

Housing Authority of the Village of Hillsdale  
Board of Commissioners  
Regular Meeting  
Wednesday, December 6, 2023  
12:30 pm

Housing Authority of St. Louis County  
8865 Natural Bridge Road  
St. Louis, Missouri 63121

Agenda Item	Individual	Action
1. Roll Call	Terri Acoff-States	Informational
2. Approval of Minutes Regular Meeting held September 19, 2023	Chairwoman	Motion Second Vote
3. Public Comments	Chairwoman	Informational
4. Executive Director's Report	Shannon Koenig	Informational
5. Financial Reports for period ending September 30, 2023	Carolyn Riddle	Motion Second Vote
6. Other Business		
A. Admissions and Continued Occupancy Policy (ACOP)	Emily Smith	Motion Second Vote
B. Housing Administration Report	Kawanna Tate	Informational
C. Facilities and Maintenance Report	Katrina Sommer	Informational
D. Agency Performance Report	Anna Holyan	Informational
E. 2024 Board Meeting Schedule	Shannon Koenig	Informational
7. Executive Session	Chairwoman	Motion Second Vote
Subject to an affirmative vote of the Board of Commissioners, an Executive Session may be held to discuss personnel issues, real estate, or litigation matters pursuant to RSMo Sections 610.021 to 610.022.		
8. Scheduling Next Meeting March 26, 2024	Chairwoman	Informational
9. Adjournment	Chairwoman	Motion Second Vote

HOUSING AUTHORITY OF THE VILLAGE OF HILLSDALE  
BOARD OF COMMISSIONERS MEETING  
TUESDAY, SEPTEMBER 19, 2023  
MEETING MINUTES

ROLL CALL:

COMMISSIONERS:

Margo McElroy, Chairwoman  
Rhonda Johnson, Commissioner  
Brenda Nash, Commissioner

STAFF:

Shannon Koenig, Executive Director and CEO  
Terri Acoff-States, Executive Assistant  
Judy Ricks, Chief Administrative Officer  
William Barry, Director, Maintenance and Facilities  
Kawanna Tate, Director, Housing Administration  
Anna Holyan, Director, Strategic Initiatives  
Emily Smith, Director, Program Compliance and Training

GUEST:

Nick Territo, Clifton Larson Allen, LLP

ABSENT:

Elmira Gilmore, Commissioner

Public Hearing:

The board meeting opened with a public hearing for the 2024 Annual PHA Plan. The purpose of this hearing was to allow the public an opportunity to comment on the Plan.

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

Chairwoman Margo McElroy called to order and opened the regular meeting.

Approval of Minutes of Regular Board Meeting held Tuesday, June 27, 2023:

Chairwoman Margo McElroy asked for a motion to approve the minutes of the regular board meeting held Tuesday, June 27, 2023. Commissioner Brenda Nash motioned for approval. Commissioner Rhonda Johnson seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

AYES

M. McElroy  
R. Johnson  
B. Nash

NAYS

None

The Chairwoman declared the motion passed.

PUBLIC COMMENTS:

There were no public comments.

Presentation of the Village of Hillsdale Housing Authority Draft Audit Report for year ending 2022.

Nick Territo, a representative from Clifford Larson Allen, LLP gave a presentation of the Village of Hillsdale Housing Authority Draft Audit Report for year ending 2022.

After discussion, Chairwoman Margo McElroy asked for a motion to approve the Village of Hillsdale Housing Authority Draft Audit Report for year ending 2022. Commissioner Brenda Nash motioned for approval, Commissioner Rhonda Johnson seconded the motion. Upon roll call, "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
M. McElroy R. Johnson B. Nash	None

The Chairwoman declared the motion passed.

EXECUTIVE DIRECTOR'S REPORT:

Ms. Koenig greeted everyone and welcomed new Commissioner Rhonda Johnson. She thanked them all for attending the meeting.

Ms. Koenig updated the board on communications. She stated that staff continue to work with Bailey & Co. on modernizing the county housing authority's brand and updating the website to provide information better and faster to residents, landlords, and the public.

Ms. Koenig informed the board that human resources completed an affirmative action plan for the Authority. She stated this plan provides a framework for ensuring the Authority is an equal opportunity employer.

Ms. Koenig said staff are actively working with HDA on mapping out physical needs for the Agency's main facility.

FINANCIAL REPORT:

Ms. Ricks reviewed the Financial Reports for the period ending June 30, 2023. Commissioner Brenda Nash moved to approve the June 30, 2023 Financial Reports as read and discussed which motion was seconded by Commissioner Rhonda Johnson and upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
M. McElroy R. Johnson B. Nash	None

The Chairwoman declared the motion passed.

OTHER BUSINESS:

A. Housing Authority of the Village of Hillsdale, FY 2024 Budget, Resolution No. 1425:

Ms. Ricks presented the board with a detailed Housing Authority of the Village of Hillsdale, FY 2024 Budget.

After discussion, Chairwoman Margo McElroy asked for a motion to approve Resolution No. 1425, Housing Authority of the Village of Hillsdale, FY 2024 Budget. Commissioner Brenda Nash motioned for approval. Commissioner Rhonda Johnson seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
M. McElroy R. Johnson B. Nash	None

The Chairwoman declared the motion passed.

B. 2024 Annual PHA Plan and Certification of Compliance:

Ms. Smith presented the board with the 2024 Annual PHA Plan. She stated the 2024 Annual PHA Plan is a U.S. Department of Housing and Urban Development (HUD) required document that details the agency's policies, programs, and strategies for meeting local housing needs and goals. Ms. Smith stated the Authority's 2024 Annual PHA Plan describes the updates made to the organization's policies and planned activities for the upcoming fiscal year.

After discussion, Chairwoman Margo McElroy asked for a motion to approve the Housing Authority of St. Louis County 2024 Annual PHA Plan. Commissioner Brenda Nash motioned for approval. Commissioner Rhonda Johnson seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
M. McElroy R. Johnson B. Nash	None

The Chairwoman declared the motion passed.

C. Capital Funds Action Plans for 2027 and 2028:

Mr. Barry presented the board with the Capital Funds Action Plans for 2027 and 2028. He stated the Capital Fund Program (CFP) provides funds annually to Public Housing Agencies (PHAs) for the development, financing, and modernization of public housing developments and management improvements. By providing financial support for capital improvements, the program helps PHAs address the backlog of repairs, create healthier living environments, and promote the overall well-being of residents in public housing communities.

After discussion, Chairwoman Margo McElroy asked for a motion to approve the Capital Funds Action Plans for 2027 and 2028. Commissioner Brenda Nash motioned for approval. Commissioner Rhonda Johnson seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
M. McElroy R. Johnson B. Nash	None

The Chairwoman declared the motion passed.

D. Housing Administration Report:

Ms. Tate reviewed the Housing Administration Report.

E. Facilities and Maintenance Report:

Mr. Barry reviewed the monthly maintenance and supply costs for the Housing Authority of the Village of Hillside public housing from June through August 31, 2023.

F. Agency Performance Report:

Ms. Holyan reviewed the Agency Performance Report.

G. National Standards for the Physical Inspection of Real Estate (NSPIRE):

Ms. Smith presented information about changes to HUD’s inspection standards. She stated on July 1, 2023, HUD implemented the National Standards for the Physical Inspection of Real Estate (NSPIRE) as the new physical inspection model designed to promote HUD’s goal of reducing health and safety hazards in the home. NSPIRE replaces the Uniform Physical Condition Standards (UPCS) and Housing Quality Standards (HQS), standardizing the inspection process for HUD programs so the same expectations of housing quality can be achieved across all programs.

EXECUTIVE SESSION:

An Executive Session was not held.

SCHEDULE NEXT BOARD MEETING:

The next meeting is scheduled for Wednesday, December 6, 2023

ADJOURNMENT OF MEETING:

There being no further business to come before the board, Chairwoman Margo McElroy asked for a motion to adjourn. Commissioner Brenda Nash moved for adjournment, which motion was seconded by Commissioner Rhonda Johnson. Upon roll call, “Ayes” and “Nays” were as follows:

AYES

M. McElroy  
R. Johnson  
B. Nash

NAYS

None

The Chairwoman declared the motion passed.

\_\_\_\_\_  
Chairwoman

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Date

## Memorandum



**To:** Board of Commissioners, Housing Authority the Village of Hillsdale

**From:** Shannon Koenig, Executive Director and CEO

**Date:** December 6, 2023

**Subject:** *Executive Director's Report*

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This memo provides information about select Housing Authority activities.

**I. Celebration of Service**

Thanks to commissioners who were able to attend the celebration of service. It was a pleasure to honor your contributions and share food and fellowship with commissioners from all four housing authorities managed by County Housing.

**II. County Housing Brand**

The Authority's new brand elements are coming together. Commissioners and elected officials saw a preview of some of those elements at the recent celebration of service. Staff anticipate introducing the new brand early next year, including using the new logos and launching the new website.

**III. The Year Ahead**

Staff are beginning to assess the Authority's accomplishments for the year and plan activities for next year. In 2024, our core objectives will remain the same:

- 1) Deliver services safely, effectively, and efficiently.
- 2) Ensure residents, landlords, and employees feel respected during interactions with the Authority.
- 3) Help our residents and families gain self-sufficiency through partnerships with other organizations in the community.
- 4) Expand access to desirable and affordable housing.

Commissioners are welcome to provide input into goals for 2024.



**To:** Board of Commissioners, Housing Authority of the Village of Hillsdale

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Carolyn Riddle, Interim Finance Director

**Date:** December 6, 2023

**Subject:** *Financial Summary*

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This memo provides a narrative explanation for the period ending September 30, 2023 financial reports.

**I. Recommendation**

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

**II. Highlights**

**A. Revenue**

Total operating income is under budget by 8% which is primarily due to the timing of capital grant drawdowns and an overdraw of operating subsidy in August. There was \$10,758 operating subsidy drawn down in September.

**B. Expense**

Total operating expenses are over budget by 45%, mostly due to unit repair costs.

**C. Net Income**

The total operating net loss is (\$7,536), but including depreciation expense, the total net loss is (\$30,353).

**D. Cash**

As of September 30, 2023, the cash balance in the operating bank account is \$262,012. The operating subsidy received was \$10,758, rental income was \$5,487. A transfer of \$28 out for operating expenses to accounts payable disbursing to cover expenses generated through allocated accounts.

**III. Attachments**

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

**Hillsdale Housing Authority  
Budgeted Income Statement  
As of September 30, 2023**

<b>Hillsdale HA</b>								
	<b>YTD Actual</b>	<b>YTD Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Monthly Actual</b>	<b>Monthly Budget</b>	<b>Variance</b>	<b>% Variance</b>
<b>OPERATING ITEMS</b>								
Total Operating Subsidy	96,162	73,766	22,395		10,758	8,196	2,562	
Total Capital Grants	-	34,845	(34,845)		-	3,872	(3,872)	
Total Tenant Charges	44,418	44,195	223		5,487	4,911	576	
Total Investment Income	213	9	204		30	1	29	
Total Miscellaneous Other Income	0	18	(18)		0	2	(2)	
<b>Total Income</b>	<b>140,792</b>	<b>152,833</b>	<b>(12,040)</b>	<b>-8%</b>	<b>16,276</b>	<b>16,981</b>	<b>(706)</b>	<b>-4%</b>
Total Rents and Utility Reimbursements	2,988	4,118	(1,130)		345	458	(113)	
Total Salaries	16,310	20,862	(4,552)		1,734	2,318	(584)	
Total Benefits and Taxes	5,414	5,776	(362)		632	642	(10)	
Total Training, Seminars, Conferences	-	90	(90)		-	10	(10)	
<b>Total Admin</b>	<b>24,712</b>	<b>30,846</b>	<b>(6,134)</b>	<b>-20%</b>	<b>2,711</b>	<b>3,427</b>	<b>(716)</b>	<b>-21%</b>
Total Utilities	12,476	12,350	126		208	1,372	(1,164)	
Total Materials	6,924	5,589	1,335		4	621	(617)	
Total Contract Costs	67,457	13,674	53,783		17,943	1,519	16,424	
Total Tenant Services Expense	1,179	-	1,179		-	-	-	
Total Other Maintenance Expenses	1,160	1,819	(659)		11	202	(192)	
Total Outside Services	-	-	-		-	-	-	
Total Other Occupancy Expenses	5,759	3,196	2,563		2,798	355	2,443	
<b>Total Occupancy Expense</b>	<b>94,956</b>	<b>36,628</b>	<b>58,327</b>	<b>159%</b>	<b>20,964</b>	<b>4,070</b>	<b>16,894</b>	<b>415%</b>
Total Insurance	8,831	7,754	1,077		973	862	112	
Total Outside Services	399	-	399		107	-	107	
Total Professional Fees	1,409	8,562	(7,153)		-	951	(951)	
Total Other Fees	12,683	12,315	368		912	1,368	(456)	
Total Telephone and Technology	977	1,111	(134)		28	123	(96)	
Total Other Administrative Expenses	4,361	4,781	(420)		5	531	(526)	
<b>Total Other General</b>	<b>28,661</b>	<b>34,523</b>	<b>(5,864)</b>	<b>-17%</b>	<b>2,025</b>	<b>3,836</b>	<b>(1,811)</b>	<b>-47%</b>
<b>Total Expenses</b>	<b>148,328</b>	<b>101,998</b>	<b>46,330</b>	<b>45%</b>	<b>25,700</b>	<b>11,333</b>	<b>14,367</b>	<b>127%</b>
<b>Tota Net Operating Income</b>	<b>(7,536)</b>	<b>50,835</b>	<b>(58,370)</b>		<b>(9,424)</b>	<b>5,648</b>	<b>(15,073)</b>	
<b>NON-OPERATING ITEMS</b>								
Total Depreciation Expense	(22,818)	(21,769)	(1,049)		(2,535)	(2,419)	(117)	
<b>Total Non- Operating Items</b>	<b>(22,818)</b>	<b>(21,769)</b>	<b>(1,049)</b>		<b>(2,535)</b>	<b>(2,419)</b>	<b>(117)</b>	
<b>Net Income (Loss)</b>	<b>(30,353)</b>	<b>29,066</b>	<b>(59,419)</b>		<b>(11,959)</b>	<b>3,230</b>	<b>(15,190)</b>	



**Housing Authority of the City of Hillsdale**  
**Cash Report**  
**September 2023**

Hillsdale

**BEGINNING BOOK CASH BALANCE** \$ **235,131.22**  
**9/1/2023**

**ADD:**

Tenant Rent	5,487.00
Security Deposits	-
FSS Deposits	-
Other Deposits	-
Operating Subsidy	10,757.78
Interest	30.34
Transfer	10,634.00
Other Revenue	-
<b>TOTAL DEPOSITS</b>	<b>26,909.12</b>

**LESS:**

Other Transfers	(28.21)
Manual Checks	-
Checks	-
NSF / Service Fees	-
Withdraws/Other Deductions	-
Operating Subsidy Out	-
<b>TOTAL PAYMENTS</b>	<b>(28.21)</b>

**ENDING BOOK CASH BALANCE 9/30/2023** \$ **262,012.13**

<b>Ending Bank Balance 9/30/2023</b>	\$ 262,012.13
Outstanding Checks	-
ACH in Transit	-
Unearned Revenue	-
<b>Adjusted Bank Balance 9/30/2023</b>	<b>\$ 262,012.13</b>

Variance -

Unrestricted Cash	256,610.13
Security Deposit Cash	5,402.00
Restricted Cash	-
	<b>262,012.13</b>

## September 2023 Tenant Rent

Property	Account	Period	Person	Amount	Remarks
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0027545)	323.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0000237)	525.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0023214)	399.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0027603)	457.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0034120)	437.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0000246)	650.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0027626)	725.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0022459)	118.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0017195)	29.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0020712)	650.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0035424)	434.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0020738)	72.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0034111)	257.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0000239)	136.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0000243)	127.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0035466)	18.00	:Rent 09/23
1220bhil	4300-00-240	Tenant Rent	09-2023 (t0023551)	130.00	:Rent 09/23
				<b>5,487.00</b>	



## Memorandum

**To:** Board of Commissioners, Housing Authority of the Village of Hillsdale

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Emily Smith, Director, Program Compliance and Training

**Date:** December 6, 2023

**Subject:** *Revised Admissions and Continued Occupancy Policy*

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This memo provides an overview of the Authority's updates to the Admissions and Continued Occupancy Policy (ACOP).

**I. Recommendation**

Staff recommend the Board approve the revised ACOP as presented.

**II. Background**

While federal statutes and regulations require housing authorities to adopt certain governing and operating policies for the Public Housing Program, the U.S. Department of Housing and Urban Development (HUD) grants considerable discretion in establishing and implementing policies. Housing authorities communicate those policies, rules, and requirements through a document known as the Admissions and Continued Occupancy Policy (ACOP).

The ACOP is the principal document describing the Authority's policies concerning key topics such as eligibility, tenant selection, admissions preferences, waitlist procedures, rent determination, utilities, transfers, occupancy guidelines, grievance procedures, pet ownership, and the community service and self-sufficiency requirement. The ACOP is essential for residents, prospective residents, community members, and HUD staff when communicating about specific Authority policies. Authority staff must submit all ACOP changes to the Board of Commissioners for approval.

The Authority last amended our ACOP on November 9, 2010. The Authority's 2023 proposed changes to the policy are based on guidance by the Nan McKay Model ACOP Guide. Nan McKay & Associates, Inc. provides training, training products, and other resources for public housing authorities nationwide. The Authority purchased the Model ACOP Guide to streamline the revision process and ensure that our policies align with current HUD regulations and requirements.

### III. Chapter Descriptions and Updates

#### A. Chapter 1: Overview of the Program and Plan

Chapter 1 provides a brief overview of the public housing program and the structure and organization of the ACOP.

*Update:* Our updated policy establishes a timeframe for reviewing the ACOP document. The new policy states that the Authority reviews the ACOP at least annually and updates it as needed. This will enable the Authority to maintain up-to-date policy changes and simplify the future ACOP review process.

#### B. Chapter 2: Fair Housing and Equal Opportunity

This chapter explains the laws and HUD regulations requiring the Authority to affirmatively further civil rights and fair housing.

*Update:* Our updated policy will ensure that all intake and recertification applications include language regarding reasonable accommodation requests.

*These applications will explicitly state that tenants should request reasonable accommodation in writing to the Authority. Staff will consider requests for reasonable accommodation and will provide the appropriate accommodations if the Authority deems they are necessary and feasible.*

#### C. Chapter 3: Eligibility

Chapter 3 explains the eligibility requirements for individuals and families admitted to the public housing program. It provides definitions of "family" and "household members," discusses basic eligibility criteria, and covers causes for denial of admissions.

*Update:* We have updated eligibility requirements for our public housing program to provide more detailed definitions of the terms "family" and "household." We clearly define these terms in the new policy to reduce the administrative burden and to prevent confusion for applicants.

*Our updated policy also ensures that applicants on the waiting list who are denied assistance based on eligibility will also be notified of their rights under the Violence Against Women Action (VAWA). The applicant's rights under VAWA will be included in the denial of assistance notification.*

#### D. Chapter 4: Applications, Waiting List, and Tenant Selection

This chapter provides details of the Authority's approach to accepting applications, placing families on the waiting list, and selecting families from the list.

*Update:* We have updated our policy to include the implementation of the online portal Rent Café to improve access to and efficiency of the waiting list and intake applications for new applicants and current residents. Applications will be completed in the Rent Café portal, allowing in-person interviews to be scheduled only as needed.

Our policies have also been updated to ensure that waiting list maintenance will be done efficiently to prevent confusion, reduce unit vacancy times, and improve the lease-up process for applicants selected for units.

#### E. Chapter 5: Occupancy Standards and Unit Offers

Chapter 5 contains policies for assigning unit size and making unit offers to applicants selected from the waiting list.

*Update:* Our updated policies provide more detailed definitions of occupancy standards. We have clearly defined the standards and policies, reducing potential administrative burden and confusion for residents and applicants.

#### F. Chapter 6: Income and Rent Determinations

This chapter details the Authority's methods for ensuring that only income-eligible families receive assistance and that no family pays more or less rent than HUD regulations require.

*Update:* We have revised our policies to provide more detail about the Authority's income and rent determination methodology. The revisions offer clear definitions and more detail to ensure that we meet HUD requirements.

We have also updated the policies to align with the Housing Choice Voucher (HCV) program's Administrative Plan, where appropriate. This ensures more consistency between applicable program processes.

#### G. Chapter 7: Verification

Chapter 7 of the ACOP details HUD's approved hierarchy of verification for requested information. Program applicants must supply the required information to participate in the program.

*Update:* Our revised policy includes the hierarchy of verification of family identity, income, and expense deductions to accurately reflect HUD

*requirements. The updated policies provide a more detailed and exhaustive list of required verifications for program participation.*

## **H. Chapter 8: Lease and Inspections**

This chapter describes the Authority's policies pertaining to lease execution, lease modification, and payments under the lease. It also describes policies for inspecting dwelling units at move-in, move-out, and annually during the period of occupancy.

***Update:** Our revised policy offers more details regarding leasing requirements. It includes updated information about orientation for new residents and lease modification requirements that align with HUD regulations.*

*The updated policies also include HUD's newly implemented inspection standards, the National Standards for the Physical Inspection of Real Estate (NSPIRE). The policies provide more standardization of the inspection process for public housing, including definitions of the types of inspections and causes for inspections. It also explains the scheduling process for inspections and the requirements of the resident individual or family.*

## **I. Chapter 9: Reexaminations**

Chapter 9 covers policies related to the annual and interim reexamination of each participating family's income and household composition.

***Update:** Our updated policies provide more detailed guidance for processing interim and annual reexaminations. The revisions offer clearer instructions and guidelines that will ease administrative burden and alleviate confusion for residents.*

## **J. Chapter 10: Pets**

This chapter explains the Authority's policies on the keeping of pets and describes any criteria or standards pertaining to the policies.

***Update:** Our revisions to the policy ensure that we meet HUD requirements, and that appropriate language is used regarding pets. The update offers clearer definitions and standards for pets in public housing.*

## **K. Chapter 11: Community Service**

Chapter 11 explains HUD regulations requiring the Authority to implement a community service program for all nonexempt adults living in public housing.

***Update:** Our updated policies provide more details about community service requirements for public housing residents in accordance with HUD regulations, including definitions and examples of acceptable community service or self-*

*sufficiency activities. The updated policies also offer a more comprehensive service program to help residents meet the requirements.*

#### **L. Chapter 12: Transfer Policy**

This chapter explains the policies and reasons for transferring residents between units based on HUD regulations.

***Update:** Our updated policies provide detailed definitions of varied reasons for and types of transfers within public housing. They also provide clear guidance for how the Authority will determine if a resident or family qualifies for assistance in paying moving costs and how those costs will be paid.*

#### **M. Chapter 13: Lease Terminations**

Chapter 13 includes policies that govern voluntary termination of the lease by the family and mandatory and voluntary termination of the lease by the Authority.

***Update:** Our revised policies meet HUD requirements and provide specific details and guidance for public housing lease terminations. The updates will reduce administrative burden, standardize processes, and minimize confusion for residents.*

*The updated policies also include HUD's required changes through the Housing Opportunity Through Modernization Act of 2016 (HOTMA). The HOTMA changes require the Authority to terminate assistance for over-income participants who remain over-income for 24 consecutive months.*

#### **N. Chapter 14: Grievances and Appeals**

This chapter discusses grievances and appeals pertaining to Authority actions or failures to act that adversely affect public housing applicants or residents.

***Update:** Our updated policies provide more detail, definitions, and guidance for applicants or residents of the public housing program who wish to request a hearing. The appeals and grievance hearing processes revision offers a clearer understanding of when and how tenants can request appeals. They ensure that applicants, participants, and staff have the necessary guidance for the process and will reduce confusion among all parties.*

#### **O. Chapter 15: Program Integrity**

Chapter 15 describes policies designed to prevent, detect, investigate, and resolve instances of program abuse or fraud. It also describes what actions the Authority will take in the case of unintentional errors and omissions.

***Update:** Our revisions to this policy allow the Authority to implement standards for ensuring quality control. The updates align with HUD standards for preventing and detecting fraud or program abuse.*

*The new policies also provide clear definitions of the types of fraudulent activities within public housing as well as detailed guidance to address any occurrences of fraud and program abuse.*

## **P. Chapter 16: Program Administration**

This chapter explains administrative policies and practices that are relevant to the activities covered in the ACOP.

***Update:** Our revised policies in this chapter provide descriptions and standards for utility allowances, flat rents, repayment of family debts, the Public Housing Assessment System (PHAS), record keeping, and the Violence Against Women Act (VAWA). Our updates to this chapter establish the standards for each of these categories to ensure consistency and prevent confusion for staff and participants.*





## Memorandum

**To:** Board of Commissioners, Housing Authority of the Village of Hillsdale

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Kawanna Tate, Director of Housing Administration

**Date:** December 6, 2023

**Subject:** *Housing Administration Report*

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At our last meeting, we discussed our 2022 Public Housing Assessment System (PHAS) scores. Today I will discuss our current performance for the Management Assessment Sub-System (MASS) performance indicator, which contributes to the Authority's overall PHAS score.

### I. Current MASS Performance

Below is a snapshot of our current performance for each of the sub-indicators of the MASS.

Sub-Indicator	Performance	Projected Points	Max Points
Occupancy (Average)	95.38	8	16
Accounts Payable Ratio	0.89	2	4
Tenant Accounts Receivable	.474	0	5
<b>Current Snapshot</b>	<b>Substandard Performer*</b>	<b>10</b>	<b>25</b>

\*HASLC staff has submitted a request to HUD to have a property taken offline in the reporting system. If this request is approved, the projected occupancy points will increase to 12, resulting in a projected "Standard Performer" designation.

### II. Public Housing Updates

#### A. Tenant Repayment Agreements

The Housing Authority has implemented tenant repayment agreements for residents with past-due balances. We are giving our residents an opportunity to repay past due balances rather than being removed from the program. This will positively impact our budget and our projected Tenant's Account Receivable MASS Sub-Indicator score.



## Memorandum

**To:** Board of Commissioners, Housing Authority of the Village of Hillsdale

**Through:** Shannon Koenig, Executive Director and CEO

**From:** William Barry, Director of Maintenance and Facilities

**Date:** December 6, 2023

**Subject:** *Maintenance Report*

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This memo summarizes the monthly maintenance and supply costs for the Housing Authority of the Village of Hillsdale from September 1 through October 31, 2023.

**I. Maintenance Supply Costs**

The following are repair and replacement costs for plumbing, electrical, heating, ventilation, and air conditioning supplies required to ensure the units meet Housing Quality Standards.

September	\$ 4.00
<u>October</u>	<u>\$ 912.00</u>
<b>TOTAL</b>	<b>\$ 916.00</b>

**A. Attachment Work Orders from September - October 2023.**

**II. Contracted Repair Costs**

These include costs for trash services, pest control services, lawn care, and rehab of 2131 Erick Ave.

September	\$ 17,944.00
<u>October</u>	<u>\$ 1,740.00</u>
<b>TOTAL</b>	<b>\$ 19,684.00</b>

**III. Other Maintenance Costs**

These costs cover vehicle maintenance and vehicle fuel.

September	\$ 11.00
<u>October</u>	<u>\$ 184.00</u>
<b>TOTAL</b>	<b>\$ 195.00</b>



## Work Order Detail

Hillsdale Housing Authority (1220bhil)  
Work Orders active between 09/01/2023 and 10/31/2023

Unit	WO	WO Category	WO Brief Description	Call Date	Date Completed	Days to Complete	Days open in Period Reported
MO6427	35976	Electrical	Light in over back door is	08/31/2023	09/01/2023		1
MO6427	35977	Plumbing	Draining slow	08/31/2023	09/01/2023		1
JJ6417	35985	Flooring-Steps	Water coming from tile in	09/01/2023	09/01/2023		1
JJ6417	35986	Electrical	Light fixture in 1st bedroo	09/01/2023	09/01/2023		1
JJ6407	35988	HVAC	A/C is out.	09/01/2023	09/05/2023		4
MO6427	36001	General	Stopper for vanity	09/06/2023	09/06/2023		1
ED2138	36034	Electrical	Outside light is out.	09/11/2023	09/11/2023		1
OV2166	36052	Plumbing	Toilet still running in mas	09/12/2023	09/13/2023		1
OV2166	36065	Doors	Front screendoor not locd	09/15/2023	09/27/2023		12
OV2166	36066	Electrical	Replace light bulb in fron	09/15/2023	09/19/2023		4
ED2138	36132		Missing or damaged cabini	09/20/2023	09/29/2023		9
ED2138	36133	Electrical	Broken light fixtures	09/20/2023	09/29/2023		9
ED2138	36158	HVAC	Needs new air filter	09/22/2023	09/27/2023		5
JJ6407	36164	HVAC	NO A/C	09/25/2023	09/27/2023		2
ED2145	36176	Plumbing	Leaking T&P Valve	09/26/2023	09/29/2023		3
ED2145	36178	General	Damaged components fr	09/26/2023	09/29/2023		3
ED2145	36179	General	Remove trash or debris	09/26/2023	09/29/2023		3
ED2145	36180	Electrical	Secure bath exhaust fan	09/26/2023	09/29/2023		3
ED2145	36181	Electrical	Electrical system missing	09/26/2023	09/29/2023		3
ED2145	36182	General	Missing or damaged kitc	09/26/2023	09/29/2023		3
ED2145	36183	Electrical	Replace light fixture cove	09/26/2023	09/29/2023		3
ED2145	36184		Missing or inoperable sm	09/26/2023	09/29/2023		3
ED2145	36185	General	Pest control for insects	09/26/2023	09/29/2023		3
J6417A	36196	Plumbing	Remove garbage and det	09/26/2023	09/27/2023		1
ED2145	36274	General	Bathroom ceiling leaks e	10/02/2023	10/06/2023		4
ED2145	36275		Investigate for mold	10/02/2023	10/06/2023		4
MO6427	36285	Plumbing	Tub faucet is dripping.	10/03/2023	10/09/2023		6
ER2131	36287	Electrical	Front and bzck outside li	10/03/2023	10/06/2023		3
ER2131	36288	General	Tub stopper and kitchen	10/03/2023	10/06/2023		3
OV2164	36299	Plumbing	New bathroom sink leaki	10/05/2023	10/05/2023		1
OV2164	36300	Electrical	Living room outlet not w	10/05/2023	10/05/2023		1
ER2131	36313	Electrical	Front and back outside li	10/06/2023	10/09/2023		3
ER2131	36314	General	Tub stopper and kitchen	10/06/2023	10/09/2023		3
OA2130	36405	General	Gas Leak,shut gas off	10/17/2023	10/18/2023		1
JJ6417	36416	Flooring-Steps	Water coming from unde	10/18/2023	10/20/2023		2
JJ6417	36417	General	Tub peeling	10/18/2023	10/18/2023		1
CA2164	36454	General	Vanity/sink hanging.	10/26/2023	10/27/2023		1
CA2164	36455	HVAC	Needing a filter	10/26/2023			6
CA2164	36456	Electrical	Replace smoke detector.	10/26/2023	10/30/2023		4
CA2164	36457	Building Exteric	Front porch rail	10/26/2023			6
ED2138	36459	HVAC	Not sure if filter is in righ	10/26/2023	11/02/2023		7
OV2162	36487	Plumbing	Tub stopped up	10/30/2023	11/02/2023		3
OV2162	36488	Electrical	Replacing bulbs to often	10/30/2023	11/02/2023		3
OV2162	36489	Walls-Ceilings	Hole in wall in hallway	10/30/2023			2
OV2162	36490	Plumbing	Water pressure in kitcher	10/30/2023			2
JJ6407	36501	HVAC	No Heat	10/31/2023	11/02/2023		2

Total number of work orders:	46
Average completion days:	3.13
Average completion days for reporting period 2 years prior:	2.00
Reduction in average completion days over the past three year	-1.13

## Memorandum



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

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Anna Holyan, Director of Strategic Initiatives

**Date:** December 5, 2023

**Subject:** *Agency Performance Report*

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This memo provides an overview of the Agency Performance Report. This report is designed to communicate how the agency is performing by U.S. Housing and Urban Development (HUD) standards and by the internal measures the organization uses to track its own performance. This update is provided on a quarterly basis.

**I. Updates Since Third Quarter**

Below are highlighted changes from the previous performance report.

**A. Key Result: Increase Customer Satisfaction**

Staff are working on several initiatives to improve customer satisfaction. In October and November of this year, staff from every department and at every level of the organization had a full day of customer service training. In addition, staff received training from our communications consultant on the effects of poverty on the brain and how to communicate with empathy and kindness with customers in distress.

To measure whether we have made improvements over the last year, staff has distributed another customer service survey to residents of public housing and the Housing Choice Voucher program and landlords. The results of that survey will be reported at the next board meeting.

**B. Key Result: Formally Establish 3-5 Level 1 Partnerships**

Staff met the goal of establishing at least three partnerships by the end of the year. Agreements are in place with the Community Action Agency of St. Louis County, Heat Up/Cool Down St. Louis, and St. Louis County's Weinman Shelter. Additionally, we are awaiting signatures on agreements with the Urban League and YWCA.

**II. Attachments**

Agency Performance Report, Fourth Quarter

# AGENCY PERFORMANCE REPORT

Housing Authority of the Village of Hillsdale  
Fourth Quarter, 2023

Service  
Respect  
Integrity  
Excellence  
Collaboration

## WHAT HUD MEASURES

### PHAS SCORES

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

#### Why it matters

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

#### Most Recent Result in 2022



Substandard Performer: 65%

#### Anticipated 2023 Score



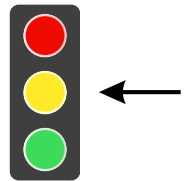
Standard Performer: 65%+

#### Target for 2024



High Performer: 90%+

#### On Track for 2023?



## WHAT THE AUTHORITY MEASURES

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

#### RESULTS

Finance/  
Single  
Audit

No  
findings

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

#### RESULTS

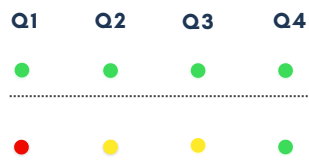
- ▶ Active implementation of deliverables by Customer Service Improvement Team
- ▶ Increase customer satisfaction



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

#### RESULTS

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



**Objective 4:** Expand access to desirable and affordable housing.

#### RESULTS

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





## Memorandum

**To:** Board of Commissioners, Housing Authority of the Village of Hillsdale

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Terri Acoff-States, Executive Assistant

**Date:** December 6, 2023

**Subject:** *Board Meeting Dates for 2024*

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This memo provides the schedule for the 2024 Village of Hillsdale Commissioners quarterly Board meetings. Meetings will be held at the Housing Authority of St. Louis County, 8865 Natural Bridge Rd., St. Louis, Missouri, 63121 and will start at 12:30 p.m.

Tuesday, March 26, 2024

Tuesday, May 21, 2024

Tuesday, September 24, 2024

Tuesday, November 19, 2024

If you have any questions, please contact me at 314-227-3114 or [terria@haslc.com](mailto:terria@haslc.com).