

Housing Authority of the City of Pagedale
Board of Commissioners
Regular Meeting
Tuesday, February 21, 2023
12 pm

Pagedale City Hall
1420 Ferguson Avenue
Pagedale, Missouri 63133

Agenda Item	Individual	Action
1. Call to Order	Chairman	Informational
2. Roll Call	Terri Acoff-States	Informational
3. Reading and Approval of Minutes Regular Meeting held December 14, 2022	Chairman	Motion Second Vote
4. Public Comments	Chairman	Informational
5. Reports of Commissioners	Chairman	Informational
6. Report of the Executive Director	Shannon Koenig	Informational
7. Reports of Officers and Employees		
A. Financial Reports for period ending December 31, 2022	Carolyn Riddle	Motion Second Vote
B. City of Pagedale Public Housing Write-Offs, Resolution No. 1419	Carolyn Riddle	Motion Second Vote
C. Housing Administration Report	Katrina Sommer	Informational
D. Facilities and Maintenance Report	William Barry	Informational
E. Agency Performance Report	Anna Holyan	Informational
8. Unfinished Business	Chairman	Informational
9. New Business	Chairman	Informational
10. Executive Session	Chairman	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.		
11. Announcements Next Regular Meeting	Chairman	Informational
12. Adjournment	Chairman	Motion Second Vote

HOUSING AUTHORITY OF THE CITY OF PAGEDALE
BOARD OF COMMISSIONERS MEETING
WEDNESDAY, DECEMBER 14, 2022
MEETING MINUTES

ATTENDANCE:

COMMISSIONERS:

Dr. Keith Mosby, Sr., Chairman
Verna Belton, Commissioner
Erica Edwards, Commissioner
Lorraine Mosby, Commissioner

STAFF:

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

PUBLIC:

Reverend Dr. E.G. Shields, Mayor
Gloria Williams, Alderwoman, Ward 3
Joseph Cavato, Gateway CDFI

ABSENT:

Robert Smith, Jr., Vice Chairman

Public Hearing:

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

Chairman Keith Mosby called to order the public hearing and invited anyone from the public to comment. There were no public comments. The hearing was adjourned.

Chairman Keith Mosby called to order and opened the regular meeting.

Approval of Minutes of Regular Board Meeting Tuesday, October 25, 2022:

Commissioner Lorraine Mosby moved to approve the minutes of the regular board meeting held Tuesday, October 25, 2022, which motion was seconded by Commissioner Verna Belton. Upon roll call, "Ayes" and "Nays" were as follows:

AYES

K. Mosby
V. Belton
E. Edwards
L. Mosby

NAYS

None

The Chairman declared the motion passed.

PUBLIC COMMENTS:

Mayor Shields reintroduced Anthony T. Huckleberry as the new Chief of Police in Pagedale and welcomed him to say a few words to the board.

Chief Huckleberry thanked everyone for the warm welcome. He stated that he has been working in Pagedale for approximately six years and he looks forward to continuing his work with the City and the Housing Authority of St. Louis County.

REPORTS OF COMMISSIONERS:

There were no reports of commissioners.

EXECUTIVE DIRECTOR’S REPORT:

Ms. Koenig welcomed everyone to the meeting and thanked them for attending.

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

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

REPORTS OF OFFICERS AND EMPLOYEES:

A. Financial Reports:

Ms. Riddle reviewed the Financial Reports for period ending October 31, 2022. Commissioner Lorraine Mosby moved to approve the October 31, 2022 Financial Reports as read and discussed which motion was seconded by Commissioner Verna Belton. Upon roll call, “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
K. Mosby	None
V. Belton	
E. Edwards	
L. Mosby	

The Chairman declared the motion passed.

B. 2023 Annual PHA Plan and Certification of Compliance:

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

After discussion, Chairman Keith Mosby asked for a motion to approve the Housing Authority of St. Louis County 2023 Annual PHA Plan. Commissioner Erica Edwards motioned for approval, Commissioner Verna Belton seconded the motion. Upon roll call the “Ayes” and “Nays” were as follows:

AYES

NAYS

K. Mosby
V. Belton
E. Edwards
L. Mosby

None

The Chairman declared the motion passed.

C. Public Housing Assessment System Report:

Ms. Follins reviewed the Public Housing Assessment System Report.

D. Customer Service and Resident Opportunity Initiative:

Ms. Holyan presented an update on the agency's Customer Service and Resident Opportunity Initiative. Ms. Holyan stated the agency's project team distributed customer service surveys to public housing residents, Housing Choice Voucher residents, and landlords. Ms. Holyan shared the response numbers, customer satisfaction and open-ended responses from those surveys.

E. Strategy Report 2022:

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

UNFINISHED BUSINESS:

A. Section 3 Program Overview:

Ms. Sommer presented a summary of the U.S. Department of Housing and Urban Development (HUD) Section 3 Program. She stated Section 3 is a regulation from HUD to help support the establishment of stronger, more sustainable communities by ensuring that employment and other economic opportunities generated by HUD funding are directed, to the greatest extent feasible, toward low- and very low-income residents, particularly those who receive government assistance for housing.

NEW BUSINESS:

A. 2023 Board Meeting Dates:

Ms. Koenig presented the board with 2023 City of Pagedale Commissioners bi-monthly board meeting dates.

EXECUTIVE SESSION:

An Executive Session was not held.

ANNOUNCEMENTS:

The next meeting is scheduled for Tuesday, February 21, 2023.

ADJOURNMENT OF MEETING:

There being no further business to come before the board, Chairman Keith Mosby asked for a motion to adjourn. Commissioner Lorraine Mosby moved for adjournment, which motion was seconded by Commissioner Verna Belton. Upon roll call, "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
K. Mosby	None
V. Belton	
E. Edwards	
L. Mosby	

The Chairman thereupon declared said motion passed.

Chairman

Secretary

Date

DRAFT

Memorandum



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

From: Shannon Koenig, Executive Director and CEO

Date: February 21, 2023

Subject: *Executive Director's Report*

This memo provides information about select Housing Authority activities.

I. Looking Ahead in 2023

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

II. Core Objectives and Key Results

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

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



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

Through: Shannon Koenig, Executive Director and CEO

From: Carolyn Riddle, Interim Finance Director

Date: February 21, 2023

Subject: *Financial Summary*

This memo provides a summary of activities through December 31, 2022.

I. Recommendation

Staff recommend the Board approve the financial statements, as prepared.

II. Highlights

A. Revenue

Total operating income is over budget by 42% due primarily to miscellaneous other income that was not budgeted, which includes \$151,500 proceeds from a HUD lawsuit settlement. The insurance proceeds for fire damage in amount of \$60,306 was also not budgeted.

Operating subsidy is lower than anticipated, but tenant rental income is higher than expected.

B. Expense

Total operating expense is over budget by 23% mostly because management fees and board training costs are higher than budgeted.

Unit repair costs from fire damage were capitalized.

C. Net Income

The total operating net income is \$211,960, but including depreciation expense, the total net income is \$106,434.

D. Cash

As of December 31, 2022, the cash balance in the operating bank account was \$500,265. The operating subsidy received for the month of December was \$23,962 and net transfers out for operating expenses were \$55,173.

III. Attachments

A. Budgeted Income Statement

B. Cash Report

C. Tenant Rents

Pagedale Housing Authority
 Budgeted Income Statement
 As of December 2022

	Pagedale HA							
	YTD Actual	YTD Budget	Variance	% Variance	Monthly Actual	Monthly Budget	Variance	% Variance
OPERATING ITEMS								
INCOME								
Total Operating Subsidy	270,239	340,456	(70,217)		23,962	28,371	(4,409)	
Total Tenant Charges	274,858	192,107	82,751		33,617	16,009	17,608	
Total Investment Income	71	40	32		45	3	42	
Total Miscellaneous Other Income	211,806	-	211,806		-	-	-	
Total Income	756,974	532,603	224,371	42%	57,624	44,384	13,241	30%
EXPENSES								
Total Rents and Utility Reimbursements	16,274	11,247	5,027		1,261	937	324	
Total Salaries	35,862	29,443	6,420		4,863	2,454	2,409	
Total Benefits and Taxes	10,501	9,299	1,202		1,212	775	437	
Total Training, Seminars, Conferences	27,670	678	26,992		-	56	(56)	
Total Admin	90,307	50,667	39,640	78%	7,335	4,222	3,113	74%
Total Utilities	66,084	50,742	15,342		6,010	4,228	1,781	
Total Materials	15,214	11,740	3,473		(14,380)	978	(15,358)	
Total Contract Costs	66,730	144,070	(77,339)		4,069	12,006	(7,937)	
Total Tenant Services Expense	-	1,059	(1,059)		-	88	(88)	
Total Other Maintenance Expenses	10,717	3,157	7,560		2,554	263	2,291	
Total Outside Services	74,103	57,092	17,011		9,478	4,758	4,720	
Total Other Occupancy Expenses	21,518	15,701	5,818		1,697	1,308	388	
Total Occupancy Expense	254,365	283,560	(29,195)	-10%	9,428	23,630	(14,202)	-60%
Total Insurance	37,523	40,227	(2,704)		3,128	3,352	(224)	
Total Outside Services	585	-	585		(0)	-	(0)	
Total Professional Fees	8,050	4,214	3,836		7	351	(344)	
Total Other Fees	125,906	40,161	85,744		64,874	3,347	61,527	
Total Telephone and Technology	5,541	4,640	901		561	387	174	
Total Other Administrative Expenses	22,738	19,286	3,452		5,651	1,607	4,044	
Total Other General	200,342	108,528	91,815	85%	74,221	9,044	65,177	721%
Total Expenses	545,014	442,754	102,260	23%	90,984	36,895	54,088	147%
Total Net Operating Income	211,960	89,849	122,111		(33,359)	7,488	(40,848)	
NON-OPERATING ITEMS								
Total Depreciation Expense	(105,526)	-	(105,526)		(58,725)	-	(58,725)	
Total Non- Operating Items	(105,526)	-	(105,526)		(58,725)	-	(58,725)	
Net Income (Loss)	106,434	89,849	16,586		(92,084)	7,488	(99,573)	

Pagedale Housing Authority
Cash Report
December 2022

Pagedale - US Bank

BEGINNING BOOK CASH BALANCE 12/1/2022 \$ 531,431.33

ADD:

Tenant Rent	
Security Deposits	
FSS Deposits	
Other Deposits	
Operating Subsidy	23,962.00
Interest	44.82
Transfer	
Other Revenue	
TOTAL DEPOSITS	<u>24,006.82</u>

LESS:

Other Transfers	(55,173.14)
Manual Checks	
Checks	
NSF	
Withdraws/Other Deductions	-
Operating Subsidy Out	
TOTAL PAYMENTS	<u>(55,173.14)</u>

ENDING BOOK CASH BALANCE 12/31/2022 \$ 500,265.01

Pagedale - US Bank

Ending Bank Balance 12/31/2022	\$ 500,265.01
Outstanding Checks	
ACH in Transit	
Unearned Revenue	
Adjusted Bank Balance 12/31/2022	<u>\$ 500,265.01</u>

Variance -

Unrestricted Cash	475,320.01
Security Deposit Cash	24,945.00
Restricted Cash	-
	<u>\$ 500,265.01</u>

Pagedale Housing Authority

Account Detail

Dec-22

Property	Account	Period	Person	Amount	Remarks
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000240)	-317.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000378)	-679.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000537)	-700.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000399)	-14.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0019139)	-575.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0034189)	-58.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000422)	-109.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0034563)	-120.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000738)	-800.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0035185)	-113.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000410)	-166.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000388)	-561.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000377)	-70.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0012812)	-109.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0019097)	-103.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0010574)	-800.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000334)	-658.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0011460)	-287.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0035338)	-28.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000435)	-267.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000382)	-800.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000383)	-800.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0034509)	-131.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000412)	-82.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000434)	-463.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0015506)	-536.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000413)	-76.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000385)	-800.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0035506)	-692.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000398)	-670.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0033690)	-700.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0000387)	-800.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0034307)	-589.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0021073)	-269.00	:Rent 12/22
1218bpag	4300-00-240	Tenant Rent	12-2022 (t0033887)	-74.00	:Rent 12/22

Pagedale Housing Authority

Account Detail

Dec-22

Property	Account	Period	Person	Amount	Remarks
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0054564)	-800.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0000392)	-409.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0000523)	-145.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0000462)	-162.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0000518)	-460.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0000394)	-800.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0034159)	-232.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0034140)	-139.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(b0033933)	-324.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(b0022408)	-227.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0034258)	-280.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0011184)	-700.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0009706)	-228.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0000355)	-800.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0000456)	-800.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0019204)	-294.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0000527)	-700.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0000420)	-103.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0037201)	-800.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0035415)	-193.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0035536)	-782.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0034357)	-800.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0034650)	-637.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0034189)	58.00	:RENT ADJ 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	(t0034189)	-98.00	:Rent 12/22
1218bpag	4300-00-240 Tenant Rent	12-2022	1	154.00	AJE #10 - To expense deposit put down on equipment rental back
				-24,717.00	



Memorandum

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

Thorough: Shannon Koenig, Executive Director and CEO

From: Carolyn Riddle, Interim Financial Director

Date: February 21, 2023

Subject: Resolution No. 1419, Write-Offs of Uncollectable Rents

Attached are the write-offs for uncollectable rents for the quarter ending December 31, 2022

I. **Recommendation**

Staff recommend the Board approve write-offs for the 4th quarter of 2022.

RESOLUTION NO. 1419

AUTHORIZING QUARTERLY WRITE-OFF OF UNCOLLECTABLE RENTS

February 21, 2023

WHEREAS, the Executive Director and CEO has reported that continued unsuccessful attempts have been made to collect delinquent payments from former tenant(s) of the Pagedale Housing Authority.

WHEREAS, it has been determined by the Board of Commissioners that after unsuccessful efforts to collect the delinquent payments from said former tenant, said payments in the total amount of \$4,491.50 uncollectable and should be written off the books of the Authority.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Commissioners of the Housing Authority of Pagedale, that the following payments are uncollectable and should be written off the books of said Authority.

<u>Project</u>	<u>Tenant's Name</u>	<u>Balance Due</u>
MO-218	Roycelyn Davis 7001 Robbins	\$ 163.00
	Sherry White 6716 Roberts	\$4,328.50
	Total:	\$4,491.50
	Rent 76%	Legal 24%

Chairman

Secretary

Date



Memorandum

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

Through: Shannon Koenig, Executive Director and CEO

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

Date: February 21, 2023

Subject: *Housing Administration Report*

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

I. Public Housing Assessment System (PHAS) Update

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

II. Public Housing Updates

A. Property Management Transition

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

B. Admissions and Continued Occupancy Policy Update

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

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

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

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

Authority staff are available to assist any tenant who is behind on their rent with the application process. The funds are expected to be available for a limited time.

D. Trash Service Update

Effective April 1, 2023, the City of Pagedale will change trash service from Waste Management to Republic Services. Authority staff have been coordinating with residents and City staff to ensure a smooth transition for our tenants.



Memorandum

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

Through: Shannon Koenig, Executive Director and CEO

From: William Barry, Director of Maintenance and Facilities

Date: February 21, 2023

Subject: *Maintenance Report*

This memo summarizes the monthly maintenance and supply costs for Pagedale public housing from October 1 through December 31, 2022.

I. Maintenance Supply Costs

Following are repair and replacement costs for plumbing, paint supplies, and appliance replacement; and supply costs required to prepare for Department of Housing and Urban Development (HUD) Real Estate Assessment Center (REAC) inspections.

October	\$ 2,328.17
November	\$ 4,266.21
December	\$ 2,469.01
Total	\$ 9,063.39

A. Attachment: List of Work Orders from October - December 2022

II. Contracted Repair Costs

These include contract amounts for foundation repairs, garage door repair, plumbing services, and unit clean-out services.

October	\$ 20,003.64
November	\$ 566.68
December	\$ 412.09
Total	\$ 21,012.41

III. Scheduled 2023 Capital Fund Projects

We are planning to replace 58 storage sheds at the single family housing. The storage shed design will be presented to the Board for approval in 2023.

IV. Maintenance Staff

The Housing Authority transition from Sansone is complete. The maintenance staff will consist of two supervisors and five maintenance technicians. The Housing Authority is acquiring two additional technicians to complete the maintenance team.

Memorandum



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

Through: Shannon Koenig, Executive Director and CEO

From: Anna Holyan, Director of Strategic Initiatives

Date: February 21, 2023

Subject: *Agency Performance Report*

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

I. **Agency Performance Report Overview**

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

A. **What HUD Measures**

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

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

B. **What the Authority Measures**

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

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

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

AGENCY PERFORMANCE REPORT

Housing Authority of the City of Pagedale
First Quarter, 2023

Service
Respect
Integrity
Excellence
Collaboration

WHAT HUD MEASURES

PHAS SCORES

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

Why it matters

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

Most Recent Result in 2018



Standard Performer: 83%

Anticipated 2022 Score



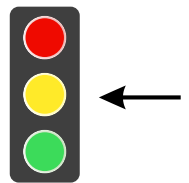
Standard Performer: 60-89%

Target for 2023



High Performer: 90+%

On Track for 2023?



WHAT THE AUTHORITY MEASURES

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

RESULTS

Finance/
Single
Audit

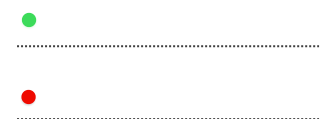
No
findings

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

RESULTS

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

Q1 Q2 Q3 Q4



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

RESULTS

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

Q1 Q2 Q3 Q4



Objective 4: Expand access to desirable and affordable housing.

RESULTS

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

Q1 Q2 Q3 Q4



Priority Partnership Framework

Housing Authority of St. Louis County



Level 1 Services:

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

Level 2 Services:

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

Level 3 Services:

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

Level 4 Services:

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

Level 5 Services:

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