023, 3 recruitment events were held for the FSS program. The FSS coordinator continues to provide services including, but not limited to, personal coaching of life skills, communication with tenants and landlords, and changes in annual recertification procedures, referrals to legal and mediation services, College of Alameda Career and Employment Center, and Alameda County Social Services, and one-on-one and virtual monthly check-ins. The AHA continues to provide social services which are available to participants, applicants, and tenants. These include Legal Assistance, Housing Counseling, Fair Housing Consultation and Referral Services. The AHA has revised its organizational chart to include several positions to help support the implementation of MTW, new development projects, and increased operational needs. The AHA has received 10 Stability Vouchers that it applied for in 2022 and continues to receive funding for Emergency Housing Vouchers and Housing Assistance Payments. A local housing trust fund was created in 2021 to leverage funds. In June 2023, the Board authorized the Executive Director to fund the North Housing Master Plan costs of \$4,000,000 with short to midterm use of AHA reserves, agency operating funds, and HUD Moving-To-Work (MTW) fungibility. ICD has also received Reserve Policy permanent loan commitments totaling \$12,938,000 for the North Housing project, and \$8 million dollars for the Poppy Place Hotel Conversion project. Predevelopment funds up to \$7,500,000 have been approved for the three phases of the North Housing Plan. The Authority presented a formal Reserves Policy to the Board of Commissioners in October 2021, with an amendment to the Reserves Policy in May 2022. This included an emphasis in sufficient operating and housing assistance payment reserves with preparation for future housing development and deferred maintenance of the existing real estate portfolio, while leveraging other sources of funds to further the Authority's mission.

GOAL 5: MAINTAIN AND IMPROVE DATA INTEGRITY AND COLLECTION.

The AHA continues to review and update systems to ensure that it stays current with industry practices and up-to-date on system security. After rising concerns about ChatGPT, the AHA IT Governance Committee discussed the issue and in July 2023 the AHA prohibited the use of AI technologies, including accessing websites like ChatGPT or similar platforms, and preventing the entry of AHA data into AI systems. This policy will protect sensitive data and PII, maintain the integrity of proprietary and internal information, and ensure compliance with data protection regulations. Staff continues to update and expand standard operating procedures for AHA's IT-related operations including new SOPs for creating recurring work orders in Yardi and processing IT support tickets. In 2021 the physical servers and back-up systems were upgraded, with greatly improved security, storage, and access features. Additional hardware, including laptops and cell phones, was deployed to staff. In 2021, the Authority implemented a comprehensive cyber awareness program consisting of integrated software solutions to combat attacks and provide staff training to increase awareness of cyber-attacks. In 2023, the AHA has also expanded the use of Multi-Factor Authentication (MFA) for its systems. The AHA has researched and is looking to launch SharePoint which is a secure way to share documents. The AHA continues to expand and optimize its paperless and mobile integration, including online forms, automated communications, and online capability to complete regular recertifications, interim recertifications, and the intake process. The AHA also moved its vendors and landlords to use Electronic Funds Transfer (EFTs). The AHA implemented an online Board meeting solution including specialized software to manage the Board of Commissioners' agendas. The AHA also purchased equipment to allow for hybrid meetings. The AHA partnered with ECS Imaging to provide training of its Laserfiche repository for all staff. The AHA has also created online forms for its training requests, reimbursement requests, MTW landlord incentives and vacancy loss payments, and MTW hardship forms. The AHA has also worked with its online vendor to update its systems to more easily implement its triennial reexamination and HQS inspection MTW activities. The HR department has selected to use HMIS software and will begin implementing the software starting with onboarding which automates the onboarding process. Additionally, the HR department collects information from employees who are leaving the AHA and presents the exit data once every two years.

GOAL 6: IMPROVE THE QUALITY OF LIFE OF RESIDENTS WHILE MAINTAINING EFFICIENT AND EFFECTIVE OPERATIONS OF HOUSING AUTHORITY UNITS.

The Authority launched the Ombudsman program in 2021, which is a solution-oriented community resource available to all Authority tenants, program participants, landlords, and other community organizations that represent Authority tenants or clients. Since then, the Ombudsman program has received 238 inquiries. This program reinforces our existing educational materials and continues to provide resident supportive services for all tenants and participants in the programs operated by the Housing Programs Department. The AHA's nonprofit arts partner, Drawbridge, and City of Alameda Recreation and Parks Department Mobile Recreation Program have weekly activities for children living at all AHA properties and the Alameda Food Bank continues to provide food at these activities. Alameda Food Bank provides food and LifeSTEPS manages food distribution to AHA properties twice a month at two different properties. LifeSTEPS continues to conduct in-person meetings with residents to provide aid and link families to financial and social service agencies. The Boys and Girls Club partnership continues to allow access to the program to minors in AHA's units and programs. In September 2022, the AHA's website received an Award of Distinction from the California Association of Public Information Officers for exceeding industry standards in quality and achievement. In the beginning of 2023, the AHA reinstated our in-person Rent Café Workshops to assist with the online recertification and interim portal. The AHA also provides letters explaining available supportive services for those facing eviction and has quarterly social services meetings for all participants. The AHA has also done outreach, including social media blasts, for the City of Alameda's Guaranteed Basic Income Pilot Program and worked with LifeSTEPS to help participants apply for the program. Educational materials on Fair Housing laws and reasonable accommodation under the Americans with Disabilities Act is provided at briefings, terminations, and at various points of contact with applicants and participants. In 2021, we launched an online Reasonable Accommodations Request form and continued to provide fair housing information through newsletters. The Language Access Plan (LAP) update was completed, and outreach continues to be conducted in all languages listed in the updated LAP.

GOAL 7: EXPAND HOUSING CHOICE THROUGHOUT THE CITY OF ALAMEDA.

The board and staff continue to review options for expanding the Authority's portfolio of affordable housing units. In April 2023, the Pulte Homes townhomes were fully purchased. In addition, the AHA stepped in to avoid foreclosure on a moderate-income inclusionary unit, taking ownership so that this home would retain the affordability restrictions. The Housing Development Department continues to work on Estuary I, Estuary II, and Linnet Corner (also referred to as the North Housing Project). Estuary I will provide 45 units of permanent supportive housing for formerly homeless individuals (including an award of 40 PBVs), Estuary II will provide 46 units of permanent supportive housing for formerly homeless

	<p>individuals (selected for an award of 40 PBVs), and Linnet Corner will provide 64 affordable units for seniors aged 62 years and over with 16 of these units for senior, homeless veterans (including an award of 40 PBVs). Rosefield achieved 100% lease up of its tax credit units (89 units, including 23 project-based voucher units) as of October 31, 2022. Permanent Loan Conversion for Rosefield Village occurred in September 2023. In March 2023, 200 applicants were selected from the Housing Choice Voucher (HCV) waitlist and to date AHA staff have issued 71 vouchers. In March 2023, there was a ceremonial signing event at Rica Vista Apartments which preserves the affordability of up to 132 units at the Rica Vista Apartments for the next 55 years which was a collaborative effort between the AHA, the City of Alameda, and Lincoln Avenue Capital. On June 5, 2023, the AHA was notified it was receiving an allocation of ten (10) Stability Vouchers (SV) effective July 1, 2023. The AHA reached an agreement with the Housing Authority of the County of Alameda (HACA) to reallocate 20 Veteran Affairs Supportive Housing (VASH) vouchers to the AHA. This was approved by the HACA Board of Commissioners, and the transfer is set to happen at the beginning of 2024. The AHA is working on a similar agreement with the Housing Authority of the City of Oakland (OHA). In 2021, the Authority was awarded fifty-seven (57) Emergency Housing Vouchers (EHV) from HUD, which were all issued and all, but one voucher, has been leased up. The AHA has also signed its contract renewals for the Moderate Rehabilitation and Shelter Plus Care programs. The Housing Authority of the City of Alameda (AHA) plans to implement a Faircloth to RAD (Rental Assistance Demonstration) conversion to utilize all its 120-unit Faircloth limit at Independence Plaza. In June 2023, AHA staff presented this plan to the Board of Commissioners and received approval from the Board of Commissioners to move ahead with this process. At this time the AHA has decided to ultimately convert all 120 units through RAD, which uses a Public Housing process to create project-based voucher units. Specific units and households have not been selected yet within the development to undergo this process. This significant amendment is to allow for a senior preference at Independence Plaza. Additionally, the AHA is also collaborating with the HUD Field Office and other Public Housing Authorities within the State of California to explore options to assume more Faircloth Authority or partner with those PHAs to develop their Faircloth Authority. In 2022 the Authority signed two Housing Assistance Payments (HAP) contracts for 40 units (23 at Rosefield Village and 17 at Eden Housing's Family site, The Starling). The Authority also completed two Request for Proposals resulting in the selection of an additional 160 units under the Project-Based Voucher program. During 2021, Housing Assistance Payments Contracts were signed on 50 new Project-Based Voucher (PBV) units including 25 under the Veteran Affairs Supportive Housing (VASH) program. The Authority received over 22,000 applications during its 2021 wait list opening.</p>
B.4	Capital Improvements. – Not Applicable
B.5	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N N/A <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>
C.	Other Document and/or Certification Requirements.
C.1	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/> None of the comments made by the RAB resulted in changes to the proposed Annual Plan or MTW Supplement.</p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>
C.2	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.3	<p>Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</p> <p>Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.4	<p>Challenged Elements. If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/> Public comments are available through September 16, 2024. Any public comments received that would challenge any plan elements will be included in the final version of this document.</p> <p>If yes, include Challenged Elements.</p>
D.	Affirmatively Furthering Fair Housing (AFFH).

D.1	<p>Affirmatively Furthering Fair Housing (AFFH).</p> <p>Provide a statement of the PHA’s strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.</p>		
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Instructions for Preparation of Form HUD-50075-HCV Annual PHA Plan for HCV-Only PHAs

A. PHA Information. All PHAs must complete this section. (24 CFR §903.4)

A.1 Include the full **PHA Name**, **PHA Code**, **PHA Type**, **PHA Fiscal Year Beginning** (MM/YYYY), **Number of Housing Choice Vouchers (HCVs)**, **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the public hearing and proposed PHA Plan.

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table. (24 CFR §943.128(a))

B. Plan Elements. All PHAs must complete this section. (24 CFR §903.11(c)(3))

B.1 Revision of Existing PHA Plan Elements. PHAs must:

Identify specifically which plan elements listed below that have been revised by the PHA. To specify which elements have been revised, mark the “yes” box. If an element has not been revised, mark “no.”

Statement of Housing Needs and Strategy for Addressing Housing Needs. Provide a statement addressing the housing needs of low-income, very low-income and extremely low-income families and a brief description of the PHA’s strategy for addressing the housing needs of families who reside in the jurisdiction served by the PHA and other families who are on the Section 8 tenant-based assistance waiting lists. The statement must identify the housing needs of (i) families with incomes below 30 percent of area median income (extremely low-income); (ii) elderly families (iii) households with individuals with disabilities, and households of various races and ethnic groups residing in the jurisdiction or on the public housing and Section 8 tenant-based assistance waiting lists. The statement of housing needs shall be based on information provided by the applicable Consolidated Plan, information provided by HUD, and generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. Once the PHA has submitted an Assessment of Fair Housing (AFH), which includes an assessment of disproportionate housing needs in accordance with 24 CFR 5.154(d)(2)(iv), information on households with individuals with disabilities and households of various races and ethnic groups residing in the jurisdiction or on the waiting lists no longer needs to be included in the Statement of Housing Needs and Strategy for Addressing Housing Needs. (24 CFR § 903.7(a)).

The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. (24 CFR §903.7(a)(2)(i)) Provide a description of the ways in which the PHA intends, to the maximum extent practicable, to address those housing needs in the upcoming year and the PHA’s reasons for choosing its strategy. (24 CFR §903.7(a)(2)(ii))

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. A statement of the PHA’s policies that govern resident or tenant eligibility, selection and admission including admission preferences for HCV. (24 CFR §903.7(b))

Financial Resources. A statement of financial resources, including a listing by general categories, of the PHA’s anticipated resources, such as PHA HCV funding and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources. (24 CFR §903.7(c))

- Rent Determination.** A statement of the policies of the PHA governing rental contributions of families receiving tenant-based assistance, discretionary minimum tenant rents, and payment standard policies. (24 CFR §903.7(d))
- Operation and Management.** A statement that includes a description of PHA management organization, and a listing of the programs administered by the PHA. (24 CFR §903.7(e)).
- Informal Review and Hearing Procedures.** A description of the informal hearing and review procedures that the PHA makes available to its applicants. (24 CFR §903.7(f))
- Homeownership Programs.** A statement describing any homeownership programs (including project number and unit count) administered by the agency under section 8y of the 1937 Act, or for which the PHA has applied or will apply for approval. (24 CFR §903.7(k))
- Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.** A description of any PHA programs relating to services and amenities coordinated, promoted, or provided by the PHA for assisted families, including those resulting from the PHA's partnership with other entities, for the enhancement of the economic and social self-sufficiency of assisted families, including programs provided or offered as a result of the PHA's partnerships with other entities, and activities subject to Section 3 of the Housing and Community Development Act of 1968 (24 CFR Part 135) and under requirements for the Family Self-Sufficiency Program and others. Include the program's size (including required and actual size of the FSS program) and means of allocating assistance to households. (24 CFR §903.7(l)(i)) Describe how the PHA will comply with the requirements of section 12(c) and (d) of the 1937 Act that relate to treatment of income changes resulting from welfare program requirements. (24 CFR §903.7(l)(iii)).
- Substantial Deviation.** PHA must provide its criteria for determining a "substantial deviation" to its 5-Year Plan. (24 CFR §903.7(r)(2)(i))
- Significant Amendment/Modification.** PHA must provide its criteria for determining a "Significant Amendment or Modification" to its 5-Year and Annual Plan.

If any boxes are marked "yes", describe the revision(s) to those element(s) in the space provided.

- B.2 New Activities.** This section refers to new capital activities which is not applicable for HCV-Only PHAs.
- B.3 Progress Report.** For all Annual Plans following submission of the first Annual Plan, a PHA must include a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year PHA Plan. (24 CFR §903.11(c)(3), 24 CFR §903.7(r)(1))
- B.4 Capital Improvements.** This section refers to PHAs that receive funding from the Capital Fund Program (CFP) which is not applicable for HCV-Only PHAs
- B.5 Most Recent Fiscal Year Audit.** If the results of the most recent fiscal year audit for the PHA included any findings, mark "yes" and describe those findings in the space provided. (24 CFR §903.7(p))

C. Other Document and/or Certification Requirements.

- C.1 Resident Advisory Board (RAB) comments.** If the RAB had comments on the annual plan, mark "yes," submit the comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. (24 CFR §903.13(c), 24 CFR §903.19)
- C.2 Certification by State of Local Officials.** Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, must be submitted by the PHA as an electronic attachment to the PHA Plan. (24 CFR §903.15). Note: A PHA may request to change its fiscal year to better coordinate its planning with planning done under the Consolidated Plan process by State or local officials as applicable.
- C.3 Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.** Provide a certification that the following plan elements have been revised, provided to the RAB for comment before implementation, approved by the PHA board, and made available for review and inspection by the public. This requirement is satisfied by completing and submitting form HUD-50077 ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed*. Form HUD-50077-ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed* must be submitted by the PHA as an electronic attachment to the PHA Plan. This includes all certifications relating to Civil Rights and related regulations. A PHA will be considered in compliance with the certification requirement to affirmatively further fair housing if the PHA fulfills the requirements of §§ 903.7(o)(1) and 903.15(d) and: (i) examines its programs or proposed programs; (ii) identifies any fair housing issues and contributing factors within those programs, in accordance with 24 CFR 5.154; or 24 CFR 5.160(a)(3) as applicable (iii) specifies actions and strategies designed to address contributing factors, related fair housing issues, and goals in the applicable Assessment of Fair Housing consistent with 24 CFR 5.154 in a reasonable manner in view of the resources available; (iv) works with jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; (v) operates programs in a manner consistent with any applicable consolidated plan under 24 CFR part 91, and with any order or agreement, to comply with the authorities specified in paragraph (o)(1) of this section; (vi) complies with any contribution or consultation requirement with respect to any applicable AFH, in accordance with 24 CFR 5.150 through 5.180; (vii) maintains records reflecting these analyses, actions, and the results of these actions; and (viii) takes steps acceptable to HUD to remedy known fair housing or civil rights violations, impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction's initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction. (24 CFR §903.7(o)).
- C.4 Challenged Elements.** If any element of the Annual PHA Plan or 5-Year PHA Plan is challenged, a PHA must include such information as an attachment to the Annual PHA Plan or 5-Year PHA Plan with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.

D. Affirmatively Furthering Fair Housing (AFFH).

D.1 Affirmatively Furthering Fair Housing. The PHA will use the answer blocks in item D.1 to provide a statement of its strategies and actions to implement each fair housing goal outlined in its accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5) that states, in relevant part: “To implement goals and priorities in an AFH, strategies and actions shall be included in program participants’ ... PHA Plans (including any plans incorporated therein) Strategies and actions must affirmatively further fair housing” Use the chart provided to specify each fair housing goal from the PHA’s AFH for which the PHA is the responsible program participant – whether the AFH was prepared solely by the PHA, jointly with one or more other PHAs, or in collaboration with a state or local jurisdiction – and specify the fair housing strategies and actions to be implemented by the PHA during the period covered by this PHA Plan. If there are more than three fair housing goals, add answer blocks as necessary.

Until such time as the PHA is required to submit an AFH, the PHA will not have to complete section D., nevertheless, the PHA will address its obligation to affirmatively further fair housing in part by fulfilling the requirements at 24 CFR 903.7(o)(3) enacted prior to August 17, 2015, which means that it examines its own programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction’s initiatives to affirmatively further fair housing that require the PHA’s involvement; and maintain records reflecting these analyses and actions. Furthermore, under Section 5A(d)(15) of the U.S. Housing Act of 1937, as amended, a PHA must submit a civil rights certification with its Annual PHA Plan, which is described at 24 CFR 903.7(o)(1) except for qualified PHAs who submit the Form HUD-50077-CR as a standalone document.

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the Annual PHA Plan. The Annual PHA Plan provides a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA’s operations, programs, and services, and informs HUD, families served by the PHA, and members of the public for serving the needs of low- income, very low- income, and extremely low- income families.

Public reporting burden for this information collection is estimated to average 6.02 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality

NOTE FROM THE HOUSING AUTHORITY OF THE CITY OF ALAMEDA

The Housing Authority of the City of Alameda (AHA) will be submitting form HUD-50075-MTW electronically through the Moving to Work (MTW) portal to HUD upon approval of its Board of Commissioners after a public process. Please find the original form HUD-50075-MTW on HUD's website at:

https://www.hud.gov/program_offices/public_indian_housing/programs/ph/mtw/expansion/mtwsupplement. This document contains the information in the HUD form, but in an easier to read format, including larger print in a format that will be accessible to persons with disabilities when posted online. Most of the instructions and questions in the document are copied directly from the form HUD-50075-MTW (01/2021).

EXPLANATORY NOTE TO PUBLIC REVIEWERS OF THE PROPOSED MOVING TO WORK SUPPLEMENT FILLABLE FORM

The Moving to Work (MTW) Supplement collects information about policies implemented by MTW expansion agencies. MTW agencies use it to communicate their plans with residents and community stakeholders through required public comment processes, and HUD uses the information collected to monitor and evaluate the MTW demonstration program. MTW agencies will submit the MTW Supplement to HUD annually and amend as needed. HUD plans to make the MTW Supplement into a fillable form so as to reduce respondent burden and make the information collected more useful to HUD. When the MTW Supplement is available through the fillable form, it will include skip patterns¹ that prompt the user to populate only the sections relevant to what they are currently implementing. It will also include screening questions that will ask which waivers and associated activities they are currently implementing, plan to implement in the upcoming year, or will be discontinued in the submission year. The MTW Agency will be able to print the information from the MTW Supplement in a reader-friendly format in order to inform the public of its plans for the upcoming year. The purposes of the MTW Supplement are two-fold: it reports to HUD what is happening at the local level in a way that the Department can monitor and evaluate; and, more importantly, it informs the public about what the agency is planning and gives the public the ability to provide comment.

The MTW Supplement asks for information about each of the MTW Waivers and associated activities that are made possible by the MTW Operations Notice, Safe Harbor Waivers and Agency-Specific Waivers, and a few other types of information. MTW agencies will fill in information/data through a fillable form and the information collected will be stored in a database so that it can be analyzed by HUD. The approved forms will be posted to the MTW website for viewing by the public. For instance, it will be simple to find out how many MTW agencies and which MTW agencies are implementing each type of activity. It will also simplify reporting for the MTW agency since information will carry

¹ A skip pattern is a question or series of questions associated with a conditional response.

over year-to-year in the fillable form so that information that does not change from year to year will be pre-populated, thereby reducing respondent burden.

This document lists the sections of the MTW Supplement and then presents the proposed questions to be included in the MTW Supplement for MTW agencies to answer annually. Throughout the online version, there will be a dropdown menu option that makes it clear as to which activities an agency is permitted to do within the safe harbors of the MTW Operations Notice, Appendix I, MTW Waivers.

Sections of the MTW Supplement:

- A. PHA Information
- B. Narrative
- C. MTW Waivers and Associated MTW Activities
- D. Safe Harbor Waivers
- E. Agency-Specific Waivers
- F. Public Housing Operating Subsidy Grant Reporting
- G. MTW Statutory Requirements
- H. Evaluations
- I. MTW Certifications of Compliance

Information to be Collected for MTW Activities

There are many MTW activities, subject to limitations as outlined in the MTW Operations Notice, that an MTW agency may implement. Each MTW agency will likely only engage in a subset of these MTW activities. The MTW Supplement will first ask MTW agencies to identify which MTW activities they are proposing to implement and which of those MTW activities they are already implementing. MTW agencies will subsequently be asked to provide information only about the MTW activities they are proposing to implement or are already implementing. This feature will reduce respondent burden. MTW waivers have associated MTW activities. MTW agencies are also able to combine MTW activities into their own initiatives.

MTW agencies will be asked for specific information about each MTW activity they are proposing to implement or are already implementing. There are six types of questions that could be asked about each MTW activity. The exact mix of questions will depend partly upon the MTW activity and partly upon the requirements for that MTW activity listed in the MTW Operations Notice. The six types of questions are:

- (1) Core—questions applicable to most MTW activities
- (2) Custom—questions specific to an individual MTW activity
- (3) Safe Harbor Waiver—questions asked when the MTW activity requires a Safe Harbor Waiver
- (4) Hardship Policy—questions asked when the MTW Operations Notice requires a hardship policy for the MTW activity
- (5) Impact Analysis—questions asked when the MTW Operations Notice requires an impact analysis for the MTW activity

- (6) Agency-Specific Waiver—questions asked when the MTW activity requires an Agency-Specific Waiver

Questions

The questions are presented below by type, beginning with the core questions. In the final online version of the MTW Supplement, the relevant questions from each type will be asked together in relation to each MTW activity the MTW agency is proposing to implement or is already implementing. The final online version of the MTW Supplement will be set up to allow for different versions of the same MTW activity—for instance, a different minimum rent for the non-elderly/non-disabled than for the elderly/disabled. The final online version of the MTW Supplement will also be able to autofill items with information from previous years. This feature will reduce respondent burden.

Table 1, at the end of this document, lists the MTW activities and indicates which types of questions need to be asked about each one.

MTW SUPPLEMENT TO THE ANNUAL PHA PLAN

U.S. Department of Housing and Urban Development Office of Public and Indian Housing

OMB. No. 2577-0226

Expires: 03/31/2024

Purpose. The Moving to Work (MTW) Supplement to the Annual PHA Plan informs HUD, families served by the PHA, and members of the public, about the MTW Waivers and associated activities that the MTW agency seeks to implement in the coming Fiscal Year and updates the status of MTW activities that have been previously approved. It also provides information about Safe Harbor Waivers, Agency-Specific Waivers, compliance with MTW statutory requirements, and evaluations. The MTW Supplement does not replace the PHA Plan. MTW agencies must continue to submit the applicable PHA Plan. MTW agencies that are not required to submit annual PHA Plans under the Housing and Economic Recovery Act of 2008 (HERA) must submit the MTW Supplement annually, in addition to holding public hearings, obtaining board approval, and consulting with Resident Advisory Boards (RABs) and tenant associations, as applicable, on planned MTW activities.

Applicability. Form HUD-50075-MTW is to be completed annually by all MTW agencies brought onto the MTW Demonstration Program pursuant to Section 239 of the Fiscal Year 2016 Appropriations Act, P.L. 114-113 (2016 MTW Expansion Statute) or legacy MTW agencies that chose to follow the requirements of the MTW Operations Notice.

Definitions. All terms used in this MTW Supplement are consistent with the definitions stated in the MTW Operations Notice, including:

- (1) **Local, Non-Traditional Activities (LNT)** – Those MTW activities that use MTW funding flexibility outside of the Housing Choice Voucher (HCV) and public housing programs established in Sections 8 and 9 of the U.S. Housing Act of 1937.

- (2) **Safe Harbors** – The additional parameters or requirements, beyond those specified in the MTW activity description itself found in the MTW Operations Notice, following each activity description, that the MTW agency must follow in implementing MTW activities.
- (3) **Substantially the Same Requirement** – A statutory MTW requirement that MTW agencies must continue to assist substantially the same total number of eligible low-income families as would have been served absent the MTW demonstration.

A. PHA INFORMATION

A.1 **PHA Name:** Housing Authority of the City of Alameda
PHA Code: CA062
MTW Supplement for PHA Fiscal Year Beginning (MM/DD/YYYY):
 07/01/2024
PHA Program Type: Public Housing (PH) only
 Housing Choice Voucher (HCV) only
 Combined
MTW Cohort Number: 4 (Landlord Incentives)
MTW Supplement Submission Type:
 Annual Submission
 Amended Annual Submission

B. NARRATIVE

B.1 MTW Supplemental Narrative.

The narrative provides the MTW agency with an opportunity to explain to the public, including the families that it serves, its MTW plans for the fiscal year and its short and long-term goals.

The MTW agency should provide a description of how it seeks to further the three MTW statutory objectives during the coming Fiscal Year. Those three MTW statutory objectives are: (1) to reduce cost and achieve greater cost effectiveness in federal expenditures; (2) to give incentives to families with children whose heads of household are either working, seeking work, or are participating in job training, educational or other programs that assist in obtaining employment and becoming economically self-sufficient; and (3) to increase housing choices for low-income families.

The primary goal of the Housing Authority of the City of Alameda (AHA), in partnership with the entire community, is to advocate and provide quality, affordable, safe housing;

encourage self-sufficiency; and strengthen community inclusiveness and diversity in housing. AHA's Vision Statement is: "The Housing Authority of the City of Alameda shall continue to be recognized for creatively seeking ways to expand the availability of affordable housing through Alameda, for caring professional staff, and excellent service provided fairly to all".

During participation in the Landlord Incentives Cohort the AHA will be using creative methods to encourage new landlord participation and continued landlord partnerships expanding housing choice for all voucher holders. During this cohort study, the AHA will continue to develop and maintain quality affordable housing for low-income residents, providing more housing choice along the entire spectrum of housing continuum. The AHA would like to design, implement, and sustain exceptional programs that invest in the residents to become self-sufficient through an array of educational, employment, and economic platforms including exploring the possibility of offering incentives to families to participate in training programs or increasing the ability of participants to attend community college or universities.

The AHA will strive to further the MTW statutory objective to reduce cost and achieve greater cost effectiveness in federal expenditures by continuing the activities proposed for FY 2022-2023 such as moving to a triennial reexamination and inspection schedule and allowing for the self-certification of assets, continuing activities proposed for FY 2023-2024 such as increasing rents for PBV units at AHA's fiscal year rather than the contract's anniversary date and proposing new activities under FY 2024-2025 such as extending the deadline to sign the HAP contract to 120 days to avoid duplicative efforts.

The AHA will strive to further the MTW statutory objective to give incentives to families with children whose heads of household are either working, seeking work, or are participating in job training, educational or other programs that assist in obtaining employment and becoming economically self-sufficient by continuing the activities proposed for FY 2022-2023.

The AHA proposes to use MTW funds flexibly to increase housing choice through acquisition, rehabilitation, and/or development. AHA may use MTW funds flexibly to make Faircloth-to-RAD transactions feasible to supplement RAD rents as housing assistance payments; to pay for acquisition, rehabilitation or construction costs or contributing to development costs in another manner; or to increase housing choices for low-income families by using its 120-unit Faircloth-to-RAD authorization to produce additional project-based vouchers. The AHA will accept the Faircloth limit as offered by other jurisdictions to expand affordable housing by using these Faircloth limits in a manner similarly to the AHA's limit with Faircloth-to-RAD with additional of MTW funds.

With the exception of MTW Activity 2022-01 2.b. Payment Standards – Fair Market Rents (HCV), activities will not apply to VASH, SV, or EHV participants.

C. MTW WAIVERS AND ASSOCIATED ACTIVITIES

NOTE: MTW agencies are reminded that all MTW Waivers and associated activities must be implemented in accordance with the MTW Operations Notice and within its safe harbors unless a Safe Harbor or Agency-Specific Waiver approval is provided by HUD, in which case, the activity utilizing the Safe Harbor or Agency-Specific Waiver must be implemented in accordance with the terms of the approval.

Screener:

For all MTW Waivers and Activities in Section C, the screening question listed below will be presented in the fillable form. This will allow the form to only display those waivers that input where is required.

Each waiver and activity will be listed with the following choices. If “Not Currently Implemented” is selected, the agency will not be shown any further questions for the activity.

- Currently Implementing
- Plan to Implement in the Submission Year
- Will be Discontinued in the Submission Year
- Was Discontinued in a previous Submission Year
- Not Currently Implemented

Core Questions:

The following core questions apply to all of the MTW Waivers and associated activities listed in the MTW Operations Notice. The core questions collect basic information about any MTW activity proposed or implemented by MTW agencies.

- Narrative. Describe the MTW activity, the MTW agency’s goal(s) for the MTW activity, and, if applicable, how the MTW activity contributes to a larger initiative.
- MTW Statutory Objectives. Which of the MTW statutory objectives does this MTW activity serve?
- Cost implications. What are the cost implications of this MTW activity? Pick the best description of the cost implications based on what you know today.
- Different policy by household status/family types/sites? Does the MTW activity under this waiver apply to all assisted households or only to a subset or subsets of assisted households?
- Household Status. Does the MTW activity apply only to new admissions, only to currently assisted households, or to both new admissions and currently assisted households?
- Family Types. Does the MTW activity apply to all family types or only to selected family types?

- Location. Depending on if responses are being provided for a public housing (PH) or HCV activity, the agency will either see questions applicable to PH or HCV.
- Does the MTW agency need a Safe Harbor Waiver to implement this MTW activity as described?
- Does this MTW activity require a hardship policy?
- Does the MTW activity require an impact analysis?

Custom Questions:

Custom questions are tailored to each MTW activity. In what follows, the MTW activities are listed with their custom questions. The final online version of the MTW Supplement will be set up so that if an MTW activity is the same in the HCV and/or public housing programs, the MTW agency fills in the information for public housing, then the information is auto populated for the HCV program. MTW agencies are asked to fill in answers only to questions that are relevant to the MTW activities they propose to implement or are already implementing.

The Housing Authority of the City of Alameda (AHA) has previously submitted and been approved for the activities marked as “Currently Implementing”.

1. Tenant Rent Policies	
b. Tiered Rent (HCV)	Not Currently Implemented
d. Stepped Rent (HCV)	Not Currently Implemented
f. Minimum Rent (HCV)	Not Currently Implemented
h. Total Tenant Payment as a Percentage of Gross Income (HCV)	Not Currently Implemented
j. Alternative Utility Allowance (HCV)	Not Currently Implemented
l. Fixed Subsidy (HCV)	Not Currently Implemented
n. Utility Reimbursements (HCV)	Not Currently Implemented
o. Initial Rent Burden (HCV)	Not Currently Implemented
q. Impute Income (HCV)	Not Currently Implemented
s. Elimination of Deduction(s) (HCV)	Not Currently Implemented
u. Elimination of Deductions (HCV)	Not Currently Implemented
w. Alternative Income Inclusions/Exclusions (HCV)	Currently Implementing

2. Payment Standards and Rent Reasonableness	
a. Payment Standards – Small Area Fair Market Rents (FMR) (HCV)	Not Currently Implemented
b. Payment Standards – Fair Market Rents (HCV)	Currently Implementing
c. Rent Reasonableness – Process (HCV)	Not Currently Implemented

2. Payment Standards and Rent Reasonableness	
d. Rent Reasonableness – Third Party Requirement	Not Currently Implemented

3. Reexaminations	
b. Alternative Reexamination Schedule for Households (HCV)	Currently Implementing
d. Self-certification of Assets (HCV)	Currently Implementing

4. Landlord Leasing Incentives	
a. Vacancy Loss (HCV-Tenant-Based Assistance)	Currently Implementing
b. Damage Claims (HCV-Tenant-Based Assistance)	Not Currently Implemented
c. Other Landlord Incentives (HCV-Tenant-Based Assistance)	Currently Implementing

5. Housing Quality Standards (HQS)	
a. Pre-Qualifying Unit Inspections (HCV)	Currently Implementing
b. Reasonable Penalty Payments for Landlords (HCV)	Not Currently Implemented
c. Third-Party Requirement (HCV)	Not Currently Implemented
d. Alternative Inspection Schedule (HCV)	Currently Implementing

6. Short-Term Assistance	
b. Short-Term Assistance (HCV)	Not Currently Implemented

7. Term-Limited Assistance	
b. Term-Limited Assistance (HCV)	Not Currently Implemented

8. Increase Elderly Age (PH & HCV)	
a. Increase Elderly Age (HCV)	Not Currently Implemented

9. Project-Based Voucher Program Flexibilities	
a. Increase PBV Program Cap (HCV)	Currently Implementing
b. Increase PBV Project Cap (HCV)	Currently Implementing
c. Elimination of PBV Selection Process for PHA-Owned Projects without Improvement, Development, or Replacement (HCV)	Currently Implementing
d. Alternative PBV Selection Process (HCV)	Not Currently Implemented

9. Project-Based Voucher Program Flexibilities	
e. Alternative PBV Unit Types (Shared Housing and Manufactured Housing) (HCV)	Not Currently Implemented
f. Increase PBV HAP Contract Length (HCV)	Not Currently Implemented
g. Increase PBV Rent to Owner (HCV)	Not Currently Implemented
h. Limit Portability for PBV Units (HCV)	Not Currently Implemented

10. Family Self-Sufficiency Program with MTW Flexibility	
a. HCV Waive Operating a Required FSS Program (HCV)	Not Currently Implemented
b. HCV Alternative Structure for Establishing Program Coordinating Committee (HCV)	Not Currently Implemented
c. HCV Alternative Family Selection Procedures (HCV)	Not Currently Implemented
d. HCV Modify or Eliminate the Contract of Participation (HCV)	Not Currently Implemented
e. HCV Policies for Addressing Increases in Family Income (HCV)	Not Currently Implemented

11. MTW Self-Sufficiency Program	
a. HCV Alternative Family Selection Procedures (HCV)	Not Currently Implemented
b. HCV Policies for Addressing Increases in Family Income (HCV)	Not Currently Implemented

12. Work Requirement	
b. Work Requirement (HCV)	Not Currently Implemented

13. Use of Public Housing as an Incentive for Economic Progress (PH)	Not applicable
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14. Moving On Policy	
a. Waive Initial HQS Inspection Requirement (HCV)	Not Currently Implemented
b. HCV Allow Income Calculations from Partner Agencies (HCV)	Not Currently Implemented
c. HCV Aligning Tenant Rents and Utility Payments Between Partner Agencies (HCV)	Not Currently Implemented

15. Acquisition without Prior HUD Approval (PH)	Not applicable
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16. Deconcentration of Poverty in Public Housing Policy (PH)	Not applicable
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17. Local, Non-Traditional Activities	
a. Rental Subsidy Program	Not Currently Implemented
b. Service Provision	Not Currently Implemented
c. Housing Development Programs	Plan to Implement in the Submission Year

Core and Custom Question Answers for Activities Plan to Implement in Submission Year or Currently Implemented:

1.w. Alternative Income Inclusions/Exclusions (HCV)
Currently Implementing
ACTIVITY 2022-15: The Housing Authority of the City of Alameda would like to exclude a certain form of participant income during the income review and rent calculation process so that participants can benefit from certain forms of income without the income having an impact on their rent calculation. The AHA will exclude the Guaranteed Basic Income Pilot Program, which is a City of Alameda initiative to provide a flat monthly cash payment of \$1,000 to approximately 150 low-income City of Alameda households over a two-year period called Rise Up Alameda. The AHA will exclude these payments from the income review and rent calculation process of applicants or participants receiving these payments.
This MTW activity serves the following statutory objectives: <input type="checkbox"/> Cost effectiveness <input checked="" type="checkbox"/> Self-sufficiency <input type="checkbox"/> Housing Choice
This MTW activity has the following cost implications: <input type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input checked="" type="checkbox"/> Increased expenditures <input type="checkbox"/> Decreased expenditures
A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies: <input checked="" type="checkbox"/> to all assisted households <input type="checkbox"/> only to a subset or subsets of assisted households
What inclusions or exclusions will be eliminated, modified, or added? Guaranteed Basic Income Pilot Program - City of Alameda called Rise Up Alameda

1.w. Alternative Income Inclusions/Exclusions (HCV)
This MTW activity does not require a Safe Harbor Waiver.
This MTW activity does not require a hardship policy.
This MTW activity does not require an impact analysis.
Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation.
The AHA implemented this activity on July 1, 2023.

2.b. Payment Standards – Fair Market Rents (HCV)
Currently Implementing
ACTIVITY 2022-01: The Housing Authority of the City of Alameda strives to house families in a small community in the Bay Area. The area is perceived to be one with good schools, high quality local businesses, picturesque neighborhoods, and a caring, involved community resulting in families wanting to rent or buy in the area resulting in high housing costs and limited housing choice. Payment standards set between 80% to 150% of FMR will hopefully allow the market to cap rents through rent reasonableness testing and not the payment standards.
If the payment standard amount is increased during the term of the HAP contract, the increased payment standard amount shall be used to calculate the monthly housing assistance payment for the family beginning at the effective date of the family's first regular reexamination on or after the effective date of the increase in the payment standard amount.
The Alameda Housing Authority is has Waived: 24 CFR 982.505 (c) (4), which falls under 2.b. MTW waiver, 2.b. Payment Standards – Fair Market Rents (HCV). CFR982.503-505 and 983.301. This request will allow owners to request rent increases during the HAP contract and the payment standard to be updated to the current one if higher than the one used at the last annual.
Custom Question: Please explain the payment standards by FMR.
The agency may apply a payment standard between 80% and 150% of FMR.
This MTW activity serves the following statutory objectives: <input type="checkbox"/> Cost effectiveness <input type="checkbox"/> Self-sufficiency <input checked="" type="checkbox"/> Housing Choice
This MTW activity has the following cost implications: <input type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input checked="" type="checkbox"/> Increased expenditures

2.b. Payment Standards – Fair Market Rents (HCV)
Currently Implementing
<input type="checkbox"/> Decreased expenditures
A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies: <input checked="" type="checkbox"/> to all assisted households <input type="checkbox"/> only to a subset or subsets of assisted households
This MTW activity does require a Safe Harbor Waiver.
This MTW activity does require a hardship policy. Hardship policy will be uploaded here, but please see Payment Standards Outside FMR Hardship Policy.
The hardship policy does not apply to more than this MTW activity.
The MTW agency has not modified the hardship policy since the last submission of the MTW Supplement.
How many hardship requests have been received associated with this activity in the most recently completed PHA fiscal year? 0 hardship requests received during the most recently completed PHA fiscal year. The AHA did not implement this activity on or before June 30, 2023.
This MTW activity does require an impact analysis. Impact analysis will be uploaded here, but please see Payment Standard Impact Analysis.
The impact analysis does not apply to more than this MTW activity.
Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation. The AHA implemented this activity on July 1, 2023.
This activity has not been discontinued and is not planned to be discontinued.

3.b. Alternative Reexamination Schedule for Households

Currently Implementing

ACTIVITY 2022-02: Reducing family’s responsibility to provide income documentation from annually to tri-annually results in less caseworkers needed to process annuals that result in minimal rent changes. Allows stability in rent for tenants and landlords. Families receiving zero income or less than \$5,000 per adult annually in income, VASH, SV or EHV participants will receive annual recertifications. AHA will check for families meeting these conditions twice a year (normally January and July) and schedule an annual reexamination as appropriate.

Income increase(s) resulting in an annual increase of 10% needs to be reported. Increases of less than 10% annually do not need to be reported between recertifications. Cumulative increases resulting in more than 10% of income increases needs to be reported when the 10% level is reached.

Families receiving the Earned Income Disallowance (EID) will receive interims to change their EID portion annually that will not count towards the limit.

Owners would still be able to request annual rent increases. These would be processed after a rent reasonableness test is conducted and would not count towards interim cap.

Custom Question: What is the recertification schedule?

- Once every two years
- Once every three years
- Other

Custom Question: How many interim recertifications per year may a household request?

- 0
- 1
- 2 or more

Custom Question: Please describe briefly how the MTW agency plans to address changes in family/household circumstances under the alternative reexamination schedule.

The family may request one interim per year for an income decrease or family composition change. Reports of income increases of more than 10% do not count towards the interim limit. Involuntary household composition changes do not apply towards the interim limit, for example, reporting the death of a family member will not count towards the interim limit.

The AHA will allow one interim adjustment per year at the request of the household, if the household gross income has decreased 10% or more.

If the family composition change is for an addition of an adult, then eligibility must be determined before an individual can move into the unit. The new adult family

3.b. Alternative Reexamination Schedule for Households

member's income will be added during the interim. Family composition changes for minors would be processed at the next triennial or when the household transfers. The family may request an interim for family composition changes once a year, including an increase in subsidy when the family is over-housed. Interims could be requested for additional adults to meet approved reasonable accommodations at any time.

If the payment standard increases when an interim is conducted, the AHA will use the new payment standard to be effective at the interim effective date as allowed under HOTMA.

The conditions of receiving a second interim decrease in one year are outlined in the Hardship Policy.

This MTW activity serves the following statutory objectives:

- Cost effectiveness
- Self-sufficiency
- Housing Choice

This MTW activity has the following cost implications:

- Neutral
- Increased revenue
- Decreased revenue
- Increased expenditures
- Decreased expenditures

A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies:

- to all assisted households
- only to a subset or subsets of assisted households

Does not apply to VASH, SV, or EHV participants.

This MTW activity does not require a Safe Harbor Waiver.

This MTW activity does require a hardship policy Alternative Reexamination Schedule Hardship Policy.

The hardship policy does not apply to more than this MTW activity.

The MTW agency has not modified the hardship policy since the last submission of the MTW Supplement.

How many hardship requests have been received associated with this activity in the most recently completed PHA fiscal year?

0 hardship requests received during the most recently completed PHA fiscal year. The AHA did not implement this activity on or before June 30, 2023.

This MTW activity does require an impact analysis. Impact analysis will be uploaded here, but please see Alternative Reexamination Schedule Impact Analysis.

3.b. Alternative Reexamination Schedule for Households

Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation.

The AHA implemented this activity on July 1, 2023.

This activity has not been discontinued and is not planned to be discontinued.

3.d. Self-Certification of Assets
Currently Implementing
ACTIVITY 2022-03: Allow self-certification of participants on program up to \$50,000 in assets to reduce processing of minimal income from assets. Family must provide statement with any income earned on the assets under penalty of perjury. No other verification would be collected or required. Assets would be defined as in 24 CFR 5.609. Assets that the family does not have access to such as irrevocable trusts and 401K accounts would not count towards this asset limit. Applicants must establish assets and provide verification.
New assets under \$50,000 do not need to be reported between triennials.
Assets for all currently assisted households with a household asset total of less than \$50,000 sum to approximately \$1,900,000. These assets only generate a total across all assisted households of \$6,954 of annual income resulting in a total increase in total tenant payments from all participants of approximately \$2086 per year in additional rent due to these assets. This will be offset by the staff salaries of the time spent obtaining and reviewing verifications of lower amount assets. Households with more than \$50,000 in assets comprise 58% of total household assets. These households would still provide verification of the approximate \$2,700,000 in assets that generate approximately \$5,100 in asset income per year with participants paying a total of approximately \$1556 per year in higher rent due to asset income.
Custom Question: Please state the dollar threshold for the self-certification of assets. Threshold: \$50,000.
This MTW activity serves the following statutory objectives: <input checked="" type="checkbox"/> Cost effectiveness <input type="checkbox"/> Self-sufficiency <input type="checkbox"/> Housing Choice
This MTW activity has the following cost implications: <input type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input type="checkbox"/> Increased expenditures <input checked="" type="checkbox"/> Decreased expenditures
A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies: <input checked="" type="checkbox"/> to all assisted households <input type="checkbox"/> only to a subset or subsets of assisted households
This MTW activity does not require a Safe Harbor Waiver.
This MTW activity does not require a hardship policy.
This MTW activity does not require an impact analysis.

3.d. Self-Certification of Assets

Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation.

The AHA implemented this activity on July 1, 2023.

This activity has not been discontinued and is not planned to be discontinued.

4.a. Vacancy Loss
Currently Implementing
ACTIVITY 2022-04: This activity is to incentivize landlords to participate in the HCV program in combination with activities 2022-05, 2022-06, 2022-07, and 2022-11. As these activities are implemented to increase landlord participation in the program, units that are required to house voucher holders such as Project-Based Voucher units, ones with a regulatory agreement on the units, Tax Credit units, or ones owned by the Housing Authority are not included in this activity. This allows the AHA to make a payment up to one month's rent payment to any landlord, new or returning, whose unit was vacated by a participant of the Housing Choice Voucher program and is occupied by a different participant of the Housing Choice Voucher program. The payment would be capped at the reasonable rent to the owner minus any payments the owner received that month from any source. The payment would be made after the execution of the HAP contract.
Custom Question: Does this policy apply to certain types of units or to all units all HCV units or only certain types of units (for example, accessible units, units in low-poverty neighborhood, or units/landlords new to the HCV program)? <input type="checkbox"/> To all units <input checked="" type="checkbox"/> Certain types of units only If certain types of units only, what types of units does this policy apply to? <input checked="" type="checkbox"/> Accessible units <input type="checkbox"/> Units in particular types of areas or neighborhoods <input type="checkbox"/> Units/landlords new to the HCV program <input checked="" type="checkbox"/> Other. Please describe briefly: Does not apply to PHA owned, LIHTC units, or units with regulatory agreements.
Custom Question: What is the maximum payment that can be made to a landlord under this policy? One month rent
Custom Question: How many payments were issued under this policy in the most recently completed PHA fiscal year? 0, the AHA did not implement this activity on or before June 30, 2023.
Custom Question: What is the total dollar value of payments issued under this policy in the most recently completed PHA fiscal year? \$0, the AHA did not implement this activity on or before June 30, 2023.
This MTW activity serves the following statutory objectives: <input type="checkbox"/> Cost effectiveness <input type="checkbox"/> Self-sufficiency

4.a. Vacancy Loss
<input checked="" type="checkbox"/> Housing Choice
This MTW activity has the following cost implications: <input type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input checked="" type="checkbox"/> Increased expenditures <input type="checkbox"/> Decreased expenditures
A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies: <input type="checkbox"/> to all assisted households <input checked="" type="checkbox"/> only to a subset or subsets of assisted households
A MTW activity can apply only to new admissions, only to currently assisted households, or to both new admissions and currently assisted households. This MTW activity applies to: <input type="checkbox"/> New admissions (i.e., applicants) only <input type="checkbox"/> Currently assisted households only <input checked="" type="checkbox"/> New admissions and currently assisted households
A MTW activity can apply to all family types or only selected family types. This MTW activity applies to: <input checked="" type="checkbox"/> all family types <input type="checkbox"/> only to selected family types
An MTW activity can apply to a tenant-based and or project-based voucher. <input type="checkbox"/> The MTW activity applies to all tenant-based units. <input type="checkbox"/> The MTW activity applies to all properties with project-based vouchers. <input checked="" type="checkbox"/> The MTW activity applies to specific tenant-based units and/or properties with project-based vouchers. The description of which tenant-based units and/or properties with project-based vouchers that will participate in this MTW activity is: It does not apply to PHA owned, LIHTC units, units with regulatory agreements, or Project-Based Voucher units
This MTW activity does not require a Safe Harbor Waiver.
This MTW activity does not require a hardship policy.
This MTW activity does not require an impact analysis.
Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation.
The AHA implemented this activity on July 1, 2023.
This activity has not been discontinued and is not planned to be discontinued.

4.c. Other Landlord Incentives

Currently Implementing

ACTIVITY 2022-05: This activity to incentivize landlords to participate in the HCV program in combination with activities 2022-04, 2022-06, 2022-07, and 2022-11.

As these activities are implemented to increase landlord participation in the program, units that are required to house voucher holders such as Project-Based Voucher units, ones with a regulatory agreement on the units, Tax Credit units, or ones owned by the Housing Authority are not included in this activity.

This activity allows the AHA to pay the landlord an incentive to lease up a Housing Choice Voucher (HCV) program participant. The AHA would offer an array of incentives, but the total incentive paid to one landlord could not exceed more than one month of the contract rent of the unit and would be paid at the time of HAP execution.

The incentives are:

First-time Rental incentive: \$1,500
Accessible unit incentive: \$2,000
HQS incentive: \$100
Returning Landlord incentive: \$1,000

A first-time rental incentive would be paid to a landlord that is bringing a unit that has never been leased with the same landlord under the HCV program before. The accessible unit incentive would be paid to landlords providing a unit that meets or mostly meets the requirements for an ADA accessible unit to a family with a member with a disability. The HQS incentive would be paid to landlords whose unit passed an initial housing quality standards inspection the first time and resulted in a participant of the HCV program renting the unit. The returning landlord incentive would be paid to a landlord leasing a unit to an HCV participant that has been on the program prior.

Custom Question: Does this policy apply to certain types of units or to all units all HCV units or only certain types of units (for example, accessible units, units in low-poverty neighborhood, or units/landlords new to the HCV program?)

- To all units
 Certain types of units only

If certain types of units only, what types of units does this policy apply to?

- Accessible units
 Units in particular types of areas or neighborhoods
 Units/landlords new to the HCV program
 Other. Please describe briefly:

Does not apply to PHA owned, LIHTC units, units with regulatory agreements, or Project-Based Voucher units.

4.c. Other Landlord Incentives
Custom Question: What is the maximum payment that can be made to a landlord under this policy? One month rent
Custom Question: How many payments were issued under this policy in the most recently completed PHA fiscal year? 0, the AHA did not implement this activity on or before June 30, 2023.
Custom Question: What is the total dollar value of payments issued under this policy in the most recently completed PHA fiscal year? \$0, the AHA did not implement this activity on or before June 30, 2023.
This MTW activity serves the following statutory objectives: <input type="checkbox"/> Cost effectiveness <input type="checkbox"/> Self-sufficiency <input checked="" type="checkbox"/> Housing Choice
This MTW activity has the following cost implications: <input type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input checked="" type="checkbox"/> Increased expenditures <input type="checkbox"/> Decreased expenditures
A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies: <input type="checkbox"/> to all assisted households <input checked="" type="checkbox"/> only to a subset or subsets of assisted households
A MTW activity can apply only to new admissions, only to currently assisted households, or to both new admissions and currently assisted households. This MTW activity applies to: <input type="checkbox"/> New admissions (i.e., applicants) only <input type="checkbox"/> Currently assisted households only <input checked="" type="checkbox"/> New admissions and currently assisted households
A MTW activity can apply to all family types or only selected family types. This MTW activity applies to: <input checked="" type="checkbox"/> all family types <input type="checkbox"/> only to selected family types
An MTW activity can apply to a tenant-based and or project-based voucher. <input checked="" type="checkbox"/> The MTW activity applies to all tenant-based units. <input type="checkbox"/> The MTW activity applies to all properties with project-based vouchers.

4.c. Other Landlord Incentives

The MTW activity applies to specific tenant-based units and/or properties with project-based vouchers. The description of which tenant-based units and/or properties with project-based vouchers that will participate in this MTW activity is:

Does not apply to PHA owned, LIHTC units, units with regulatory agreements, or Project-Based Voucher units.

This MTW activity does not require a Safe Harbor Waiver.

This MTW activity does not require a hardship policy.

This MTW activity does not require an impact analysis.

Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation.

The AHA implemented this activity on July 1, 2023.

This activity has not been discontinued and is not planned to be discontinued.

5.a. Pre-Qualifying Unit Inspections
Currently Implementing
ACTIVITY 2022-06: This activity to incentivize landlords to participate in the HCV program in combination with activities 2022-04, 2022-05, 2022-07, and 2022-11. Initial inspections of units can be conducted up to 90 days prior to unit lease-up to help incentivize landlords to participate in the program and avoid delays in leasing. Participants or landlords can request a special (interim) inspection at any time.
Custom Question: How long is the pre-inspection valid for? 90 days
This MTW activity serves the following statutory objectives: <input type="checkbox"/> Cost effectiveness <input type="checkbox"/> Self-sufficiency <input checked="" type="checkbox"/> Housing Choice
This MTW activity has the following cost implications: <input checked="" type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input type="checkbox"/> Increased expenditures <input type="checkbox"/> Decreased expenditures
A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies: <input checked="" type="checkbox"/> to all assisted households <input type="checkbox"/> only to a subset or subsets of assisted households
This MTW activity does not require a Safe Harbor Waiver.
This MTW activity does not require a hardship policy.
This MTW activity does not require an impact analysis.
Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation. The AHA implemented this activity on July 1, 2023.
This activity has not been discontinued and is not planned to be discontinued.

5.d. Alternative Inspection Schedule
Currently Implementing
ACTIVITY 2022-07: This activity to incentivize landlords to participate in the HCV program in combination with activities 2022-04, 2022-05, 2022-06, and 2022-11. Require inspections only once every three years for private landlord units. Participants and landlords can request a special (interim) inspection at any time. A special inspection can be initiated by the AHA if it receives indications that the family's unit is not in compliance with HQS.
This MTW activity serves the following statutory objectives: <input checked="" type="checkbox"/> Cost effectiveness <input type="checkbox"/> Self-sufficiency <input checked="" type="checkbox"/> Housing Choice
This MTW activity has the following cost implications: <input type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input type="checkbox"/> Increased expenditures <input checked="" type="checkbox"/> Decreased expenditures
A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies: <input type="checkbox"/> to all assisted households <input checked="" type="checkbox"/> only to a subset or subsets of assisted households
A MTW activity can apply only to new admissions, only to currently assisted households, or to both new admissions and currently assisted households. This MTW activity applies to: <input type="checkbox"/> New admissions (i.e., applicants) only <input type="checkbox"/> Currently assisted households only <input checked="" type="checkbox"/> New admissions and currently assisted households
A MTW activity can apply to all family types or only selected family types. This MTW activity applies to: <input checked="" type="checkbox"/> all family types <input type="checkbox"/> only to selected family types
An MTW activity can apply to a tenant-based and or project-based voucher. <input checked="" type="checkbox"/> The MTW activity applies to all tenant-based units. <input type="checkbox"/> The MTW activity applies to all properties with project-based vouchers. <input type="checkbox"/> The MTW activity applies to specific tenant-based units and/or properties with project-based vouchers. The description of which tenant-based units and/or properties with project-based vouchers that will participate in this MTW activity is:
This MTW activity does not require a Safe Harbor Waiver.

5.d. Alternative Inspection Schedule

This MTW activity does not require a hardship policy.

This MTW activity does not require an impact analysis.

Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation.

The AHA implemented this activity on July 1, 2023. The activity is being changed so all inspections will be based on the results of the prior inspection. If the unit passes the regular inspection the first time and does not require a reinspection, the next regular inspection will be scheduled for approximately three years later. Otherwise, if the unit does not pass the inspection the first time and requires a reinspection, the next regular inspection will be scheduled in approximately 12 months. Inspections are scheduled around 2 months early for the next inspection due date to ensure inspection results are obtained before the due date.

This activity has not been discontinued and is not planned to be discontinued.

9.a. Increase PBV Cap
Currently Implementing
ACTIVITY 2022-08: Assisted families in the Housing Choice Voucher program frequently inquire how to move to Project-Based Voucher (PBV) units and during the last wait list opening, numerous HCV families applied for the PBV wait lists indicating a desire to have a long-term contract with owners rather than a 1-year contract that can then be canceled with no reason. By project-basing more vouchers, more housing is secured for families without the threat of eviction.
This activity would raise the cap for which the AHA could award Project-Based Voucher contracts. The AHA currently has selections and/or HAP contracts for its entire allocation of PBV under the current caps.
Custom Question: What percentage of total authorized HCV units will be authorized for project-basing? 50% of the lower of either the total authorized units or annual budget authority
This MTW activity serves the following statutory objectives: <input type="checkbox"/> Cost effectiveness <input type="checkbox"/> Self-sufficiency <input checked="" type="checkbox"/> Housing Choice
This MTW activity has the following cost implications: <input checked="" type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input type="checkbox"/> Increased expenditures <input type="checkbox"/> Decreased expenditures
A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies: <input checked="" type="checkbox"/> to all assisted households <input type="checkbox"/> only to a subset or subsets of assisted households
This MTW activity does not require a Safe Harbor Waiver.
This MTW activity does not require a hardship policy.
This MTW activity does not require an impact analysis.
Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation.
The activity is approved, but the AHA is still below the HUD PBV cap at this time.
This activity has not been discontinued and is not planned to be discontinued.

9.b. Increase PBV Project Cap
Currently Implementing
ACTIVITY 2022-09: Allows more than the greater of 25 units or 25% of the units at a complex to receive Project-Based Voucher assistance. Under current regulations, units that are for the elderly or those providing supportive services are already exempt from this cap. This activity would allow units that may not be serving the above populations to go above the cap up to 100% of the units at a project.
This MTW activity serves the following statutory objectives: <input type="checkbox"/> Cost effectiveness <input type="checkbox"/> Self-sufficiency <input checked="" type="checkbox"/> Housing Choice
This MTW activity has the following cost implications: <input checked="" type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input type="checkbox"/> Increased expenditures <input type="checkbox"/> Decreased expenditures
A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies: <input checked="" type="checkbox"/> to all assisted households <input type="checkbox"/> only to a subset or subsets of assisted households
This MTW activity does not require a Safe Harbor Waiver.
This MTW activity does not require a hardship policy.
This MTW activity does not require an impact analysis.
Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation.
The activity is approved, but a HAP contract has not been signed using this activity.
This activity has not been discontinued and is not planned to be discontinued.

9.c. Elimination of PBV Selection Process for PHA-owned Projects without Improvement, Development, or Replacement

Currently Implementing

ACTIVITY 2022-010: This activity would allow the AHA to award project-based voucher units to a property owned by a single-asset entity (S.A.E.) of the AHA without engaging in a selection process. Currently, the AHA must open a Request for Proposals (RFP) to all interested owners when it awards PBV units. This process requires a significant amount of staff time to prepare the RFP, receive and organize proposals for review, score proposals, notify owners of the outcome, and track awards until execution of contract. This would allow the AHA to award vouchers without the RFP to units in the AHA's portfolio that qualify for PBV after conducting a Subsidy Layering Review, ensuring the property is compliant with HUD's site selection requirements, and having a 3rd party conduct HQS inspections of the units.

This MTW activity serves the following statutory objectives:

- Cost effectiveness
- Self-sufficiency
- Housing Choice

This MTW activity has the following cost implications:

- Neutral
- Increased revenue
- Decreased revenue
- Increased expenditures
- Decreased expenditures

A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies:

- to all assisted households
- only to a subset or subsets of assisted households

A MTW activity can apply only to new admissions, only to currently assisted households, or to both new admissions and currently assisted households. This MTW activity applies to:

- New admissions (i.e., applicants) only
- Currently assisted households only
- New admissions and currently assisted households

A MTW activity can apply to all family types or only selected family types. This MTW activity applies to:

- all family types
- only to selected family types
- Other – another specifically defined target population or populations. The description of this population is:

An MTW activity can apply to a tenant-based and or project-based voucher.

- The MTW activity applies to all tenant-based units.

9.c. Elimination of PBV Selection Process for PHA-owned Projects without Improvement, Development, or Replacement

- The MTW activity applies to all properties with project-based vouchers.
- The MTW activity applies to specific tenant-based units and/or properties with project-based vouchers. The description of which tenant-based units and/or properties with project-based vouchers that will participate in this MTW activity is:

Applies only to units owned by a single-asset entity of the PHA.

This MTW activity does not require a Safe Harbor Waiver.

This MTW activity does not require a hardship policy.

This MTW activity does not require an impact analysis.

Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation.

The activity has been approved, but an award has not been made at this time.

This activity has not been discontinued and is not planned to be discontinued.

17.c. Housing Development Programs

Plan to Implement in the Submission Year

The Housing Authority of the City of Alameda (AHA) intends to use MTW fungibility to acquire, renovate and/or build affordable units that are not public housing units. Eligible activities may include gap financing or construction costs for development of affordable housing, conducted by the PHA or a PHA-controlled affiliate or by a non-PHA affordable housing developer, including but not limited to development of project-based voucher units, tax credit units, or affordable units funded with any other local, state, or federal funds.

The AHA will not spend more than 10% of its HAP budget on local, non-traditional activities and families receiving housing or services through local, non-traditional activities must meet the definition of low-income. Local, non-traditional development activities will be conducted in accordance with the applicable requirements of PIH Notice 2011-45 and the MTW Operations Notice. The Agency shall comply with Safe Harbor provisions requiring compliance with Section 30 of the 1937 Housing Act and that any MTW Funding awarded to a third-party provider must be competitively awarded.

At this time AHA would like to provide up to \$1 million of its funding, which would be about 3% of the AHA's HAP Budget, as gap financing to build affordable units for low-income individuals in the City of Alameda.

Custom Questions

Name and Address of Development

North Housing Master Plan -
501 Mosely Avenue,
Alameda, CA 94501

17.c. Housing Development Programs	
MTW Role: Acquisition, Rehabilitation, New Construction?	New Construction
Type of MTW Agency Financing: Gap Financing, Tax Credit Partnership, Other	Mid-term predevelopment financing (up to 15 years)
Number of Affordable Units	A minimum of 284 units. There are a minimum of 568 units planned. We hope more affordability can be achieved, but that is still being determined.
Number of Units by Affordability	
<ul style="list-style-type: none"> • 80% of AMI 	Minimum of 132 at or below 80% AMI. We hope more affordability can be achieved, but that is still being determined.
<ul style="list-style-type: none"> • 60% of AMI 	0 units
<ul style="list-style-type: none"> • 30% of AMI 	127 units
<ul style="list-style-type: none"> • Other 	25 units at 40% AMI and 106 units will serve formerly homeless populations.
<p>This MTW activity serves the following statutory objectives:</p> <input type="checkbox"/> Cost effectiveness <input type="checkbox"/> Self-sufficiency <input checked="" type="checkbox"/> Housing Choice	
<p>This MTW activity has the following cost implications:</p> <input type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input checked="" type="checkbox"/> Increased expenditures <input type="checkbox"/> Decreased expenditures	
<p>A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies:</p> <input type="checkbox"/> to all assisted households <input checked="" type="checkbox"/> only to a subset or subsets of assisted households	
<p>A MTW activity can apply only to new admissions, only to currently assisted households, or to both new admissions and currently assisted households. This MTW activity applies to:</p> <input checked="" type="checkbox"/> New admissions (i.e., applicants) only <input type="checkbox"/> Currently assisted households only	

17.c. Housing Development Programs

New admissions and currently assisted households

A MTW activity can apply to all family types or only selected family types. This MTW activity applies to:

all family types

only to selected family types

Please select the family types subject to this MTW activity:

Non-elderly, non-disabled families

Elderly families

Disabled families (to the extent those families are not exempt via a reasonable accommodation)

Other – another specifically defined target population or populations. The description of this population is:

An MTW activity can apply to a tenant-based and or project-based voucher.

The MTW activity applies to all tenant-based units.

The MTW activity applies to all properties with project-based vouchers.

The MTW activity applies to specific tenant-based units and/or properties with project-based vouchers. The description of which tenant-based units and/or properties with project-based vouchers that will participate in this MTW activity is: Families selected to reside in the complexes receiving funds.

This MTW activity does not require a Safe Harbor Waiver.

This MTW activity does not require a hardship policy.

This MTW activity does not require an impact analysis.

The impact analysis does not apply to more than this MTW activity.

Cohort 4.2 Front-End Vacancy Loss Payment
Currently Implementing
<p>ACTIVITY 2022-11: This activity is to incentivize landlords to participate in the HCV program in combination with activities 2022-04, 2022-05, 2022-06, and 2022-07.</p> <p>As these activities are implemented to increase landlord participation in the program, units that are required to house voucher holders such as Project-Based Voucher units, ones with a regulatory agreement on the units, Tax Credit units, or ones owned by the Housing Authority are not included in this activity.</p> <p>Similar to ACTIVITY 2022-04 except this allows the AHA to make a payment up to one month's rent payment to a landlord whose unit was not vacated by a participant of the Housing Choice Voucher program and is subsequently occupied by a participant of the Housing Choice Voucher program. The payment would be made after the execution of the HAP contract.</p>
<p>This MTW activity serves the following statutory objectives:</p> <p><input type="checkbox"/> Cost effectiveness</p> <p><input type="checkbox"/> Self-sufficiency</p> <p><input checked="" type="checkbox"/> Housing Choice</p>
<p>This MTW activity has the following cost implications:</p> <p><input type="checkbox"/> Neutral</p> <p><input type="checkbox"/> Increased revenue</p> <p><input type="checkbox"/> Decreased revenue</p> <p><input checked="" type="checkbox"/> Increased expenditures</p> <p><input type="checkbox"/> Decreased expenditures</p>
<p>A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies:</p> <p><input type="checkbox"/> to all assisted households</p> <p><input checked="" type="checkbox"/> only to a subset or subsets of assisted households</p>
<p>A MTW activity can apply only to new admissions, only to currently assisted households, or to both new admissions and currently assisted households. This MTW activity applies to:</p> <p><input type="checkbox"/> New admissions (i.e., applicants) only</p> <p><input type="checkbox"/> Currently assisted households only</p> <p><input checked="" type="checkbox"/> New admissions and currently assisted households</p>
<p>A MTW activity can apply to all family types or only selected family types. This MTW activity applies to:</p> <p><input checked="" type="checkbox"/> all family types</p> <p><input type="checkbox"/> only to selected family types</p>
<p>An MTW activity can apply to a tenant-based and or project-based voucher.</p>

Cohort 4.2 Front-End Vacancy Loss Payment

- The MTW activity applies to all tenant-based units.
- The MTW activity applies to all properties with project-based vouchers.
- The MTW activity applies to specific tenant-based units and/or properties with project-based vouchers. The description of which tenant-based units and/or properties with project-based vouchers that will participate in this MTW activity is:

Does not apply to PHA owned, LIHTC units, or units with regulatory agreements.
Would not apply to Project-Based Voucher units.

This MTW activity does not require a Safe Harbor Waiver.

This MTW activity does not require a hardship policy.

This MTW activity does not require an impact analysis.

Based on the Fiscal Year goals listed in the activity's previous Fiscal Year's narrative, provide a description about what has been accomplished or changed during the implementation.

The AHA implemented this activity on July 1, 2023.

This activity has not been discontinued and is not planned to be discontinued.

D. SAFE HARBOR WAIVERS

D.1. Safe Harbor Waivers seeking HUD Approval:

The MTW Operations Notice describes a simplified process for MTW agencies to implement MTW activities outside of the safe harbors described in Appendix I. For each Safe Harbor Waiver request, a document that includes the following information must be provided: (a) the name and number of the MTW Waiver and associated activity for which the MTW agency is seeking to expand the safe harbor, (b) the specific safe harbor and its implementing regulation, (c) the proposed MTW activity the MTW agency wishes to implement via this Safe Harbor Waiver, (d) a description of the local issue and why such an expansion is needed to implement the MTW activity, (e) an impact analysis, (f) a description of the hardship policy for the MTW activity, if applicable, and (g) a copy of all comments received at the public hearing along with the MTW agency's description of how the comments were considered, as a required attachment to the MTW Supplement.

Will the MTW agency submit request for approval of a Safe Harbor Waiver this year?

No Yes

E. AGENCY SPECIFIC WAIVERS

E.1. Agency-Specific Waivers for HUD Approval:

The MTW demonstration program is intended to foster innovation and HUD encourages MTW agencies, in consultation with their residents and stakeholders, to be creative in their approach to solving affordable housing issues facing their local communities. For this reason, flexibilities beyond those provided for in Appendix I may be needed. Agency-Specific Waivers may be requested if an MTW agency wishes to implement additional activities, or waive a statutory and/or regulatory requirement not included in Appendix I.

In order to pursue an Agency-Specific Waiver, an MTW agency must include an Agency-Specific Waiver request, an impact analysis, and a hardship policy (as applicable), and respond to all of the mandatory core questions as applicable.

For each Agency-Specific Waiver(s) request, please upload supporting documentation, that includes: a) a full description of the activity, including what the agency is proposing to waive (i.e., statute, regulation, and/or Operations Notice), b) how the initiative achieves one or more of the 3 MTW statutory objectives, c) a description of which population groups and household types that will be impacted by this activity, d) any cost implications associated with the activity, e) an implementation timeline for the initiative, f) an impact analysis, g) a description of the hardship policy for the initiative, and h) a copy of all comments received at the public hearing along with the MTW agency's description of how the comments were considered, as a required attachment to the MTW Supplement.

Will the MTW agency submit a request for approval of an Agency-Specific Waiver this year?

No [If no, skip to E.2] Yes [If yes, please provide a title and upload required information in a-h above for each Agency-Specific Waiver request]

The AHA is requesting the following Agency-Specific Waivers:

ACTIVITY 2024-01: HAP Contracts Signed Up to 120 Days

ACTIVITY 2024-02: Initial Paperwork Good for Up to 210 Days

ACTIVITY 2024-03: Include Internet in Utility Allowance

ACTIVITY 2024-01: HAP Contracts Signed Up to 120 Days
Under current regulations, PHA's must execute the HAP contract no later than 60 calendar days from the beginning of the lease term. It is not always feasible for staff to execute the HAP contract within 60 days. When this is the case, the owner and participant must sign a second lease and staff must create a new HAP contract which is a duplicative effort that results in more work. Therefore, the AHA is requesting to extend the HAP contract execution period up to 120 days but within 14 days of receiving the landlord signature to reduce administrative burden.
Waives 24 CFR 982.305 (c)
This MTW activity serves the following statutory objectives: <input checked="" type="checkbox"/> Cost effectiveness <input type="checkbox"/> Self-sufficiency <input type="checkbox"/> Housing Choice
This initiative achieves one or more of the 3 MTW above statutory objectives by: Extending the HAP contract execution period up to 120 days reduces costs associated with the extra time a member of staff needs to create a new HAP contract.
A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies: <input checked="" type="checkbox"/> to all assisted households <input type="checkbox"/> only to a subset or subsets of assisted households
This MTW activity has the following cost implications: <input type="checkbox"/> Neutral <input type="checkbox"/> Increased revenue <input type="checkbox"/> Decreased revenue <input type="checkbox"/> Increased expenditures <input checked="" type="checkbox"/> Decreased expenditures
The implementation timeline for the initiative is: Once the activity is approved and the Administrative Plan is revised.
This MTW activity does require an impact analysis.

This MTW activity does not require a hardship policy.
There were no comments received at the public hearing for this Agency-Specific waiver.

ACTIVITY 2024-02: Initial Paperwork Good for Up to 210 Days

Under current regulations, staff must receive information verifying that an applicant is eligible within the period of 60 days before the PHA issues a voucher to the applicant. These verifications are valid for 120 days from the date of the verification. However, AHA issues all its vouchers for a period of 180 days due to the tight rental market in the Bay Area and the struggle applicants have with finding units. As such, staff are required to request the same information from participants multiple times while the family is searching, which is a duplicative effort that results in more work and more stress for families in the rare case where their income decreases. Therefore, the AHA is requesting to extend the initial paperwork period up to 210 days to reduce the administrative burden.

Waives 24 CFR 982.201(e)

This MTW activity serves the following statutory objectives:
 Cost effectiveness
 Self-sufficiency
 Housing Choice

This initiative achieves one or more of the 3 MTW above statutory objectives by: Extending the initial paperwork period up to 120 days reduces costs associated with the extra time a member of staff needs to gather new paperwork.

A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies:
 to all assisted households
 only to a subset or subsets of assisted households

This MTW activity has the following cost implications:
 Neutral
 Increased revenue
 Decreased revenue
 Increased expenditures
 Decreased expenditures

The implementation timeline for the initiative is:
Once the activity is approved and the Administrative Plan is revised.

This MTW activity does require an impact analysis.

This MTW activity does not require a hardship policy.

There were no comments received at the public hearing for this Agency-Specific waiver.

ACTIVITY 2024-03: Include Internet in Utility Allowance

Under current regulations, PHAs may not provide any allowance for non-essential utility costs which at this time includes internet. In this digital age, however, the AHA argues that the internet is crucial to the lives of our participants and should therefore be included in our utility allowance schedules. COVID changed the way the world communicates and internet access in the home is no longer optional for families to have equal access to services including health care, education, and housing.

The internet is necessary for numerous daily activities and is also crucial to the way that participants interact with the AHA. Participants who have access to the internet can contact the AHA and receive communications from the AHA via email or through our website which is needed for individuals who are unable to leave their homes or lack the transportation needed to come into the office. In addition, the AHA has moved its recertification process to an online platform which means that participants need the internet in order to be able to meet the program requirements.

By including the internet in our utility allowance schedule, we would alleviate the burden on our program participants for a much-needed utility item. We would also contribute to larger national efforts to bridge the broadband affordability gap by making sure our participants have access to the same opportunities afforded by the internet that any other non-participant households would have.

Waives 24 CFR 982.517 (b)(2)(i)

This MTW activity serves the following statutory objectives:

- Cost effectiveness
- Self-sufficiency
- Housing Choice

This initiative achieves one or more of the 3 MTW above statutory objectives by: By including internet in the utility allowance calculation, families will not be burdened with paying for internet and will be able to reallocate the amount that was previously used for internet costs to other necessities instead.

A MTW activity may apply to all assisted households or only to a subset or subsets of assisted households by having a different policy by household status/family types/sites. This MTW activity applies:

- to all assisted households
- only to a subset or subsets of assisted households

This MTW activity has the following cost implications:

- Neutral
- Increased revenue
- Decreased revenue
- Increased expenditures
- Decreased expenditures

The implementation timeline for the initiative is: Once the activity is approved and the Administrative Plan is revised.
This MTW activity does require an impact analysis.
This MTW activity does not require a hardship policy.
A member from the Board of Commissioners requested staff to analyze the impact of this activity, which staff has agreed to do once this activity has been approved, but overall, the Board of Commissioners was in support of this activity. There were no additional comments and the comment from the Board member did not warrant any revision of this activity.

E.2. Agency-Specific Waiver(s) for which HUD Approval has been Received:

For each previously approved Agency-Specific Waiver(s), a set of questions will populate.

Does the MTW agency have any approved Agency-Specific Waivers?

Yes No [If no, question set concludes]

F. PUBLIC HOUSING OPERATING SUBSIDY GRANT REPORTING

Not applicable as the Housing Authority of the City of Alameda does not have Public Housing.

G. MTW STATUTORY REQUIREMENTS

G.1. 75% Very Low Income – Local, Non-Traditional.

Not applicable as the Housing Authority of the City of Alameda does not have a local, non-traditional MTW activity.

G.2. Establishing Reasonable Rent Policy.

Has the MTW agency established a rent reform policy to encourage employment and self-sufficiency?

Yes No

[If Yes]: please describe the MTW agency’s plans for its future rent reform activity and the implementation time line.

The AHA implemented an alternative reexamination schedule (activity 2022-02) which encourages self-sufficiency by allowing families to retain income increases of less than \$10,000 between triennials. This activity was implemented on July 1, 2023, with a threshold of \$10,000 but to be consistent with HOTMA regulations this threshold is being revised to 10% which will be implemented on August 1, 2024 after the Administrative Plan has been revised and staff has been trained.

Also, activity 2022-15 encourages self-sufficiency by allowing families who were chosen to be a part of the GBI program to retain income increases from the GBI program.

G.3. Substantially the Same (STS) – Local, Non-Traditional

Not applicable as the Housing Authority of the City of Alameda does not have a local, non-traditional MTW activity.

G.4. Comparable Mix (by Family Size) – Local, Non-Traditional

Not applicable as the Housing Authority of the City of Alameda does not have a local, non-traditional MTW activity.

G.5. Housing Quality Standards

Certification is included in MTW Certifications of Compliance for HCV and local, non-traditional program.

H. PUBLIC COMMENTS

H.1.

Please provide copy of all comments received by the public, Resident Advisory Board, and tenant associations.

There were no comments received by the public or Resident Advisory Board.

Please attach a narrative describing the MTW agency's analysis of the comments and any decisions made based on these comments.

Not Applicable.

If applicable, was an additional public hearing held for an Agency-Specific Waiver and/or Safe Harbor waiver? Yes No

If yes, please attach the comments received along with the MTW agency's description of how comments were considered.

A member from the Board of Commissioners requested staff to analyze the impact of Agency Specific Activity 2024-03 but overall, the Board of Commissioners was in support of this activity. There were no additional comments and the comment from the Board member did not warrant any revision of this activity.

I. EVALUATIONS

I.1. Please list any ongoing and completed evaluations of the MTW agency's MTW policies, that the PHA is aware of, including the information requested in the table below.

Does the PHA have an agency-sponsored evaluation? Yes No

J. MTW CERTIFICATION OF COMPLIANCE

The MTW agency must execute the MTW Certifications of Compliance form and submit as part of the MTW Supplement submission to HUD.

Please see form HUD-50075-MTW for the certification form that will be executed prior to MTW Supplement submission.

CHAPTER 4

APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION

When a family wishes to receive Section 8 HCV assistance including Project-Based Voucher assistance (see Chapter 16 for more information), the family must submit an application that provides the AHA with the information needed to determine the family's eligibility. HUD requires the AHA to place all families that apply for assistance on a waiting list. When HCV assistance becomes available, the AHA must select families from the waiting list in accordance with HUD requirements and AHA policies as stated in the administrative plan and the annual plan.

The AHA is required to adopt a clear approach to accepting applications, placing families on the waiting list, selecting families from the waiting list and must follow this approach consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or the AHA to receive preferential treatment. Funding earmarked exclusively for families with particular characteristics may also alter the order in which families are served.

HUD regulations require that all families have an equal opportunity to apply for and receive housing assistance, and that the AHA affirmatively furthers fair housing goals in the administration of the program [24 CFR 982.53]. Adherence to the selection policies described in this chapter ensures that the AHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and AHA policies for taking applications, managing the waiting list and selecting families for HCV assistance. The policies outlined in this chapter are organized into three sections, as follows:

Part I: The Application Process. This part provides an overview of the application process and discusses how applicants can obtain and submit applications. It also specifies how the AHA will handle the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how the AHA's waiting list is structured, when it is opened and closed, and how the public is notified of the opportunity to apply for assistance. It also discusses the process the AHA will use to keep the waiting list current.

Part III: Selection for HCV Assistance. This part describes the policies that guide the AHA in selecting families for HCV assistance as such assistance becomes available. It also specifies how in-person or virtual interviews will be used to ensure that the AHA has the information needed to make a final eligibility determination.

PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes the policies that guide the AHA's efforts to distribute and accept applications, and to make preliminary determinations of applicant family eligibility that affect placement of the family on the waiting list. This part also describes the AHA's obligation to ensure the accessibility of the application process to elderly persons, people with disabilities, and people with limited English proficiency (LEP).

4-I.B. APPLYING FOR ASSISTANCE

Notification of Actions

Any family that wishes to receive HCV assistance or to occupy a PBV unit must apply for admission to the program. HUD permits the AHA to determine the format and content of [HCV-its](#) applications, as well as how such applications will be made available to interested families and how the AHA will accept applications.

Applications or pre-applications (collectively called applications) are taken to compile a waiting list. Due to the demand for housing in the Housing Authority's jurisdiction, the Housing Authority may take applications on an open enrollment basis, depending on the length of the waiting list. The Housing Authority also may choose to use a lottery system for adding only a specific number of Applicants to the waiting list. In all waiting list outreach efforts, the AHA will specify the application selection method in the outreach material and on the AHA web site.

The application constitutes the basic record of each Applicant for admission. Each Applicant is required to supply the information requested on the application form and to sign the application certifying the accuracy of the information provided. Applications missing one or more ~~of~~-required fields will not be considered complete and will not be placed on a waiting list.

Applicants may be advised that they can be placed on more than one of the AHA's waiting lists, which serve the AHA's tenant-based Housing Choice Voucher programs and Project-Based Voucher units. [However, in many instances, the AHA will perform a random lottery for its waiting lists, and the family will be placed only on the waiting list\(s\) for which the family was randomly selected and not all waiting lists for which the family applied.](#)

For targeted outreach efforts, if it has been determined that there is a specific need for Applicants for a specific program, or unit size/type, the waiting list may be opened only for Applicants to that program or unit size/type. Applications for any special program will only be accepted from those applicants that meet the criteria for the specific targeted population.

The Housing Authority will inform Applicants about available preferences when the Applicants receive applications and will give Applicants an opportunity to show that they qualify for available preferences. If an applicant submits an otherwise complete application but does not answer a question related to claiming a preference with an affirmative answer, that preference will not be applied. If the applicant later supplies a

response or claims a preference, the applicant's record will be updated accordingly. The Housing Authority will not add preferences proactively; ~~in other words,~~ the Housing Authority will not add a preference that a family has not claimed.

Applicants will be notified of the requirement to submit evidence of citizenship or eligible immigration status.

Completed applications will be accepted for all applicants and the Housing Authority will verify the information. The completed application will be date and time stamped upon its return to the Housing Authority to document when the AHA actually received the application if paper applications are accepted. Applications mailed to designated external locations will be retrieved by the AHA and date/time stamped daily. Online applications will be electronically logged as to date and time received. However, ~~the~~ is date and time received will not be applicable to the randomization of ~~the~~ waiting list. A lottery will randomize all pre-applications received and only a specified number of applications will be selected at random for addition to the waiting list.

Persons with disabilities who require reasonable accommodation in completing an application may contact the Housing Authority to make special arrangements. An accommodation cannot bypass the random selection but is appropriate for assistance with the submission of an application into the random lottery. The Housing Authority uses the California relay system for individuals who are hearing impaired.

The application process involves two phases. The first phase involves placement of the family on the waiting list. This process requires the family to declare any preferences to which they may be entitled and the family's income, household size and any applicable special needs.

In the event two or more Applicants with identical preferences are eligible for placement on the waiting list, their order of placement will be determined by the order in which the family was randomly selected in the lottery process or the date and time of application if a lottery was not conducted.

The second phase is the final determination of eligibility, which takes place when the family nears the top of the waiting list. The Housing Authority will ensure that verification of all preferences, eligibility, suitability and selection factors are current in order to determine the family's final eligibility for admission into the assistance program.

4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

Elderly and Disabled Populations [24 CFR 8 and HCVGB ELIGIBILITY DETERMINATION AND DENIAL OF ASSISTANCE PG. 21]

The AHA must take a variety of steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard AHA application process. This could include people with disabilities, ~~certain elderly individuals,~~ as well as persons with limited English proficiency (LEP). The AHA must provide reasonable accommodation to allow equal access of individuals with disabilities. The application-taking facility and the application process must be fully accessible, or the AHA must provide an alternate approach that provides full access to the application process.

Chapter 2 provides a full discussion of the AHA’s policies related to providing reasonable accommodations for people with disabilities.

DRAFT

Limited English Proficiency

PHAs are required to take reasonable steps to ensure meaningful access to their programs and activities by persons with limited English proficiency [24 CFR 1]. Chapter 2 provides a full discussion on the AHA's policies related to ensuring access to people with limited English proficiency (LEP). The AHA will take steps to ensure its process is accessible to individuals with LEP.

4-I.D. PLACEMENT ON THE WAITING LIST

The AHA must review each complete application received and make a preliminary assessment of the family's eligibility. The AHA must accept applications from families for whom the list is open [24 CFR 982.206(b)(2)] unless there is good cause for not accepting the application (such as denial of assistance because of action or inaction by members of the family) for the grounds stated in the regulations [24 CFR 982.552 and 982.553]. Where the family is determined to be ineligible, the AHA must notify the family in writing [24 CFR 982.201(f)]. E-mail notification can fulfill this requirement. Where the family is not determined to be ineligible, the family will be placed on a waiting list of applicants.

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list [24 CFR 982.202(c)].

Ineligible for Placement on the Waiting List

If the AHA can determine from the information provided that a family is ineligible, the family will not be placed on the waiting list. Where a family is determined to be ineligible, the AHA will send written notification of the ineligibility determination within 14 calendar days of the determination. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review and explain the process for doing so (see Chapter 15). E-mail notification can fulfill this requirement.

Eligible for Placement on the Waiting List

When the family is selected for placement on the waiting list, either by acceptance of an application in a general opening of the list or by lottery selection, the Housing Authority will notify the family in writing of placement on the waiting list. E-mail notification can fulfill this requirement.

Placement on the waiting list does not indicate that the family is, in fact, eligible for assistance. A final determination of eligibility will be made when the family is selected from the waiting list.

The order of placement within each preference point category will be determined by the order in which the family was randomly selected in the lottery process or the date and time of application if a lottery was not conducted.

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

The AHA must have policies regarding various aspects of organizing and managing the waiting list of applicant families. This includes opening the list to new applicants, closing

the list to new applicants, notifying the public of waiting list openings and closings, updating waiting list information, purging the list of families that are no longer interested in or eligible for assistance, as well as conducting outreach to ensure a sufficient number of applicants.

In addition, HUD imposes requirements on how a PHA may structure its waiting list and how families must be treated if they apply for assistance from a PHA that administers more than one assisted housing program.

4-II.B. ORGANIZATION OF THE WAITING LIST [24 CFR 982.204 AND 205]

The AHA's HCV and PBV waiting lists must be organized in such a manner to allow the AHA to accurately identify and select families for assistance in the proper order, according to the admissions policies described in this plan.

A waiting list must contain the following information for each applicant listed as a minimum:

- Applicant name;
- Date and time of application;
- Qualification for any local preference; [and](#)
- Racial or ethnic designation of the head of household.

In addition to the HCV tenant-based waiting list, the AHA maintains project-based waiting lists grouped by common unit types and similar bedroom size. All PBV waiting lists will be referred to as "grouped" even if the list only covers one site. The AHA maintains the following waiting lists:

- HCV Program (Section 8 tenant-based programs)
- PBV Program - Elderly Properties (Anne B. Diament Plaza, Lincoln Willow, [and Littlejohn Commons](#), [Independence Plaza \(non-RAD units\)](#), and [Linnet Corner \[2025\]](#))
- PBV Program - Supportive Services for Disabled (Jack Capon Villa)
- PBV Program - Supportive Services (Park Alameda Apartments)
- PBV Program - Supportive Services for Homeless (Alameda Point Collaborative Property)
- PBV Program - Single/Family units ~~sized 0 to 2 bedrooms~~ ([Shinsei Gardens](#), [Breakers at Bayport](#), [China Clipper](#), [Esperanza](#), [The Estuary I \[2025\]](#), [Everett Commons](#), [Parrot Village](#), [Rosefield Village](#), [Shinsei Gardens](#), [Stanford House](#), [Stargell Commons](#), [The Starling](#), and [Rosefield Village](#))
- ~~PBV Program - Family units sized 3 and above (Shinsei Gardens, Breakers at Bayport, China Clipper, Esperanza, Parrot Village, Stanford House, The Starling, and Rosefield Village)~~
- [PBV Program – Faircloth to RAD \(Independence Plaza units assisted under the AHA's Faircloth to RAD initiative\)](#)

If a family applies for assistance under the HCV program, the family will be offered the opportunity to be placed on the waiting list [\(if all applicants are being placed on the waiting list\) or in the random lottery \(if families will be randomly selected for placement on the](#)

[waiting list](#)) for any project-based voucher or moderate rehabilitation program the AHA operates if:

- 1) The other program's waiting lists are open, and
- 2) The family is qualified for the other programs.

A family's decision to apply for, receive, or refuse other housing assistance must not affect the family's placement on the HCV waiting list, or any preferences for which the family may qualify.

The AHA will not merge the HCV waiting list with the waiting list for any other program the AHA operates. The AHA will offer applicants on the HCV waiting list the opportunity to be added to newly created site- or program-specific waiting lists. HCV applicants will be notified of the opportunity. E-mail notification can fulfill this requirement.

4-II.C. OPENING AND CLOSING THE WAITING LIST [24 CFR 982.206]

Closing the Waiting List

The AHA will close a waiting list if it has an adequate pool of families for the applicable program. Generally, this will be when the wait for applicants reaches 12 months for the most current applicants. Alternatively, the AHA will continue to accept applications only from certain categories of families that meet particular preferences or funding criteria.

The tenant-based waiting list is always open to an otherwise eligible applicant that:

- is eligible as set forth by a HUD award of funding to the AHA for a targeted category of Section 8 eligible families (see Section 4-III.B. Targeted Funding); or
- is an emancipated youth currently receiving housing assistance from AHA pursuant to HUD's Family Unification Program (FUP) regulations effective 2009 or later who, as determined by the Alameda County Social Services Agency, has successfully graduated from FUP and has been referred to the AHA by Alameda County Social Services;
 1. Eligible FUP graduates must be in good standing with the AHA. Good standing is defined as not in violation of Program regulations, not delinquent in paying rent to owner and does not owe a PHA money.
 2. Eligible FUP graduates must be in good standing with the Alameda County Social Services Agency and have met all case management obligations.
 3. Qualifies for the Terminated Preference (see 4-III.C). Subject to the approval of the Executive Director, FUP eligible graduates will be certified for HCV participation 60 days prior to the end date of the 36-month FUP participation deadline. The Housing Choice Voucher will be effective on the first _____day following the 36-month FUP participation deadline.

FUP graduates must request HCV participation within thirty (30) days from the end of the 36-month FUP participation deadline. Failure to request HCV participation within this time period may result in denial of assistance.

The project-based voucher grouped site-based waiting lists are always open to an otherwise eligible applicant that:

- is Displaced as defined in Section 4.III.C of this chapter, or
- is a *PBV In-Place Family* living in a Project-Based Voucher contract unit approved by the AHA:

Reopening the Waiting List

If the waiting list has been closed, it cannot be reopened until the AHA publishes a notice in local newspapers of general circulation, minority media, and other suitable media outlets. The notice must comply with HUD fair housing requirements and must specify who may apply, and where and when applications will be received.

The AHA will announce the reopening of the waiting list prior to the date applications will first be accepted. If the list is only being reopened for certain categories of families, this information will be contained in the notice.

The AHA will give public notice by publishing the relevant information in suitable media outlets including, but not limited to:

- Alameda Journal,
- Local minority media,
- Local government cable access TV channel; and
- AHA web site and office.

Fair Housing and Equal Opportunity

Refer to Chapter 2 of the Administrative Plan for additional information on non-discrimination, policies related to persons with disabilities, improving access to services for persons with limited English proficiency, and the definition of a person with a disability under federal civil rights laws.

4-II.D. FAMILY OUTREACH

The AHA will conduct outreach as necessary to ensure that the AHA has a sufficient number of applicants on the waiting list to use the resources available.

Because HUD requires the AHA to serve a specified percentage of extremely low-income families (see Chapter 4, Part III), the AHA may need to conduct special outreach to ensure that an adequate number of such families apply for assistance

The AHA will make a special outreach effort to those groups identified in the Consolidated Plan as most in need of affordable housing.

AHA outreach efforts must comply with fair housing requirements. This includes:

- Analyzing the housing market area and the populations currently being served to identify underserved populations
- Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
- Avoiding outreach efforts that prefer or exclude people who are members of a protected class

AHA outreach efforts will be designed to inform qualified families about the availability of assistance under its programs. These efforts may include, as needed, any of the following activities:

- Submitting press releases to local newspapers, including minority newspapers
- Developing informational materials and flyers to distribute to other agencies
- Providing application forms [or links](#) to other public and private agencies that serve the low income population
- Developing partnerships with other organizations that serve similar populations, including agencies that provide services for persons with disabilities

The AHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in the AHA's jurisdiction. Targeted outreach efforts will be undertaken if a comparison suggests that certain populations are being underserved.

4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

While the family is on the waiting list, the family must inform the AHA of changes in contact information, including current residence, mailing address, e-mail address and phone number as soon as possible. Failure to notify the AHA of changes in contact information may result in the AHA being unable to contact the family during a waiting list update or to offer assistance. The family may update contact information through the AHA's online applicant portal which can be accessed through the AHA's website www.alamedahsg.org. The family must also report changes in household composition or circumstances and any significant changes in income, which could affect the applicant's eligibility, the size or type of unit needed, or the applicant's priority for admission. All changes must be submitted in writing and the AHA may require this to be done on-line unless waived as a reasonable accommodation.

4-II.F. UPDATING A WAITING LIST [24 CFR 982.204]

The AHA has established policies to use when removing applicant names from a waiting list.

Purging the Waiting List

The waiting list will be updated periodically to ensure that all applicants and applicant information are current and timely.

HUD rules do not describe specific procedures to purge a waiting list. However a purge begins with a standardized mailing or e-mailing to waiting list applicants, requiring a verification of continued interest. Applicants must comply with the instructions in the notice and provide all requested information needed for continued placement on the waiting list, such as address and phone number, household composition, income, and type of preference(s) claimed. The update request will provide a deadline by which the requested form or information must be returned, and clearly explain what will happen if the response is not received by the deadline date. The collection of this form may be in an electronic format at the AHA's prerogative. If no response is received by the deadline,

the applicant is removed from the waiting list. If a notice is returned by the post office, the applicant will be removed from the waiting list without further notice.

If a family is removed from the waiting list for failure to respond, the family may be reinstated if they submit a written request within 90 days of the date of the update request letter. If more than 90 days have passed, the Executive Director or his/her designee may reinstate the family if s/he determines the lack of response was due to AHA error, or to circumstances beyond the family's control.

The decision to withdraw an applicant family that includes a person with disabilities from the waiting list may be subject to reasonable accommodation. If the applicant did not respond to an AHA request for information or updates because of the family member's disability, the AHA must reinstate the applicant family to their former position on the waiting list [24 CFR 982.204(c)(2)].

Remove from the Waiting List

If at any time an applicant family is on a waiting list, the AHA determines that the family is not eligible for assistance for one or more specific programs (see Chapter 3), the family will be removed from the applicable waiting list or lists. Families will be removed from the HCV tenant-based assistance waiting list in direct response to a family's failure to comply with AHA requirements for participation in the HCV Program and because the family fails to meet the eligibility requirements of the HCV program. The AHA must provide reasonable accommodation to allow equal access of individuals with disabilities.

If a family is removed from the waiting list because the AHA has determined the family is not eligible for assistance, a notice will be sent to either the e-mail provided by the family or the family's address of record. The notice will state the reasons the family was removed from the waiting and will inform the family how to request an informal review of the AHA's decision (see Chapter 15) [24 CFR 982.201(f)].

PART III: SELECTION FOR ASSISTANCE

4-III.A. OVERVIEW

As vouchers or PBV units become available, families on a waiting list will be selected for assistance in accordance with the policies described in this part.

The order in which families receive assistance from the waiting list depends on the selection method chosen by the AHA and is impacted in part by any selection preferences for which the family qualifies. The source of funding also may affect the order in which families are selected from the waiting list.

The AHA will maintain a clear record of all information required to verify that the family is selected from the waiting list according to the AHA's selection policies [24 CFR 982.204(b) and 982.207(e)].

4-III.B. SELECTION AND FUNDING SOURCES

Special Admissions [24 CFR 982.203]

HUD may award funding for specifically named families living in specified types of units (e.g., a family that is displaced by demolition of public housing). In these cases, the AHA may admit families that are not on the waiting list, or without considering the family's position on the waiting list. The AHA must maintain records showing that such families were admitted with special program funding.

Targeted Funding [24 CFR 982.204(e)]

HUD may award the AHA funding for a specified category of families on the waiting list. The AHA must use this funding only to assist the families within the specified category. Within this category of families, the order in which such families are assisted is determined according to the policies provided in Section 4-III.C.

The AHA administers the following types of targeted funding:

- Mainstream Program
- Shelter Plus Care Program
- Bessie Coleman Mod Rehab Program
- Family Unification Program
- Veterans Affairs Supportive Housing (VASH)
- Emergency Housing Vouchers (EHV)
- Stability Vouchers

Regular HCV Funding

Regular HCV funding may be used to assist any eligible family on the HCV or any of the PBV waiting lists. In the case of a funding shortage, however, PBV assistance will be provided before HCV assistance. Families are selected from the waiting list according to the policies provided in Section 4-III.C.

4-III.C. SELECTION METHOD

The AHA will describe below the method for selecting applicant families from the waiting list, including the system of admission preferences that will be used [982.202(d)] in the following sections.

When a vacancy exists at a PBV site, the AHA will notify the next families on the applicable waiting list. The AHA's letter to the applicants also will state that if the applicant is interested in residing in the vacant PBV unit, that the applicant will not lose her or his place on the AHA's HCV waiting list.

~~All~~ Applicants indicating interest in the PBV unit ~~will~~ may be prescreened by the AHA for Section 8 eligibility. ~~and~~ Applicants will be referred to the owner in the order in which the screening has been completed or by position number if AHA and owner screening are completed simultaneously. However, if the tenant selection criteria of the owner include screening for credit and criminal background, these procedures may be performed prior to completion of the full assistance eligibility process. If, on the basis of property owners screening for suitability, including, the credit and criminal background screening process, the owner will not offer tenancy to the applicant, the AHA will not complete the voucher

eligibility process and the applicant will be removed from the selected grouped site-based project-based waiting list and sent a notice to this effect.

Waiting list referrals to the PBV owner [maywill](#) remain active for consideration for a PBV vacancy for a period of 120 days from the date of selection from the waiting list. Referred tenants will be screened by the owner and readied for occupancy. If the owner provides documentation of outreach to all applicants at the same time, first ready, is first referred back to the AHA for eligibility determination and leasing. Any abnormalities in outreach will result in owners being required to process in waiting list order. Readiness is defined to mean having met all of the owner's screening criteria and accepted for tenancy.

In the event that multiple families are made ready for a PBV unit, as a tie breaker for who is assigned the unit, the family who has the highest rank from the referral list of all "ready" families will be processed by the AHA for eligibility determination and offered the available unit.

An owner may continue to work on suitability screening for up to three families from the latest referral list in anticipation of any additional vacancies that may arise during the 120-day referral period. The AHA [willmay](#) also continue the eligibility process for any family made ready by the owner. [The AHA will return the family to the waiting list if it is a grouped waiting list and other vacancies are anticipated.](#)

If no unit is scheduled to be vacated by an existing tenant or there are no impending vacancies prior to the expiration of the 120-day period, all unassigned referrals will be returned to the project's PBV waiting list. If there are vacancies at other PBV units on the same waiting list, the family may be referred to the second owner or returned to the waiting list earlier than the 120-day period.

If the AHA referrals do not provide the PBV owner with a suitable tenant for the unit and the waiting list is exhausted, the owner may refer a Section 8 eligible individual or family to the AHA's grouped site-based PBV waiting list if it is open. The referred family must meet the AHA's Section 8 eligibility criteria. See chapter 16 for other options when the waiting list is exhausted.

If any PBV waiting list has been exhausted, and prior to opening the waiting list for targeted outreach, the AHA may query HCV tenants to see if any tenant-based assisted household is interested in a PBV unit. Admission to the PBV program for HCV Tenants will be on a first ready, first served basis. Any additional HCV tenant families interested in PBV units will be informed that the unit(s) has been leased and no further action will be taken on their behalf.

PBV Waiting list applicants shall have priority over all HCV assisted tenants for PBV units.

PBV units approved under the Request for Proposals to [supplybuild](#) units for VASH-eligible households can only be filled with families referred by the VA as allowed under the VASH program. As [these VASH tenant-based and project-based](#) families are referred by the VA, the VA maintains all waiting lists for this program.

Local Preferences and Point Values [24 CFR 982.207; ~~HCV p. 4-16~~]

HUD allows housing authorities to establish local preferences, and the AHA has established local preferences, that give priority to serving families that meet those criteria.

All local preferences are consistent with the AHA plan and the consolidated plan, and are based on local housing needs and priorities that are documented by generally accepted data sources.

The AHA has established local preferences for the HCV Program, the PBV Program at the Alameda Point Collaborative (APC) Property, the PBV Program at Jack Capon Villa (JCV), the PBV Program at Park Alameda (PA), [the Faircloth to RAD PBV Program](#), and the PBV Program at all other sites.

These preferences and their point values are:

HCV Program

FUP Graduates (25 Points)

~~Displaced (9 points)~~ [Special Provisions \(12 points\)](#)

~~Displaced (9 points)~~ [Special Provisions \(8 points\)](#)

Terminated (7 points)

Residency (6 points)

Family (3 points)

Veteran (2 points)

PBV Program at APC & JCV

~~In Place (37 points)~~

Supportive Services (10 pts.)

Displaced (9 points)

Terminated (7 points)

Residency (6 points)

Family (3 points)

Veteran (2 points)

PBV Program at PA

~~In Place (37 points)~~

Disability-specific Supportive Services (10 points)

Displaced (9 points)

Terminated (7 points)

Residency (6 points)

Family (3 points)

Veteran (2 points)

PBV Program at Other

In Place (~~37~~55 points)

Displaced (9 points)

Terminated (7 points)

Residency (6 points)

Family (3 points)

Veteran (2 points)

[PBV Faircloth to RAD Program](#)

[In Place \(55 points\)](#)

[Senior \(25 points\)](#)

[Displaced \(9 points\)](#)

[Terminated \(7 points\)](#)

[Residency \(6 points\)](#)

[Family \(3 points\)](#)

Veteran (2 points)

Preference points are aggregated to produce the total preference points for each applicant. Applicants with the same total preference points will then be sorted by the method in which they were selected to be placed on the waiting list (i.e., date and time of application or order of random selection). Applicants that have been randomly selected for placement on a waiting list must contact the AHA to notify staff of any change in status. If an applicant submits a change in status that results in a change in preference, the preference must be verified prior to any change in placement on a waiting list. Changes to preference points will be applied to the next available waiting list pull.

FUP Graduates. Emancipated Youth assisted with Family Unification Program (FUP) funding pursuant to FUP regulations dated 2009 or later who were given rental assistance for a fixed term of thirty-six months who are now aging out of that thirty-six-month period and referred by Alameda County Social Service for assistance under the HCV Program. Admissions are limited to five per calendar month for this preference subject to availability of vouchers.

Displaced. Special Admissions are explained in 4-III.B and qualification for the displaced preference is not qualification for a Special Admission. Applicants eligible for the displaced preference must meet one of the following criteria in order to receive the preference points.

A person or persons whose dwelling in AHA's jurisdiction (the City of Alameda), as determined by AHA:

- Has been destroyed, rendered uninhabitable or projected to be uninhabitable for at least 180 days from the date of displacement as a result of action or inaction by a landlord in response to a disaster declared by the Federal Government or the State of California—provided that the family was meeting all conditions of occupancy at the time of its occurrence; or
- Has been, or will be, rendered legally or functionally uninhabitable for, at least, 180 days from the date of displacement as a result of redevelopment activity or actions invoking the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (Uniform Relocation Act) or Section 104(d) of the Housing and Community Development Act (HCD).

At the time of application, an applicant must be displaced within 120 days of application to qualify for this preference. Applicants on a waiting list are eligible for this preference if they experience displacement after the time of application and prior to being housed upon verification as outlined above.

As of the date that AHA selects the applicant for housing assistance from its waiting list, contingent on AHA's verification of the family's application information, is not living in standard, permanent replacement housing.

- (1) Standard, permanent replacement housing is defined as housing that is decent, safe, and sanitary according to Housing Quality Standards and State and local housing code that is adequate for the family size according to Housing Quality Standard and

State and local code, and that the family is occupying pursuant to a written or oral lease or occupancy agreement.

- (2) Standard, permanent replacement housing does not include transient facilities, hotels, motels, temporary shelters and, in case of Victims of Domestic Violence, housing occupied by the individual who engages in such violence. It does not include any individual imprisoned or detained pursuant to State Law or an Act of Congress. Shared housing with family or friends is not considered temporary and is considered standard, permanent replacement housing.

Applicants on any waiting list who claim a preference for being displaced pursuant to the definition above must present third-party evidence of displacement at the time when selected for certification. Failure to present documentation to validate displacement will result in the loss of preference and return to the waiting list.

In Place. Eligible residents who reside in units at the time of the PBV property owner's proposal selection date for Project-based assistance.

Special Provisions. There are two categories of Special Provisions Applicants:

- Applicants who are residents residing in units owned and/or managed by the AHA and who are over-housed or underhoused and for whom there is no appropriate unit in the complex where they live and only with the approval of the Executive Director.
- Family Unification Program (FUP)-eligible families and FUP-eligible youths to which the AHA intends to issue FUP vouchers with available funding provided by HUD for this purpose. [Note: This previously was a separate preference.]

Supportive Services at APC is defined as: Families with a person or more than one person with disabilities offered at Alameda Point Collaborative (APC) in need of supportive services for the homeless or persons/families at risk of homelessness.

Supportive Services at JCV is defined as: Families with a person or more than one person with disabilities in need of the supportive services offered at Jack Capon Villa.

Voluntary, Disability-Specific Supportive Services at Park Alameda is defined as: Persons with disabilities eligible for the disability-specific supportive services offered by Park Alameda under a Ryan White grant from Alameda County. Participation in these services is voluntary, but the family will receive the preference points for being eligible for the services. This preference is allowable under HOTMA regulations. This preference will be limited to the 9 units at Park Alameda specified under the HAP contract as excepted units because the units are specified for families with members with disabilities.

Terminated. Section 8 participants who have been terminated by AHA due to over-leasing or lack of federal funding. At the time a participant is terminated due to over-leasing or lack of federal funding, that person's name will automatically be placed on the waiting list and given the appropriate preference. If more than one family is terminated under the same action, the families will be placed on the AHA's waiting list in a randomly selected order.

Residency. This residency preference is limited to the jurisdictional boundaries of the city of Alameda. Use of the residency preference will not have the purpose or effect of

delaying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family. Applicants who live or work in Alameda, or applicant families including at least one adult member who lives or works in Alameda, at the time of application or during the time on a waiting list qualify for this preference. For homeless applicants, this preference will apply if the applicant had been living in Alameda prior to becoming homeless.

Family. A family including a member 62 years of age or older or a person with disabilities. This revised definition is effective for families whose application was received after November 20, 2014.

Veteran. A member of the military, a veteran who was discharged or released under conditions other than dishonorable, or a surviving spouse (as defined by the Department of Veteran Affairs.)_Providing these preference points for a veteran, preference is given to veterans within each preference category for which the veteran is eligible.

Senior. [A family whose head of household, co-head/spouse, or sole member is person 62 years of age or older.](#)

At the time of initial application, the applicant certifies as to whether or not it is eligible for a preference, and the AHA will place the applicant on the waiting list according to the preference claimed. Preferences which are critical for proper placement on a particular waiting list may be verified prior to placement on the waiting list and again at time of selection. All other preferences will be verified at the time of selection, and when a change in status is submitted, based on the family's current circumstances. Before the family receives assistance the AHA must verify the family's eligibility for the preference based on current circumstances. If upon verification the AHA determines that the family does not qualify for the preference claimed, the family does not receive the preference. In this situation, the AHA will notify the applicant in writing that they do not qualify for the preference and will be returned to the waiting list with an update to the applicant record.

Income Targeting Requirement [24 CFR 982.201(b)(2)]

HUD requires that extremely low-income (ELI) families make up at least 75% of the families admitted to the HCV and PBV program during the AHA's fiscal year. ELI families are those with annual incomes at or below 30% of the area median income. To ensure this requirement is met, AHA may skip non-ELI families on the waiting list in order to select an ELI family.

Low-income families admitted to the program that are "continuously assisted" under the 1937 Housing Act [24 CFR 982.4(b)], as well as low-income or moderate-income families admitted to the program that are displaced as a result of the prepayment of the mortgage or voluntary termination of an insurance contract on eligible low-income housing, are not counted for income targeting purposes [24 CFR 982.201(b)(2)(iv)].

The AHA will monitor progress in meeting the ELI requirement throughout the fiscal year. Extremely low-income families will be selected ahead of other eligible families on an as-needed basis to ensure the income-targeting requirement is met.

The admission of applicants who qualify for the absolute In Place preference is not subject to income-targeting [24 CFR 983.251(b)(24)].

Order of Selection

For families placed on a waiting list, under the AHA system of preferences, the AHA will select families with the highest number of preference points and then by the random selection process [24 CFR 982.207(c)] or date/time of application as specified in the notice of waiting list opening. The AHA will select families from the targeted funding or selection preferences for which they qualify, and in accordance with the AHA's hierarchy of preferences [24 CFR 982.204(ab) and (e)]. Based on the pre-determined methodology at the time of application, within each targeted funding or aggregate preference total, families will either be selected from the waiting list on a first-come, first-served basis according to the date and time their complete application is received by the AHA or by their randomly selected order at the time of application. When there is a funding shortage, PBV units will be filled prior to issuance of new vouchers under the HCV program.

The AHA will maintain documentation as to whether families on the list qualify for and are interested in targeted funding. If a higher placed family on the waiting list is not qualified or not interested in targeted funding, there will be a notation maintained so that the AHA does not have to ask higher placed families each time targeted selections are made.

For grouped site-based waiting lists (i.e., PBV), applicants will be removed from the waiting list if they are non-responsive to or refuse an offer of a unit for sites housed under the waiting list. Exceptions will be considered on a case by case basis by the Executive Director or designee for various reasons to include: lease commitment issues, sequestered jurors, medical emergencies that prevent moving at that time, or death of a family member. All requests for exceptions must be made in writing.

4-III.D. NOTIFICATION OF SELECTION

When a family/applicant has been selected from the waiting list, the AHA must notify the family/applicant.

The AHA will notify the family/applicant by first class mail or e-mail when it is selected from the waiting list. The family/applicant will be sent a packet of forms or a link to the packet on Rent Café to be completed and returned by a specified date.

If a notification letter is returned to the AHA, the family/applicant will be removed from the waiting list. A notice of denial (see Chapter 3) will be sent to the family's address of record.

If the family/applicant does not respond to the selection notification letter, the family/applicant will be removed from the waiting list from which they were selected. A notice of denial (see Chapter 3) will be sent to the family's address of record.

4-III.E. THE APPLICATION INTERVIEW

HUD recommends that the AHA obtain the information and documentation needed to make an eligibility determination through a private interview. Being invited to attend an interview does not constitute admission to the program.

Reasonable accommodation will be made for persons with disabilities who are unable to attend an interview due to their disability.

Families selected from the waiting list, who have returned the required documentation, will be scheduled for an eligibility interview. The AHA will notify the family by first class mail or e-mail with the following information:

- Date, time and location of the scheduled application interview, including any procedures for rescheduling the interview;
- Who is required to attend the interview;
- Documents that must be provided at the interview to document the legal identity of household members, including information about what constitutes acceptable documentation; and
- Any other documents and information that should be brought to the interview.

All adults in the household must attend the initial certification interview unless there is an extenuating circumstance and approval has been received from AHA. Verification of information pertaining to adult members of the household not present at the interview will not begin until signed release forms are returned to the AHA.

The interview will be conducted only if the head of household or spouse/cohead provides appropriate documentation of legal identity. (Chapter 7 provides a discussion of proper documentation of legal identity.) If the family representative does not provide the required documentation, the appointment may be rescheduled when the proper documents have been obtained.

The family must provide the information necessary to establish the family's eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials are missing, the AHA will provide the family with a written list of items that must be submitted.

Any required documents or information that the family is unable to provide at the interview must be provided as soon as possible. (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of Social Security numbers and eligible noncitizen status.) If the family is unable to obtain the information or materials timely (normally within 14 calendar days), the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial (See Chapter 3). Families will be processed in the order that the AHA receives all documents from the family and the file is complete at this stage. For families whose documents are received at the same time, the original position number will break ties. The AHA will not delay processing other complete files if the family has not provided all required documents or information.

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

~~Interviews will be conducted in English.~~ For limited English proficient (LEP) applicants, the AHA will provide translation services in accordance with the AHA's LEP plan.

If the family is unable to attend a scheduled interview, the family should contact the AHA in advance of the interview to schedule a new appointment. If a family does not attend a scheduled interview, the AHA will send another notification letter with a new interview

appointment time. Applicants who fail to attend two scheduled interviews without AHA approval will be denied assistance based on the family's failure to supply information needed to determine eligibility. A notice of denial will be issued in accordance with policies contained in Chapter 3.

4-III.F. COMPLETING THE APPLICATION PROCESS

The AHA must verify all information provided by the family (see Chapter 7). Based on verified information, the AHA must make a final determination of eligibility (see Chapter 3) and must confirm that the family qualified for any special admission, targeted admission, or selection preference that affected the order in which the family was selected from the waiting list.

If the AHA determines that the family is ineligible, the AHA will send written notification of the ineligibility determination within 14 calendar days of the determination. The notice will specify the reasons for ineligibility and will inform the family of its right to request an informal review (Chapter 15).

If a family fails to qualify for any criteria that affected the order in which it was selected from the waiting list (e.g. targeted funding, extremely low-income), the family will be returned to the waiting list with original time/date or randomized position and revised preferences, if appropriate. The AHA will notify the family in writing that it has been returned to the waiting list and will specify the reasons for it.

If the second review results in the same decision as the original request, the family may request an Informal Hearing according to the AHA's Informal Hearing procedures stated in Chapter 15.

6-III.D. APPLYING PAYMENT STANDARDS [24 CFR 982.505]

Overview

The AHA's schedule of payment standards is used to calculate housing assistance payments for HCV families. This section covers the application of the AHA's payment standards. The establishment and revision of the AHA's payment standard schedule are covered in Chapter 15.

Payment standard is defined as "the maximum monthly assistance payment for a family assisted in the voucher program (before deducting the total tenant payment by the family)" [24 CFR 982.4(b)].

The payment standard for a family is the lower of (1) the payment standard for the family unit size, which is defined as the appropriate number of bedrooms for the family under the AHA's subsidy standards [24 CFR 982.4(b)], or (2) the payment standard for the size of the dwelling unit rented by the family.

If the AHA establishes an exception payment standard for a designated part of an FMR area and a family's unit is located in the exception area, the AHA will use the appropriate payment standard for the exception area.

The AHA will pay a monthly housing assistance payment (HAP) for a family that is the lower of (1) the payment standard for the family minus the family's ~~TTP~~total tenant payment or (2) the gross rent for the family's unit minus the ~~TTP~~total tenant payment.

Changes in Payment Standards

When the AHA revises its payment standards during the term of the HAP contract for a family's unit, it will apply the new payment standards in accordance with HUD regulations and approved MTW activities.

Decreases

If the payment standard decreases, the family will receive the higher (old) payment standard while the family continues to receive voucher assistance in that unit as long as the family composition does not change. See below for changes in family composition. ~~If the family composition changes and the result is a reduction in subsidy size, the new payment standard will be applied at an interim one (1) year from the date of removal when the subsidy size is changed.~~

If the family moves, the new payment standard will be applied to the new unit.

Increases

If the payment standard is increased during the term of the HAP contract, the increased payment standard will be used to calculate the monthly housing assistance payment for the family at the next interim or regular reexamination [24 CFR 982.505(c)(5)]. ~~beginning~~

~~on the effective date of the family's first regular reexamination on or after the effective date of the increase in the payment standard.~~

~~For families and participants not included in MTW:~~

~~Families requiring or requesting interim reexaminations will not have their HAP payments calculated using the higher payment standard until their next regular reexamination [HCV GB Payment Standards page 16.~~

~~For families and participants included in MTW:~~

~~Payment standard increases will be applied when owner rent increases are applied. Increases can also be requested during an interim only for family size changes. See next section for more information.~~

Changes in Family Size

Irrespective of any increase or decrease in the payment standard, if the family size increases or decreases during the HAP contract term, the new family size must will be used to determine the payment standard for the family ~~immediately beginning at earlier of the family's first regular reexamination following the change in family size or 12 months from the date of the new family size at which point an interim would be conducted.~~

~~For families and participants included in MTW:~~

~~After a change in family size, a request may be made for application of a larger payment standard between regular reexaminations may be made when the family is over-housed, but the interim will count towards the one interim per year cap.~~

Reasonable Accommodation

If a family requires a higher payment standard as a reasonable accommodation for a family member who is a person with disabilities, the AHA is allowed to establish a higher payment standard for the family within the basic range.

6-III.E. APPLYING UTILITY ALLOWANCES [24 CFR 982.517]

Overview

An AHA-established utility allowance schedule is used in determining family share and AHA subsidy. The AHA must use the appropriate utility allowance under HUD regulations. The Utility Allowance will be the lower of 1) the utility allowance amount for the family subsidy size or 2) the utility allowance amount for the bedroom size of the assisted unit. See Chapter 5 for information on the AHA's subsidy standards.

For policies on establishing and updating utility allowances, see Chapter 15.

Reasonable Accommodation

The AHA will approve a utility allowance amount higher than shown on the AHA's schedule if a higher allowance is needed as a reasonable accommodation for a family member with a disability. For example, if a family member with a disability requires such an accommodation, the AHA will approve an allowance for air-conditioning, even if the AHA has determined that an allowance for air-conditioning generally is not needed.

Significant Amendments
Fiscal Year 2024-2025

ATTACHMENT A
RESIDENT ADVISORY BOARD COMMENTS

Resident Advisory Board was held August 14, 2024, at 5:00 p.m. at Independence Plaza, Ruth Rambeau Community Room, 703 Atlantic Avenue, Alameda, California.

Roll Call:

Present: . 3 . members present.

Absent: . 0 . member absent.

Staff present:

Tonya Schuler-Cummins, Director of Data and Policy

Sepideh Kiumarsi, Senior Management Analyst

Ana Campos, Management Analyst

Ronald Babiera, Assistant Director of Housing Programs

Discussed with Resident Advisory Board significant amendments to the Annual Plan for Fiscal Year 2024-2025.

Resident Advisory Board (RAB) Comments:

Chapter 4 comments – Faircloth to RAD Implementation

Residents mentioned they were satisfied with the changes and that everything made sense.

Comments unrelated to the transition were made.

Overall, the RAB was positive of the senior preference at Independence Plaza and did not mention any objections. Participants all nodded in agreement.

Chapter 6 comments – HOTMA changes around increasing payment standards

No formal public comments on Chapter 6

Comments were made regarding the triennial recertification schedules and calculation of assets.



U.S. Department of Housing and Urban Development

San Francisco Regional Office - Region IX
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August 19, 2024

Ms. Vanessa Cooper
Executive Director
Housing Authority of the City of Alameda
Alameda, CA 94501

SUBJECT: Faircloth to RAD - Site and Neighborhood Review

Dear Ms. Cooper,

On May 28, 2024, the Office of Fair Housing and Equal Opportunity (FHEO) received from the Office of Public and Indian Housing (PIH) a request for a Site and Neighborhood Standards (SNS) civil rights review of the Faircloth-to-RAD transfer to Independence Plaza. The Housing Authority of the City of Alameda (AHA) submitted a SNS narrative and maps displaying the location of amenities and transit stops near the project.

The Regional Housing Authority (RHA) proposed to transfer RHA's Faircloth limit of 173 units in its public housing program to AHA as part of a full Public Housing program transfer. AHA proposes to accept the transfer and convert 120 units to RAD project-based vouchers (PBVs) at Independence Plaza, located at 703 Atlantic Avenue, Alameda, CA 94501. AHA's submission describes Independence Plaza constructed in 1990 as a 186-unit residential senior complex for people, age 62 and older.

PIH's PBV program regulations for site selection at 24 CFR §983.55 (b)(2) require the selection of a site be suitable and in compliance with federal civil rights laws. In addition, RAD converted PBV projects must operate as housing for general occupancy. Converted projects are not permitted to establish or maintain a previously HUD-approved designation for elderly families or disabled families in the public housing program. The Section 8 statute does not authorize designations or setting aside units for targeted groups like elderly families or disabled families. (PIH RAD Notice H-2019-09 PIH-2019-23 (HA) or RAD Notice).

Based on a review of AHA's submission, this office disapproves the SNS for Independence Plaza with an opportunity to resubmit. The selection of the site may not be suitable in facilitating and furthering full compliance with the provisions of Title VIII of the Civil Rights Act of 1968 (Fair Housing Act). Although the site is not located in an area of minority concentration, the housing will be for elderly families with head of householders or spouses, age 62 or older and as such, will not be available to non-elderly families, particularly families with minor children and as such, may be inconsistent with the Fair Housing Act's prohibition of familial status discrimination. The Faircloth to RAD transfer to a site that offers all 186 units for elderly family occupancy is also inconsistent with the Section 8 statute and the RAD Notice.

I hope this information is helpful to you. If you need additional assistance, please contact Sharon Chan, FHEO Program Compliance Division Director, at (415) 489-6529.

Sincerely,



Gerard R. Windt
Director
Office of Public Housing, San Francisco

cc:

Pamela Zai, FHEO
Sharon Chan, FHEO



PHONE: (510) 747-4300
FAX: (510) 522-7848
TTY/TRS: 711

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners

From: Ana Campos, Management Analyst

Date: September 18, 2024

Re: Adopt the Agency’s Significant Amendment to the Annual Plan for Fiscal Year Starting July 1, 2024 and Authorize the Chair to Certify, By Resolution, that the Board of Commissioners has Approved Submission of the Significant Amendment to the Annual Plan to HUD.

BACKGROUND

The Housing Authority of the City of Alameda’s (AHA) 5-Year and Annual Plans make up the Agency Plan, a document that is mandated by and must be submitted to the U. S. Department of Housing and Urban Development (HUD). As a Housing Choice Voucher (Section 8) only and High Performer agency, HUD allows AHA to submit a Streamlined Annual PHA Plan formally referred to as HUD Form 50075-HCV. In April 2020, AHA submitted its 5-Year Plan. An Annual Plan must be submitted every year.

Public Housing Authorities (PHAs) are allowed to make revisions during the fiscal year for which an annual plan was submitted. If a Housing Authority chooses to make revisions, it must identify specifically which plan elements have been revised by the PHA, must undergo the public comment process, receive approval from its Board, and submit the revised annual plan to HUD for approval. As part of its 5-Year Plan and Annual Plan, PHAs define the criteria for which a revision meets the definition of a “Significant Amendment or Modification”. Please refer to the previous board memo for more information regarding the definition of a Significant Amendment or Modification.

DISCUSSION

HUD requires that the Significant Amendment to the Annual Plan and MTW Supplement be made available for public comment 45 days prior to a public hearing. These documents were posted to the AHA’s website for public comment on August 1, 2024, and a public hearing is being held on September 18, 2024. Written comments were also accepted through September 16, 2024, and since this memo is being drafted before this date, AHA staff will verbally note during the public hearing if any comments were received and if they would result in changes to the proposed Annual Plan or MTW Supplement. On August 14, 2024, the Resident Advisory Board (RAB), representing the



interests of the participants in the Housing Choice Voucher and Project Based Voucher programs, reviewed and commented on the Significant Amendment to the Annual Plan and MTW Supplement for Fiscal Year 2024-2025. None of the comments received result in changes to the proposed Annual Plan or MTW Supplement.

The Board of Commissioners conducted a Public Hearing prior to the consideration of adopting the Annual Plan to accept additional oral comments. This report assumes no oral comments were received that would result in changes to the proposed Significant Amendment to the Annual Plan and MTW Supplement for Fiscal Year 2024-2025. If the comments received result in changes to the proposed Annual Plan, the plan will be revised and presented to the Board at a later time. The proposed Plan is attached to the previous staff report Item: 6 A Conduct the Public Hearing for the Significant Amendment to the Annual Plan and Moving to Work Supplement for Fiscal Year 2024-2025.

HUD also requires that resolutions be adopted to certify compliance of the Annual Plan and MTW Supplement with federal regulations, Civil Rights requirements, and consistency with the City of Alameda's Consolidated Plan. A copy of the draft Certification of Consistency with the Consolidated Plan (form 50077-SL) is being attached in the interim while we receive the city's signed version to submit to HUD (please refer to Attachment B). A copy of the Resolution Form 50077-ST-HCV-HP and Form 50077-CR are also attached (please refer to Attachments C and D respectively).

FISCAL IMPACT

Not Applicable

CEQA

Not Applicable.

RECOMMENDATION

Adopt the Agency's Significant Amendment to the Annual Plan for Fiscal Year Starting July 1, 2024 and Authorize the Chair to Certify, By Resolution, that the Board of Commissioners has Approved Submission of the Significant Amendment to the Annual Plan to HUD.

ATTACHMENTS

- 1. Attachment A - Annual Plan FY 2024-2025 - Significant Amendment
- 2. Attachment B - 50077-SL FY 24-25 DRAFT - no signature
- 3. Attachment C - 50077-ST-HCV-HP 9.18.24
- 4. Attachment D - 50077-CR 9.18.24
- 5. September 2024 Public Hearing Presentation - SA

Respectfully submitted,

Ana Campos

Ana Campos, Management Analyst

Streamlined Annual PHA Plan <i>(HCV Only PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 03/31/2024
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, including changes to these policies, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. The Form HUD-50075-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceed 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceed 550, and that was designated as a standard performer in the most recent PHAS and SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined and is not PHAS or SEMAP troubled.

A.	PHA Information.																														
A.1	<p> PHA Name: HOUSING AUTHORITY OF THE CITY OF ALAMEDA PHA Code: CA062 PHA Plan for Fiscal Year Beginning: (MM/YYYY): 07/2024 PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Housing Choice Vouchers (HCVs): 1960 PHA Plan Submission Type: <input type="checkbox"/> Annual Submission <input checked="" type="checkbox"/> Revised Annual Submission </p> <p> Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. </p> <p> The Annual PHA Plan and Elements, including the MTW Supplement, for the period starting July 1, 2024, and ending June 30, 2025, are available at: 701Atlantic Avenue, Alameda, CA 94501. The Annual Plan and MTW Supplement are also available at the Housing Authority of the City of Alameda's website at www.alamedahsg.org. </p> <p> <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below) </p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Participating PHAs</th> <th style="width: 10%;">PHA Code</th> <th style="width: 25%;">Program(s) in the Consortia</th> <th style="width: 20%;">Program(s) not in the Consortia</th> <th style="width: 20%;">No. of Units in Each Program</th> </tr> </thead> <tbody> <tr> <td>Lead HA:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	Lead HA:																								
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B.	Plan Elements.				
B.1	<p>Revision of Existing PHA Plan Elements.</p> <p>a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Financial Resources.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Rent Determination.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Informal Review and Hearing Procedures.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Significant Amendment/Modification.</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s):</p> <p>A significant amendment to our current Administrative Plan to include a senior preference to apply to our waitlists to allow prioritizing the housing of seniors. Creation of a new wait list for our Faircloth to RAD properties. Combining two grouped family wait lists for the Project-Based Voucher program into one wait list. Currently there is a wait list for units 2-bedrooms and less and a separate list for units 3-bedrooms and more. This would combine these into one wait list going forward. Allowing for payment standard increases to be implemented at every interim as allowed under HOTMA.</p>				
B.2	New Activities. – Not Applicable				

B.3 Progress Report.

Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan.

GOAL 1: WORK WITH COMMUNITY PARTNERS TO OPTIMIZE AFFORDABLE HOUSING AND SERVICES FOR THE ALAMEDA COMMUNITY.

Regarding the North Housing Project, a 12-acre former Naval site, the Housing Authority of the City of Alameda (AHA) has undertaken demolition of existing buildings and entitlement approvals, and incurred holding costs for security, fencing, insurance, and ongoing landscape maintenance. In June 2023, the Public Works Department approved the North Housing Phase I backbone improvements plan, which enables the site infrastructure and soil stabilization work to begin at North Housing Block A. In September 2023, the AHA closed permanent financing for Rosefield Village, a site of 92 units of affordable, work force housing, and transitioned the property to stabilized operations thereby finishing the process to increase housing on the site by 77%. AHA's active project pipeline includes five sites, three of which will break ground in the next 6 months, with more than 150 housing units, including over 70 units reserved for permanent supportive housing. To inform and educate the public, the AHA consistently distributes a quarterly tenant newsletter and biennial newsletters for landlords and government officials and holds an annual workshop for landlords. The AHA also publicly presents to the Alameda City Council and its commissions, and the Board of AUSD, as needed, and holds monthly meetings with AHA landlords about the Landlord portal and quarterly meetings with various local organizations. The Authority has strengthened existing relationships by maintaining and expanding services by offering a landlord portal and redesigning the Authority's website to emphasize the importance of landlord participation. In 2022, an extensive landlord survey was conducted in addition to the survey conducted annually. The Authority continues to refer landlords to the city's rental and residential rehabilitation program.

GOAL 2: USE RESOURCES EFFICIENTLY TO OPERATE IN A SUSTAINABLE MANNER.

The Authority continues to utilize, expand, and research automated accounting systems to improve overall performance. One example of this is the implementation of the AHA claim management process which streamlines claims related to incidents from incident reporting to insurance reimbursement. An automated system for staff to scan and submit invoices for approvals has been fully implemented and a journal entry approval process has been automated and utilization has become standard for new vendors. This has vastly improved efficiencies in disbursement and documentation retention. Utilization of the AHA's on-line Landlord and Vendor Portals has been expanded, as has utilization of Yardi Rent Café online reporting of income changes between annual recertifications for participants. A recent customer survey produced by the AHA has shown that utilization of the Landlord Portal has increased by 25% in the last year. The AHA has also launched its Intake Portal for participants and applicants. The AHA is exploring an online platform for submissions of Request for Tenancy Approval (RFTA) processing and owner rent increase requests. These systems and the available tracking will result in a significant reduction in staff's time to process RFTAs and owner rent increases. Property rehabilitation finished according to the near-term capital improvements plan including the repair of the balconies at Independence Plaza and replacement of the roof at Anne B. Diamant. Data from Capital Needs Assessments, appraisals, and accessibility studies are being utilized to conduct financial feasibility analyses on Independence Plaza, China Clipper, and Esperanza regarding needs and opportunities for renovation. The AHA has also implemented a risk prevention program to conduct site visits of properties to identify current and potential risks that need to be corrected. Regarding operating in a more efficient manner, the AHA has auctioned off some of its vehicles, has created an environmental plan and an environment committee to discuss environmentally friendly practices and initiatives, and completed the transfer of property operations to a 3rd party management company. The Authority received an executed Moving To Work (MTW) Amendment to the Annual Contributions Contract (ACC) dated March 23, 2022, officially designating the Authority as an MTW Agency. The Authority will spend the next four years (starting July 1, 2023) studying the effects of landlord incentives in the Housing Choice Voucher program on the retention and recruitment of landlords, including the expansion of the Authority's current incentive program. In April 2023 and June 2023, the AHA received approval of all its requested MTW Operations Notice activities and Landlord Incentives Cohort activities from its MTW Supplements for FY 2022-2023 and FY 2023-2024 resulting in a total of 12 approved activities which were all implemented July 1, 2023. These activities include landlord incentives and pre-qualifying inspections to encourage more landlords to participate in the HCV program. The reduced administrative burden as a result of the AHA's approved triennial reexamination MTW activity has allowed staff to conduct in-person reexaminations which will allow staff to assist participants needing assistance or training on how to complete an annual or interim recertification through the online portal. This amendment allows the AHA to implement the discretionary policy under HOTMA to set payment standards at the higher of the current level or the payment standard the family is currently receiving.

GOAL 3: RETAIN AND RECRUIT EXCELLENT STAFF.

The Authority continues its 6- to 12-month training plan process for new employees, with extensive cross training for all staff. Online training continues to be expanded, particularly for new hires, including agency policies and procedures, Yardi software training, and mandatory training such as Fair Housing, Sexual Harassment, cyber training, customer service, and specialized software. The annual Brown Act training continues to be provided in person. In 2021, staff were provided with a two-part video online live training on diversity, equity and inclusion, and a training that provided an overview of informal hearings. Staff in the Housing Programs Department received trainings for Housing Quality Standards (HQS) inspections and updated training for the Housing Choice Voucher program including eligibility, rent calculation, and continued occupancy in 2022. In 2023, the AHA has also hosted several training courses for staff including, but not limited to, an asset management training in March 2023, a two-day supervisor training in May and June 2023, the Housing Choice Voucher Supervisor and Manager training in June 2023, a Defensive Driver training through July and August 2023 and quarterly procurement trainings. AHA staff also enroll in weekly Nelrod trainings provided through its membership in that organization. The AHA has created a pilot program, which staff has already utilized, to provide stipends to staff to be used for career development and training. Monthly staff meetings are now held in-person and include department reports each month to facilitate broader cross-agency communications, updates on work in progress, and presentations from the event committee regarding broader social and environmental justice topics. The Events Committee also plans and facilitates monthly staff events which promote staff interaction and foster job satisfaction. The AHA held a Board Retreat in August 2023 to facilitate discussion and receive feedback and suggestions from the Board of Commissioners regarding program improvements. The AHA also held an agency luncheon that brought together and celebrated the accomplishments of AHA staff, Alameda Family Services, Boys & Girls Club of Alameda, LifeSTEPS, the City of Alameda's Rent Program, and the Alameda Food Bank. An update to the public sector compensation studies was completed and implemented in 2022, including all exempt and non-exempt positions with the exception of contract staff such as the Resident Manager and Executive Director positions. The public sector compensation studies were updated in July 2023 for Director and Exempt level positions. Ergonomic assessments are completed for all new hires, typically within two weeks, and for ongoing staff at their request to assess and improve workspaces. During this review period there were also thirteen new hires across almost all departments and six staff received promotions on either a permanent or acting basis. The AHA is also looking to hire assistant directors for most departments to retain staff and have cross-training for staff.

GOAL 4: ENSURE FINANCIAL PREPAREDNESS FOR FUTURE CHALLENGES.

The AHA has created dashboards for asset management and property management to review progress and make informed decisions. In addition, the AHA utilizes Yardi's Asset IQ dashboard which provides key metrics for the Housing Programs Department. These key metrics along with others from property management are included in the monthly Board of Commissioners packet which is publicly available. In 2022, the Authority launched Yardi's Asset IQ, which is a management dashboard in Yardi aimed at allowing staff to monitor the progress of key elements in real-time on both the property management side and the Housing Choice Voucher side. The AHA has received continued Family Self-Sufficiency (FSS) funding for 2023 and is contracted with a professional social services provider to offer enhanced online services for FSS participants. At the end of March 2023, there were 23 active participants in the FSS program due to 5 graduations and in April 2023, 3 recruitment events were held for the FSS program. The FSS coordinator continues to provide services including, but not limited to, personal coaching of life skills, communication with tenants and landlords, and changes in annual recertification procedures, referrals to legal and mediation services, College of Alameda Career and Employment Center, and Alameda County Social Services, and one-on-one and virtual monthly check-ins. The AHA continues to provide social services which are available to participants, applicants, and tenants. These include Legal Assistance, Housing Counseling, Fair Housing Consultation and Referral Services. The AHA has revised its organizational chart to include several positions to help support the implementation of MTW, new development projects, and increased operational needs. The AHA has received 10 Stability Vouchers that it applied for in 2022 and continues to receive funding for Emergency Housing Vouchers and Housing Assistance Payments. A local housing trust fund was created in 2021 to leverage funds. In June 2023, the Board authorized the Executive Director to fund the North Housing Master Plan costs of \$4,000,000 with short to midterm use of AHA reserves, agency operating funds, and HUD Moving-To-Work (MTW) fungibility. ICD has also received Reserve Policy permanent loan commitments totaling \$12,938,000 for the North Housing project, and \$8 million dollars for the Poppy Place Hotel Conversion project. Predevelopment funds up to \$7,500,000 have been approved for the three phases of the North Housing Plan. The Authority presented a formal Reserves Policy to the Board of Commissioners in October 2021, with an amendment to the Reserves Policy in May 2022. This included an emphasis in sufficient operating and housing assistance payment reserves with preparation for future housing development and deferred maintenance of the existing real estate portfolio, while leveraging other sources of funds to further the Authority's mission.

GOAL 5: MAINTAIN AND IMPROVE DATA INTEGRITY AND COLLECTION.

The AHA continues to review and update systems to ensure that it stays current with industry practices and up-to-date on system security. After rising concerns about ChatGPT, the AHA IT Governance Committee discussed the issue and in July 2023 the AHA prohibited the use of AI technologies, including accessing websites like ChatGPT or similar platforms, and preventing the entry of AHA data into AI systems. This policy will protect sensitive data and PII, maintain the integrity of proprietary and internal information, and ensure compliance with data protection regulations. Staff continues to update and expand standard operating procedures for AHA's IT-related operations including new SOPs for creating recurring work orders in Yardi and processing IT support tickets. In 2021 the physical servers and back-up systems were upgraded, with greatly improved security, storage, and access features. Additional hardware, including laptops and cell phones, was deployed to staff. In 2021, the Authority implemented a comprehensive cyber awareness program consisting of integrated software solutions to combat attacks and provide staff training to increase awareness of cyber-attacks. In 2023, the AHA has also expanded the use of Multi-Factor Authentication (MFA) for its systems. The AHA has researched and is looking to launch SharePoint which is a secure way to share documents. The AHA continues to expand and optimize its paperless and mobile integration, including online forms, automated communications, and online capability to complete regular recertifications, interim recertifications, and the intake process. The AHA also moved its vendors and landlords to use Electronic Funds Transfer (EFTs). The AHA implemented an online Board meeting solution including specialized software to manage the Board of Commissioners' agendas. The AHA also purchased equipment to allow for hybrid meetings. The AHA partnered with ECS Imaging to provide training of its Laserfiche repository for all staff. The AHA has also created online forms for its training requests, reimbursement requests, MTW landlord incentives and vacancy loss payments, and MTW hardship forms. The AHA has also worked with its online vendor to update its systems to more easily implement its triennial reexamination and HQS inspection MTW activities. The HR department has selected to use HMIS software and will begin implementing the software starting with onboarding which automates the onboarding process. Additionally, the HR department collects information from employees who are leaving the AHA and presents the exit data once every two years.

GOAL 6: IMPROVE THE QUALITY OF LIFE OF RESIDENTS WHILE MAINTAINING EFFICIENT AND EFFECTIVE OPERATIONS OF HOUSING AUTHORITY UNITS.

The Authority launched the Ombudsman program in 2021, which is a solution-oriented community resource available to all Authority tenants, program participants, landlords, and other community organizations that represent Authority tenants or clients. Since then, the Ombudsman program has received 238 inquiries. This program reinforces our existing educational materials and continues to provide resident supportive services for all tenants and participants in the programs operated by the Housing Programs Department. The AHA's nonprofit arts partner, Drawbridge, and City of Alameda Recreation and Parks Department Mobile Recreation Program have weekly activities for children living at all AHA properties and the Alameda Food Bank continues to provide food at these activities. Alameda Food Bank provides food and LifeSTEPS manages food distribution to AHA properties twice a month at two different properties. LifeSTEPS continues to conduct in-person meetings with residents to provide aid and link families to financial and social service agencies. The Boys and Girls Club partnership continues to allow access to the program to minors in AHA's units and programs. In September 2022, the AHA's website received an Award of Distinction from the California Association of Public Information Officers for exceeding industry standards in quality and achievement. In the beginning of 2023, the AHA reinstated our in-person Rent Café Workshops to assist with the online recertification and interim portal. The AHA also provides letters explaining available supportive services for those facing eviction and has quarterly social services meetings for all participants. The AHA has also done outreach, including social media blasts, for the City of Alameda's Guaranteed Basic Income Pilot Program and worked with LifeSTEPS to help participants apply for the program. Educational materials on Fair Housing laws and reasonable accommodation under the Americans with Disabilities Act is provided at briefings, terminations, and at various points of contact with applicants and participants. In 2021, we launched an online Reasonable Accommodations Request form and continued to provide fair housing information through newsletters. The Language Access Plan (LAP) update was completed, and outreach continues to be conducted in all languages listed in the updated LAP.

GOAL 7: EXPAND HOUSING CHOICE THROUGHOUT THE CITY OF ALAMEDA.

The board and staff continue to review options for expanding the Authority's portfolio of affordable housing units. In April 2023, the Pulte Homes townhomes were fully purchased. In addition, the AHA stepped in to avoid foreclosure on a moderate-income inclusionary unit, taking ownership so that this home would retain the affordability restrictions. The Housing Development Department continues to work on Estuary I, Estuary II, and Linnet Corner (also referred to as the North Housing Project). Estuary I will provide 45 units of permanent supportive housing for formerly homeless individuals (including an award of 40 PBVs), Estuary II will provide 46 units of permanent supportive housing for formerly homeless

	<p>individuals (selected for an award of 40 PBVs), and Linnet Corner will provide 64 affordable units for seniors aged 62 years and over with 16 of these units for senior, homeless veterans (including an award of 40 PBVs). Rosefield achieved 100% lease up of its tax credit units (89 units, including 23 project-based voucher units) as of October 31, 2022. Permanent Loan Conversion for Rosefield Village occurred in September 2023. In March 2023, 200 applicants were selected from the Housing Choice Voucher (HCV) waitlist and to date AHA staff have issued 71 vouchers. In March 2023, there was a ceremonial signing event at Rica Vista Apartments which preserves the affordability of up to 132 units at the Rica Vista Apartments for the next 55 years which was a collaborative effort between the AHA, the City of Alameda, and Lincoln Avenue Capital. On June 5, 2023, the AHA was notified it was receiving an allocation of ten (10) Stability Vouchers (SV) effective July 1, 2023. The AHA reached an agreement with the Housing Authority of the County of Alameda (HACA) to reallocate 20 Veteran Affairs Supportive Housing (VASH) vouchers to the AHA. This was approved by the HACA Board of Commissioners, and the transfer is set to happen at the beginning of 2024. The AHA is working on a similar agreement with the Housing Authority of the City of Oakland (OHA). In 2021, the Authority was awarded fifty-seven (57) Emergency Housing Vouchers (EHV) from HUD, which were all issued and all, but one voucher, has been leased up. The AHA has also signed its contract renewals for the Moderate Rehabilitation and Shelter Plus Care programs. The Housing Authority of the City of Alameda (AHA) plans to implement a Faircloth to RAD (Rental Assistance Demonstration) conversion to utilize all its 120-unit Faircloth limit at Independence Plaza. In June 2023, AHA staff presented this plan to the Board of Commissioners and received approval from the Board of Commissioners to move ahead with this process. At this time the AHA has decided to ultimately convert all 120 units through RAD, which uses a Public Housing process to create project-based voucher units. Specific units and households have not been selected yet within the development to undergo this process. This significant amendment is to allow for a senior preference at Independence Plaza. Additionally, the AHA is also collaborating with the HUD Field Office and other Public Housing Authorities within the State of California to explore options to assume more Faircloth Authority or partner with those PHAs to develop their Faircloth Authority. In 2022 the Authority signed two Housing Assistance Payments (HAP) contracts for 40 units (23 at Rosefield Village and 17 at Eden Housing's Family site, The Starling). The Authority also completed two Request for Proposals resulting in the selection of an additional 160 units under the Project-Based Voucher program. During 2021, Housing Assistance Payments Contracts were signed on 50 new Project-Based Voucher (PBV) units including 25 under the Veteran Affairs Supportive Housing (VASH) program. The Authority received over 22,000 applications during its 2021 wait list opening.</p>
B.4	Capital Improvements. – Not Applicable
B.5	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N N/A <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>
C.	Other Document and/or Certification Requirements.
C.1	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/> None of the comments made by the RAB resulted in changes to the proposed Annual Plan or MTW Supplement.</p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>
C.2	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.3	<p>Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</p> <p>Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.4	<p>Challenged Elements. If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/> Public comments are available through September 16, 2024. Any public comments received that would challenge any plan elements will be included in the final version of this document.</p> <p>If yes, include Challenged Elements.</p>
D.	Affirmatively Furthering Fair Housing (AFFH).

D.1	<p>Affirmatively Furthering Fair Housing (AFFH).</p> <p>Provide a statement of the PHA’s strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #e0e0e0;">Fair Housing Goal: Not Applicable</td> </tr> <tr> <td><i>Describe fair housing strategies and actions to achieve the goal</i></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #e0e0e0;">Fair Housing Goal: Not Applicable</td> </tr> <tr> <td><i>Describe fair housing strategies and actions to achieve the goal</i></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #e0e0e0;">Fair Housing Goal: Not Applicable</td> </tr> <tr> <td><i>Describe fair housing strategies and actions to achieve the goal</i></td> </tr> </table>	Fair Housing Goal: Not Applicable	<i>Describe fair housing strategies and actions to achieve the goal</i>	Fair Housing Goal: Not Applicable	<i>Describe fair housing strategies and actions to achieve the goal</i>	Fair Housing Goal: Not Applicable	<i>Describe fair housing strategies and actions to achieve the goal</i>
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Instructions for Preparation of Form HUD-50075-HCV Annual PHA Plan for HCV-Only PHAs

A. PHA Information. All PHAs must complete this section. (24 CFR §903.4)

A.1 Include the full **PHA Name**, **PHA Code**, **PHA Type**, **PHA Fiscal Year Beginning** (MM/YYYY), **Number of Housing Choice Vouchers (HCVs)**, **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the public hearing and proposed PHA Plan.

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table. (24 CFR §943.128(a))

B. Plan Elements. All PHAs must complete this section. (24 CFR §903.11(c)(3))

B.1 Revision of Existing PHA Plan Elements. PHAs must:

Identify specifically which plan elements listed below that have been revised by the PHA. To specify which elements have been revised, mark the “yes” box. If an element has not been revised, mark “no.”

Statement of Housing Needs and Strategy for Addressing Housing Needs. Provide a statement addressing the housing needs of low-income, very low-income and extremely low-income families and a brief description of the PHA’s strategy for addressing the housing needs of families who reside in the jurisdiction served by the PHA and other families who are on the Section 8 tenant-based assistance waiting lists. The statement must identify the housing needs of (i) families with incomes below 30 percent of area median income (extremely low-income); (ii) elderly families (iii) households with individuals with disabilities, and households of various races and ethnic groups residing in the jurisdiction or on the public housing and Section 8 tenant-based assistance waiting lists. The statement of housing needs shall be based on information provided by the applicable Consolidated Plan, information provided by HUD, and generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. Once the PHA has submitted an Assessment of Fair Housing (AFH), which includes an assessment of disproportionate housing needs in accordance with 24 CFR 5.154(d)(2)(iv), information on households with individuals with disabilities and households of various races and ethnic groups residing in the jurisdiction or on the waiting lists no longer needs to be included in the Statement of Housing Needs and Strategy for Addressing Housing Needs. (24 CFR § 903.7(a)).

The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. (24 CFR §903.7(a)(2)(i)) Provide a description of the ways in which the PHA intends, to the maximum extent practicable, to address those housing needs in the upcoming year and the PHA’s reasons for choosing its strategy. (24 CFR §903.7(a)(2)(ii))

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. A statement of the PHA’s policies that govern resident or tenant eligibility, selection and admission including admission preferences for HCV. (24 CFR §903.7(b))

Financial Resources. A statement of financial resources, including a listing by general categories, of the PHA’s anticipated resources, such as PHA HCV funding and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources. (24 CFR §903.7(c))

- Rent Determination.** A statement of the policies of the PHA governing rental contributions of families receiving tenant-based assistance, discretionary minimum tenant rents, and payment standard policies. (24 CFR §903.7(d))
- Operation and Management.** A statement that includes a description of PHA management organization, and a listing of the programs administered by the PHA. (24 CFR §903.7(e)).
- Informal Review and Hearing Procedures.** A description of the informal hearing and review procedures that the PHA makes available to its applicants. (24 CFR §903.7(f))
- Homeownership Programs.** A statement describing any homeownership programs (including project number and unit count) administered by the agency under section 8y of the 1937 Act, or for which the PHA has applied or will apply for approval. (24 CFR §903.7(k))
- Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.** A description of any PHA programs relating to services and amenities coordinated, promoted, or provided by the PHA for assisted families, including those resulting from the PHA's partnership with other entities, for the enhancement of the economic and social self-sufficiency of assisted families, including programs provided or offered as a result of the PHA's partnerships with other entities, and activities subject to Section 3 of the Housing and Community Development Act of 1968 (24 CFR Part 135) and under requirements for the Family Self-Sufficiency Program and others. Include the program's size (including required and actual size of the FSS program) and means of allocating assistance to households. (24 CFR §903.7(l)(i)) Describe how the PHA will comply with the requirements of section 12(c) and (d) of the 1937 Act that relate to treatment of income changes resulting from welfare program requirements. (24 CFR §903.7(l)(iii)).
- Substantial Deviation.** PHA must provide its criteria for determining a "substantial deviation" to its 5-Year Plan. (24 CFR §903.7(r)(2)(i))
- Significant Amendment/Modification.** PHA must provide its criteria for determining a "Significant Amendment or Modification" to its 5-Year and Annual Plan.

If any boxes are marked "yes", describe the revision(s) to those element(s) in the space provided.

- B.2 New Activities.** This section refers to new capital activities which is not applicable for HCV-Only PHAs.
- B.3 Progress Report.** For all Annual Plans following submission of the first Annual Plan, a PHA must include a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year PHA Plan. (24 CFR §903.11(c)(3), 24 CFR §903.7(r)(1))
- B.4 Capital Improvements.** This section refers to PHAs that receive funding from the Capital Fund Program (CFP) which is not applicable for HCV-Only PHAs
- B.5 Most Recent Fiscal Year Audit.** If the results of the most recent fiscal year audit for the PHA included any findings, mark "yes" and describe those findings in the space provided. (24 CFR §903.7(p))

C. Other Document and/or Certification Requirements.

- C.1 Resident Advisory Board (RAB) comments.** If the RAB had comments on the annual plan, mark "yes," submit the comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. (24 CFR §903.13(c), 24 CFR §903.19)
- C.2 Certification by State of Local Officials.** Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, must be submitted by the PHA as an electronic attachment to the PHA Plan. (24 CFR §903.15). Note: A PHA may request to change its fiscal year to better coordinate its planning with planning done under the Consolidated Plan process by State or local officials as applicable.
- C.3 Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.** Provide a certification that the following plan elements have been revised, provided to the RAB for comment before implementation, approved by the PHA board, and made available for review and inspection by the public. This requirement is satisfied by completing and submitting form HUD-50077 ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed*. Form HUD-50077-ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed* must be submitted by the PHA as an electronic attachment to the PHA Plan. This includes all certifications relating to Civil Rights and related regulations. A PHA will be considered in compliance with the certification requirement to affirmatively further fair housing if the PHA fulfills the requirements of §§ 903.7(o)(1) and 903.15(d) and: (i) examines its programs or proposed programs; (ii) identifies any fair housing issues and contributing factors within those programs, in accordance with 24 CFR 5.154; or 24 CFR 5.160(a)(3) as applicable (iii) specifies actions and strategies designed to address contributing factors, related fair housing issues, and goals in the applicable Assessment of Fair Housing consistent with 24 CFR 5.154 in a reasonable manner in view of the resources available; (iv) works with jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; (v) operates programs in a manner consistent with any applicable consolidated plan under 24 CFR part 91, and with any order or agreement, to comply with the authorities specified in paragraph (o)(1) of this section; (vi) complies with any contribution or consultation requirement with respect to any applicable AFH, in accordance with 24 CFR 5.150 through 5.180; (vii) maintains records reflecting these analyses, actions, and the results of these actions; and (viii) takes steps acceptable to HUD to remedy known fair housing or civil rights violations, impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction's initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction. (24 CFR §903.7(o)).
- C.4 Challenged Elements.** If any element of the Annual PHA Plan or 5-Year PHA Plan is challenged, a PHA must include such information as an attachment to the Annual PHA Plan or 5-Year PHA Plan with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.

D. Affirmatively Furthering Fair Housing (AFFH).

D.1 Affirmatively Furthering Fair Housing. The PHA will use the answer blocks in item D.1 to provide a statement of its strategies and actions to implement each fair housing goal outlined in its accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5) that states, in relevant part: “To implement goals and priorities in an AFH, strategies and actions shall be included in program participants’ ... PHA Plans (including any plans incorporated therein) Strategies and actions must affirmatively further fair housing” Use the chart provided to specify each fair housing goal from the PHA’s AFH for which the PHA is the responsible program participant – whether the AFH was prepared solely by the PHA, jointly with one or more other PHAs, or in collaboration with a state or local jurisdiction – and specify the fair housing strategies and actions to be implemented by the PHA during the period covered by this PHA Plan. If there are more than three fair housing goals, add answer blocks as necessary.

Until such time as the PHA is required to submit an AFH, the PHA will not have to complete section D., nevertheless, the PHA will address its obligation to affirmatively further fair housing in part by fulfilling the requirements at 24 CFR 903.7(o)(3) enacted prior to August 17, 2015, which means that it examines its own programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction’s initiatives to affirmatively further fair housing that require the PHA’s involvement; and maintain records reflecting these analyses and actions. Furthermore, under Section 5A(d)(15) of the U.S. Housing Act of 1937, as amended, a PHA must submit a civil rights certification with its Annual PHA Plan, which is described at 24 CFR 903.7(o)(1) except for qualified PHAs who submit the Form HUD-50077-CR as a standalone document.

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the Annual PHA Plan. The Annual PHA Plan provides a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA’s operations, programs, and services, and informs HUD, families served by the PHA, and members of the public for serving the needs of low- income, very low- income, and extremely low- income families.

Public reporting burden for this information collection is estimated to average 6.02 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality

**Certification by State or Local
 Official of PHA Plans Consistency
 with the Consolidated Plan or
 State Consolidated Plan
 (All PHAs)**

U. S Department of Housing and Urban Development

Office of Public and Indian Housing

OMB No. 2577-0226

Expires 3/31/2024

**Certification by State or Local Official of PHA Plans
 Consistency with the Consolidated Plan or State Consolidated Plan**

I, _____, the _____
Official's Name *Official's Title*

certify that the 5-Year PHA Plan for fiscal years _____ and/or Annual PHA Plan for fiscal year . 2024-2025 . of the . Housing Authority of the City of Alameda . is consistent with the
PHA Name

Consolidated Plan or State Consolidated Plan including the Analysis of Impediments (AI) to Fair Housing Choice or Assessment of Fair Housing (AFH) as applicable to the

City of Alameda

Local Jurisdiction Name

pursuant to 24 CFR Part 91 and 24 CFR § 903.15.

Provide a description of how the PHA Plan's contents are consistent with the Consolidated Plan or State Consolidated Plan.

It meets the City's primary objectives to increase affordable housing and address services for people living in poverty. The Housing Authority's annual goals incorporate the goals of the City to provide more affordable housing in the City of Alameda.

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official:	Title:
Signature:	Date:

The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality. This information is collected to ensure consistency with the consolidated plan or state consolidated plan.

Public reporting burden for this information collection is estimated to average 0.16 hours per year per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

**Certifications of Compliance with
PHA Plan and Related Regulations
(Standard, Troubled, HCV-Only, and
High Performer PHAs)**

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
OMB No. 2577-0226
Expires 3/31/2024

**PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations
including PHA Plan Elements that Have Changed**

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairperson or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the ___ 5-Year and/or X Annual PHA Plan, hereinafter referred to as "the Plan", of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) for the PHA fiscal year beginning 7/1/2024, in connection with the submission of the Plan and implementation thereof:

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located (24 CFR § 91.2).
2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments (AI) to Fair Housing Choice, or Assessment of Fair Housing (AFH) when applicable, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan (24 CFR §§ 91.2, 91.225, 91.325, and 91.425).
3. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Resident Advisory Board or Boards in developing the Plan, including any changes or revisions to the policies and programs identified in the Plan before they were implemented, and considered the recommendations of the RAB (24 CFR 903.13). The PHA has included in the Plan submission a copy of the recommendations made by the Resident Advisory Board or Boards and a description of the manner in which the Plan addresses these recommendations.
4. The PHA provides assurance as part of this certification that:
 - (i) The Resident Advisory Board had an opportunity to review and comment on the changes to the policies and programs before implementation by the PHA;
 - (ii) The changes were duly approved by the PHA Board of Directors (or similar governing body); and
 - (iii) The revised policies and programs are available for review and inspection, at the principal office of the PHA during normal business hours.
5. The PHA made the proposed Plan and all information relevant to the public hearing available for public inspection at least 45 days before the hearing, published a notice that a hearing would be held and conducted a hearing to discuss the Plan and invited public comment.
6. The PHA certifies that it will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d-2000d—4), the Fair Housing Act (42 U.S.C. 3601-19), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), title II of the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), and other applicable civil rights requirements and that it will affirmatively further fair housing in the administration of the program. In addition, if it administers a Housing Choice Voucher Program, the PHA certifies that it will administer the program in conformity with the Fair Housing Act, title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, title II of the Americans with Disabilities Act, and other applicable civil rights requirements, and that it will affirmatively further fair housing in the administration of the program.
7. The PHA will affirmatively further fair housing, which means that it will take meaningful actions to further the goals identified in the Assessment of Fair Housing (AFH) conducted in accordance with the requirements of 24 CFR § 5.150 through 5.180, that it will take no action that is materially inconsistent with its obligation to affirmatively further fair housing, and that it will address fair housing issues and contributing factors in its programs, in accordance with 24 CFR § 903.7(o)(3). The PHA will fulfill the requirements at 24 CFR § 903.7(o) and 24 CFR § 903.15(d). Until such time as the PHA is required to submit an AFH, the PHA will fulfill the requirements at 24 CFR § 903.7(o) promulgated prior to August 17, 2015, which means that it examines its programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; and maintains records reflecting these analyses and actions.
8. For PHA Plans that include a policy for site-based waiting lists:
 - The PHA regularly submits required data to HUD's 50058 PIC/IMS Module in an accurate, complete and timely manner (as specified in PIH Notice 2011-65);

- The system of site-based waiting lists provides for full disclosure to each applicant in the selection of the development in which to reside, including basic information about available sites; and an estimate of the period of time the applicant would likely have to wait to be admitted to units of different sizes and types at each site;
 - Adoption of a site-based waiting list would not violate any court order or settlement agreement or be inconsistent with a pending complaint brought by HUD;
 - The PHA shall take reasonable measures to assure that such a waiting list is consistent with affirmatively furthering fair housing; and
 - The PHA provides for review of its site-based waiting list policy to determine if it is consistent with civil rights laws and certifications, as specified in 24 CFR 903.7(o)(1).
9. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
 10. In accordance with 24 CFR § 5.105(a)(2), HUD's Equal Access Rule, the PHA will not make a determination of eligibility for housing based on sexual orientation, gender identify, or marital status and will make no inquiries concerning the gender identification or sexual orientation of an applicant for or occupant of HUD-assisted housing.
 11. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
 12. The PHA will comply with the requirements of Section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.
 13. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.
 14. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
 15. The PHA will provide the responsible entity or HUD any documentation that the responsible entity or HUD needs to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58 or Part 50, respectively.
 16. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under Section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
 17. The PHA will keep records in accordance with 2 CFR 200.333 and facilitate an effective audit to determine compliance with program requirements.
 18. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act, the Residential Lead-Based Paint Hazard Reduction Act of 1992, and 24 CFR Part 35.
 19. The PHA will comply with the policies, guidelines, and requirements of 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Financial Assistance, including but not limited to submitting the assurances required under 24 CFR §§ 1.5, 3.115, 8.50, and 107.25 by submitting an SF-424, including the required assurances in SF-424B or D, as applicable.
 20. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the regulations and included in its Plan.
 21. All attachments to the Plan have been and will continue to be available at all times and all locations that the PHA Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its PHA Plan and will continue to be made available at least at the primary business office of the PHA.
 22. The PHA certifies that it is in compliance with applicable Federal statutory and regulatory requirements, including the Declaration of Trust(s).

Housing Authority of the City of Alameda

CA062

PHA Name

PHA Number/HA Code

Annual PHA Plan for Fiscal Year 2024

5-Year PHA Plan for Fiscal Years 20____ - 20____

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Name of Executive Director

VANESSA COOPER

Signature

Date

Name Board Chairman

CARLY GROB

Signature

Date

The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality. This information is collected to ensure compliance with PHA Plan, Civil Rights, and related laws and regulations including PHA plan elements that have changed.

Public reporting burden for this information collection is estimated to average 0.16 hours per year per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Civil Rights Certification
(Qualified PHAs)

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
OMB Approval No. 2577-0226
Expires 3/31/2024

Civil Rights Certification

Annual Certification and Board Resolution

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairperson or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the 5-Year PHA Plan, hereinafter referred to as "the Plan", of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) for the fiscal year beginning July 1, 2024 in which the PHA receives assistance under 42 U.S.C. 1437f and/or 1437g in connection with the mission, goals, and objectives of the public housing agency and implementation thereof:

The PHA certifies that it will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d-2000d—4), the Fair Housing Act (42 U.S.C. 3601-19), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), title II of the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), and other applicable civil rights requirements and that it will affirmatively further fair housing in the administration of the program. In addition, if it administers a Housing Choice Voucher Program, the PHA certifies that it will administer the program in conformity with the Fair Housing Act, title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, title II of the Americans with Disabilities Act, and other applicable civil rights requirements, and that it will affirmatively further fair housing in the administration of the program. The PHA will affirmatively further fair housing, which means that it will take meaningful actions to further the goals identified in the Assessment of Fair Housing (AFH) conducted in accordance with the requirements of 24 CFR § 5.150 through 5.180, that it will take no action that is materially inconsistent with its obligation to affirmatively further fair housing, and that it will address fair housing issues and contributing factors in its programs, in accordance with 24 CFR § 903.7(o)(3). The PHA will fulfill the requirements at 24 CFR § 903.7(o) and 24 CFR § 903.15(d). Until such time as the PHA is required to submit an AFH, the PHA will fulfill the requirements at 24 CFR § 903.7(o) promulgated prior to August 17, 2015, which means that it examines its programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction’s initiatives to affirmatively further fair housing that require the PHA’s involvement; and maintains records reflecting these analyses and actions.

The Housing Authority of the City of Alameda
PHA Name

CA062
PHA Number/HA Code

I hereby certify that all the statement above, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Executive Director: VANESSA COOPER		Name of Board Chairperson: CARLY GROB	
Signature	Date	Signature	Date

The United States Department of Housing and Urban Development is authorized to collect the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality. The information is collected to ensure that PHAs carry out applicable civil rights requirements.

Public reporting burden for this information collection is estimated to average 0.16 hours per response, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Resolution

- Adopt the Agency's Significant Amendment to the Annual Plan for Fiscal Year Starting July 1, 2024 and Authorize the Chair to Certify, By Resolution, that the Board of Commissioners has Approved Submission of the Significant Amendment to the Annual Plan to HUD.

September 2024

Ana Campos, Management Analyst



Housing Authority
of the
City of Alameda

PHONE: (510) 747-4300
FAX: (510) 522-7848
TTY/TRS: 711

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners

From: Alicia Southern, Director of Human Resources

Date: September 18, 2024

Re: Adopt the Resolution to revise the Employer's 2025 Contributions for Eligible Employees' Health by up to 8.9% to \$2,893.54 per employee per month and with no increase in Dental/Vision Care over 2024 rates.

BACKGROUND

At the August 17, 2016, Board of Commissioners (the Board) Meeting, the Board approved a resolution to adopt a flat rate employer contribution to health insurance premiums for calendar year 2017 to align with the Kaiser health plan rate, which the Housing Authority has used as the benchmark plan. The flat rate was set at the Employee+2 or more premium level, and included both the minimum Public Employees' Medical and Hospital Care Act (PEMHCA) contribution and an additional contribution to the agency Section 125 (Cafeteria) plan for active employees. The Board also approved a flat rate contribution set at the Employee+2 or more dental insurance premium that can be used towards dental and vision insurance. The Board has approved this approach to setting the employer contribution since that time.

DISCUSSION

In 2016, the Board adopted a number of changes to the AHA benefits plan to ensure compliance with the Public Employees' Medical and Hospital Care Act (PEMHCA), as well as, with other new regulations under the Affordable Care Act and various IRS guidelines regulating the use of Cafeteria (Section 125) Plans. The primary change was to adopt a flat-rate approach to the employer contribution for active, regular employees, as opposed to a contribution based on the level of dependent enrollment. This memo assumes that the Board will wish to continue with this approach.

As background, the actual rate increase for prior years PEMHCA, which is the minimum rate an agency must contractually provide to employees and is received by retirees monthly has been:



YEAR	ACTUAL
2020	\$139
2021	\$143
2022	\$149
2023	\$151
2024	\$157
2025	\$158

When the budget for the current fiscal year was presented to and adopted by the Board, the amounts budgeted for health and dental benefits allowed for the flat rate Employee+2 or more level of coverage with a 7% increase beginning January 1, 2025, in the employer contribution (over the 2024 Kaiser premium, which has been used as the benchmark plan) for all regular employees for health insurance, and a 7% increase in the employer contribution (over the 2024 dental premium) for dental insurance.

CalPERS approved the 2025 health plan numbers at their June 2024 meeting and posted the plans and rates on September 3, 2024. The approved CalPERS health insurance premiums for 2025, and the Kaiser Employee only premium increased by 8.9%, which was higher than budgeted.

As background, the actual increase for prior years has been:

YEAR	BUDGETED	ACTUAL
2020	15%	5.87%
2021	10%	5.34%
2022	10%	6.61%
2023	10%	10.95%
2024	7%	8.9%

The approved budgeted amount is adequate to cover this higher than expected increase and to provide up to the Employee+ 2 or more premium, which is \$2,893.54 per month beginning in January 2025, as not all employees elect coverage for Employee+2 or more dependents, and some have opted for the in-lieu payment of \$230/month.

Staff requests that the Board authorize this adjustment from 7% to 8.9%.

This employer contribution level provides employees who wish to cover two or more dependents both HMO options and a PPO option that can be elected with no out-of-

pocket cost for premiums; if other plans are elected, some out-of-pocket costs may be required depending on the number of dependents enrolled. It is noted that the average overall statewide CalPERS premium increase across all plans was 10.75% this year, compared to last year's increase of 10.95%, with no plans seeing a reduction in premiums. Budgeting in 2026-27 will be set at a higher rate if staff expect these large increases to continue.

Dental and Vision Insurance

The current 2024 rate for dental and vision is \$248. The premiums for 2025 were budgeted at 7% and will remain the same as 2024, which is lower than budgeted for.

As background, the actual increase for prior years has been:

YEAR	BUDGETED	ACTUAL
2020	7%	3%
2021	7%	0
2022	7%	0
2023	7%	5%
2024	7%	0

The accompanying Resolution outlines the 2025 PEMHCA minimum contribution AHA is required to contribute towards health costs for employees and annuitants, the proposed employer Cafeteria Plan contributions and cash back alternative payments for 2024. No change in the cash back alternative health coverage payment of \$230/month is proposed for the 2025 calendar year.

FISCAL IMPACT

At the 8.9% increase, the maximum fiscal impact would be \$2,116,962. However, this assumes all staff take the full employer and 2 dependents coverage, which they do not. Of this, only a 7% increase is budgeted, so \$36,935 is un-budgeted. However, there will be sufficient funds to cover this due to unfilled positions and that the dental and vision rates did not increase.

For dental and vision, the fiscal impact would be \$181,763. This amount is already budgeted for.

CEQA

Not applicable to this item.

RECOMMENDATION

Adopt the Resolution to revise the Employer's 2025 Contributions for Eligible Employees' Health by up to 8.9% to \$2,893.54 per employee per month and with no increase in Dental/Vision Care over 2024 rates.

ATTACHMENTS

1. Exhibit 1 Reso-Amend Health Increase

Respectfully submitted,
Alicia Southern, Director of Human Resources

HOUSING AUTHORITY OF THE CITY OF ALAMEDA

Resolution No. _____

TO REVISE THE EMPLOYER CONTRIBUTION FOR
HOUSING AUTHORITY EMPLOYEES' HEALTH CARE BENEFIT
EFFECTIVE JANUARY 1, 2025, AND
THE EMPLOYER CONTRIBUTION FOR EMPLOYEES' DENTAL/VISION BENEFIT
EFFECTIVE JANUARY 1, 2025, AND

WHEREAS, the Housing Authority of the City of Alameda desires to establish a benefits package for all employees that will attract and retain competent staff; and

WHEREAS, it is the intent of the Housing Authority to continue to provide the PEMHCA minimum contribution to employees and retirees for health care, with additional contributions for active employees contributed to the Agency Cafeteria Plan; and

WHEREAS, the AHA provides an employer benefits contribution to its employees; and

NOW, THEREFORE, BE IT RESOLVED, that effective January 1, 2025, the Housing Authority will contribute a monthly dollar amount towards employees' health care as follows for all enrolled employees

In addition to the PEMHCA statutory minimum contribution, the Housing Authority will contribute the following amounts to the Agency Cafeteria Plan:

- a) For general, management and confidential employees receiving the following contributions, which are designated as health flex contributions, no portion of which may be taken in cash or directed to other non-health benefits up to \$2,893.54.
- b) Employees with proof of Alternative Group Health Coverage may opt out and receive cash back in the amount of \$230 per month. Employees eligible for any cash-in-lieu benefit, must provide the following in order to receive the cash-in-lieu: (1) proof that the employee and all individuals for whom the employee intends to claim a personal exemption deduction ("tax family"), have or will have minimum essential coverage through another source (other than coverage in the individual market, whether or not obtained through Covered California) for the plan year to which the opt out arrangement applies ("opt out period"); and (2) the employee must sign an attestation that the employee and his/her tax family have or will have such minimum essential coverage for the opt out period. An employee must provide the attestation every plan year at open enrollment or within 30 days after the start of the plan year. The opt-out payment cannot be made and AHA will not in fact make payment if the employer knows that the employee or tax family member doesn't have such alternative coverage, or if the conditions in this paragraph are not otherwise satisfied.
- c) For retired annuitants, the 2025 PEMHCA minimum contribution of \$158.00.

NOW, THEREFORE, BE IT FURTHER RESOLVED, that effective January 1, 2025, the Housing Authority will contribute a maximum monthly dollar amount to the Agency Cafeteria Plan for general, management and confidential employees of up to \$248.31.

NOW, THEREFORE, BE IT FURTHER RESOLVED, that the Board will approve a flat monthly amount based on the Employee+2 or more dependents level of coverage with the maximum Employer contribution to the Cafeteria Plan, of \$2,893.54 for health insurance to approve a flat amount of up to \$248.31 regardless of dependent enrollment status for dental and/or vision insurance.

ATTEST:

Vanessa M. Cooper
Secretary

Carly Grob, Chair
Board of Commissioners



Housing Authority
of the
City of Alameda

PHONE: (510) 747-4300
FAX: (510) 522-7848
TTY/TRS: 711

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and Members of the Board of Commissioners

From: Joshua Altieri, Community Relations Manager

Date: September 18, 2024

Re: Accept the 2024 Customer Satisfaction Survey.

BACKGROUND

Since 1993, the Housing Authority of the City of Alameda (AHA) has conducted an annual survey to measure customer satisfaction. The 2024 survey was conducted between March 1, 2024, and April 14, 2024. The 2024 survey requested feedback on customer experience from AHA tenants, AHA landlords, and AHA housing program participants. Survey questions ranged from AHA customer service to food access and technology usage. Each survey included additional questions that were customized specifically to each survey group (tenant, landlord, or program participant). The tenant category includes all tenants living at AHA sites, including those in unsubsidized units, while the program participant category only includes tenants receiving a subsidy through an AHA housing program.

DISCUSSION

As part of the 2024 survey, all survey participants were mailed a printed version of the survey with instructions on how to submit one survey via fax, email, mail, in-person, or via an online form. Additionally, an email was sent to every surveyed tenant, landlord, or program participant that had an email on file with AHA. See the attached presentation and supporting documents for the results of the 2024 Annual Customer Survey.

FISCAL IMPACT

For information only and there is no financial impact.

CEQA

Not applicable

RECOMMENDATION

Accept the 2024 Customer Satisfaction Survey.

ATTACHMENTS



1. HCV Questionnaire -2024 Survey
2. Landlord Questionnaire -2024 Survey
3. PM Questionnaire -2024 Survey
4. 2024 Survey Report
5. 2024 Survey Presentation Deck

Respectfully submitted,

A handwritten signature in cursive script that reads "Joshua Altieri".

Joshua Altieri, Community Relations Manager



2023 Customer Survey

Dear Housing Authority Customer:

Because we want to provide the best possible service to our customers, we would appreciate your comments about the service you received in 2023. Please take a few minutes to tell us how well we did our job by checking the box that best matches the service you received. You can submit this survey via mail, fax, email, or online form (see below), Or bring it by the Housing Authority and put it in our drop box at 701 Atlantic Avenue. Please submit one completed survey by Sunday, April 14th, 2024. Thank you for your help!

PLEASE CHECK THE BOX THAT BEST DESCRIBES YOUR EXPERIENCE:

	Greatly Exceeds	Exceeds	Meets	Does Not Meet	Severely Fails
1. Overall, how would you rate the quality of service you received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Overall, how would you rate the responsiveness of staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How would you rate the ability to reach the staff person that you want?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How would you rate the time in which phone calls were returned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How would you rate staff's politeness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How would you rate staff's ability to answer your questions about housing programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following are a few questions about your use of the Internet.

- 7. Do you have access to the Internet from home or work? YES NO
- 8. Do you have access to the Internet on a mobile device such as an iPhone or tablet? YES NO
- 9. Have you ever accessed the Internet from the Library or the Mastick Senior Center? YES NO
- 10. Have you ever visited the Housing Authority's website at www.alamedahsg.org? YES NO
- 11. Would you find it helpful to have additional information or forms available on the Housing Authority's web site? Please use back of form for suggestions. YES NO
- 12. Please include any additional comments. You may use reverse side of this form to provide feedback.

The following are a few additional questions related to the recent health crisis:

- A. If there are K-12 children in the household, do they have access to the internet for education activities? YES NO N/A
- B. Is getting enough food in your household a problem? YES NO
- C. Is your household accessing local food resources, such as the Alameda Food Bank? YES NO

PLEASE SUBMIT A COMPLETED SURVEY BY SUNDAY, APRIL 14, 2024

5 DIFFERENT WAYS TO SUBMIT ONE COMPLETED SURVEY:

- (1) PLACE IN AHA DROP BOX AT 701 Atlantic Avenue, Alameda, CA 94501
- (2) MAIL TO 701 Atlantic Avenue, Alameda, CA 94501 (Attention: Ombudsman)
- (3) FAX TO (510) 522-7848 (Attention: Ombudsman)
- (4) EMAIL TO ombudsman@alamedahsg.org
- (5) ONLINE FORM: <https://www.surveymonkey.com/r/8Y9FT65>





2023 LANDLORD SURVEY

Dear Housing Authority Landlord:

Because we want to provide the best possible service to our customers, we would appreciate your comments about the service you received in 2023. Please take a few minutes to tell us how well we did our job by checking the box that best matches the service you received. You can submit this survey via mail, fax, email, or online form (see below), Or bring it by the Housing Authority and put it in our drop box at 701 Atlantic Avenue. Please submit one completed survey by Sunday, April 14th, 2024. Thank you for your help!

PLEASE CHECK THE BOX THAT BEST DESCRIBES YOUR EXPERIENCE:

	Greatly Exceeds	Exceeds	Meets	Does Not Meet	Severely Fails
1. Overall, how would you rate the quality of service you received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Overall, how would you rate the responsiveness of staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How would you rate the ability to reach the staff person that you want?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How would you rate the time in which phone calls were returned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How would you rate staff's politeness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How would you rate staff's ability to answer your questions about housing programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Please include any additional comments. You may use back of form or include other sheets.					

The following are a few questions about your use of the Internet.

- A. Do you have access to the Internet from home or work? YES NO
- B. Do you have access to the Internet via a mobile device (iPhone, iPad, etc.)? YES NO
- C. Have you ever accessed the Internet from the Library or the Mastick Senior Center? YES NO
- D. Have you ever visited the Housing Authority's website at www.alamedahsg.org? YES NO
- E. Would you find it helpful to have additional information or forms available on the Housing Authority's website? If so, please list here. YES NO
- F. Have you ever accessed the Rent Café Landlord Portal? YES NO

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2023 Customer Survey

Dear Housing Authority Customer:

Because we want to provide the best possible service to our customers, we would appreciate your comments about the service you received in 2023. Please take a few minutes to tell us how well we did our job by checking the box that best matches the service you received. You can submit this survey via mail, fax, email, or online form (see below). Or bring it by the Housing Authority and put it in our drop box at 701 Atlantic Avenue. Please submit one completed survey by Sunday, April 14th, 2024. Thank you for your help!

PLEASE CHECK THE BOX THAT BEST DESCRIBES YOUR EXPERIENCE:

	Greatly Exceeds	Exceeds	Meets	Does Not Meet	Severely Fails
1. Overall, how would you rate the quality of service you received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Overall, how would you rate the responsiveness of staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How would you rate the ability to reach the staff person that you want?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How would you rate the time in which phone calls were returned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How would you rate staff's politeness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How would you rate staff's ability to answer your questions about housing programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How would you rate the appearance of your apartment <u>complex</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How would you rate the maintenance of your apartment <u>complex</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. How would you rate the maintenance of your <u>apartment</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. How would you rate your feeling of safety when in your <u>apartment</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. How would you rate your feeling of safety when in the common areas of your apartment <u>complex</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following are a few questions about your use of the Internet.

12. Do you have access to the Internet from home or work? YES NO
13. Do you have access to the Internet on a mobile device such as an iPhone or tablet? YES NO
14. Have you ever accessed the Internet at Alameda Library or Mastick Senior Center? YES NO
15. Have you ever visited the Housing Authority's website at www.alamedahsg.org? YES NO
16. Would you find it helpful to have additional information or forms available on the Housing Authority's web site? Please use back of form for details. YES NO
17. Please include any additional comments. You may use back of form or include other sheets.





The following are a few additional questions related to the recent health crisis:

- A. If there are K-12 children in the household, do they have access to the internet for education activities? YES NO N/A
- B. Is getting enough food in your household a problem? YES NO
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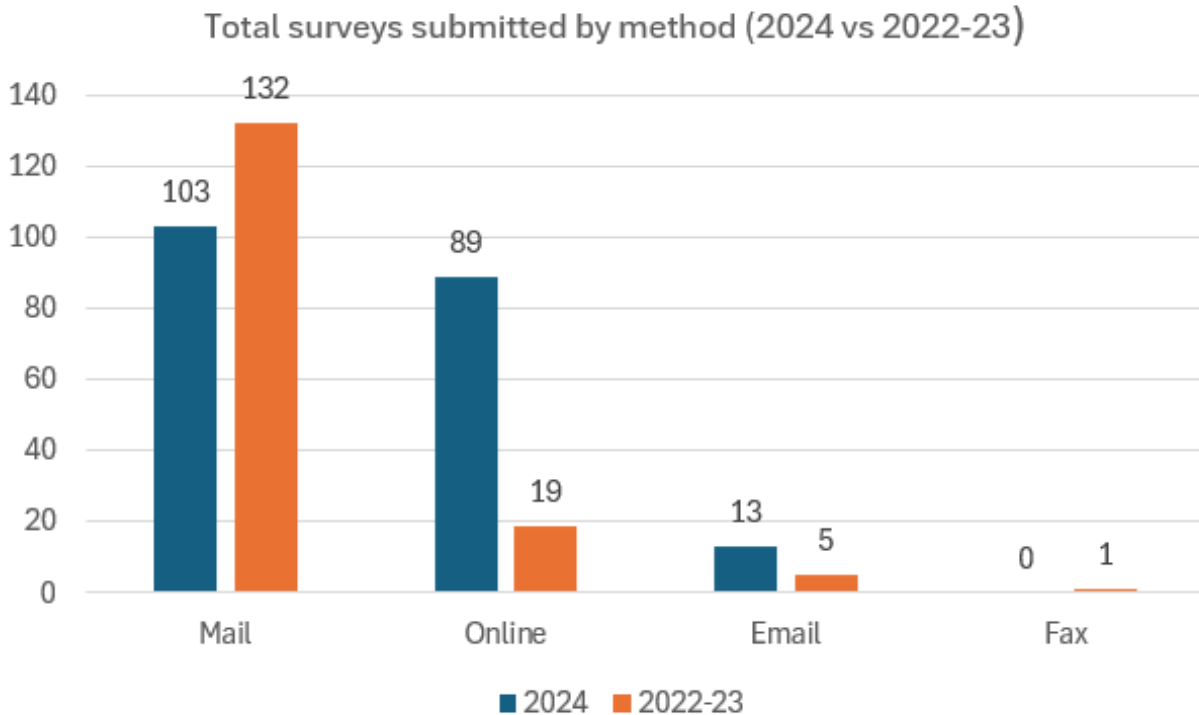


Introduction:

Since 1993, the Housing Authority of the City of Alameda (AHA) has conducted an annual survey to measure customer satisfaction. The 2024 survey was conducted between March 1, 2024, and April 14, 2024. The 2024 survey requested feedback on customer experience from AHA tenants, AHA landlords, and AHA housing program participants. Survey questions ranged from AHA customer service to food access to technology usage. Each survey included additional questions that were customized specifically to each survey group (tenant, landlord, or program participant). The survey forms for each survey group are included in the September 2024 Board Memo.

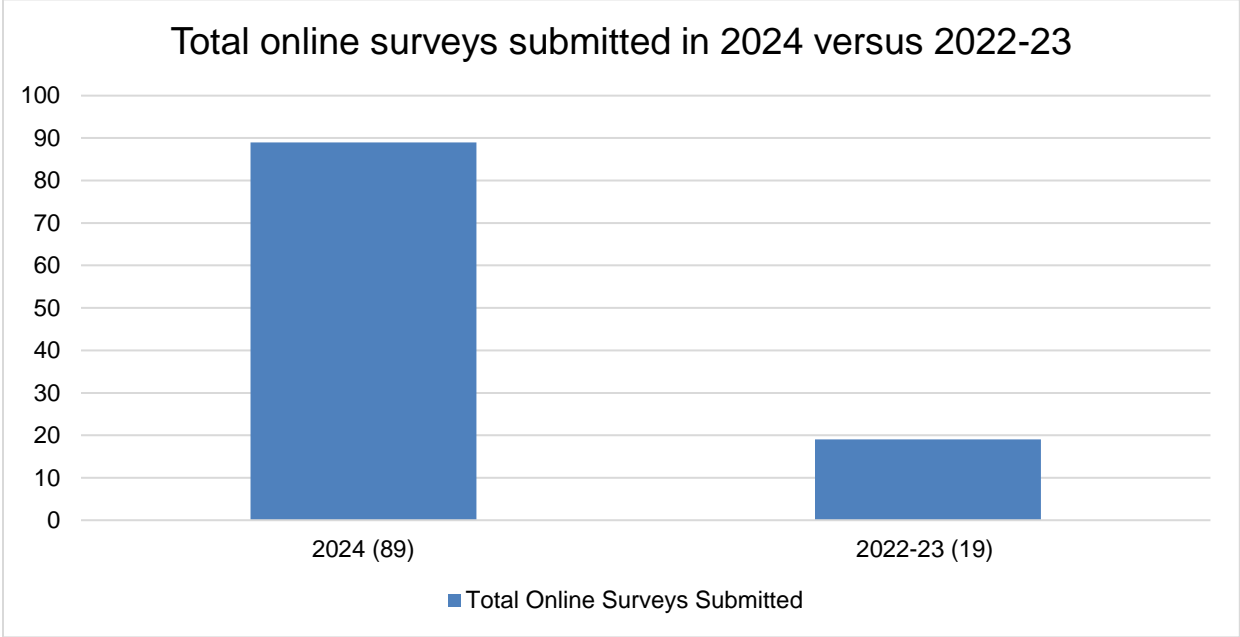
Survey Response Methods:

As part of the 2024 survey, all survey participants were mailed a printed version of the survey with instructions on how to submit one survey via fax, email, mail, in-person, or via an online form. Plus, an email was sent to every surveyed tenant, landlord, or program participant that had an email on file with AHA. 1,333 total surveys were mailed out and 206 surveys were returned to AHA. Below is a chart that details data related to survey response methods in 2024 survey and the 2022-23 survey.

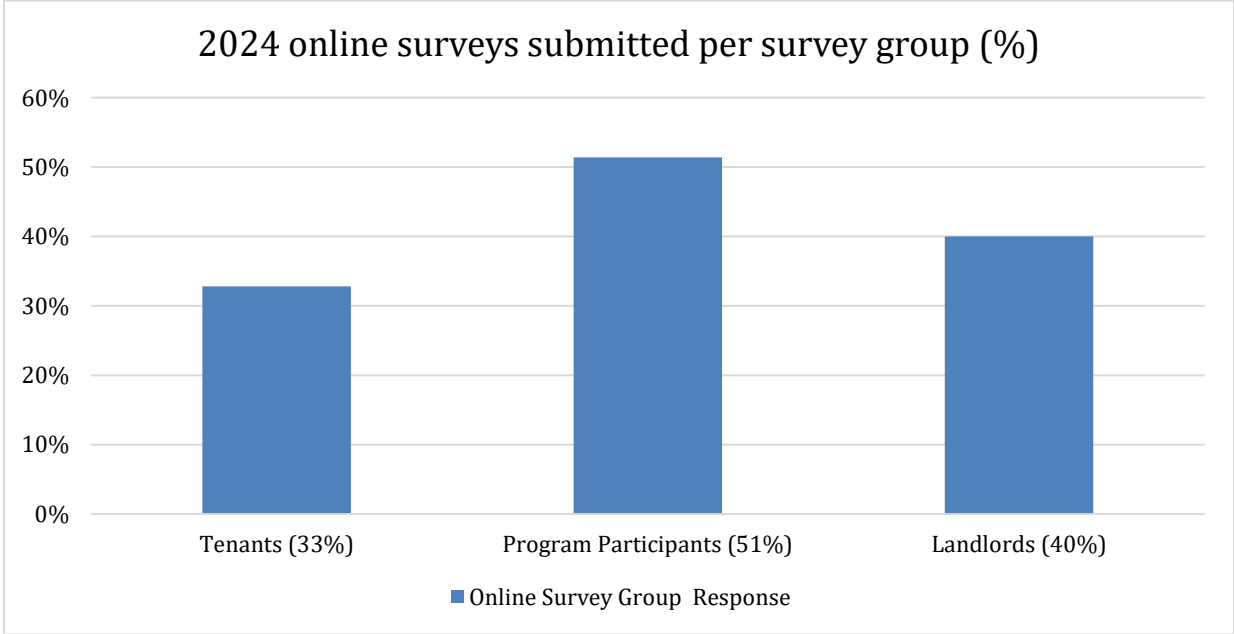


Online Response

AHA continues to utilize multiple survey return submission methods (email, mail, in-person, fax, or online form) to maximize survey response. The 2024 survey was the third year of AHA offering an online survey option with 43.2 percent of all completed surveys submitted via an online form. Please see the bar graphs below to review how the 2024 online survey completion compares to the 2022-23 online survey submission totals.

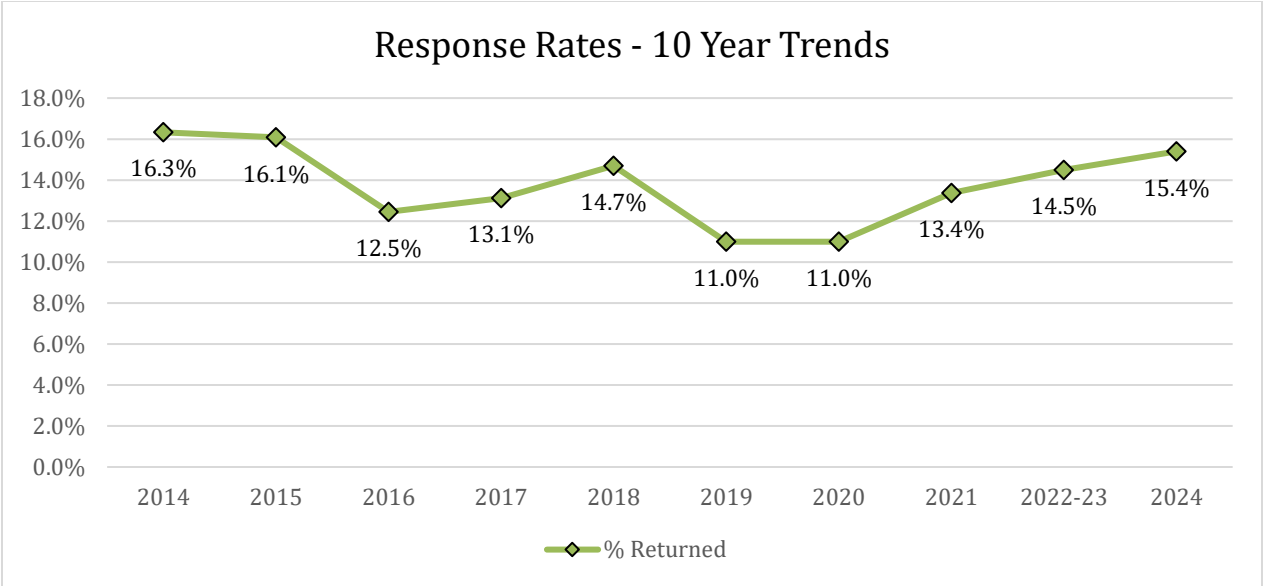


The chart below highlights the percentage of total surveys that were submitted online within each specific survey group (tenants, participants, landlords).

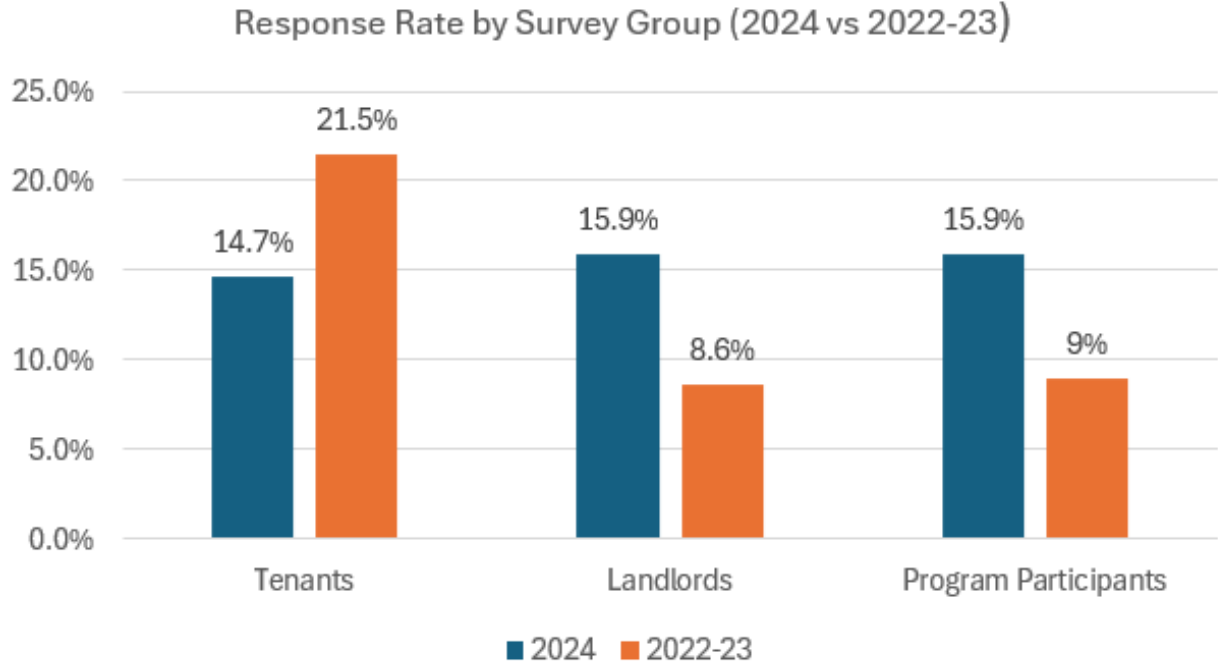


Response Rates:

A total of 1,333 surveys were issued, and 206 were returned for a response rate of 15.4 percent. The 2024 response rate aligns to the response rates from previous survey years, as indicated below.



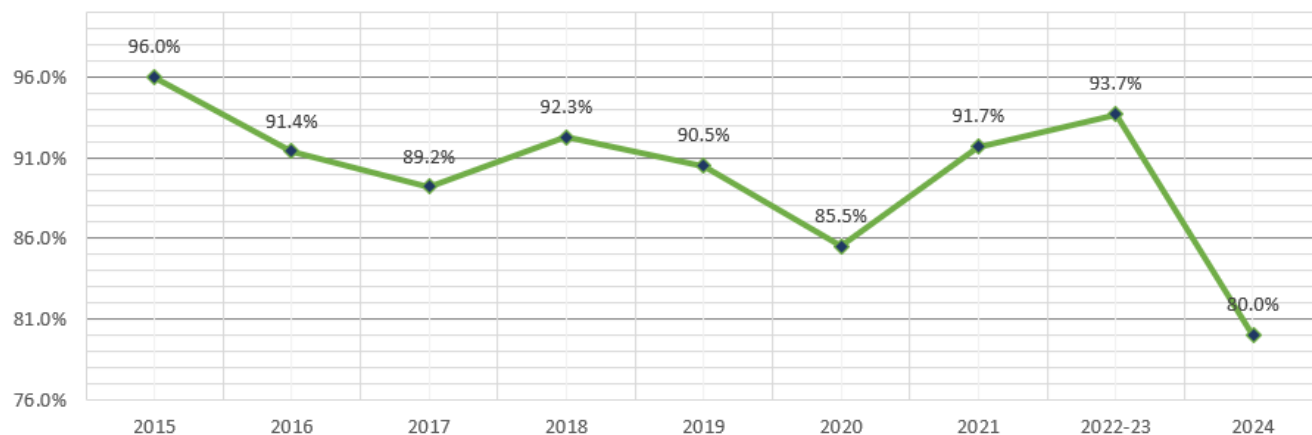
The chart below contains the 2024 response rate for each survey group (landlord, tenant, and housing program participant) in comparison to the survey from 2022-23.



Overall Quality of Service

All respondent groups (tenants, landlords, program participants) were asked if they felt that the “overall quality of service provided” was meeting or exceeding expectations. The charts below illustrate the respondents’ level of customer satisfaction over the last 10 years.

Overall Customer Satisfaction - Meet/Exceeds

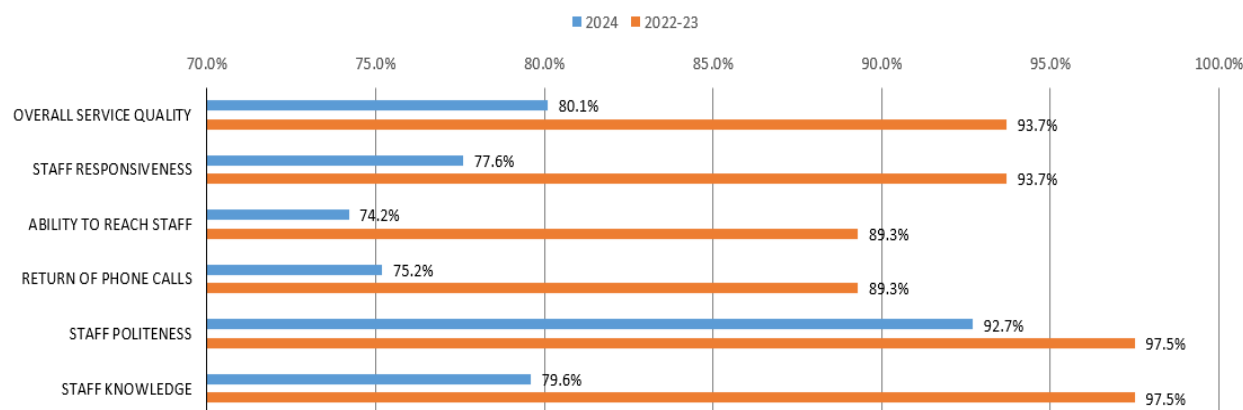


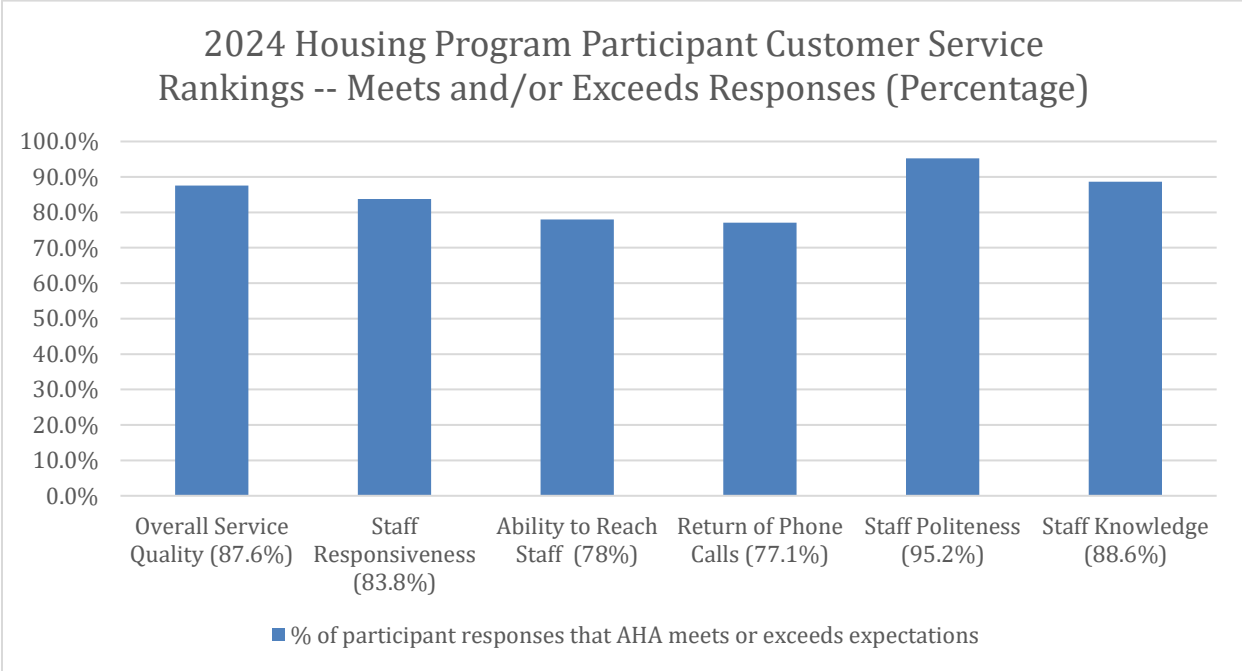
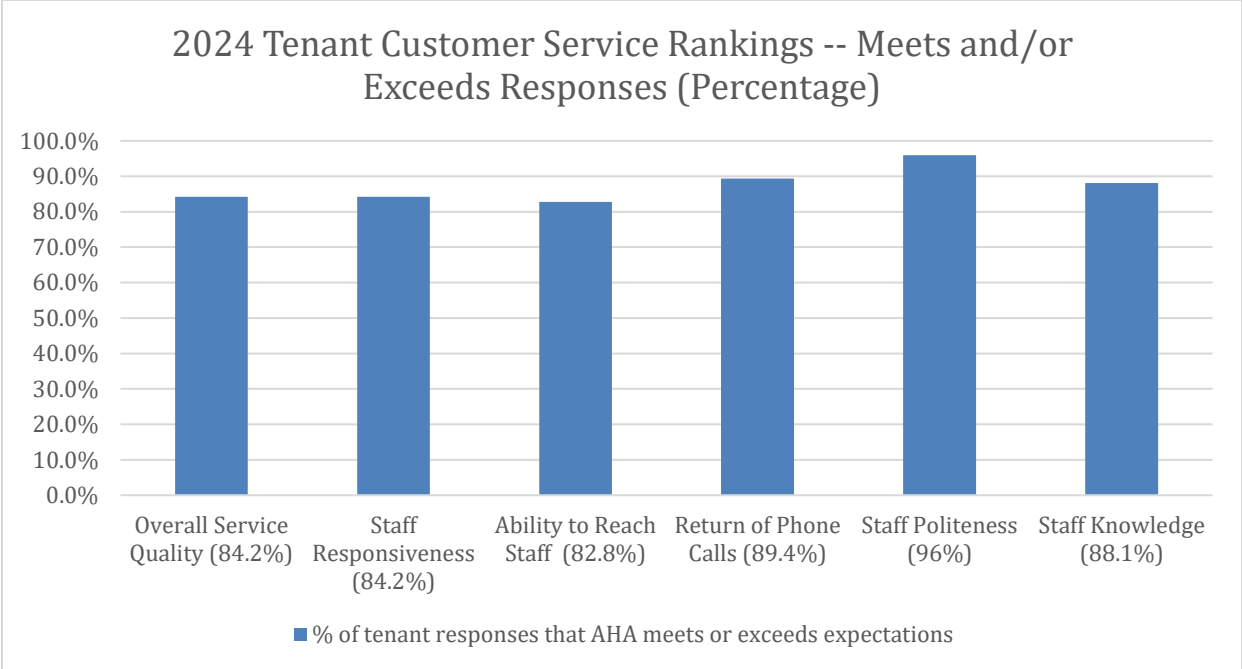
All surveys included six standard questions, each question with a focus on specific customer service elements. A current year (2024) to previous year (2022-23) comparison of survey responses is shown in the chart below. To extend further customer support, AHA’s Ombudsman program serves as a solution-oriented resource that landlords, tenants, and housing program participants can contact to resolve issues and submit complaints. Furthermore, AHA staff is actively encouraging AHA stakeholders (tenants, landlords, program participants) to leverage AHA’s online platforms (i.e., landlord portal, tenant portal) to address routine administrative tasks.

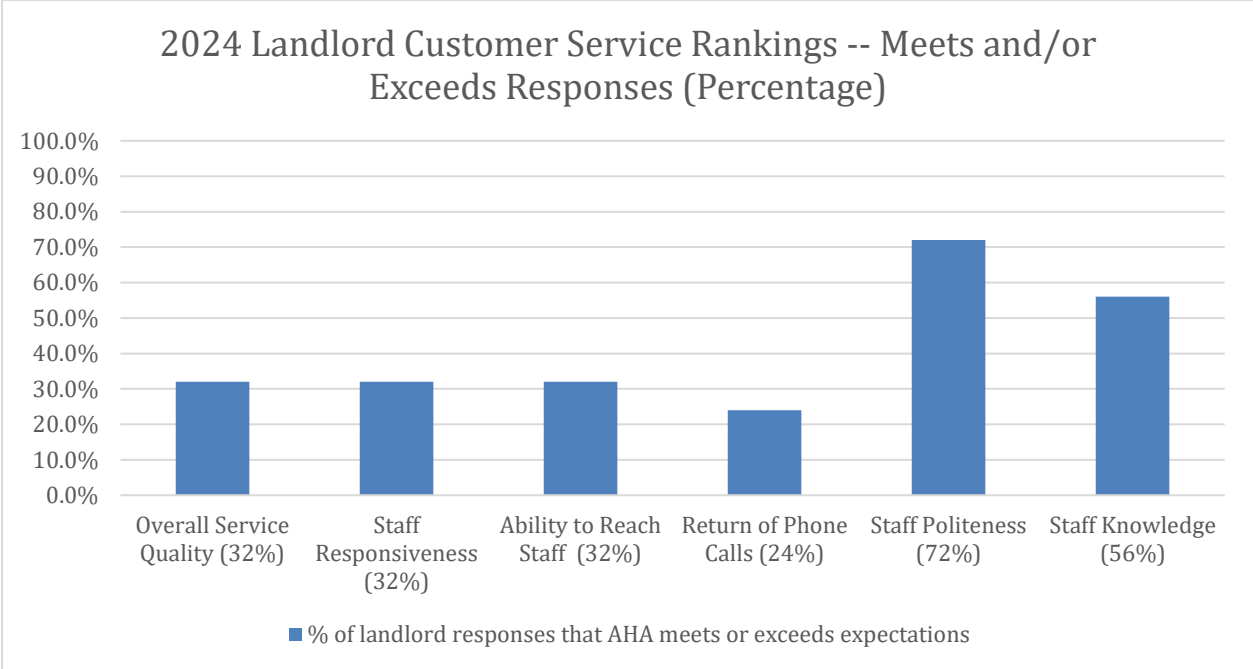
Overall Customer Service Feedback (per each survey group):

Below you will find customer service factors ranked by each specific survey group (tenants, program participants, and landlords) in the 2024 Customer Survey.

Overall Customer Service - Year to Year Comparison - Meets and Exceeds Responses

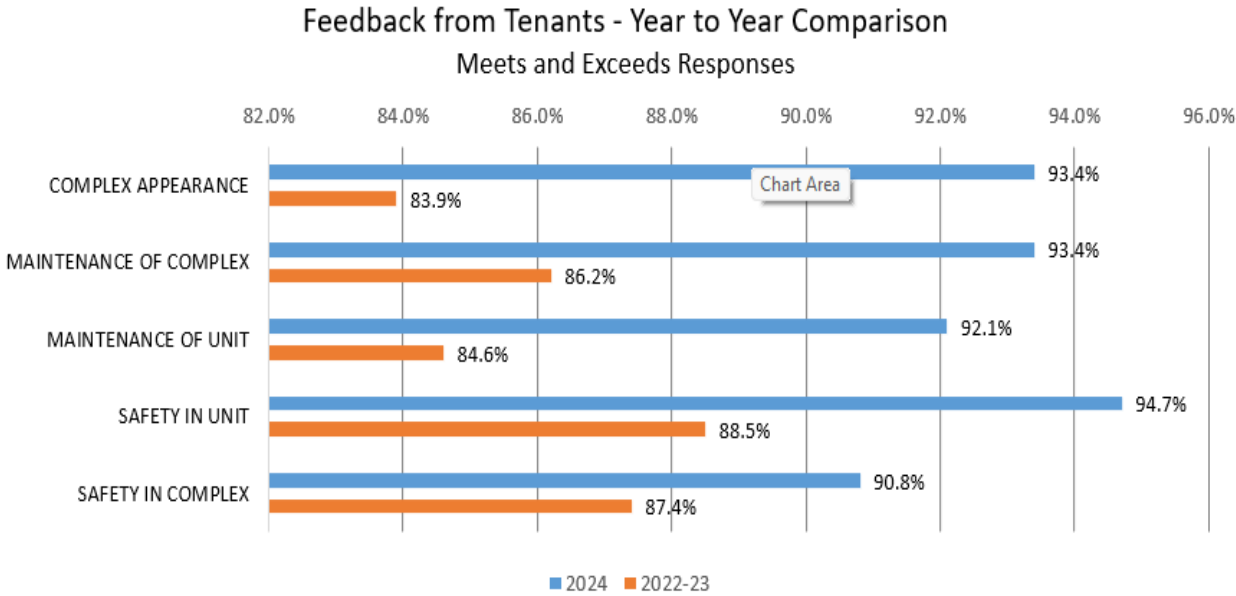






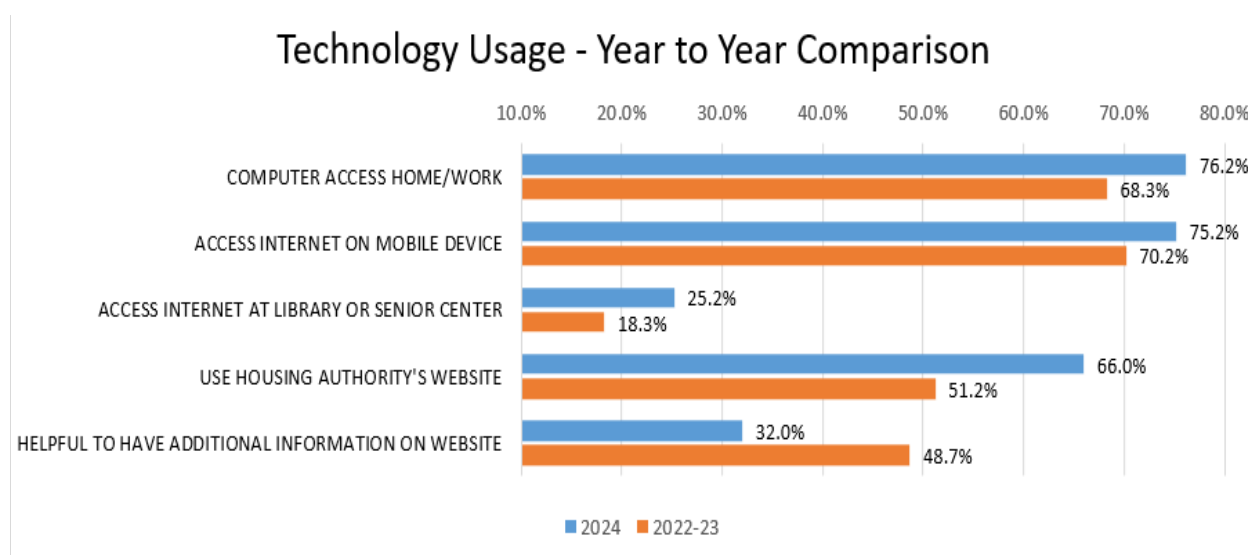
AHA Tenant Feedback:

One series of questions related to the 2024 survey applied only to tenants at AHA owned properties. Review below for AHA tenant survey feedback regarding different aspects of property management. Based on survey results, customer satisfaction of tenants at AHA properties increased in 2024 (in comparison to 2022-23).



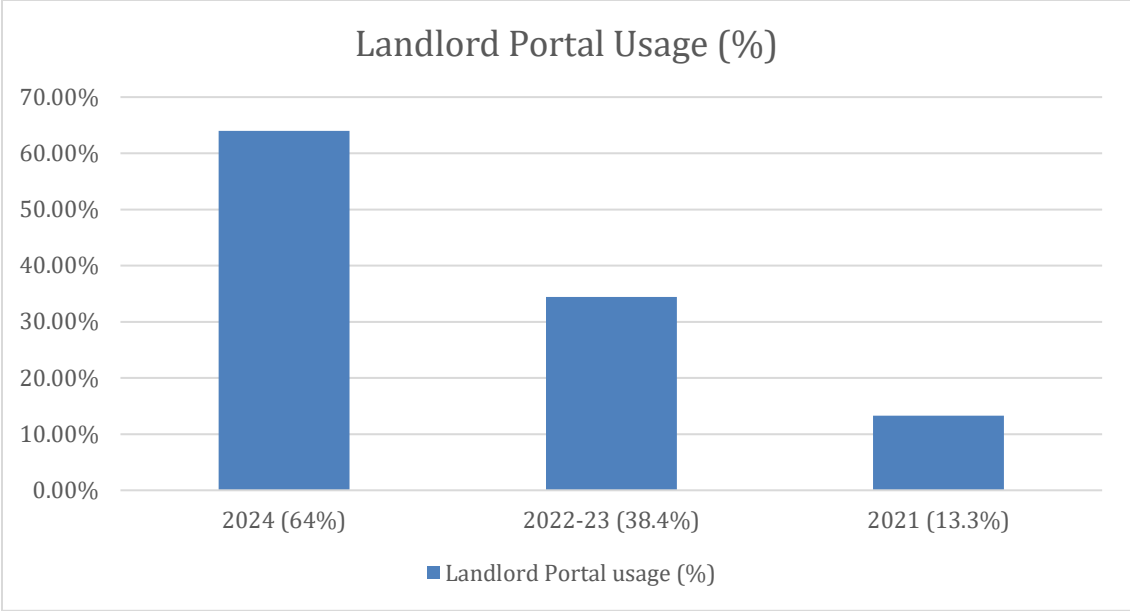
Use of Technology:

In 2005, questions were added to the landlord, tenant, and program participant survey to elicit information regarding customers’ ability to access the internet and information on AHA’s website. The responses to the 2024 survey indicate increased access to computers and the internet by landlords, tenants, and program participants. Also, the survey responses demonstrate that AHA’s website (www.alamedahsg.org) continues to gain increased engagement with survey respondents and is deemed a helpful online tool, with only 32 percent of survey respondents indicating that AHA’s website needs more information, compared to 48 percent in 2022-23.



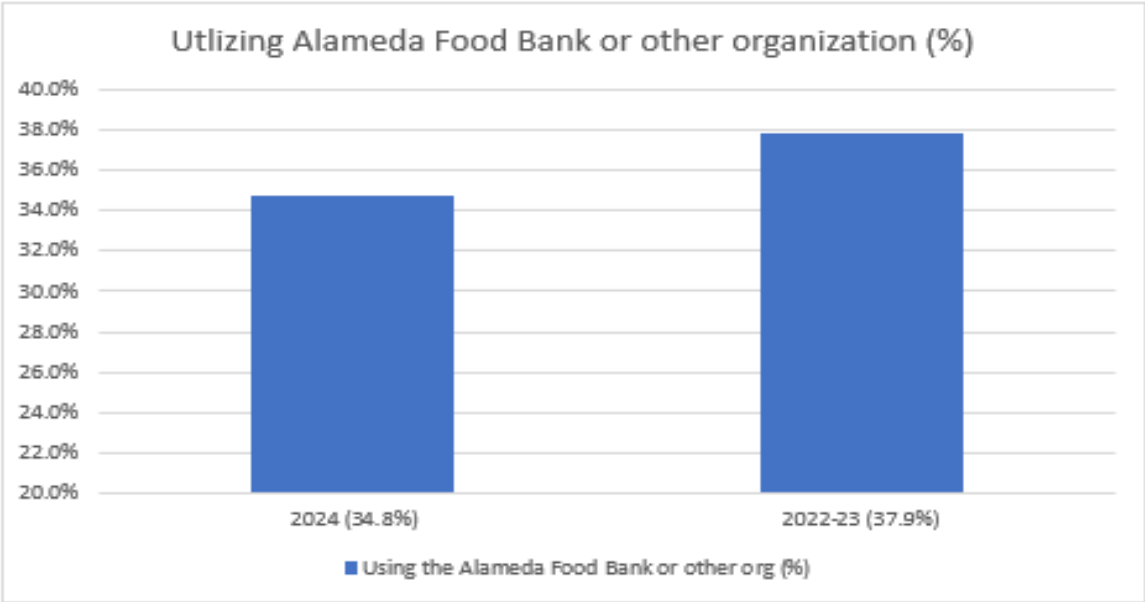
Landlord Portal Usage:

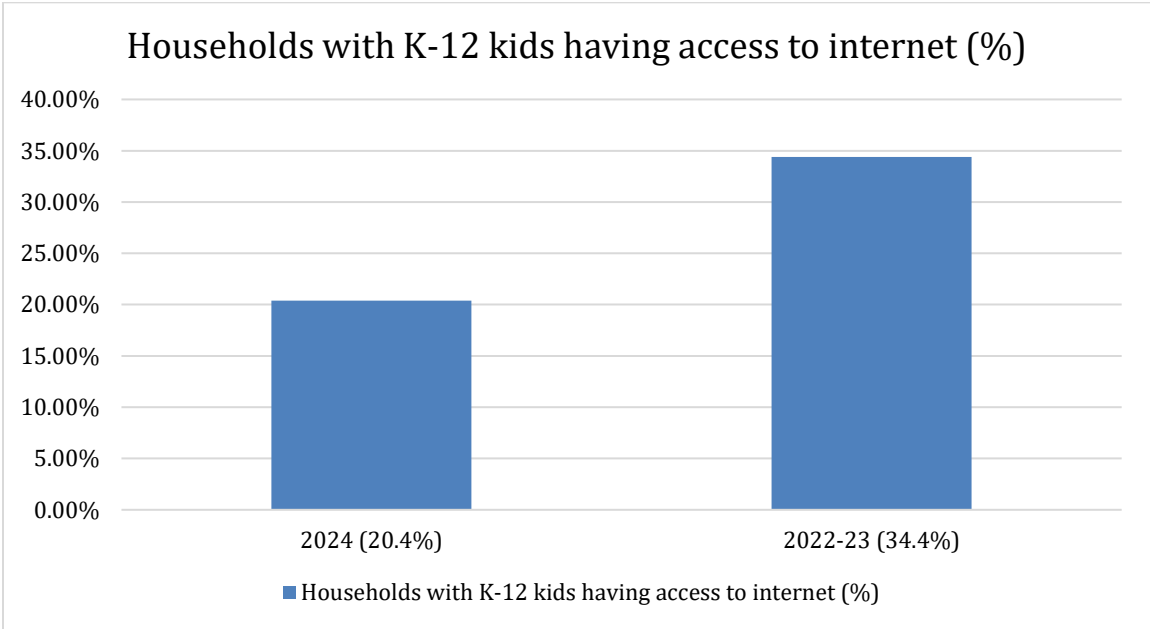
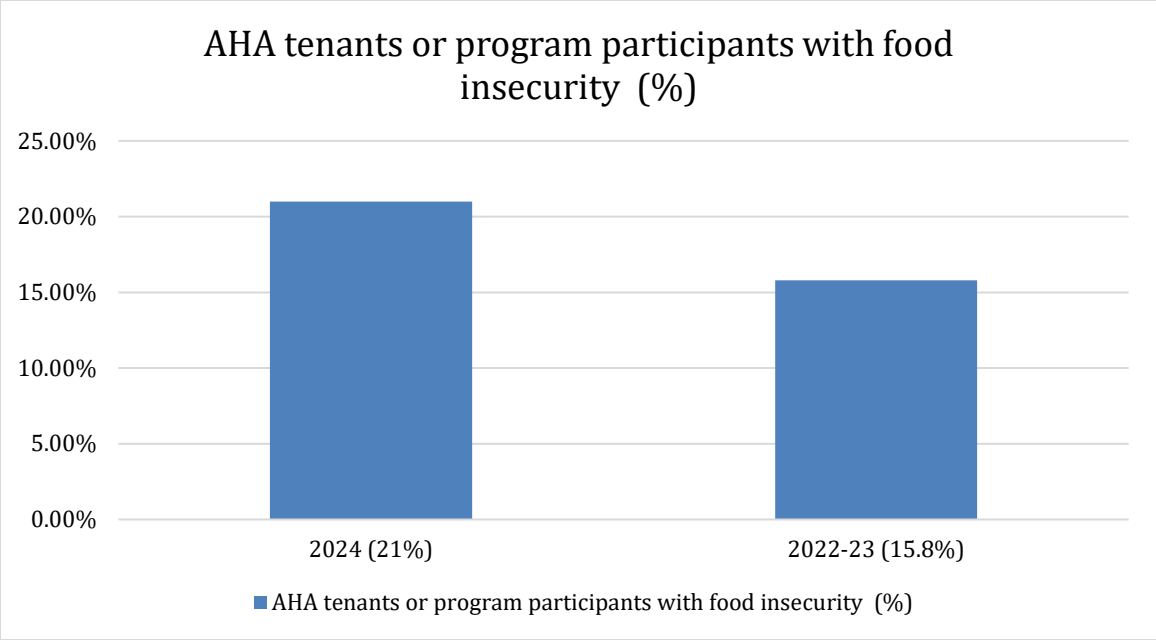
The 2024 survey included a question specific to landlords in which landlords were asked if they have “ever accessed the landlord portal?” The surveyed landlords demonstrated an increase in the usage of the landlord portal, which we believe is due to AHA’s outreach and education efforts to landlords and the utility of the monthly landlord portal outreach sessions for landlords. The percentage of surveyed landlords who have accessed the landlord portal increased from 38.4% in 2022-23 to 64% in 2024, not quite 100% landlord adoption yet, but yet this increase represents tremendous growth since the 2021 survey, when only 13.3% of surveyed landlords were utilizing the landlord portal.



Health Crisis Questions:

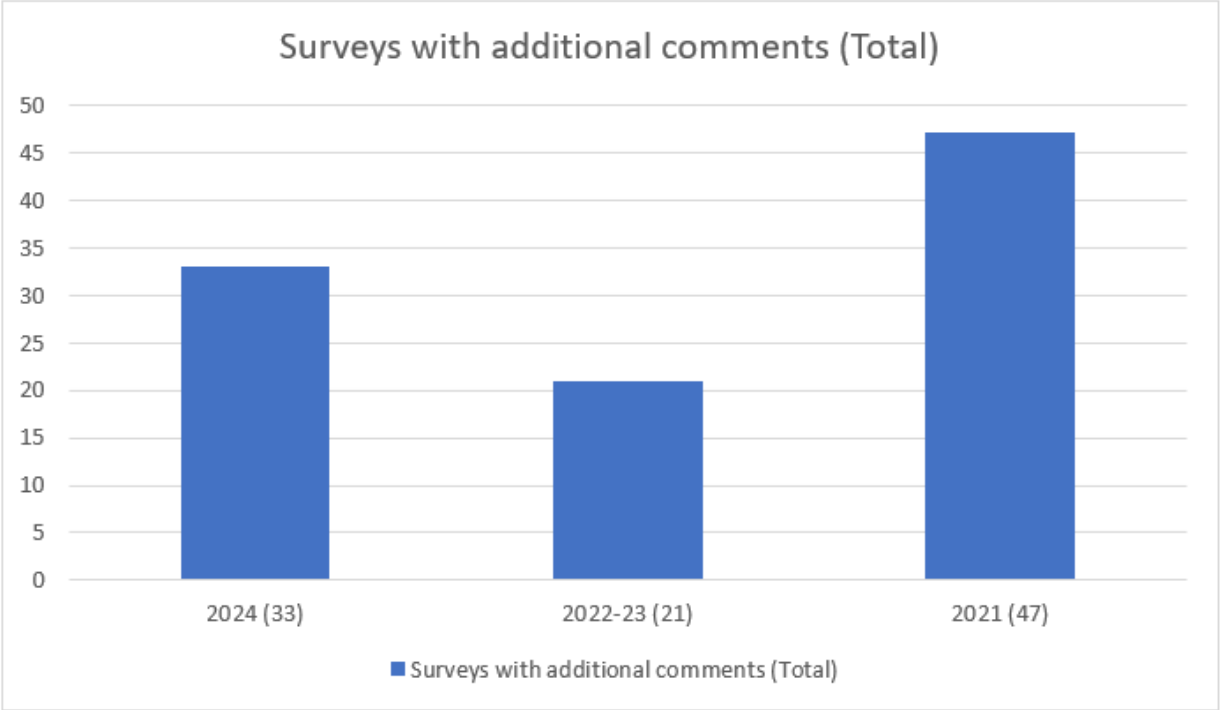
Similar to the survey in recent years, the 2024 survey for both participants and tenants included three additional questions that related to internet access for families with K-12 children, household food insecurity, and accessing local food resources. The 2024 survey results indicated that more households are experiencing food insecurity in comparison to the 2022-23 survey. AHA continues to coordinate with the Alameda Food Bank to deliver food weekly to either Independence Plaza (first and third Tuesday of each month) or Anne B. Diament (second and fourth Tuesday of each month). Please review the charts below for data related to the internet for K-12 children, household food insecurity, and accessing local food resources.



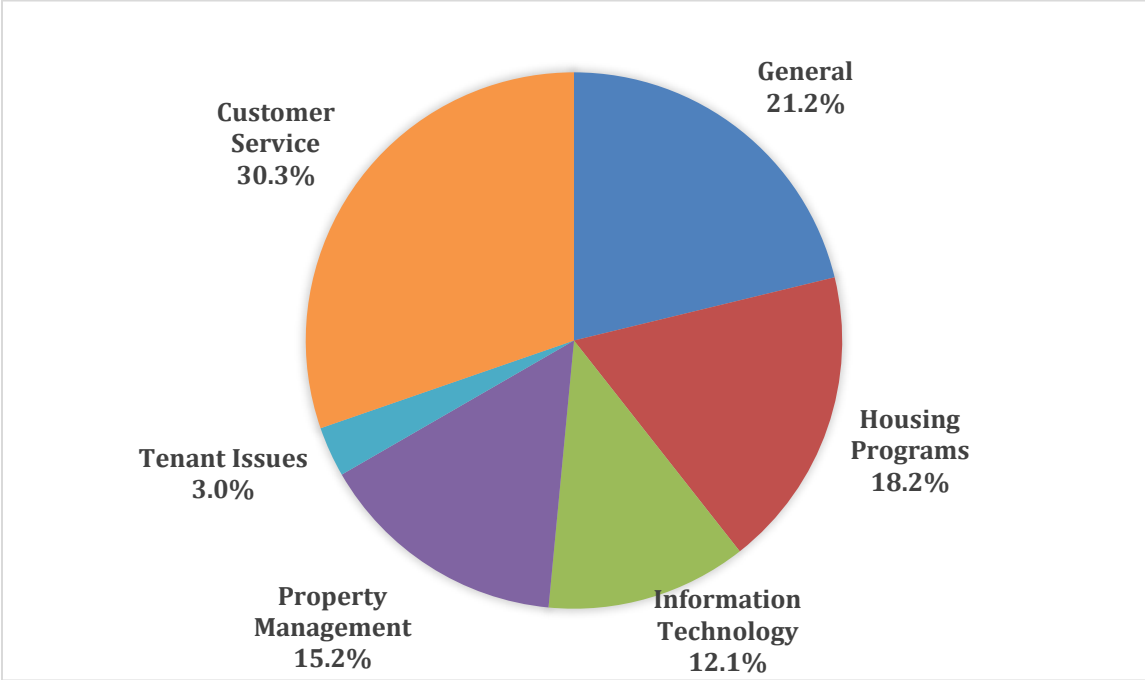


Additional Comments:

On all surveys, survey respondents had the option to submit additional comments on each survey form. The first chart (top) lists total comments submitted within the last three survey cycles (2021, 2022-23, 2024). The second chart (below) categorizes the additional comments by topic in the 2024 survey.



Additional comments by category in 2024 (%)



2024 Customer Survey Summary:

The response rate of the 2024 survey was the highest response rate since 2015 and included the highest number of online surveys (89) ever submitted, which reflects more than a 400% increase in online surveys received in comparison to the 2022-23 survey. Furthermore, this 2024 customer survey provided the Housing Authority of the City of Alameda (AHA) with some valuable input from AHA stakeholders (tenants, program participants and landlords) regarding customer service. Most notably, thoughtful feedback and recommendations related to customer service, staff availability and staff responsiveness.

The list of questions specific to AHA tenants produced important data related to property management; and the feedback is positive, as 90% of surveyed AHA tenants rated AHA in meeting or exceeding expectations across five different categories, including: complex appearance (93.4%), maintenance of complex (93.4%), maintenance of unit (92.1%), safety in unit (94.7%), and safety in complex (90.8%).

There are also macro conditions that could have impacted the 2024 customer service ratings. The factors listed below are conditions that differ from previous survey years:

Survey methodology

- The online survey process has changed, a survey respondent can submit multiple survey responses, although survey respondents were asked to limit themselves to one survey submission.

Landlords

- 23 new, first-time landlords have joined AHA's Housing Choice Voucher program, creating a large number of first-time housing providers in need of education and technical assistance.
- HPD must now enforce landlord compliance with State Assembly Bill 1482, which limits the maximum rent increases to 5% (plus the local Consumer Price Index). This year the CPI is 8.8%.

Tenants

- AHA's third party property management company underwent heavy staff turnover in Spring of 2024.
- One possible reason for a decrease in customer service satisfaction among tenants is that within the past year, over one third of tenants have been issued with a legal notice of non-payment of rent (by FPI Management). Almost all tenants have maintained their tenancy with financial assistance from legal aid and a payment plan, but it has strained AHA's relationship with tenants.

Since 2023, a third of AHA tenants were issued with a legal termination notice for non-payment of rent (by FPI Management) due to the lifting of the eviction moratorium. Most households have now paid past due rent in full or have entered into a payment agreement, but several tenants continue to owe large amounts in back rent and are subject to legal action. At the same time, issuance of lease violation and notices of termination for issues other than payment (e.g., hoarding and habitability) also restarted with the lifting of the moratorium.

Housing Program Participants

- AHA's Housing Programs have seen major policy changes in the past year due to MTW. For example, housing program participants moved from annual recertifications to triennial recertifications, and changes in the way income changes are calculated which has caused some additional calls from participants.
- AHA has increased the number of formerly homeless residents being enrolled into AHA's housing programs, which may have resulted in an increased number of tenant/landlord issues.
- HUD removed their COVID era waivers and as a result, AHA engaged in more enforcement activities for participants, including participants who fail to report income.

To address the sources of decreased customer satisfaction among AHA landlords, AHA staff and leadership are currently developing and implementing protocols, trainings, and best practices to improve customer service delivery to landlords. AHA in response to the 2024 customer survey results is implementing these new operational procedures and practices:

1. Annual customer service training for all AHA staff in customer-facing positions. Completed in August 2024.
2. HPD staff are offering general office hours to landlords. Starting in September 2024.
3. HPD staff to check in with all new landlords 90 days after onboarding.
4. HPD is to closely track and ensure timely inspections and abatements.
5. HPD to add third party service to answer inbound calls with live person ready to notate/forward information.
6. HPD considering survey of all landlords via a third-party service.
7. Ombudsman is increasing frequency of landlord newsletters to quarterly instead of bi-annual starting in Sept 2024.
8. Ombudsman partnering with LifeSteps and Alameda Food Bank (AFB) to boost awareness and outreach of AFB services.

9. Ombudsman exploring other funding and tech deployment options to address the digital divide for AHA residents.
10. AHA's Portfolio Management department to instruct FPI management to walk AHA properties more frequently to engage tenants.

Current existing programs and services that AHA offers to AHA stakeholders:

1. Continue monthly landlord portal training sessions.
2. The Ombudsperson is to continue to provide housing resources to all inquiries from the general public and the Ombudsperson is to continue to respond to all inquiries from AHA stakeholders within two business days (typically sooner).
3. Remind tenants that they can visit monthly HPD office hours.
4. Remind tenants (at specific properties) about Wi-Fi Hot spots and tablet rental program.
5. Continue to notify tenants regarding upcoming events and services.
6. Continue partnerships w/ local community based organizations, such as LifeSteps, Mastick, Alameda Family Services, Center for Elders Independence, and Drawbridge to respond to client needs and enhance customer service at our sites.

AHA Housing Programs staff, Reasonable Accommodations staff, Ombudsman program staff, Human Resources staff, and some members of the Portfolio Management department attended a Customer Service (Public Sector) training in mid-August to further educate staff about different communication styles, effective listening techniques, building rapport and empathy, methods to deal with difficult situations, responsiveness, and how to effectively communicate via phone and email.

AHA staff also attends quarterly trainings (from agencies like Lighthouse Center for the Blind, Trauma-Informed Care training, and Oakland LGBTQ Community Center) to better understand the diverse community groups AHA serves and develop effective methods of communication with those diverse groups. Also, in early 2024, AHA staff attended a communications training presented by Liebert Cassidy Whitmore.

Lastly, based on the 2024 survey data, one in five AHA households face food insecurity and one in five households with K-12 children do not have internet access. These are fundamental needs that AHA will focus on to increase awareness and improve access to food resources (such as the Alameda Food Bank) with AHA's social services provider (LifeSteps). Plus, beyond the tablet rental program and Wi-Fi hot spots at five AHA properties, AHA is exploring how to develop additional programming and partnerships that can provide internet resources for households with children K-12. Some of those current activities include having internet service providers, which have low-income

programs, present their services to residents (onsite at AHA properties) and potentially having AHA provide free internet service to select AHA properties.



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Customer Satisfaction Survey

2024 PRESENTATION

AT A GLANCE

The Annual Survey

- Survey conducted since 1993
- Standardized format for the last 12 surveys
- Categories: Tenants, Landlords, and Program Participants
- Randomized Sample Sizes:
 - 100% of all Tenants
 - 33% of all Landlords
 - 33% of all Program Participants
- Customized survey for each category



SURVEY DIMENSIONS

THREE DIFFERENT QUESTIONNAIRES

Landlords Only

- Rent Café portal question

Tenants Only

- 5 property feedback questions

Program Participants and Tenants

- 3 health crisis questions

All Surveys

- 6 customer service questions
- 5 technology usage questions
- Prompt for additional comments



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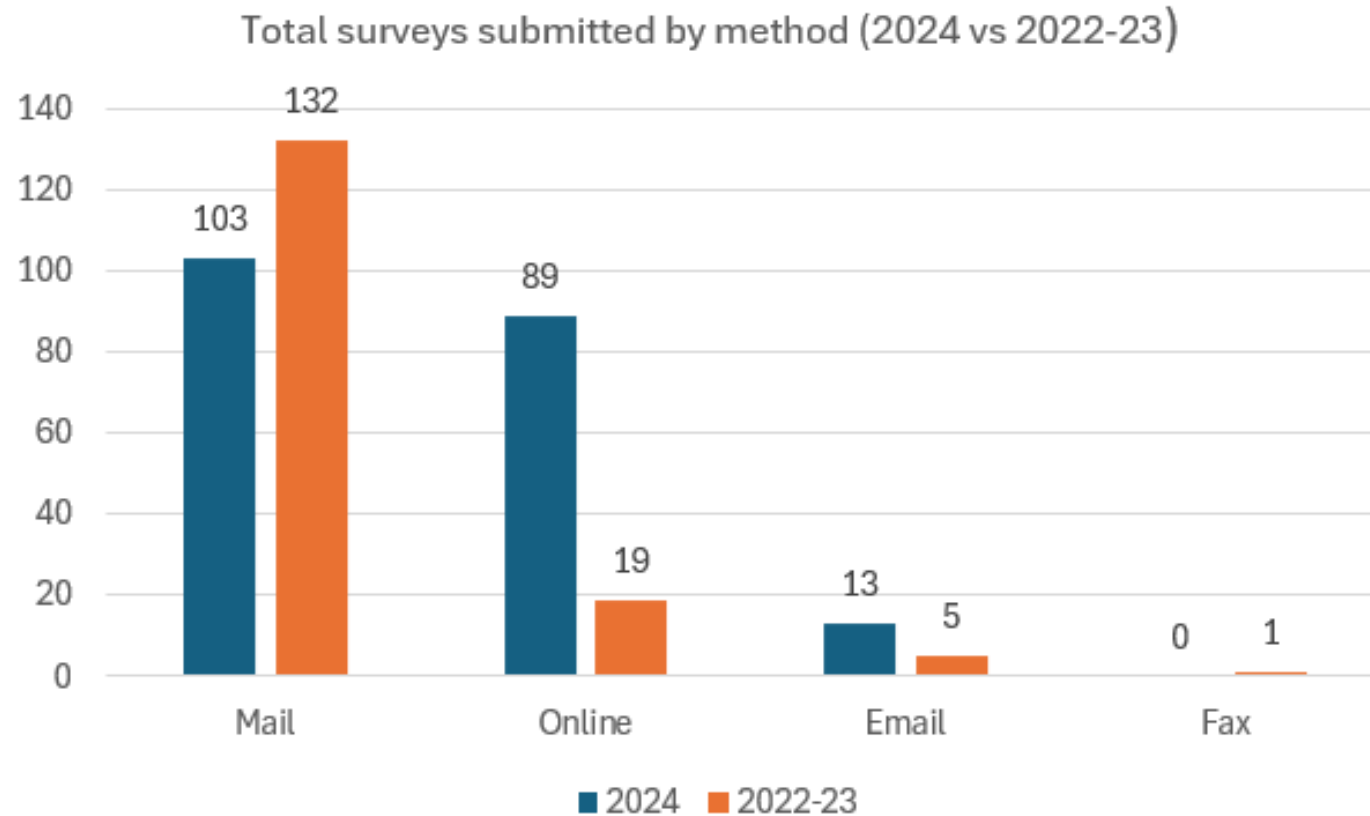
Changes Since Last Survey

- The online survey process has changed - a survey respondent can now submit multiple survey responses, although survey respondents were asked to limit themselves to one survey submission.
- AHA's Housing Programs have seen major policy changes in the past year due to MTW. For example, housing program participants moved from annual recertifications to triennial recertifications, and changes in the way income changes are calculated which has caused some additional calls from participants.
- In this period, HUD removed their COVID era waivers and as a result, AHA engaged in more enforcement activities for participants, including participants who fail to report income. In addition, HPD must now enforce landlord compliance with State Assembly Bill 1482, which limits the maximum rent increases to 5% (plus the local Consumer Price Index). This year the CPI is 8.8%.
- Since 2023, a third of AHA tenants were issued with a legal termination notice for non-payment of rent (by FPI Management) due to the lifting of the eviction moratorium. Most households have now paid past due rent in full or have entered into a payment agreement, but several tenants continue to owe large amounts in back rent and are subject to legal action. At the same time, issuance of lease violation and notices of termination for issues other than payment (e.g., hoarding and habitability) also restarted with the lifting of the moratorium.

Survey Response Rate by Method

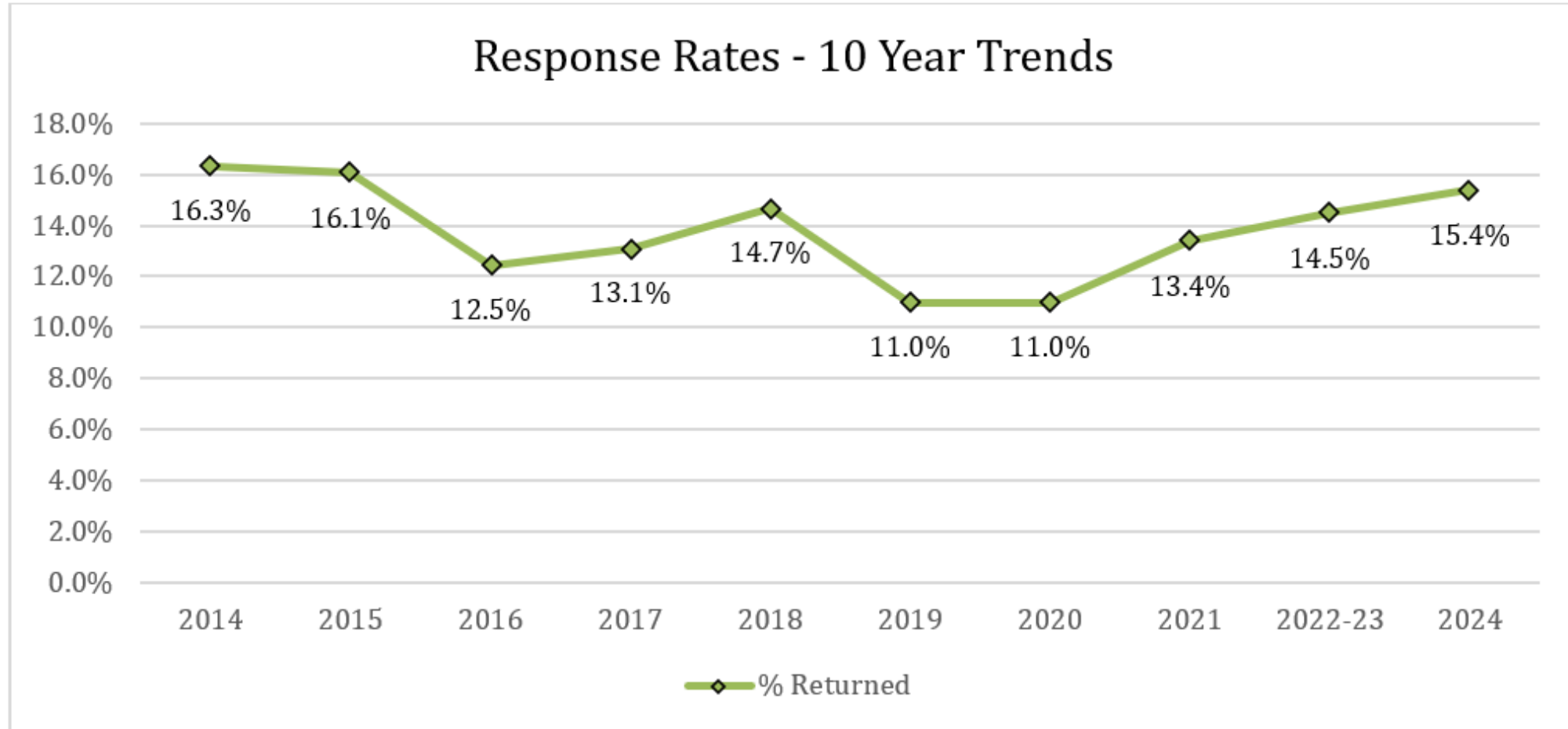
All survey participants were mailed a printed version of the survey with instructions on how to submit one survey via fax, email, mail, in-person, or via an online form. Plus, a survey was emailed to every surveyed individual that had an email address on file with AHA.

For clarification, in 2023 AHA conducted a combined survey for both 2022 and 2023, which was published in a single report.



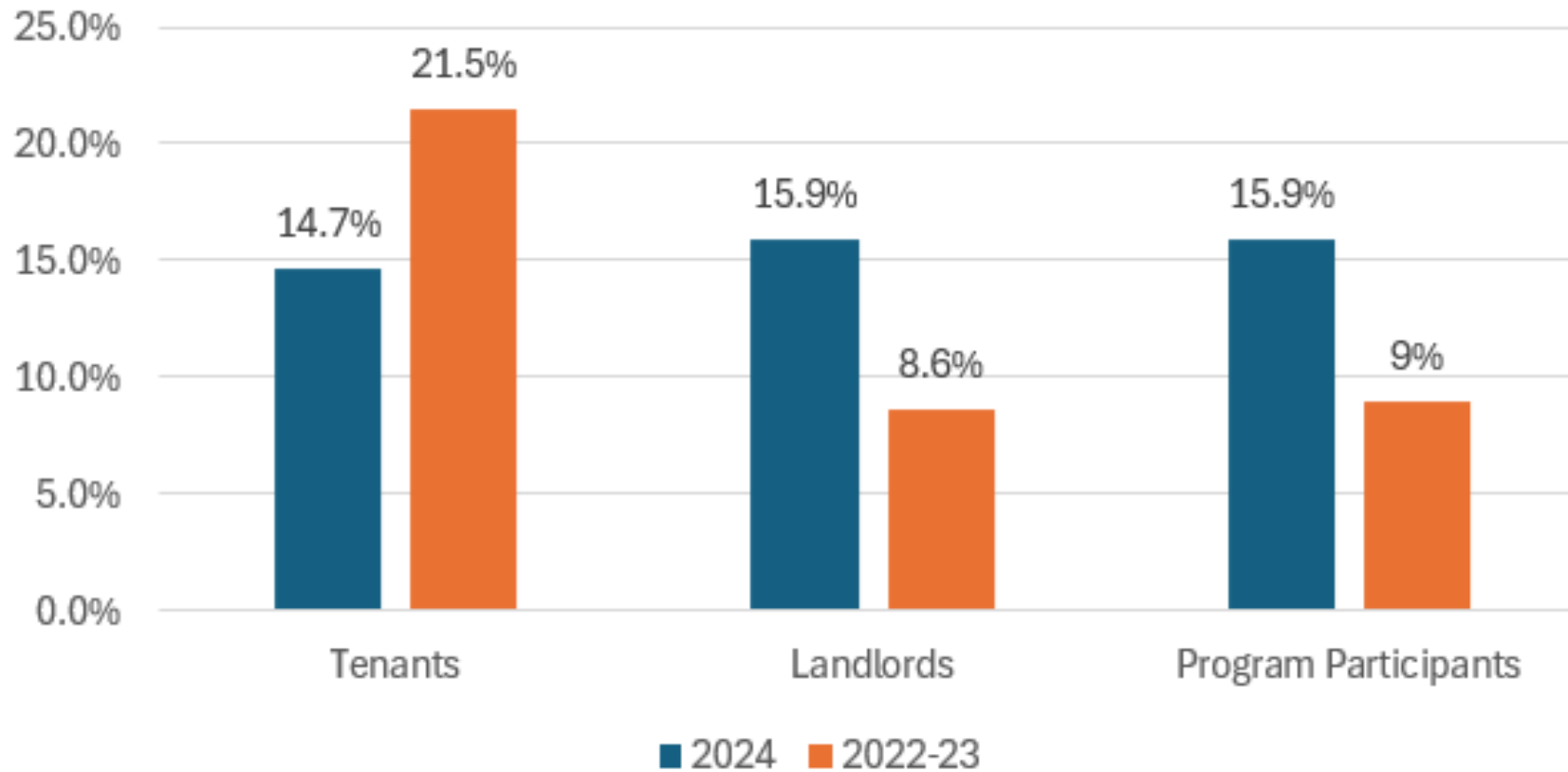
Overall Survey Response Rate

1,333 surveys mailed and 206 returned in 2024.



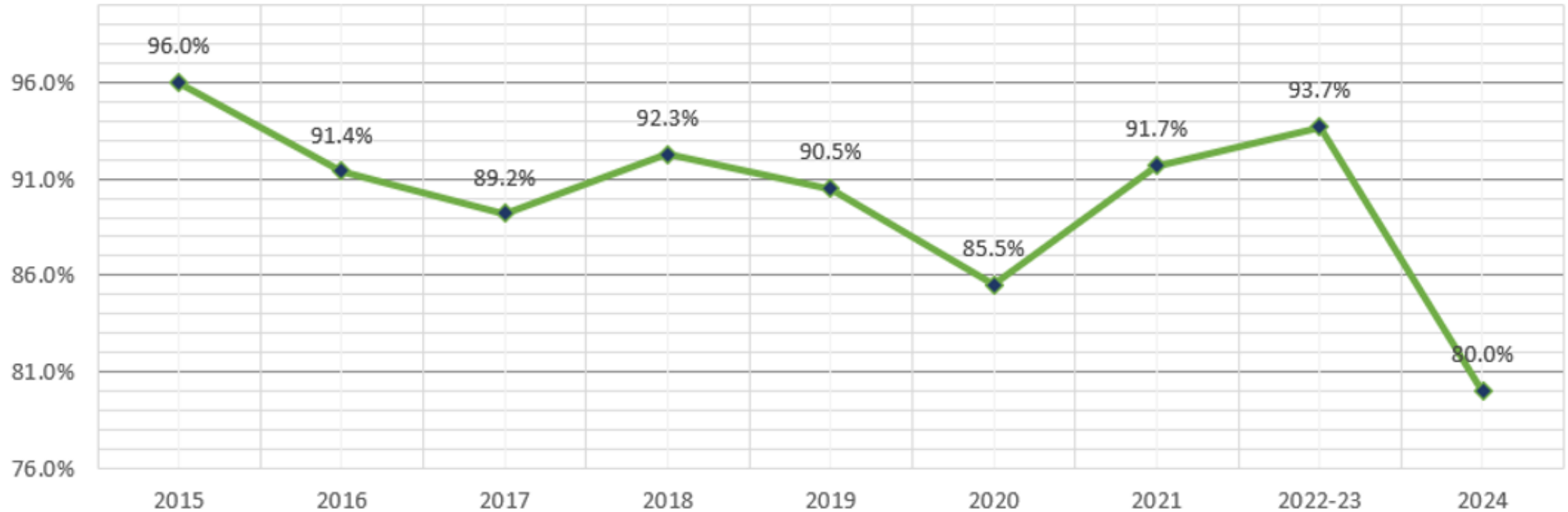
Survey Response Rates by Group

Response Rate by Survey Group (2024 vs 2022-23)



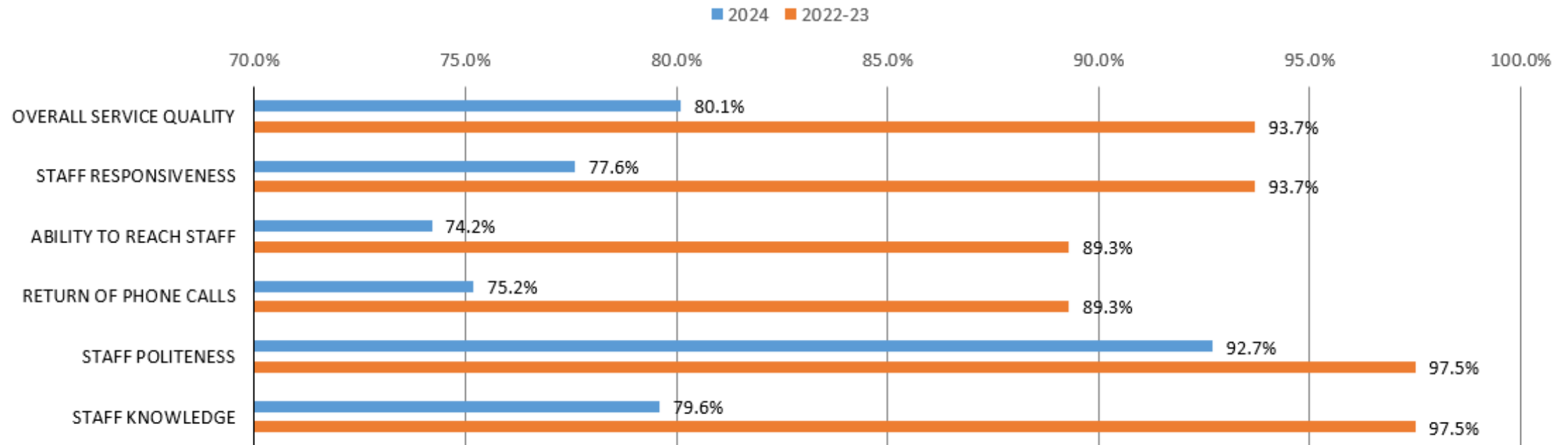
Overall Customer Satisfaction

Overall Customer Satisfaction - Meet/Exceeds

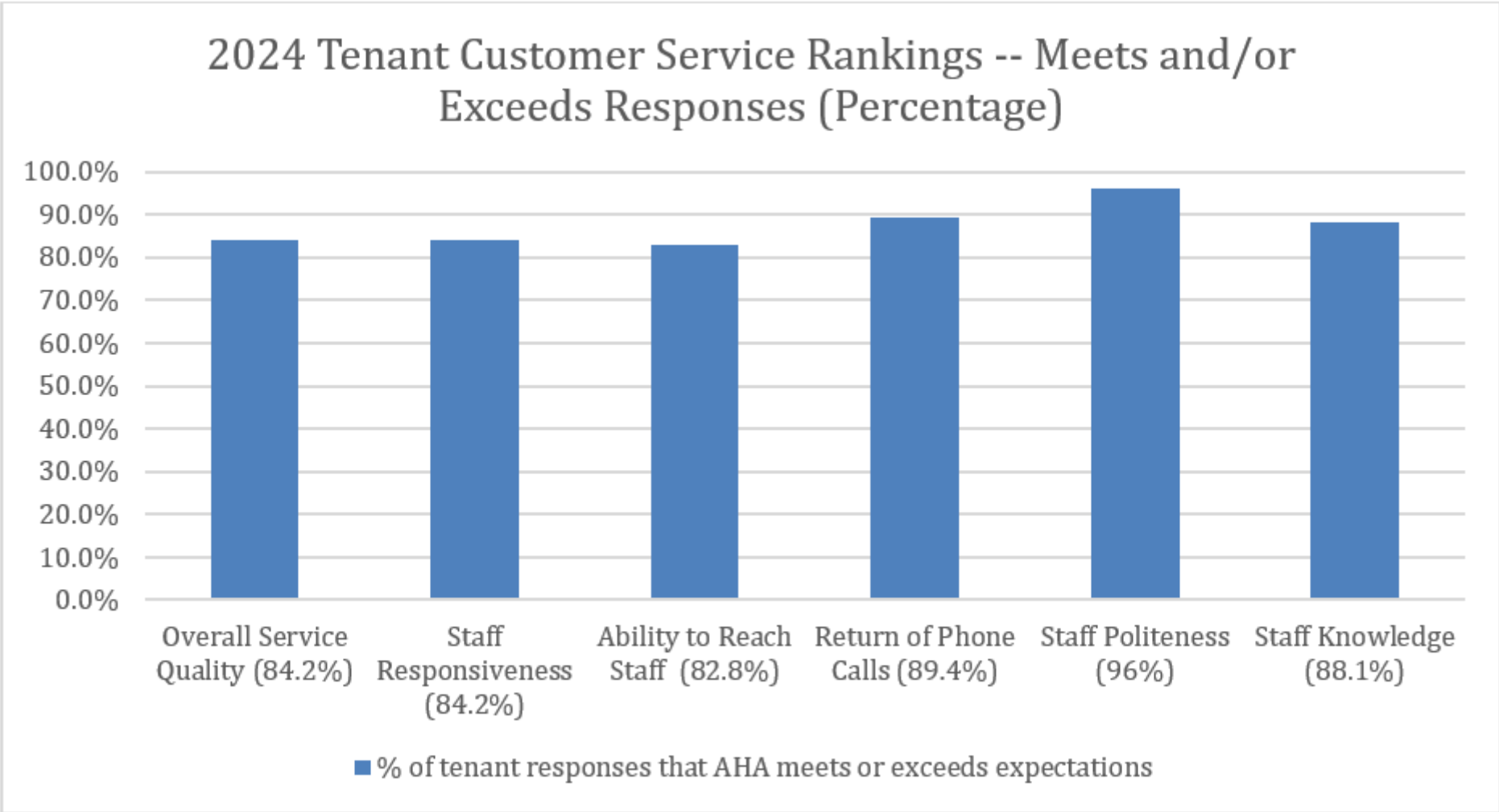


2024 Customer Service Dimensions

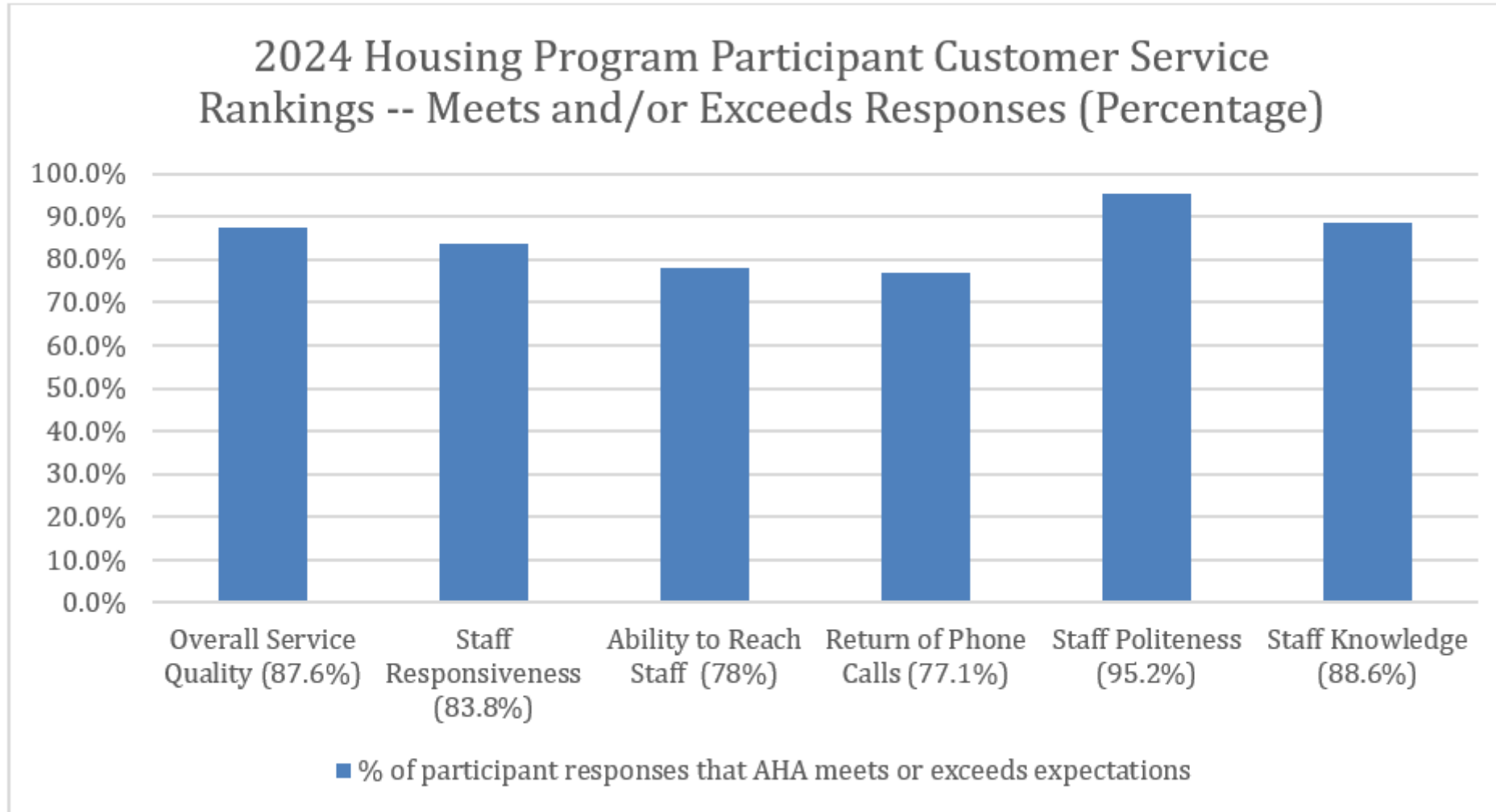
Overall Customer Service - Year to Year Comparison - Meets and Exceeds Responses



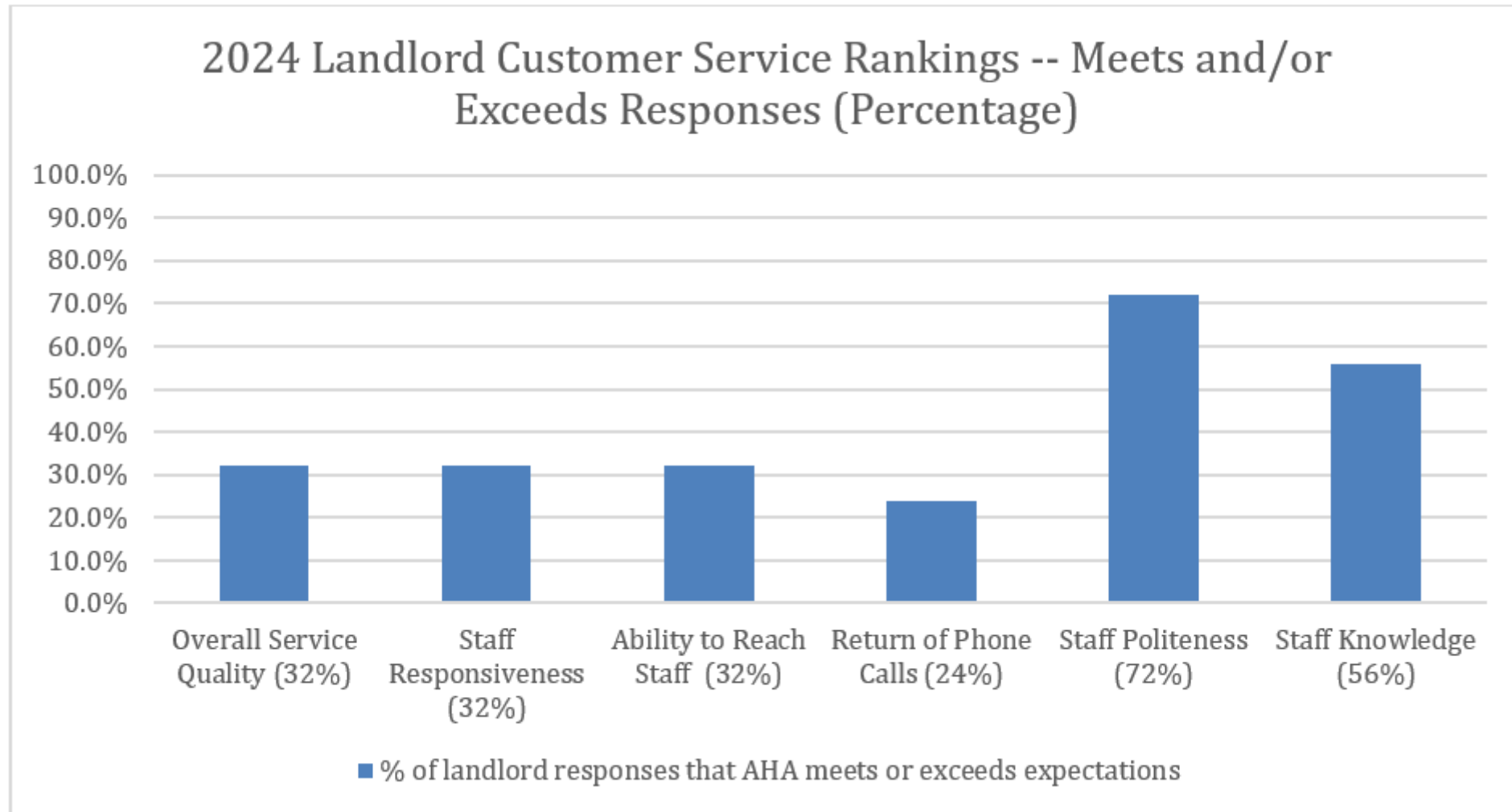
Tenant Customer Service Dimensions



Program Participant Customer Service Dimensions

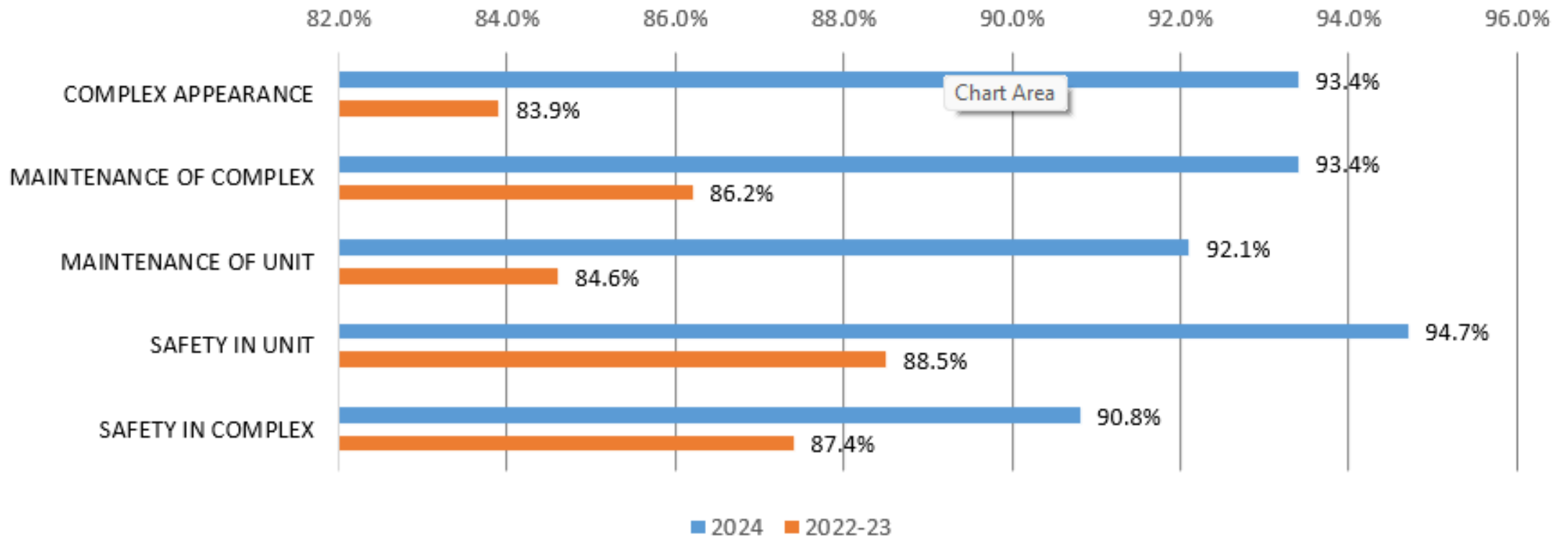


Landlord Customer Service Dimensions



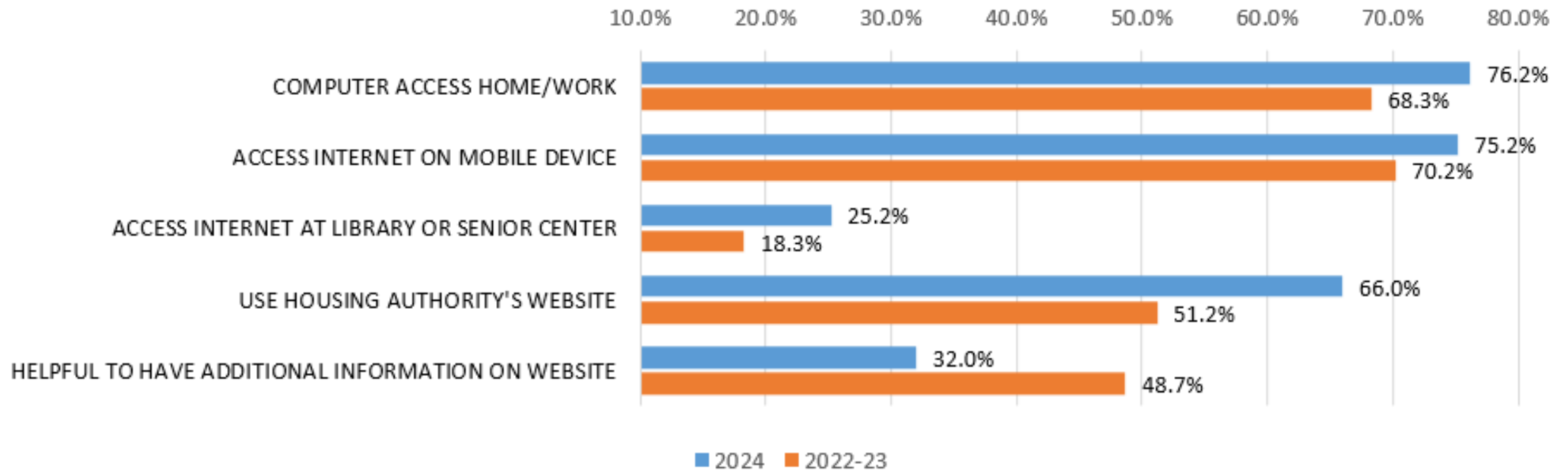
Property Management Dimensions

Feedback from Tenants - Year to Year Comparison
Meets and Exceeds Responses

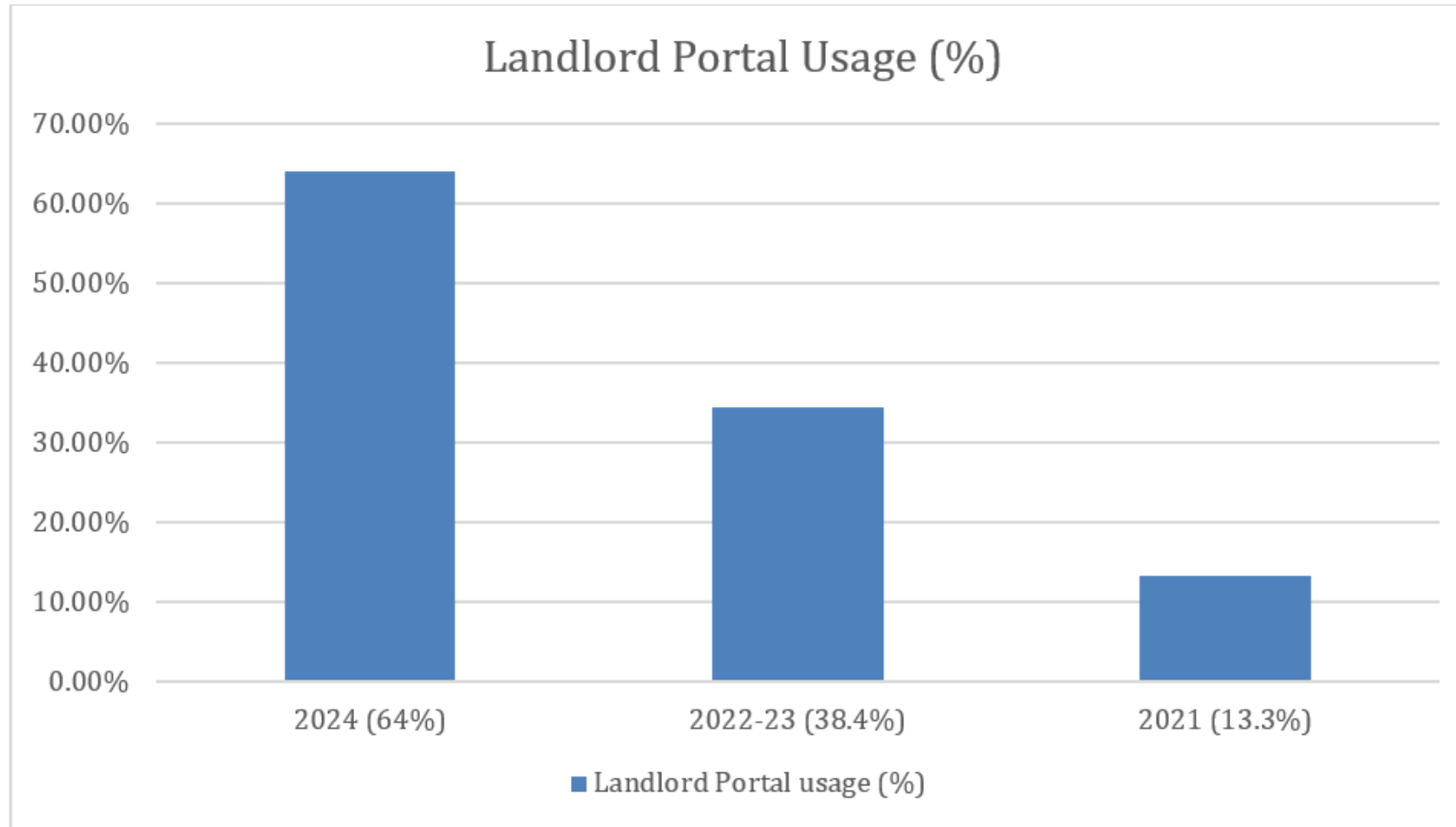


Technology Usage

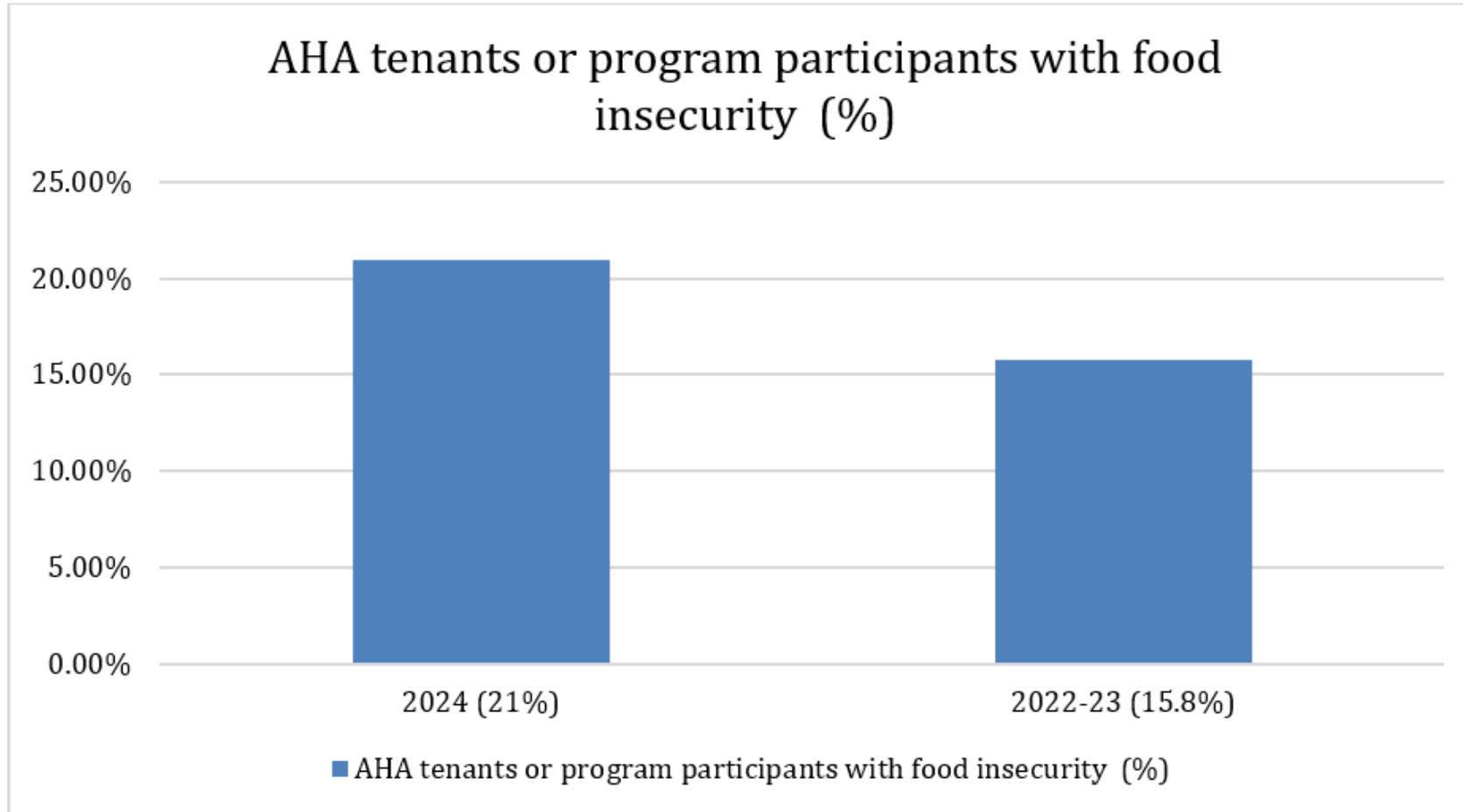
Technology Usage - Year to Year Comparison



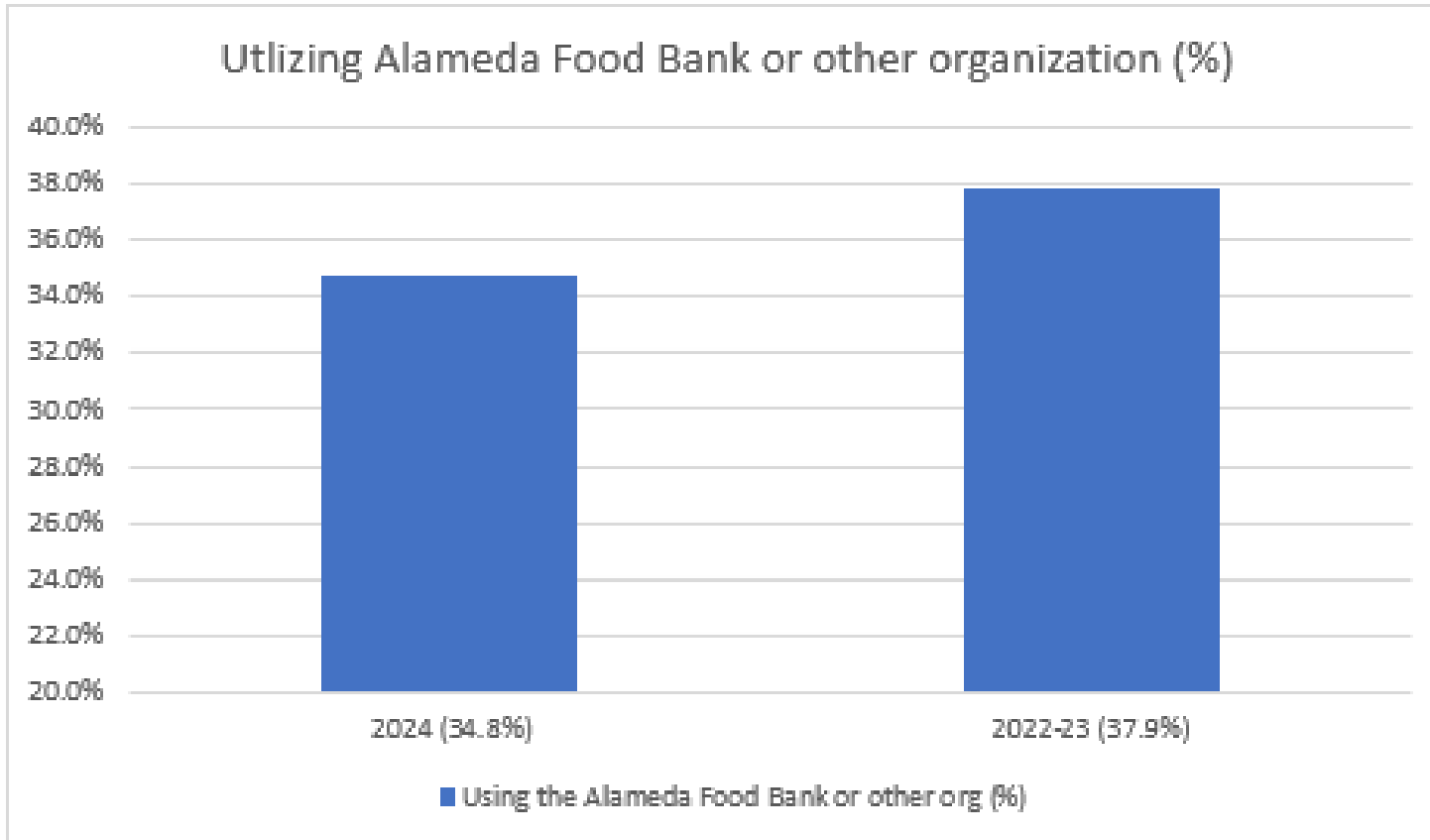
Landlord Portal Usage



Food Insecurity



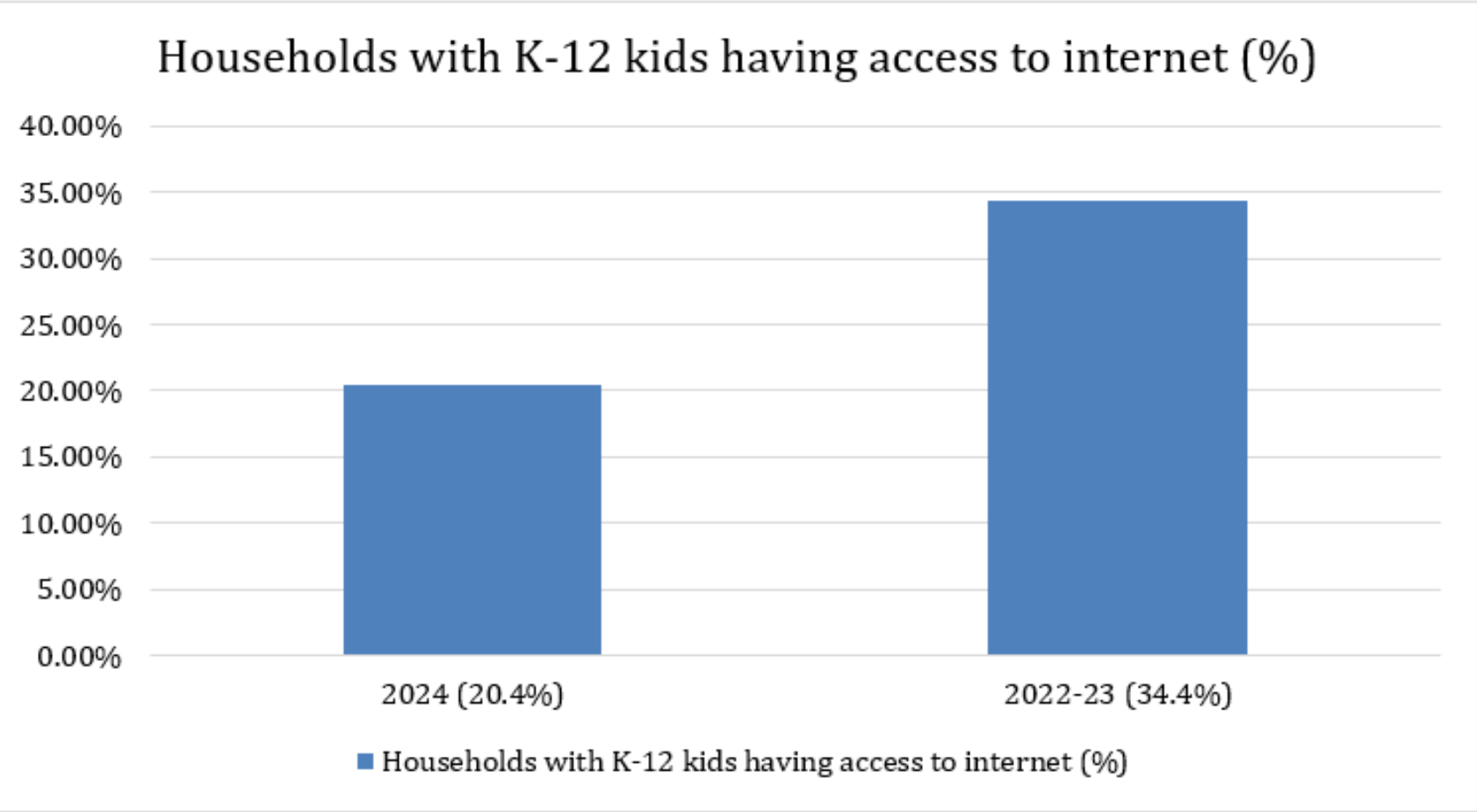
Utilizing Food Resources



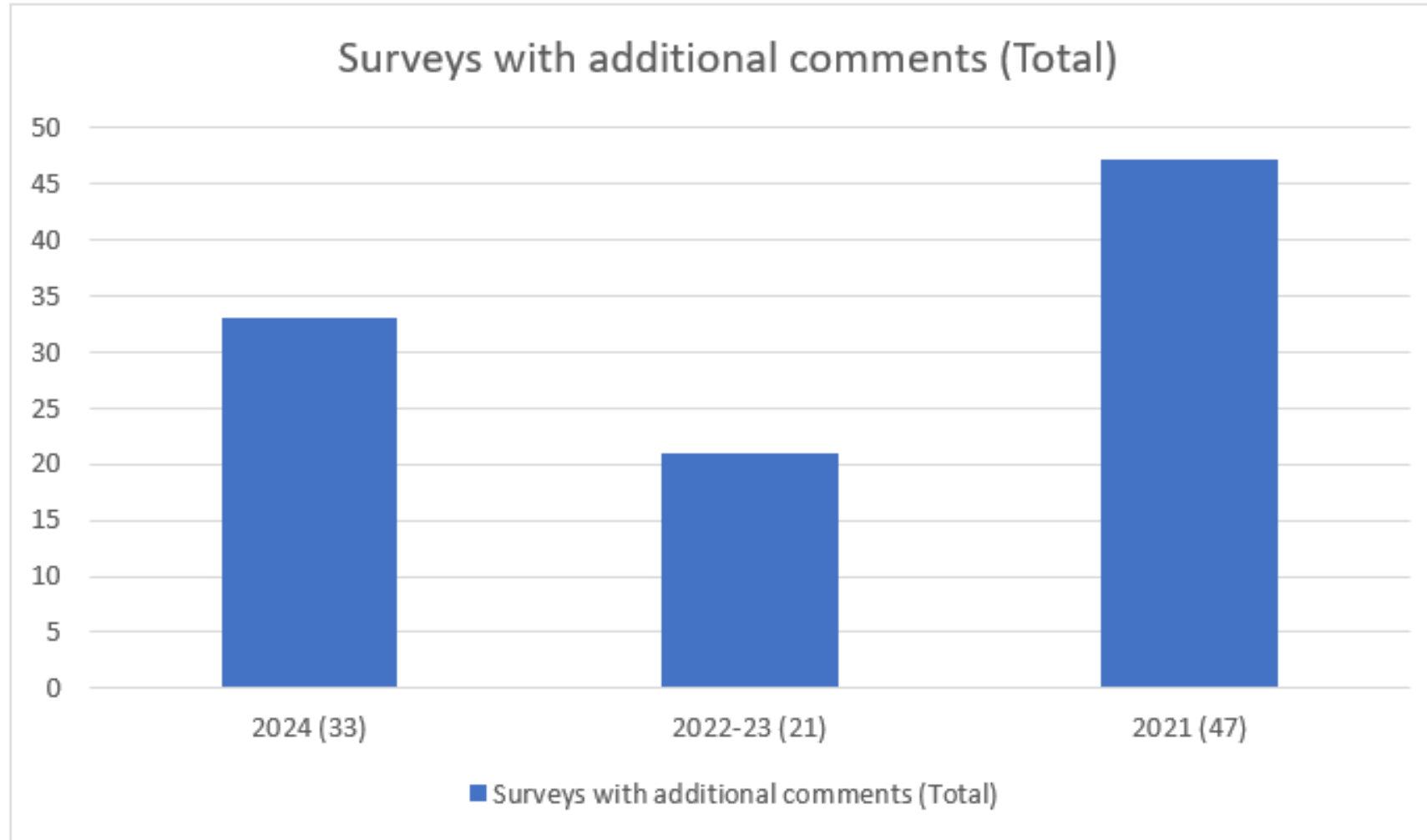
- 3.1% decrease in program participants and tenants utilizing Alameda Food Bank year-to-year



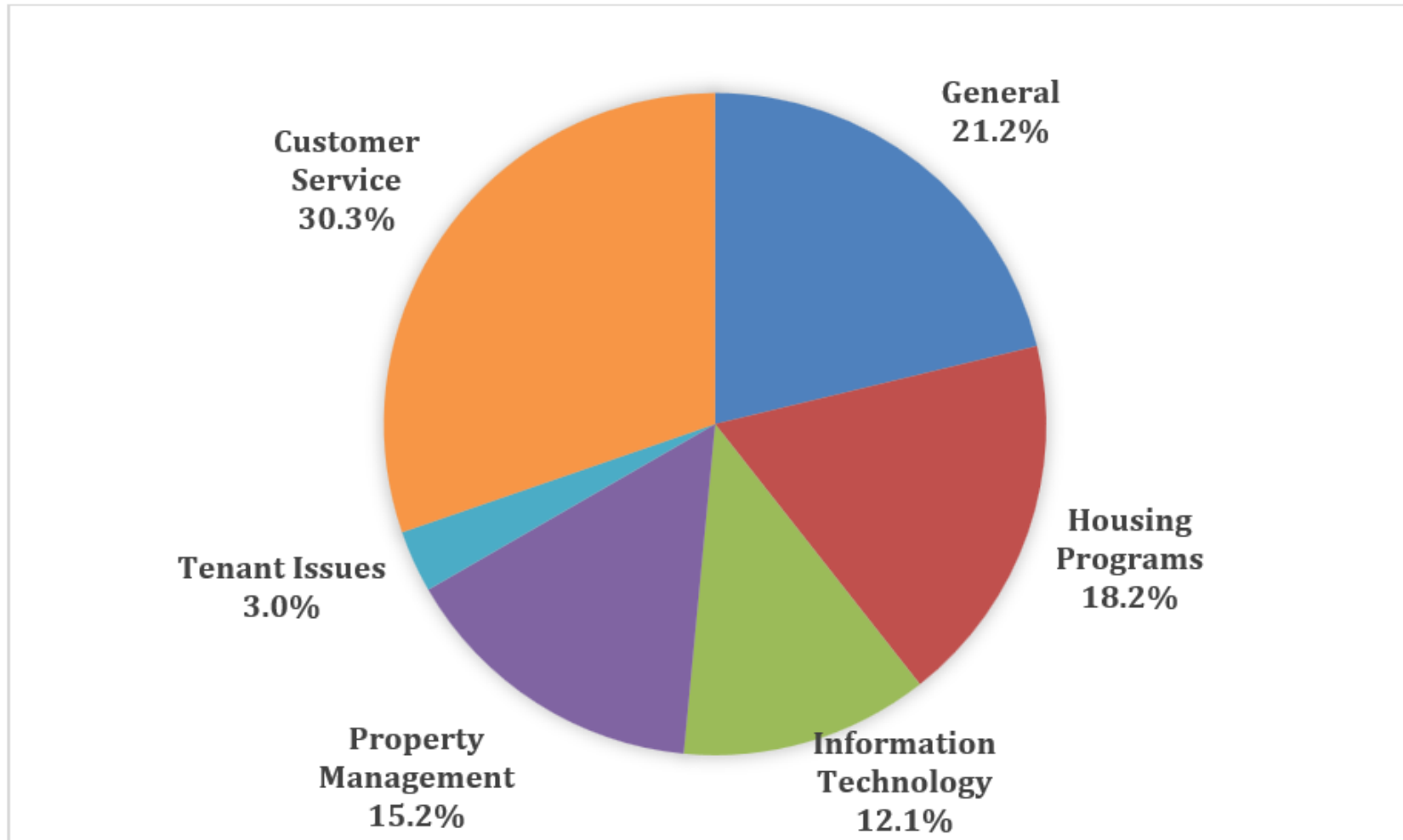
Internet Access for AHA Families



Additional Comments



Additional Comments by Category



2024 Survey Highlights

The response rate of the 2024 survey was the highest response rate since 2015. There is a shift occurring over past couple years with online survey submissions accounting for larger share of survey submissions. The 2024 Survey included the highest number of online surveys (89) ever submitted, which reflects more than a 400% increase in online surveys received in comparison to the 2022-23 survey.

Ratings from AHA tenants regarding property management/FPI Management were very positive, as 90% of surveyed AHA tenants rated AHA in meeting or exceeding expectations across five different categories, including: complex appearance (93.4%), maintenance of complex (93.4%), maintenance of unit (92.1%), safety in unit (94.7%), and safety in complex (90.8%).

The overall customer satisfaction provided by the Housing Programs department dropped, with landlord customer satisfaction rankings being the lowest of all three survey groups. Key customer service issues to address for landlords include staff responsiveness, staff knowledge, staff politeness, and staff availability.

Next Steps

1. Annual customer service training for all AHA staff in customer-facing positions. Completed in August 2024.
2. HPD staff are offering general office hours to landlords. Starting in September 2024.
3. HPD staff to check in with all new landlords 90 days after onboarding.
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Any Questions?

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