

HASLO has returned to in-person meetings for the Board of Commissioners.

LOCATION: Office Hours, 1150 Laurel Lane, Suite 180, San Luis Obispo, CA 93401

The public may join in person or via the Zoom link.

Join Zoom Meeting: **Please note: This is a new link and meeting ID.**

<https://us06web.zoom.us/j/84939270041?pwd=a4CTjUGMpA4xdVILF8ypnE4wu3mKH.1>

Meeting ID: 849 3927 0041

Passcode: 975423

Dial in by phone: 253-215-8782

TIME: 12:00 P.M.

12:00 PM	REGULAR MEETING	1150 Laurel Lane, Suite 180 Office Hours Conference Room
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CALL TO ORDER: Chairman Ashlea Boyer

ROLL CALL: Commissioners Boyer, Crotser, Jeffries, Odenthal, Shower, Souza, Steinberg

PUBLIC COMMENT PERIOD FOR ITEMS NOT ON THE AGENDA (not to exceed 15 minutes total)
 The Board welcomes your input. You may address the Board by completing a speaker slip and giving it to the staff clerk prior to the meeting. At this time, you may address the Board on items that are not on the agenda. Time limit is three minutes. State law does not allow the Board to discuss or take action on issues not on the agenda, except that members of the Board or staff may briefly respond to statements made or questions posed by persons exercising their public testimony rights (Gov. Code Sec. 54954.2). Staff may be asked to follow up on such items.

EXECUTIVE DIRECTOR REPORT
 The Executive Director’s report is intended to brief the Commission on items, issues, key dates, etc., that do not require specific action, and are not “agendized” as separate items on the HASLO Commission Agenda.

CONSENT AGENDA
 A member of the public or a Commissioner may request the Board to pull an item for discussion, clarification, and/or separate action. Pulled items shall be heard at the close of the Consent Agenda unless a majority of the Board chooses another time. The public may comment on any and all items on the Consent Agenda within the three-minute time limit.
 All items on the Consent Agenda are adopted by one motion.
RECOMMENDED ACTION: Approve Consent Agenda Items as Presented

- C1. **MINUTES OF THE BOARD OF COMMISSIONERS REGULAR MEETING OF MARCH 28, 2024**
Approve the Minutes of the Regular Board of Commissioners Meeting of March 28, 2024
- C2. **HASLO MONTHLY DISBURSEMENT REGISTER** (available for review at the meeting)
- C3. **HOUSING CHOICE VOUCHER (SECTION 8)**
- C4. **VACANCY LOSS REPORT**
- C5. **FAMILY SELF-SUFFICIENCY & RESIDENT SERVICES PROGRAM REPORT**
- C6. **SUPPORTIVE HOUSING PROGRAM REPORT**
- C7. **CONSTRUCTION AND DEVELOPMENT REPORT**

DISCUSSION ITEM:

CREATION OF THE HASLO SERVICES DEPARTMENT, NEW DIRECTOR OF SERVICES POSITION, AND RECLASSIFICATION OF THE SUPPORTIVE HOUSING PROGRAM MANAGER POSITION

RECOMMENDED ACTION: Review and approve Resolution No. 12, forming the new HASLO Services Department, creating the new Director of Services position, reclassifying the Supportive Housing Program Manager position, and unfunding the Director of Resident Services position

ADJOURNMENT

The next Regular Meeting will be held on May 16, 2024, at 12:00 p.m.

REQUIREMENTS OF THE BROWN ACT HAVE BEEN SATISFIED AS THIS NOTICE WAS POSTED AT 4:00 P.M. ON APRIL 11, 2024, PRIOR TO THE 72-HOUR NOTICING REQUIREMENT.



HASLO wishes to make all of its public meetings accessible to the public. Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities. Any person with a disability who requires a modification or accommodation in order to participate in a meeting should direct such request to the Executive Director's Assistant at (805) 594-5321 at least 48 hours before the meeting, if possible.

***** DRAFT *****

MINUTES

HOUSING AUTHORITY OF THE CITY OF SAN LUIS OBISPO

MARCH 28, 2024

CALL TO ORDER

The Annual Meeting of the Housing Authority of the City of San Luis Obispo was called to order on Thursday, March 28, 2024, at 12:00 p.m. at 1150 Laurel Lane, Suite 180, San Luis Obispo, by Chair Ashlea Boyer.

ROLL CALL

PRESENT: Commissioners Boyer, Jeffries, Odenthal, Shower, Souza, Steinberg

ABSENT: Commissioner Crotser

STAFF: Scott Collins, Ken Litzinger (via phone), Sandra Bourbon, Michael Burke, Michelle Pedigo, and Vicky Culman

PUBLIC COMMENT:

Betty Winholtz

12:03 P.M. Betty Winholtz absent.

12:06 P.M. Commissioner Crotser present.

EXECUTIVE DIRECTOR'S REPORT:

Scott Collins, Executive Director, reported on the properties under construction. Rockview on Sunset is open now. Toscano is leased up with move ins starting this afternoon. Maxine Lewis and Bridge Street are under construction although Bridge Street was sidelined due to rain. Shell Beach is close to completion pending possible switch gear issues. Anderson should be completed by September; unfortunately, there is no budget for tenant improvements. The new office framing is going up, and the second floor will start soon. We submitted TCAC applications for Monterey Senior and Arroyo Terrace and our outside experts believe they will be funded.

The Planning Commission approved Mesa Trails in Nipomo.

We are looking at funding opportunities from the County for the Paso Homekey Supportive Housing Program.

Collins gave presentations to Rotary, Planning Commission, and City Council. Collins and the HR manager attended a Career Fair at Alan Hancock College.

Collins thanked Sandra Bourbon for serving as both Director of Resident Services and the Manager of the Supportive Housing Program until that position is filled.

HASLO along with People's Self-Help Housing (PSHH) and the Paso Robles Housing Authority (PRHA) funded a poll regarding affordable housing. Results indicate a consensus on the lack of workforce housing. Staff will have training on April 18 regarding the staff agreements and how we can work together. Because of that training on April 18, the Board of Commissioners meeting will be rescheduled to Friday, April 19.

CONSENT AGENDA:

- C1. MINUTES OF THE BOARD OF COMMISSIONERS REGULAR MEETING OF FEBRUARY 15, 2024**
- C2. HASLO MONTHLY DISBURSEMENT REGISTER (available for review at the meeting)**
- C3. HOUSING CHOICE VOUCHER (SECTION 8)**
- C4. VACANCY LOSS REPORT**
- C5. FAMILY SELF-SUFFICIENCY & RESIDENT SERVICES PROGRAM REPORT**
- C6. SUPPORTIVE HOUSING PROGRAM REPORT**
- C7. CONSTRUCTION AND DEVELOPMENT REPORT**

ACTION TAKEN: A motion to approve all Consent Agenda items was made by Commissioner Crotser, seconded by Commissioner Shower, and unanimously approved.

DISCUSSION ITEMS:

COMPENSATION AND CLASSIFICATION STUDY

Ryan Blackwell and Tyler McClure from CBIZ, the company hired to conduct the study, were in attendance virtually. HASLO chose CBIZ because of their Housing Authority experience, competitive pricing, and availability that fit with our schedule. Collins reminded the Board that last year, the Commissioners approved a 3% COLA for staff. An additional 3% was held in reserve in anticipation of the expected recommendations from the Compensation and Classification study.

12:29 P.M. Commissioner Jeffries now absent.

HASLO requested that the study focus on maintaining HASLO salary ranges in the midpoint of the market to continue to retain and attract talent. Salary changes were made to positions that were below the market; these changes cost slightly more than the 3% reserve.

12:37 P.M. Commissioner Jeffries now present.

ACTION TAKEN: A motion to adopt **Resolution No. 11 (2024 Series) Accepting the March 2024, Classification and Compensation Study Recommendations and Authorizing an Effective Date of January 4, 2024, Payroll Date** was made by Commissioner Steinberg, seconded by Commissioner Souza, and approved on the following roll call vote:

AYES: Commissioners Steinberg, Souza, Boyer, Crotser, Jeffries, Odenthal, Shower
NOES: None
ABSENT: None
ABSTAINED: None

There being no further business, the meeting was adjourned at 12:43 p.m.

Respectfully submitted,

Scott Collins, Secretary

Executive Summary

Housing Choice Vouchers (“Section 8”)

- SEMAP Report
 - The closing for PIC was successful for March and the SEMAP report is attached.
- HOTMA Update
 - We recently attended an update presented by Yardi regarding the progress of HUD’s HIP software. Here are a few key notes from the training. They did note that HUD would be issuing additional guidance.
 - In July, Yardi anticipates updating our software to make it compliant with the HIP software. Transitioning to HIP is needed before we can transition to HOTMA since the current PIC software is not capable of applying the new regulations.
 - HUD’s current software, PIC, is anticipated to go down permanently in August.
 - There will be a period of time in between PIC shutting down in August and HIP being available in October, where no files will be uploaded to HUD. We will hold the files in our software until notified we are cleared to upload them.
 - During the downtime, HUD will be migrating our current PIC data to the HIP system.
 - When HIP goes live in October, we will submit all the data that has been processed during the downtime.
 - At this point, we will still be under pre-HOTMA guidelines, but we will be transmitting the client updates to the new HIP software. In November and December, Yardi will work on upgrading everyone to the HOTMA compliant version of their software. January 1, 2025, will be the final date to finalize our HOTMA implementation.
 - Yardi highly recommended that someone from all the housing authority agencies attend their PHA Forum to be held in Maryland in May to keep up to date on this timeline. Michelle Pedigo will be attending that training.
- NSPIRE Update
 - NSPIRE is HUD's new inspection procedure. Similar to HOTMA, there have been significant delays in being able to implement these procedures. A PIH notice dated September 29, 2023, gave all PHA’s until October 1, 2024, to implement the new procedures. We will implement sooner if we receive notification from our software vendor that they have the software updated for these procedures, they do not yet have an anticipated release date.
- Voucher Funding Update
 - We’ve also begun leasing some regular vouchers to replace vouchers lost through attrition. It’s important to maintain our leasing levels to maximize future funding.
 - The latest updates on the federal budget reflects more funding than originally anticipated, but more detail on our individual funding is still needed.
 - Attached is a graphical analysis of average family income, average rent to owner, and average HAP which shows the predicted results through April 2024.
 - There are no significant changes in this report compared to last month’s report.
- Emergency Housing, Mainstream Vouchers and VASH
 - The deadline for issuing new EHV vouchers was September 30, 2023. Vouchers in this program will continue to decline as people leave the program. We average a decrease of three vouchers a month.
 - HUD has allowed us to start leasing Mainstream vouchers again. We will also be applying for additional Mainstream funding as soon as HUD publishes its notice of funding availability for 2024.
 - Effective in April 2024, we have been awarded 20 additional VASH vouchers.

Acronyms

- EHV: Emergency Housing Vouchers
- HAP: Housing Assistance Payment
- HIP: Housing Information Portal
- HOTMA: Housing Opportunity Through Modernization Act
- NSPIRE: National Standards for the Physical Inspection of Real Estate
- PIC: PIH Information Center
- PIH: Public and Indian Housing

SEMAP Indicators Report

As of March 31, 2024

Housing Authority: **CA064**
 Housing Authority FYE: **September 30**

 Download in Excel
  Print Page
  Back to Report

Current SEMAP Indicator Information

Most Recent SEMAP Indicator Information

Reporting Rate as of March 31, 2024

Program Type	VMS Units Leased	As of MM/YY	Port-Outs	Port-Ins	Number of 50058s Required (#)	Number of 50058s Reported (#)	Reporting Rate (%)
All Voucher Funded Assistance	2492	02/24	17	42	2517	2728	100

Indicator 9: Annual Reexaminations

Note: For Indicators 9-12 and 14, HUD mandates for SEMAP a Reporting Rate of at least 95 percent by the PHA's fiscal year end. If this threshold is not met, the PHA will receive zero points for these four indicators.

Percent of Families with reexaminations overdue (%) (Percentage includes all reexaminations more than 2 months overdue. SEMAP scores: Under 5% = 10 points; 5% - 10% = 5 points; greater than 10% = 0 points. Percentages shown as red and bold result in reduced SEMAP scores.)	0
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Number of Families in Current Database	Number of Late Reexaminations
2902	0

[\[+\] Families with reexaminations overdue](#)

Indicator 10: Correct Tenant Rent Calculations

Percent of Families with incorrect rent calculation (%) (SEMAP scores zero points when more than 2 percent of the Housing Authority's tenant rent calculations are incorrect as indicated by percentages shown in red and bold.)	0
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Number of Families in Current Database	Number of Rent Discrepancies
1781	0

[\[+\] Families with incorrect rent calculation\(s\)](#)

Indicator 11: Precontract HQS Inspections

Percent of units that did pass HQS inspection before the beginning date of the assisted lease and HAP contract (%) (SEMAP scores zero points when fewer than 98 percent of newly leased units pass the HQS inspection before the beginning of the lease/HAP as indicated by percentages as shown in red and bold.)	100
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Number of Families in Current Database	Number of Inspections On or Before Effective Date
401	401

[\[+\] Families where HQS inspection did not pass before lease and HAP contract](#)

**Indicator 12:
Annual HQS Inspections**

Percent of units under contract where annual HQS inspection is overdue (%) (Percentage includes all HQS Inspections more than 2 months overdue. SEMAP scores: Under 5% = 10 points; 5% - 10% = 5 points; greater than 10% = 0 points. Percentages shown as red and bold result in reduced SEMAP scores.)	0
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Number of Families in Current Database	Number of Late Inspections
2360	1

[\[+\] Families with annual HQS inspections overdue](#)

**Indicator 13:
Lease-Up**

Note: This data is not currently available.

**Indicator 14:
Family Self-Sufficiency Enrollment**

Enrolled	Escrow Balance	Points
80% or more	30% or more	10
60%-79%	30% or more	8
80% or more	Less than 30%	5
Less than 60%	30% or more	5
60%-79%	Less than 30%	3
Less than 60%	Less than 30%	0

Percentages shown in red and bold result in reduced SEMAP scores.

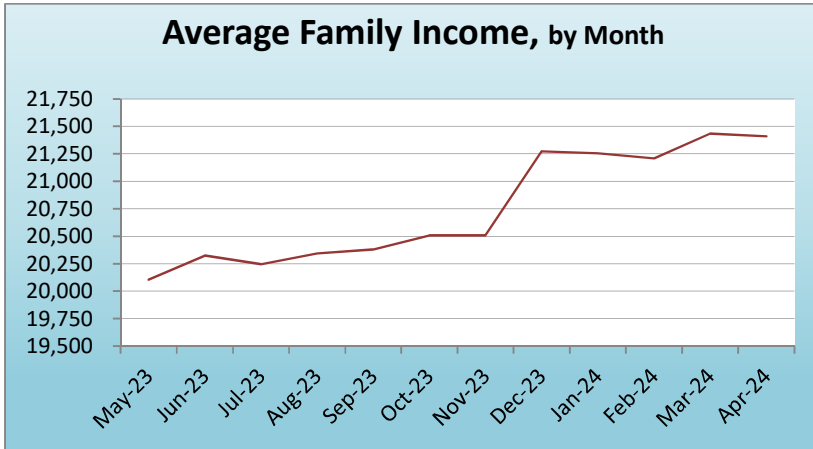
Number of Mandatory Slots (#)*	Number of Families Enrolled (#)	Percent of Families Enrolled (%)	Number of Families with Progress Report and Escrow Balances (#)	Percent of Families with Progress Report and Escrow Balances (%)
0	67	0	55	86

HASLO

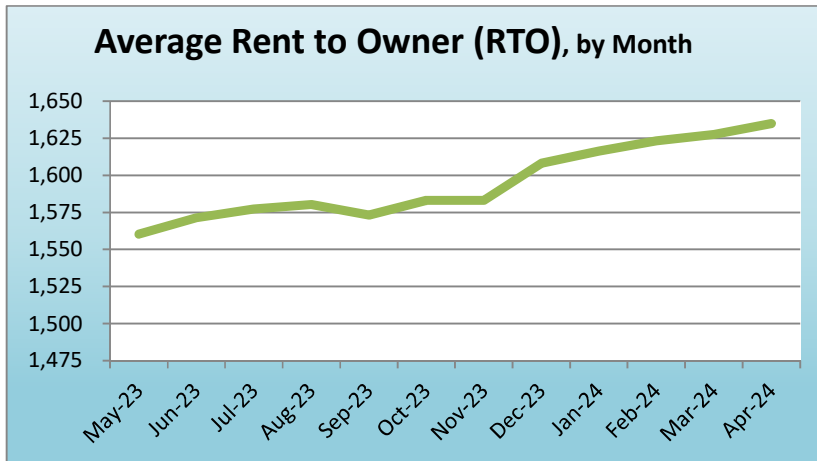
Voucher Monthly Analysis (VMA)

Rolling 12 months, with projections through Apr 2024

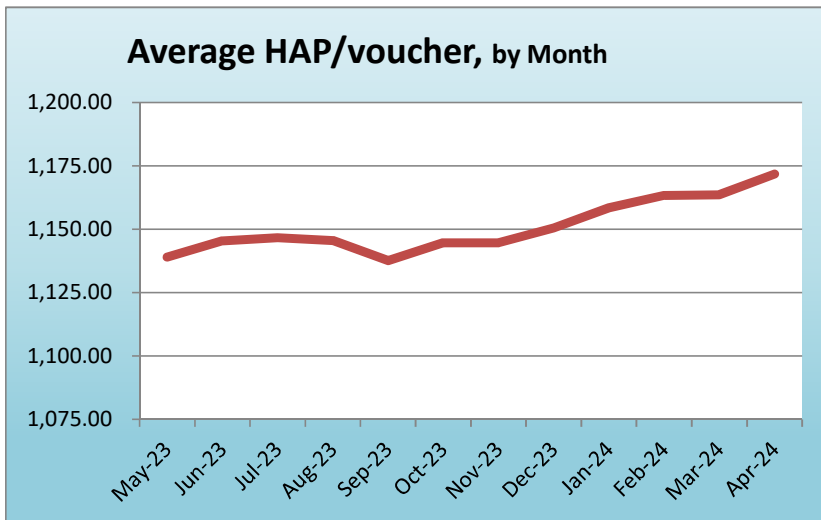
Note: includes Welcome Home Vouchers (EHV)



Average HH Income, 12 month % change: 6.5%



RTO, 12 month % change:
(including new leases) 4.8%



Average HAP, 12 month % change: 2.9%

Notes:

- average HAP/voucher may differ from Finance submissions to HUD, due to timing/reporting differences
- represents averages across the programs/voucher types

Housing Authority of San Luis Obispo
Housing Choice Voucher Lease up and Funding Analysis
April 2024

The summary at the top of the page shows the year-to-date leasing activity for our “Regular” Housing Choice Voucher program. The Regular vouchers are comprised of 2,290 general vouchers, 246 Veterans vouchers, and 47 Family Unification/Foster Youth Initiative vouchers for a total of 2,583 available vouchers. In addition, HASLO administers 183 Mainstream and 196 Emergency Housing Vouchers (EHV) that HUD considers as separate stand-alone programs for tracking and funding purposes.

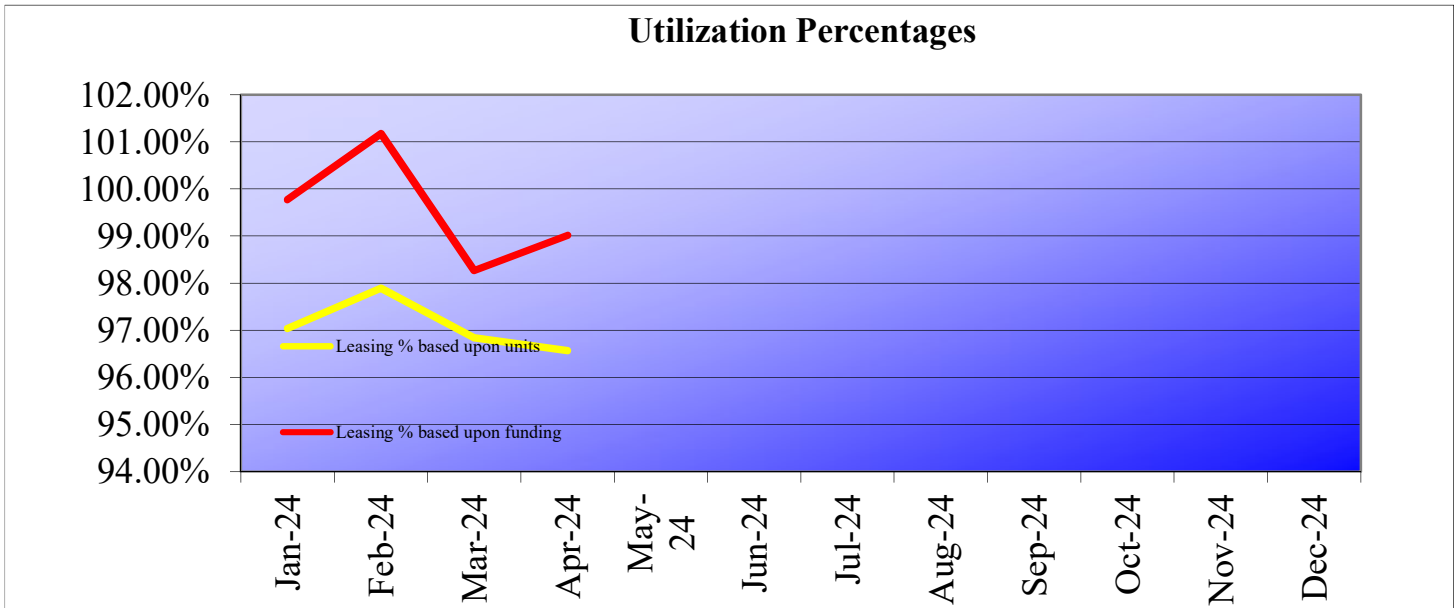
We have yet to received our 2024 funding numbers and may not receive for a couple more months. We are using an estimated 3% inflation factor increase of funding for 2024 based on information we have received from HUD. We have been made aware that this year’s funding may not be sufficient to renew existing vouchers upon turnover. The goal this year is to have strong leasing numbers while preparing for a potential decrease in funding for 2024.

HUD recently notified us that we received 20 additional VASH Vouchers.

Our EHV program has been fully leased-up. This program expired in September 2023 and will only provide funding for existing vouchers and will not allow any additional participants.

Housing Authority San Luis Obispo
HCV Leasing Financial Analysis
April 2024

	Unit Months Available	Unit Months Leased	Leasing % based upon units	ABA /HAP Funding Allocation	HAP Expenses Paid	Funding Surplus / (Shortfall)	Leasing % based upon funding	Per Unit HAP
January 2024	2,563	2,487	97.03%	\$ 2,853,313	\$ 2,846,850	\$ 6,463	99.77%	\$ 1,145
February 2024	2,563	2,509	97.89%	\$ 2,853,313	\$ 2,886,852	\$ (33,539)	101.18%	\$ 1,151
March 2024	2,563	2,482	96.84%	\$ 2,853,313	\$ 2,803,892	\$ 49,421	98.27%	\$ 1,130
April 2024	2,563	2,475	96.57%	\$ 2,853,313	\$ 2,825,120	\$ 28,193	99.01%	\$ 1,141
May 2024								
June 2024								
July 2024								
August 2024								
September 2024								
October 2024								
November 2024								
December 2024								
YTD	10,252	9,953	97.08%	\$ 11,413,253	\$ 11,362,714	\$ 50,539	99.56%	\$ 1,142



NRA + Prog Reserve Balance (Excess HAP) as of 1/1/2024	\$ 1,611,076	YTD Voucher	YTD	
HAP Funding YTD:	\$ 11,413,253	Months Available	Vouchers Leased	
HAP Expenditures YTD:	\$ 11,362,714			
HAP Revenue (Fraud, FSS Forfeits) YTD:	\$ -	Regular Vouchers	9,160	8,979 98.0%
Current Remaining NRA / Prog Reserve:	\$ 1,661,615	Veterans (VASH)	924	813 88.0%
Months in Reserves at Current Monthly Expense Levels		Family Unification	188	161 85.6%
Reserves as a Percentage of Budget Authority	4.9%	Total Vouchers	10,272	9,953 96.9%
Current Monthly Funding (a)	\$ 2,853,313	Mainstream	732	681 93.0%
Current Average HAP Payment (b)	\$ 1,141	Emergency Housing	784	758 96.7%
# of Units the Current Monthly Funding Would Support (a)/(b)	2,500			
# of Units Currently Leased	2,475			
Excess Units Leased, Current Month	(25)			
Current Year-to-Date Funding (a)	\$ 11,413,253			
Current Year-to-Date Average HAP Payment (b)	\$ 1,142			
# of Unit-Mos the Current Monthly Funding Supports (a)/(b)	9,997			
# of Unit-Mos Leased Year-to-Date	9,953			
Excess Unit-Mos Leased, Year-to-Date	(44)			

**Vacancy Summary
as of 3/31/24**

	<u>Vacancy Loss</u>		<u>GPR</u>	<u>Budgeted %</u>		<u>Avg Days Vacant</u>	<u>% Annual Turnover</u>	<u># of Units Turned</u>	<u>Total Units</u>	<u>% Occupied as of 3/31</u>
	<u>Current Month</u>	<u>Rolling 12 Month</u>		<u>of GPR</u>	<u>% of GPR</u>					
NOTE: All day counts include weekends										
<u>Tax Credit Properties</u> (rolling 12 months)										
860 on the Wye	\$0	\$811	\$317,796	0.43%	0.26%	34	10%	2	20	90%
Atascadero	\$0	\$2,766	\$286,452	1.72%	0.97%	49	11%	2	19	100%
Bishop Street Studios	\$2,070	\$17,519	\$523,036	1.00%	3.35%	75	21%	7	33	91%
Brizzolara	\$0	\$3,174	\$447,768	1.00%	0.71%	9	7%	2	30	100%
Carmel	-	\$4,256	\$309,420	0.71%	1.38%	38	11%	2	19	100%
Courtyard	\$1,846	\$10,586	\$696,228	2.80%	1.52%	53	26%	9	35	97%
DRT (Johnson)	\$0	\$292	\$667,620	0.84%	0.04%	51	8%	3	40	100%
Halcyon	\$150	\$8,109	\$312,828	0.40%	2.59%	44	30%	6	20	100%
Hidden Creek	\$2,411	\$11,932	\$1,414,344	0.43%	0.84%	33	15%	12	80	99%
Ironworks	\$399	\$12,002	\$866,508	2.92%	1.39%	72	11%	5	46	98%
RAD175/SLO Villages	-	\$26,900	\$3,182,748	1.18%	0.85%	55	9%	16	175	99%
Islay Hills (Ironbark)	\$0	\$3,939	\$385,188	0.66%	1.02%	56	10%	2	20	100%
Laurel (Marvin Gardens)	\$0	\$3,177	\$410,448	0.66%	0.77%	56	8%	2	24	100%
Pismo Buchon	\$1,355	\$4,352	\$188,436	0.66%	2.31%	49	27%	3	11	91%
Willow Walk	\$0	\$4,869	\$744,048	0.65%	0.65%	31	10%	4	39	100%
Total, Tax Credit Properties	\$8,231	\$114,684	Average=	1.07%	1.24%	47	14%	5		98%
<u>SLONP Properties</u> (rolling 12 months)										
Blue Heron	\$753	\$753	\$243,648	1.00%	0.31%	20	7%	1	14	93%
Empire	1,100.00	\$4,987	\$174,720	1.30%	2.85%	90	15%	2	13	92%
Ferrell	-	\$11,998	\$194,832	1.00%	6.16%	137	38%	3	8	100%
Macadero	\$4,000	\$22,071	\$370,800	7.54%	5.95%	62	32%	6	19	89%
Margarita	\$0	\$1,133	\$433,644	1.00%	0.26%	17	5%	1	21	100%
Total, SLONP Properties	\$5,853	\$40,942	Average=	2.37%	3.11%	65	19%	3		95%
<u>EIHC Properties</u> (rolling 12 months)										
Poinsettia	-	\$713	\$431,172	1.36%	0.17%	36	5%	1	20	100%
Total, EIHC Properties	\$0	\$713								
<u>50059/Other Properties</u> (rolling 12 months)										
Dan Law	\$554	\$9,287	\$131,400	2.54%	7.07%	115	33%	3	9	100%
Parkwood	\$1,633	\$16,670	\$639,948	4.00%	2.60%	46	21%	7	34	94%
Total, 50059/Other Properties	\$2,187	\$25,957	Average=	4.84%	4.84%	81	27%	5		97%
	\$16,271	\$182,296	Overall Average=	1.91%		53	16%	4		97%
prior month	\$13,559		Prior Month Overall=	1.91%		52	15%	4		97%
% increase/(decrease)	20%		net change	0.00%		1	1%	0		0%

April 5, 2024

To: HASLO Board of Commissioners
 From: Sandra Bourbon, Director of Resident Services
 Re: March 2024

Family Self Sufficiency Program (FSS):

Continued outreach, case management and annual assessments. The below chart is as of 03-31-2024 (2023 FSS grant).

Active	67
New contracts added this month	2
Graduates this grant period	0
Terminated for Non-Compliance/Contract Expired/Voluntary Termination this grant period	0
Active participants who have ported out this grant period	0
Increase in Earned Income this month	1,145,495
Increase in Total Tenant Payment (TTP) this month	22,277
Total Escrow Accounts	56
New Escrow Accounts this grant period	2
Percentage of participants with an Escrow Account this month	83.58%
Total Escrow Account balance	413,473
Total of Escrow Account funds paid out to FSS Graduates for this grant period	0
Forfeited Escrow Balance 2022	2,496
Forfeited Escrow Balance 2023	23,316.14
Forfeited Escrow Funds paid to participants (2023)	8,521.83
Total Forfeited Escrow Account Balance	17,290.31

Savings Incentive Program (SIP):

We introduced another savings program for 2024 and have 34 clients participating. This program started on March 1, 2024 and run through the end of June.

SERVICES:

- Food Bank distributions continue as usual. We have distributed all of the food donations received from the Holiday Food Drive that was received from Cal Fire on Broad Street in partnership with the Food Bank.
- Willow Walk: Cell phone classes were offered for both Android and iPhones.
- 860: Movie Day, February and March movies (Stripes and Airplane 2) were selected and shared by an 860 resident that had minor acting roles in each. This resident has been very excited to share bits of random facts and trivia between pointing out the glimpses of his presence on screen! March also included Annual Maintenance Inspections, most of which were passing. The few units with concerns are being addressed through communications with VASH and PATH caseworks.

- ASH: Introduced them to the game Apples to Apples (Family Edition) which they very much enjoyed. They are getting very excited about Scott's scheduled visit in April where rematches of Yahtzee are planned.
- RS and SHP program staff, in addition to multiple PM staff also completed a virtual Mandated Reporter Training as well as Supportive Crisis Response Training.
- We have a established an interest list for our collaboration with SLO County to distribute free iPads to our residents who are 60+ years old (flyer attached).





FREE iPad Interest Survey

***Are you interested in a FREE iPad and age 60+
and/or an adult living with a disability?***

If so, you may be eligible to receive a free iPad tablet. If you would like to be included to our interest list, please fill out the online survey by visiting the link or using the QR code below.

<https://forms.gle/DTFLqrFwPDvv3i3R6>



To use the QR code, please open your camera app on your smartphone. Position your device so you can see the QR on your screen, (like taking a picture). Your device should recognize the code and a link should appear, click the link.

**You may also contact Katie Arras at 805-891-8102 or
karras@haslo.org to be included on the interest list.**

April 5, 2024

To: HASLO Board of Commissioners
From: Sandra Bourbon, Director of Resident Services
Re: March 2024

Supportive Housing Program (SHP):

- SHP consists of 5 full time case managers and 1 part time case manager.
- We provided case management to 151 residents for the month of March.
- There were 7 new cases and 3 closed cases this month.
- Case Managers also conducted the intake interviews for applicants across our properties for new lease ups (Toscano was the priority) as well as vacancies.

Success stories:

- PHK held a community event and had pizza, root beer floats and played games (pictures below).
- Connecting client to behavioral health.
- Relocation assistance was successful.
- Encouraged and supported a resident to enter the Art Contest.
- Successful lease-up at new property (Toscano).
- Application for the Human Services Grant with the City of San Luis Obispo to help with supportive service needs. Requested \$20,000, being recommended for \$10,000. Waiting on final approval.
- Lease violation prevention to include assistance with APS and financial assistance to get a storage unit where resident was able to store belongings and in turn pass her housing inspection.



Development Update



Date of Update		4/9/2024	
DEVELOPMENT			
PROJECT	ACTION	NOTES/GOALS	
Anderson Hotel	Construction	Seismic work complete Window replacement is ongoing Beginning storefront work Switchgear has been delayed until September, we have a few backup plans that we are currently vetting	
Cleaver Site, Grover	Construction	Demo complete, rough grading underway	
1422 & 1480 Monterey	Acquisition Strategy Entitlements Financing Construction	Escrow closed on 1/11/2021 Partnership with Jim Rendler, two phases. HASLO staff will need to be relocated Project is fully entitled Anticipating a TCAC award for the Senior Building, construction to commence in early November PG&E process design ongoing, hoping to have resolution soon. No power plan at this time.	
Tosciano Site	Lease Up	Fully occupied, great job PM Team! Qualified occupancy underway	
Office	Construction	First floor framing underway Decisions on exterior color forthcoming	
2655 Shell Beach Road	Construction	Drywall and exterior finishes 80% Small switchgear delay, anticipated turnover to PM in June PG&E has undergrounded their lines. Waiting on Spectrum and AT&T	
405 Atascadero Road	Lease Up	Fully occupied, great job PM Team! Qualified occupancy underway	
736 Orcutt Road	Construction	Demo is complete Rough grading is ongoing	
2690 Victoria	Strategy Entitlements Financing	A redesign has been authorized for the project to serve either senior, special needs, or other SRO populations Under new zoning regs, we will apply for Director Action. This aims to be a streamlined approach TCAC application planned for 2025	
Arroyo Terrace	Strategy Entitlements Financing	63 units of large family mixed use housing Fully approved Looking good for tax credit award. Construction to commence around November if funded.	
279 Bridge Street	Construction Financing	Rough grade partially completed, site holds water. Currently delayed, dewatering efforts are being explored. Bridge Phase 2 TCAC application scheduled for 2025	
Empire Apartments	Strategy Entitlements Financing	Renovate the existing 13 units and add 19 units Entitlement extension approved at Planning Commission TCAC application planned for 2025	
Macadero Apartments	Strategy Entitlements Construction	Renovate the existing 19 units and add 6 units Entitlement extension approved at Planning Commission Moving forward with "face lift," Mr. Lemus is about 96% complete	
Mesa Trails Nipomo	Entitlements Financing	Project was approved by Planning Commission on 2/22/24 Community Outreach is ongoing TCAC application planned for 2026	
West Branch AG	Strategy	Partnership with PSHHC on surplus lot Potential for 80+ units of senior housing	



Shell Beach



Anderson flooring underlayment

Subject: Creation of the HASLO Services Department, new Director of Services position, and reclassification of the Supportive Housing Program Manager position.

Recommendation: Review and approve Resolution No. 12, forming the new HASLO Services Department, creating the new Director of Services position, reclassifying the Supportive Housing Program Manager position, and unfunding the Director of Resident Services position.

Resident Services Overview

Residential Services (RS) Department has been a standalone department at HASLO for several decades. RS Department staff specialize in creating and sustaining community at senior resident projects and providing after-school programming for youth at family projects. RS Staff help inspire HASLO residents to connect with their neighbors, try new activities, and seek services they may need. RS also oversees the Family Financial Self-Sufficiency (FSS) Program. FSS programming helps individuals improve their financial situation by obtaining employment that will enable participating families to achieve economic independence and reduce dependence on welfare aid and rental subsidies.

Sandra Bourbon has served as the RS Director for 20 years, reporting directly to the Executive Director. She's overseen the Department through many changes and the programs have expanded significantly under her direction. Through her leadership, RS has evolved to serve hundreds of HASLO clients throughout the year. The RS Department has two primary funding sources: Housing and Urban Development (HUD) grants for the FSS Program and project revenues for the senior and youth programs.

Supportive Housing Program Overview

Out of necessity, HASLO recently created a new program called the Supportive Housing Program (SHP) to help tenants who were experiencing mental health, substance abuse, or other challenges at our properties. Those challenges can often lead to program violations, and in extreme cases, evictions. Property Management staff are the jack of all trades, but the added burden of helping clients in crisis or those suffering from behavioral issues became overwhelming in some cases. Further, addressing these types of challenges is largely outside of their expertise. Thus, HASLO hired a few case managers approximately 5 years ago with the goal of working closely with Property Management to keep tenants who are having these challenges housed, and not rely on violations or evictions to change behaviors.

The demand for SHP services has grown significantly with the addition of the Paso Robles Project Homekey initiative (Paso Homekey). As the HASLO Board will recall, the Paso Homekey project serves 60 formally homeless individuals who require case management to continue their path to stability and healing. HASLO hired two more case managers for that project specifically and added a manager position to supervise the growing number of case managers. HASLO has since added several more case managers in anticipation of the Maxine Lewis project and re-opening of the Anderson Hotel, both of which will serve special needs populations. SHP is currently a division of the Housing Management Department and is funded through SLO County grants and revenues from projects that built in SHP into proformas.

At the time Paso Homekey was under development, HASLO management staff briefly discussed the concept of forming a new department that joined RS with SHP together. Ultimately, staff decided at that time for SHP to remain under the direction of the Housing Management Department.

New Direction to Meet Current and Future Organizational/Service Needs

Fast forward to late 2023, a change in Housing Management Department leadership and a vacancy in the SHP Manager position afforded HASLO the opportunity to review the organizational structure. Sandra Bourbon was promoted on an interim basis in November 2023 to oversee SHP, while maintaining leadership of the RS Department. That approach has gone incredibly well. Staff from the RS and SHP have gelled well under Sandra's leadership. Further, Sandra has provided the attention needed to help support and develop SHP staff, who often face tough situations daily. Based on the aforementioned, staff believe now is the time to combine RS and SHP into a united Services Department.

The Services Department will consist of the Director of Services, 4 staff positions in Resident Services, and 5 case manager positions and a retooled manager position in the Supportive Housing Program. Staff recommends the HASLO Board review and approve the new job description for the Services Director and the reclassified SHP Manager position, while unfunding the soon to be vacated Residential Services Director position. The Executive Director intends to place Sandra Bourbon into the Director of Services position on a permanent basis, and HASLO will begin recruitment efforts for the SHP Manager position. The SHP Manager position will be moved down to range 31. The Director of Services is taking some of the leadership responsibilities from the prior SHP Manager position, such as providing strategic direction to SHP staff, reviewing and revising policies and procedures, and pursuing revenue sources. Given these added responsibilities, staff recommend placing the Director of Services position at range 56 of the HASLO Salary Schedule (starting salary - \$138,780, midpoint salary - \$153,024, and top end salary - \$168,720). Staff recommends the Supportive Housing Program Manager be placed at range 31 of the HASLO Salary Schedule (starting salary - \$74,820, midpoint salary - \$82,500, and top end salary - \$90,960).

The recommendations will be cost neutral to HASLO.

Attachments:

Resolution No. 12 (2024 Series)

Director of Services Job Description

Supportive Housing Manager Job Description

RESOLUTION NO. 12 (2024 SERIES)

RESOLUTION AUTHORIZING THE CREATION OF THE SERVICES DEPARTMENT

WHEREAS, the Housing Authority of the City of San Luis Obispo (“HASLO”) has maintained a Resident Services division for over 20 years; and

WHEREAS, HASLO established a Supportive Housing division in February, 2021, to assist the extremely vulnerable clients of HASLO’s Paso Homekey project and other clients throughout HASLO’s projects; and

WHEREAS, HASLO wishes to coordinate between Resident Services and Supportive Housing to enhance and improve the support we provide to our clients.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of the Housing Authority of the City of San Luis Obispo that the Resident Services and Supportive Housing Divisions will be combined to create the Services Department.

BE IT FURTHER RESOLVED that the Board of Commissioners of the Housing Authority of the City of San Luis Obispo authorize the creation of the Director of Services Position, Reclassification of the Supportive Housing Manager Position, and unfunding of the Residential Services Director Position.

On motion of Commissioner _____, seconded by Commissioner _____, and on the following roll call vote:

AYES:

NOES:

ABSENT:

ABSTAINED:

The foregoing Resolution was duly adopted and passed this 19th day of April, 2024.

ASHLEA BOYER, CHAIRMAN

SEAL:

ATTEST:

SCOTT COLLINS, SECRETARY

Job Title: HASLO Director of Services

Location: San Luis Obispo County

FLSA Classification: Exempt

Reports to: Executive Director

Direct Reports: Residential Services employees and Supportive Housing Program Manager

New 04/2024

The Director of Services is responsible for Program leadership and strategic direction, developing and managing relationships with outside agencies, public relations, budget management, grant management and fund development. Additionally, the Director of Services will be required to provide hands-on client services.

HASLO supports the stability and self-sufficiency of its clients and their families so that they are “successful in housing” (a client is stable and are able to abide by housing lease and house rules). This is accomplished through three main program areas: 1) Family Self-Sufficiency Program (FSS), 2) Resident Services, and 3) Supportive Housing Case Management. However, these areas may expand with client needs and the needs of the community.

Essential Functions

Family Self-Sufficiency Program

- This consists of HASLO’s Family Self-Sufficiency Program funded under HUD HCV and Ross grants, which direct service to public housing and Section 8 clients. This program and its goals are more fully described in the federal regulations grant application documents.

Resident Services

- This consists of planning and implementation of resident services that take place at rental property sites, at HASLO central office location, or other locations. It is anticipated that the majority of, but not all, services will be coordinated by HASLO, but implemented in collaboration with staff from other agencies. Examples include YMCA operations at Hidden Creek and on-site health services performed by Dignity Health at various HASLO rental property sites. Central office examples include planning and implementing the Learning Center activities, which include afterschool children’s programming, but may also include adult learning and support activities. Compliance with Low-Income Housing Tax Credit regulations, to some extent, may direct how resources are assigned and which sites are prioritized for services.

Supportive Housing Case Management

- Many HASLO properties house special needs clients that require various levels of supportive services from outside agencies in order to remain successfully housed. Examples are clients that receive In-Home Support Services through Dept. of Social Services, case management services from CAPSLO, or services through County Health Services (mental and/or physical health and drug and/or alcohol). The Director identifies needs and assigns Supportive Housing Case Management. Supportive Housing Case Manager’s serve as the liaison with outside agencies providing the additional services.

- The Director is responsible for developing HASLO standards for Case Management “best practices”. The Director develops and monitors Memorandums of Understanding with community organizations that provide services under each case plan. The Director is responsible for developing successful relationships with community agencies appropriate to the needs of HASLO clients.
- The Director position is encouraged to raise funds for the program, including grant writing to government and private sources.
- The Director is also responsible for policies and procedures around Program use of volunteers, interns and Work Study students, and their recruitment and supervision.
- HASLO’s Resident Services and Supportive Housing Programs will require flexibility to adapt to new initiatives and directions based on community needs and priorities.

Employment Standards

Education, Training & Experience: Bachelor’s degree required in social services, sociology, psychology or other relevant field; Master’s Degree desirable. Minimum 5 years work experience that demonstrates the ability to work with diverse populations, special needs, persons in crisis, the homeless or similar.

Knowledge of: Housing policies and regulations related to program eligibility criteria; principles of interviewing; and problem-solving methodology; community and social service agencies; prevailing social and economic problems of low-income families; and case management techniques.

Ability to: Represent HASLO well in public meetings, community forums, committees, etc. build effective relationships internally with interdepartmental team members (eg property management staff), and externally with service providers, clients, and the general public. Communicate effectively orally and in writing; analyze situations and adopt effective courses of action with focus on client responsibility for accomplishing case goals; establish and maintain professional credibility as evidenced in working relationships with departmental staff, participants and service providers; maintain impartiality, objectivity and confidentiality; plan, organize, train, and supervise the work of subordinates and volunteers; write grant proposals; use a computer.

Physical Demands: This classification involves a combination of field and office work including: sitting for prolonged periods of time, walking, ascending/descending stairs, standing, bending, stooping, squatting, reaching, pulling; the coordinated use of fingers, hands, arms and knees; and occasional lifting of up to 30 lbs. Working Conditions: Office: open ventilation environment with limited exposure to dust, noise, fumes, odors or chemicals. Field: activities at complexes and public facilities with exposure to inclement weather.

Special Requirements: Must be insurable by HASLO's automobile insurance carrier which requires a valid driver's license and a good driving record. May be required to possess fluency in a language other than English and be knowledgeable of the culture associated with clients speaking that language.

This Job Description is a guideline reflecting the primary activities associated with this position; it is not intended to be an all-encompassing list of responsibilities, skills, efforts, or working conditions. HASLO retains the right to assign other related duties; change or modify this job description at any time.

Job Title: HASLO Supportive Housing Program (SHP) Manager

Location: San Luis Obispo County

FLSA Classification: Exempt

Reports to: Director of Services

Direct Reports: SHP Case Manager Staff

Reclassified 04/2024

Under the general direction of the Director of Services, the Supportive Housing Program Manager is responsible for providing supervision, support, assistance and training to the Supportive Housing Case Manager's.

This position oversees, supervises, leads and coordinates supportive services to ensure that there is access to mental health, educational and rehabilitation services/programs for seniors, adults and youth with mental health diagnose, addiction, and other concerns that typically lead to loss of housing. This is a supervisory position, with responsibilities for assisting to develop policies and procedure and ensuring that all staff under their supervision operate within HASLO policies/procedures and relevant state/federal regulations. The position is also anticipated to involve significant direct client contact, including case management.

Essential Functions

- Designs case management services and referrals to third party services, based on resident needs.
- Oversees the implementation and evaluation of Supportive Housing Case Managers
- Provides direct client service including up to a 50% caseload.
- Evaluates, implements and utilizes appropriate case management software to document services provided, including measurement and tracking of outcomes.
- Supports and cooperates with Resident Services Programs and Activities.
- Interacts with various social service agencies and community partners particularly regarding issues related to residents and applicants.
- Ensure compliance with all Equal Housing Opportunity/Affirmative Fair Housing laws.
- Conducts regular trainings for staff to ensure consistency in program practices and procedures.
- Supervise, train, and evaluate the work of assigned staff; analyze problems, identify solutions and implement recommendations in support of goals. Conduct annual performance evaluations.
- Communicates clearly and professionally with staff.
- Maintain best practices throughout the program through research and ongoing training.
- Assist agency to establish Medi-Cal vendor protocols to assist with program support revenue and/or CalAim (if program determined to be feasible).
- Prepare reports and analyze data; maintain accurate records.
- Perform duties independently; thrive in a high-pressure environment; manage rapidly changing priorities and deadlines.
- Be a role model; remain calm and always provide excellent customer service; establish and maintain professional working relationships with those contacted in the course of work; effectively interact with persons from all socioeconomic and cultural backgrounds.
- May be required to deal with distraught, angry and/or potentially violent people.
- Be available for evenings/weekends/on-call

Skill, Knowledge and Experience Requirements

- Ability to handle sensitive information in a confidential manner.
- Excellent communication and organizational skills.
- Leadership and supervisory experience
- Demonstrate superior leadership skills, flexibility, tact, patience, courtesy and tolerance; maintain impartiality, objectivity and confidentiality.
- Knowledge of clinical psychology and/or social work.
- Property management, including applicable Federal, State and local landlord, tenant and fair housing laws, rules and regulations desirable at hire, or must be obtained within probationary period.
- Training through Crisis Prevention Institute (CPI) to include Crisis Prevention and De-escalation to be obtained within probationary period.
- “Train the Trainer” from CPI education to SHP Case Managers.
- Modern office practices, procedures and equipment; specifically, Microsoft Office Suite, Internet and property management software program(s); work methods and techniques applicable to document preparation and record maintenance; proper telephone/voice mail system methods and procedures.
- Work with people with some combination of low-income, physical, and mental disabilities, bilingual/bicultural, immigrant, social and related issues.
- Work with substance abuse/dependency issues; child, senior, and dependent adult abuse; and domestic violence prevention and treatment.

Education Requirements

- Bachelor's degree in Social Work, Psychology or related field. Three years of case management experience. Knowledge and experience in Harm Reduction and Housing First models. Three years of case management experience.
- Master's degree in Social Work, Psychology or related field preferred.

Physical Requirements:

- This classification primarily involves office work including: sitting for prolonged periods of time, walking, ascending/descending stairs, standing, bending, stooping, squatting, reaching, pulling; the coordinated use of fingers, hands, arms and knees; and occasional lifting of up to 30 lbs.

Working Conditions:

- Office: open ventilation environment with limited exposure to dust, noise, fumes, odors or chemicals. Field: activities at complexes and public facilities with exposure to inclement weather.

Special Requirements:

- Must be insurable by HASLO's automobile insurance carrier which requires a valid driver's license and a good driving record.

This Job Description is a guideline reflecting the principal activities associated with this position; it

is not intended to be an all-encompassing list of responsibilities, skills, efforts, or working conditions. HASLO retains the right to assign other related duties; change or modify this job description at any time.