

**Housing Authority of the Village of Hillsdale
Board of Commissioners
Regular Meeting
Tuesday, March 28, 2023
12:30 pm**

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

Agenda Item	Individual	Action
1. Roll Call	Terri Acoff-States	Informational
2. Approval of Minutes Regular Meeting held December 7, 2022	Chairwoman	Motion Second Vote
3. Public Comments	Chairwoman	Informational
4. Executive Director's Report	Shannon Koenig	Informational
5. Financial Reports for period ending December 31, 2022	Carolyn Riddle	Motion Second Vote
6. Financial Reports for period ending January 31, 2023	Carolyn Riddle	Motion Second Vote
7. Other Business A. Housing Authority of the Village of Hillsdale Write Offs, Resolution No. 1422	Carolyn Riddle	Motion Second Vote
B. Housing Administration Report	Katrina Sommer	Informational
C. Facilities and Maintenance Report	William Barry	Informational
D. Agency Performance Report	Anna Holyan	Informational
8. Executive Session Subject to an affirmative vote of the Board of Commissioners, an Executive Session may be held to discuss personnel issues, real estate, or litigation matters pursuant to RSMo Sections 610.021 to 610.022.	Chairwoman	Motion Second Vote
9. Scheduling Next Meeting June 27, 2023	Chairwoman	Informational
10. Adjournment	Chairwoman	Motion Second Vote

HOUSING AUTHORITY OF THE VILLAGE OF HILLSDALE
BOARD OF COMMISSIONERS MEETING
WEDNESDAY, DECEMBER 7, 2022
MEETING MINUTES

ROLL CALL:

COMMISSIONERS:

Margo McElroy, Chairwoman
Brenda Nash, Commissioner
Elmira Gilmore, Commissioner

STAFF:

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

GUEST:

Joseph Cavato, Gateway CDFI

ABSENT:

Dorothy Sledge, Vice Chairwoman

Public Hearing:

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

Chairwoman 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 Tuesday, September 20, 2022:

Commissioner Brenda Nash moved to approve the minutes of the regular board meeting held Tuesday, September 20, 2022, which motion was seconded by Commissioner Elmira Gilmore. Upon roll call the "Ayes" and "Nays" were as follows:

AYES

M. McElroy
E. Gilmore
B. Nash

NAYS

None

The Chairwoman declared the motion passed.

PUBLIC COMMENTS:

No public comments.

EXECUTIVE DIRECTOR'S REPORT:

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

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

Ms. Koenig updated Commissioners on the Authority's engagement with employees. She stated that all-staff meetings are being held on the second Thursday of every month. She said the purpose of these meetings is to bring staff together for updates from the board meeting as well as programmatic and personnel updates. Ms. Koenig informed the Board of two new employee committees that have been formed within the last several months: the Diversity Council and the Fun Committee. She stated that the Diversity Council has shared monthly content on topics ranging from people with disabilities to veterans. The Fun Committee held a dress down day fundraiser in July and funds were used to host an ice cream social for staff.

Ms. Koenig stated there were personnel changes in the Finance department and introduced Ms. Carolyn Riddle, Interim Finance Director. She stated that Ms. Riddle will be delivering the financial reports for the meeting.

FINANCIAL REPORT:

A. Ms. Riddle reviewed the Financial Reports for period ending September 30, 2022. Commissioner Brenda Nash moved to approve the September 30, 2022 Financial Reports as read and discussed which motion was seconded by Commissioner Elmira Gilmore and upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
M. McElroy E. Gilmore B. Nash	None

The Chairwoman declared the motion passed.

OTHER BUSINESS:

A. Housing Authority of the Village of Hillsdale FY 2023 Budget, Resolution No. 1416:

Ms. Riddle presented the board with a detailed Housing Authority of the Village of Hillsdale FY 2023 Budget. After discussion, Chairwoman McElroy asked for a motion to approve Resolution No. 1416, Housing Authority of the Village of Hillsdale FY 2023 Budget. Commissioner Brenda Nash motioned for approval. Commissioner Elmira Gilmore seconded the motion and upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
M. McElroy E. Gilmore B. Nash	None

The Chairwoman declared the motion passed.

B. 2023 Annual PHA Plan and Certification of Compliance:

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

After discussion, Chairwoman Margo McElroy asked for a motion to approve the Housing Authority of St. Louis County 2023 Annual PHA Plan. Commissioner Brenda Nash motioned for approval. Commissioner Elmira Gilmore seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

AYES

NAYS

M. McElroy
E. Gilmore
B. Nash

None

The Chairwoman declared the motion passed.

C. Public Housing Assessment System Report:

Ms. Follins reviewed the Public Housing Assessment System Report.

D. Agency Performance Report:

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

E. Customer Service and Resident Opportunity Initiative:

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

F. Strategy Report 2022:

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

G. 2023 Board Meeting Dates:

Ms. Koenig presented the board with 2023 Village of Hillsdale board meeting dates.

EXECUTIVE SESSION:

An Executive Session was not held.

SCHEDULE NEXT BOARD MEETING:

The next meeting is scheduled for Tuesday, March 28, 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 Elmira Gilmore. Upon roll call, "Ayes" and "Nays" were as follows:

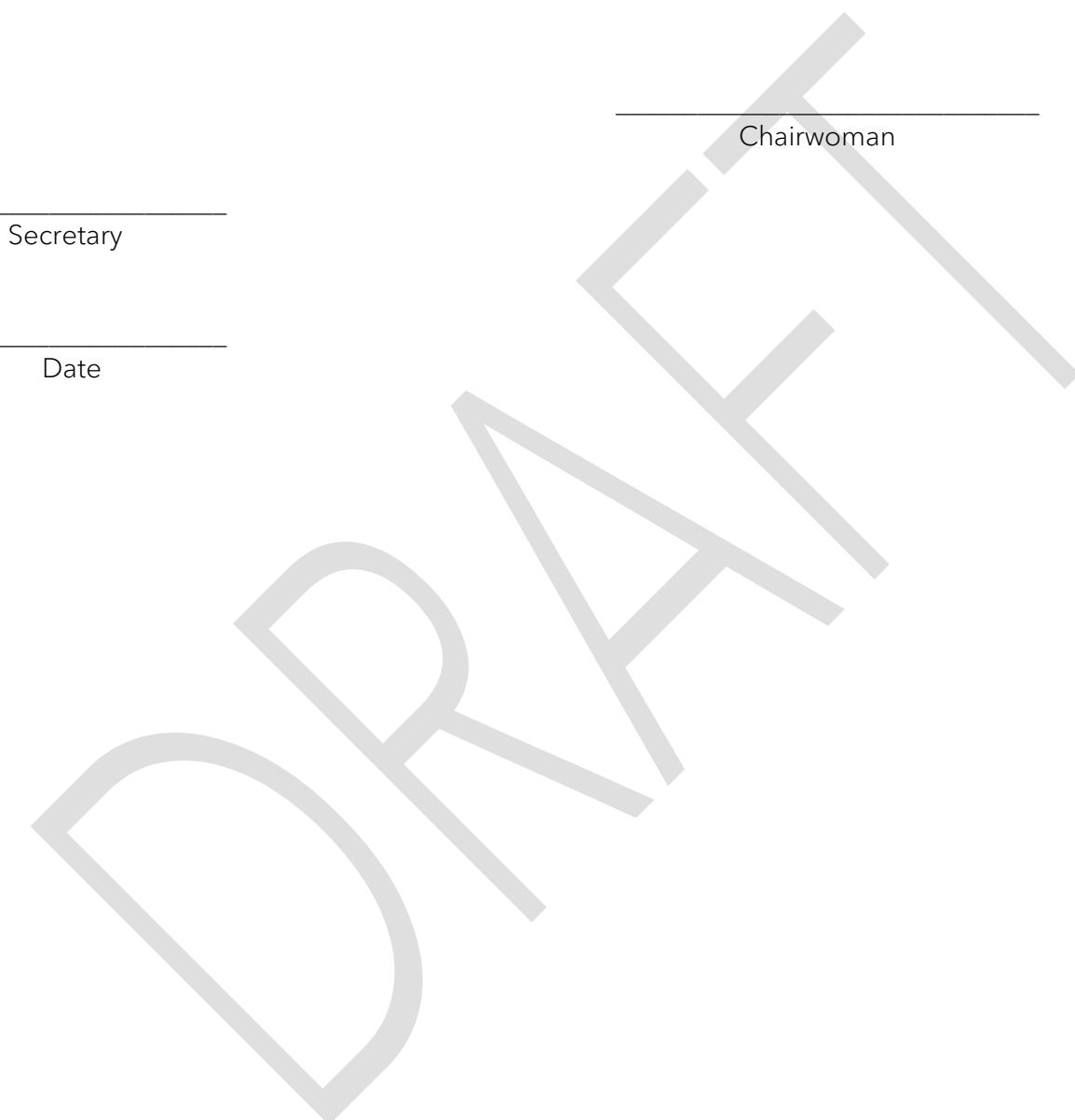
AYES

NAYS

M. McElroy
E. Gilmore
B. Nash

None

The Chairwoman declared the motion passed.



Memorandum



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

From: Shannon Koenig, Executive Director and CEO

Date: March 28, 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

III. Communications

Staff is actively procuring a consultant(s) for the following communications related activities:

- A. Content and brand messaging
- B. Visual rebranding
- C. New website
- D. Media and public relations



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: March 28, 2023

Subject: *Financial Summary*

This memo provides a narrative explanation for the period ending December 31, 2022 financial reports.

I. Recommendation

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

II. Highlights

A. Revenue

Total operating income for the year is under budget by \$3,927, due primarily to operating subsidy budgeted higher than actual.

B. Expense

Total operating expenses are over budget by \$65,024, mostly due to contract costs and legal fees from court appearances.

C. Net Income

The total operating net loss is (\$2,874), but including depreciation expense, the total net loss is (\$31,030).

D. Cash

As of December 31, 2022, the cash balance in the operating bank account was \$215,195. An operating subsidy of \$8,921 was received and \$19,019 was transferred out for operating expenses net of tenant rent.

III. Attachments

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

Hillsdale Housing Authority
Budgeted Income Statement
As of December 2022

Hillsdale HA								
	YTD Actual	YTD Budget	Variance	% Variance	Monthly Actual	Monthly Budget	Variance	% Variance
OPERATING ITEMS								
Total Operating Subsidy	100,621	132,334	(31,713)		8,921	11,028	(2,107)	
Total Tenant Charges	59,842	32,087	27,755		5,525	2,674	2,851	
Total Investment Income	29	15	15		19	1	18	
Total Miscellaneous Other Income	16	-	16		-	-	-	
Total Income	160,508	164,435	(3,927)	-2%	14,466	13,703	762	6%
EXPENSE ITEMS								
Total Rents and Utility Reimbursements	5,238	6,918	(1,680)		417	577	(160)	
Total Salaries	9,644	7,994	1,650		1,228	666	562	
Total Benefits and Taxes	2,825	2,525	300		303	210	93	
Total Training, Seminars, Conferences	152	20	132		-	2	(2)	
Total Admin	17,859	17,457	402	2%	1,948	1,455	493	34%
Total Utilities	16,389	12,149	4,240		1,591	1,012	578	
Total Materials	9,025	4,608	4,417		176	384	(208)	
Total Contract Costs	28,697	16,009	12,688		1,657	1,334	323	
Total Tenant Services Expense	-	9	(9)		-	1	(1)	
Total Other Maintenance Expenses	2,963	857	2,105		694	71	622	
Total Outside Services	41,267	12,926	28,340		17,913	1,077	16,836	
Total Other Occupancy Expenses	4,036	1,779	2,258		386	148	237	
Total Occupancy Expense	102,376	48,338	54,038	112%	22,416	4,028	18,388	457%
Total Insurance	9,401	10,617	(1,216)		784	885	(101)	
Total Outside Services	159	-	159		-	-	-	
Total Professional Fees	7,576	4,273	3,302		-	356	(356)	
Total Other Fees	17,918	11,001	6,917		1,231	917	315	
Total Telephone and Technology	1,544	1,260	284		195	105	90	
Total Other Administrative Expenses	6,549	5,410	1,139		1,452	451	1,001	
Total Other General	43,146	32,561	10,584	33%	3,663	2,713	949	35%
Total Expenses	163,382	98,356	65,024	66%	28,026	8,196	19,830	242%
Total Net Operating Income	(2,874)	66,079	(68,952)		(13,560)	5,507	(19,068)	
NON-OPERATING ITEMS								
Total Depreciation Expense	(28,157)	-	(28,157)		(2,325)	-	(2,325)	
Total Non-Operating Items	(28,157)	-	(28,157)		(2,325)	-	(2,325)	
Net Income (Loss)	(31,030)	66,079	(97,109)		(15,886)	5,507	(21,394)	

Housing Authority of the Village of Hillsdale
Cash Report
December 2022

Hillsdale

BEGINNING BOOK CASH BALANCE 12/1/2022 \$ 225,277.62

ADD:

Tenant Rent	
Security Deposits	
FSS Deposits	
Other Deposits	
Operating Subsidy	8,921.00
Interest	19.05
Transfer	
Other Revenue	
TOTAL DEPOSITS	8,940.05

LESS:

Other Transfers	(19,019.12)
Manual Checks	
Checks	
NSF / Service Fees	(3.46)
Withdraws/Other Deductions	
Operating Subsidy Out	
TOTAL PAYMENTS	(19,022.58)

Ending Bank Balance 12/31/2022	\$ 215,195.09
Outstanding Checks	
ACH in Transit	
Unearned Revenue	
Adjusted Bank Balance 12/31/2022	<u>\$ 215,195.09</u>

Variance	-
Unrestricted Cash	210,104.09
Security Deposit Cash	5,091.00
Restricted Cash	-

Hillsdale Housing Authority (1220bhil)

Account Detail

Period = Dec 2022

Book = Accrual

Property	Account	Date	Period	Person	Control	Reference	Amount	Remarks
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Washington (t0023214)	C-150435	:TRC :12/22	364.00 :Rent 12/22 Washington, Shawnta 6417 Jesse Jackson, , St. Louis
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Barton (t0022459)	C-150436	:TRC :12/22	96.00 :Rent 12/22 Barton, Amanda 2162 Cherry Ave., , St. Louis MO 631
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Gilmore (t0000246)	C-150437	:TRC :12/22	650.00 :Rent 12/22 Gilmore, Elmira 6427 Mount Ave., , St. Louis MO 631
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Smith (t0027626)	C-150438	:TRC :12/22	725.00 :Rent 12/22 Smith, Monique 2133 Oakdale Ave., , St. Louis MO 63
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Reese (t0000239)	C-150439	:TRC :12/22	114.00 :Rent 12/22 Reese, Donald 2164 Overlea Ave., , St. Louis MO 631
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Barton (t0020712)	C-150440	:TRC :12/22	650.00 :Rent 12/22 Barton, Ebony 6429 Leschen, , St. Louis MO 63121
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	King (t0034111)	C-150441	:TRC :12/22	243.00 :Rent 12/22 King, Tylesha 6407 Jesse Jackson, , St. Louis MO 63
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Eikerenkoetter (t0000550)	C-150442	:TRC :12/22	650.00 :Rent 12/22 Eikerenkoetter, Alexis 2128 Overlea Ave., , St. Loui
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	McCain (t0000243)	C-150443	:TRC :12/22	105.00 :Rent 12/22 McCain, Tawanda 2166 Overlea Ave., , St. Louis MO 6
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Conrad (t0017195)	C-150444	:TRC :12/22	72.00 :Rent 12/22 Conrad, Kristina 2138 Edmund Ave., , St. Louis MO 6
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Harris (t0034962)	C-150445	:TRC :12/22	187.00 :Rent 12/22 Harris, Alexis 2117 Edmund Ave., , St. Louis MO 6312
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Hamilton (t0027545)	C-150446	:TRC :12/22	323.00 :Rent 12/22 Hamilton, Dynee 2156 Oakdale Ave., , St. Louis MO 6
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Canamore (t0027529)	C-150447	:TRC :12/22	771.00 :Rent 12/22 Canamore, Carmetta 2113 Edmund Ave., , St. Louis MO
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Hollins (t0000237)	C-150448	:TRC :12/22	525.00 :Rent 12/22 Hollins, Carnelia 6417 Jesse Jackson , Apt. A, St. L
1220bhil	4300-00-240	Tenant Rent	12/1/2022	12-2022	Evans (t0020738)	C-150449	:TRC :12/22	50.00 :Rent 12/22 Evans, Naunica 2131 Oakdale Ave., , St. Louis MO 63
Total							5,525.00	



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: March 28, 2023

Subject: *Financial Summary*

This memo provides a narrative explanation for the period ending January 31, 2023 financial reports.

I. Recommendation

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

II. Highlights

A. Revenue

Total operating income for the year is under budget by \$1,361, due primarily to capital grants, which is relative to timing.

B. Expense

Total operating expenses are over budget by \$6,199, mostly due to contract costs in which unit repairs were over budget for the month.

C. Net Income

The total operating net loss is (\$1,913), but including depreciation expense, the total net loss is (\$4,228).

D. Cash

As of January 31, 2023, the cash balance in the operating bank account is \$201,140. An operating subsidy of \$10,076 was received and \$24,131 was transferred out for operating expenses net of tenant rent.

III. Attachments

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

Hillsdale Housing Authority
Budgeted Income Statement
As of January 2023

Hillsdale HA								
	YTD Actual	YTD Budget	Variance	% Variance	Monthly Actual	Monthly Budget	Variance	% Variance
OPERATING ITEMS								
Total Operating Subsidy	10,076	8,196	1,880		10,076	8,196	1,880	
Total Capital Grants	-	3,872	(3,872)		-	3,872	(3,872)	
Total Tenant Charges	5,525	4,911	614		5,525	4,911	614	
Total Investment Income	19	1	18		19	1	18	
Total Miscellaneous Other Income	-	2	(2)		-	2	(2)	
Total Income	15,620	16,981	(1,361)	-8%	15,621	16,981	(1,361)	-8%
EXPENSE ITEMS								
Total Rents and Utility Reimbursements	417	458	(41)		417	458	(41)	
Total Salaries	1,651	2,318	(667)		1,651	2,318	(667)	
Total Benefits and Taxes	384	642	(258)		384	642	(258)	
Total Training, Seminars, Conferences	-	10	(10)		-	10	(10)	
Total Admin	2,452	3,427	(975)	-28%	2,452	3,427	(975)	-28%
Total Utilities	1,656	1,372	284		1,656	1,372	284	
Total Materials	263	621	(358)		263	621	(358)	
Total Contract Costs	11,018	1,519	9,498		11,018	1,519	9,498	
Total Tenant Services Expense	-	-	-		-	-	-	
Total Other Maintenance Expenses	(120)	202	(322)		(120)	202	(322)	
Total Outside Services	-	-	-		-	-	-	
Total Other Occupancy Expenses	27	355	(328)		27	355	(328)	
Total Occupancy Expense	12,844	4,070	8,774	216%	12,844	4,070	8,774	216%
Total Insurance	1,029	862	167		1,029	862	167	
Total Outside Services	-	-	-		-	-	-	
Total Professional Fees	952	951	1		952	951	1	
Total Other Fees	31	1,368	(1,337)		31	1,368	(1,337)	
Total Telephone and Technology	119	123	(5)		119	123	(5)	
Total Other Administrative Expenses	106	531	(425)		106	531	(425)	
Total Other General	2,237	3,836	(1,599)	-42%	2,236	3,836	(1,599)	-42%
Total Expenses	17,533	11,333	6,199	55%	17,532	11,333	6,199	55%
Total Net Operating Income	(1,913)	5,648	(7,561)		(1,911)	5,648	(7,561)	
NON-OPERATING ITEMS								
Total Depreciation Expense	(2,316)	(2,419)	103		(2,316)	(2,419)	103	
Total Non-Operating Items	(2,316)	(2,419)	103		(2,316)	(2,419)	103	
Net Income (Loss)	(4,228)	3,230	(7,457)		(4,227)	3,230	(7,457)	

Housing Authority of the Village of Hillsdale
Cash Report
January 2023

Hillsdale

BEGINNING BOOK CASH BALANCE 1/1/2023 \$215,195.09

ADD:

Tenant Rent	
Security Deposits	
FSS Deposits	
Other Deposits	
Operating Subsidy	10,076.00
Interest	18.92
Transfer	
Other Revenue	
TOTAL DEPOSITS	10,094.92

LESS:

Other Transfers	(24130.84)
Manual Checks	
Checks	
NSF / Service Fees	(19.06)
Withdraws/Other Deductions	
Operating Subsidy Out	
TOTAL PAYMENTS	(24149.90)

ENDING BOOK CASH BALANCE 1/31/2023 \$ 201,140.11

Hillsdale

Ending Bank Balance 1/31/2023 \$ 201,140.11

Outstanding Checks	
ACH in Transit	
Unearned Revenue	
Adjusted Bank Balance 1/31/2023	\$ 201,140.11

Variance

Unrestricted Cash	196,049.11
Security Deposit Cash	5,091.00
Restricted Cash	-
	201,140.11

Account Detail

Period = Jan 2023

Book = Accrual

Property	Account	Date	Period	Person	Control	Reference	Amount	Remarks
1220bhil	4300-00-240	Tenant Rent	10/1/2022	01-2023	(t0027603)	C-151848	:TRC :10/22	457.00 :Rent 10/22
1220bhil	4300-00-240	Tenant Rent	11/1/2022	01-2023	(t0027603)	C-151849	:TRC :11/22	457.00 :Rent 11/22
1220bhil	4300-00-240	Tenant Rent	12/1/2022	01-2023	(t0027603)	C-151850	:TRC :12/22	457.00 :Rent 12/22
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0023214)	C-151146	:TRC :01/23	364.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0022459)	C-151147	:TRC :01/23	96.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0000246)	C-151148	:TRC :01/23	650.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0027626)	C-151149	:TRC :01/23	725.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0000239)	C-151150	:TRC :01/23	114.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0020712)	C-151151	:TRC :01/23	650.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0034111)	C-151152	:TRC :01/23	243.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t00000550)	C-151153	:TRC :01/23	650.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0000243)	C-151154	:TRC :01/23	105.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0017195)	C-151155	:TRC :01/23	72.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0034962)	C-151156	:TRC :01/23	187.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0027545)	C-151157	:TRC :01/23	323.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0027529)	C-151158	:TRC :01/23	771.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0000237)	C-151159	:TRC :01/23	525.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0020738)	C-151160	:TRC :01/23	50.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/1/2023	01-2023	(t0027603)	C-151851	:TRC :01/23	457.00 :Rent 01/23
1220bhil	4300-00-240	Tenant Rent	1/30/2023	01-2023	(t0027603)	C-151844		(457.00) Late review. Tenant new lease date was 10/01/22. Rent charge is 457.00 as of 10/01/22. Due to late review tenant should be credit for 10/01/22
1220bhil	4300-00-240	Tenant Rent	1/30/2023	01-2023	(t0027603)	C-151845		(457.00) Late review. Tenant new lease date was 10/01/22. Rent charge is 457.00 as of 10/01/22. Due to late review tenant should be credit for 11/01/22
1220bhil	4300-00-240	Tenant Rent	1/30/2023	01-2023	(t0027603)	C-151846		(457.00) Late review. Tenant new lease date was 10/01/22. Rent charge is 457.00 as of 10/01/22. Due to late review tenant should be credit for 12/01/22
1220bhil	4300-00-240	Tenant Rent	1/30/2023	01-2023	(t0027603)	C-151847		(457.00) Late review. Tenant new lease date was 10/01/22. Rent charge is 457.00 as of 10/01/22. Due to late review tenant should be credit for 01/01/23
Total							5,525.00	



Memorandum

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: March 28, 2023

Subject: *Resolution No. 1422, 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. 1422

AUTHORIZING QUARTERLY WRITE-OFF OF UNCOLLECTABLE RENTS

March 28, 2023

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

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 \$4,372.50 uncollectable and should be written off the books of the Authority.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Commissioners for the Village of Hillsdale, 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-0220	Alexis Eikerenkoetter 2128 Overlea	\$2,500.00
	Katherine Feemster 2167 Cherry	\$1,872.50
	Total	\$4,372.50
		Rent 57% Legal 43%

Chairwoman

Secretary

Date



Memorandum

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

Through: Shannon Koenig, Executive Director and CEO

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

Date: Tuesday, March 28, 2023

Subject: *Housing Administration Report*

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

I. Public Housing Assessment System (PHAS) Update

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

II. Public Housing Updates

A. Property Management Transition

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

B. Admissions and Continued Occupancy Policy Update

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

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

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

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

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.



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: March 28, 2023

Subject: *Maintenance Report*

This memo summarizes the monthly maintenance and supply costs for the Housing Authority of the Village of Hillsdale from October 1 through December 31, 2022.

I. Maintenance Supply Costs

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

October	\$1,247
November	\$2,354
<u>December</u>	\$ 176
TOTAL	\$3,777

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

II. Contracted Repair Costs

These include costs for trash, groundskeeping, pest control, janitorial and heating ventilation, and air conditioning repairs.

October	\$1,816
November	\$3,242
<u>December</u>	\$1,657
TOTAL	\$6,715

III. Other Maintenance Costs

This covers vehicle maintenance and vehicle fuel cost.

October	\$ 0
November	\$ 699
<u>December</u>	\$ 694
TOTAL	\$1,393

IV. Maintenance Staff

The Housing Authority transition from Sansone is complete. The maintenance staff will consist of two (2) supervisors and five (5) maintenance technicians. The Housing Authority will add three (3) additional technicians to complete the maintenance team.

Non-Emergency Work Order Detail

Olivette Housing Authority (1132bolv)

Non-Emergency Works Orders active between 10/01/2022 and 01/01/2023

Work Orders closed within 25 days

Property	Unit	WO	WO Priority	WO Category	WO Brief Description	Call Date	Date Completed	Days to Complete	Days open in Period Reported
1132bolv	RH9388	33873	Routine	Plumbing	Toilet is stopped up	10/03/2022	10/04/2022	1	1
1132bolv	RH9380	33886	Routine	Plumbing	Toilet stopped up	10/06/2022	10/06/2022	1	1
1132bolv	RH9388	33889	Routine	Plumbing	Toilet	10/06/2022	10/06/2022	1	1
1132bolv	RH9371	33893	Routine	Flooring-Steps	Tile broken	10/06/2022	10/06/2022	1	1
1132bolv	RH9357	33895	Routine	Plumbing	Toilet not flushing	10/07/2022	10/07/2022	1	1
1132bolv	RH9357	33934	Routine	HVAC	Blowing out cold air	10/14/2022	10/15/2022	1	1
1132bolv	RH9380	34086	Routine	Plumbing	Toilet running and won't flush	11/07/2022	11/08/2022	1	1
1132bolv	RH9380	34104	Routine	Plumbing	Replace toilet	11/09/2022	11/10/2022	1	1
1132bolv	RH9330	34105	Routine	Appliance	Outlet behind stove	11/09/2022	11/15/2022	6	6
1132bolv	RH9388	34127	Routine	Appliance	Oven is not working	11/14/2022	11/15/2022	1	1
1132bolv	RH9356	34169	Routine	HVAC	No hot water	11/17/2022	11/18/2022	1	1
1132bolv	RH9342	34225	Routine	HVAC	no heat	12/01/2022	12/02/2022	1	1
1132bolv	RH9388	34234	Routine	Doors	Needing a door knob	12/02/2022	12/07/2022	5	5
1132bolv	RH9330	34244	Routine	Doors	Key not working for front door.	12/05/2022	12/07/2022	2	2
1132bolv	RH9342	34297	Routine	HVAC	No heat	12/13/2022	12/13/2022	1	1

Work Orders closed within 25 days

15

Total number of non-emergency work orders:

15

Total calendar days it took to complete non-emergency work orders:

25

Average completion days:

1.67

Average completion days for reporting period 2 years prior:

1.00

Reduction in average completion days over the past three years:

-0.67

Memorandum



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

Through: Shannon Koenig, Executive Director and CEO

From: Anna Holyan, Director of Strategic Initiatives

Date: March 28, 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 Framework
 - **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 Village of Hillsdale
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



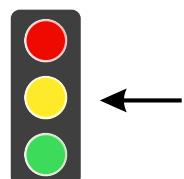
Standard Performer: 60-89%

Target for 2023



High Performer: 90+%

On Track for 2023?



WHAT THE AUTHORITY MEASURES

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

RESULTS



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 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

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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

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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