



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - TEL: (510) 747-4300 - FAX: (510) 522-7848 - TDD: (510) 522-8467

IF YOU WISH TO ADDRESS THE BOARD:

1. Please file a speaker's slip with the Executive Director, and upon recognition by the Chair, approach the rostrum and state your name; speakers are limited to 5 minutes per item.
2. If you need special assistance to participate in the meetings of the City of Alameda Housing Authority Board of Commissioners, please contact (510) 747-4325 (TDD: 510 522-8467) or dconnors@alamedahsg.org. Notification 48 hours prior to the meeting will enable the City of Alameda Housing Authority Board of Commissioners to make reasonable arrangements to ensure accessibility.

AGENDA **REGULAR MEETING OF THE BOARD OF COMMISSIONERS**

DATE & TIME **Wednesday August 17, 2016 7:00 p.m.**

LOCATION Independence Plaza, 703 Atlantic Avenue, Alameda, CA

Welcome to the Board of Commissioners of the Housing Authority of the City of Alameda meeting. Regular Board of Commissioners meetings are held on the third Wednesday of each month in the Ruth Rambeau Memorial Community Room at Independence Plaza.

Public Participation

Anyone wishing to address the Board on agenda items or business introduced by Commissioners may speak for a maximum of three minutes per agenda item when the subject is before the Board. Please file a speaker's slip with the Housing Authority Executive Director if you wish to address the Board of Commissioners.

PLEDGE OF ALLEGIANCE

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



- 2-A. Approve Minutes of the Board of Commissioners Regular Meeting held June 15, 2016. Page 4 (The July 2016 meeting was cancelled)
- 2-B. Accept the Monthly Overview Report – Page 8
- 2-C. Accept the Budget Variance Report for June 2016 – Page 21
- 2-D. Accept the Quarterly Investment Report – Page 37
- 2-E. Authorize the Submission of an Application to the Department of Housing and Urban Development for Veteran's Administration Supportive Housing (VASH) vouchers; Authorize Executive Director to Execute All Related Documents – Page 57
- 2-F. Accept the Report on City of Alameda Rent Program Request for Proposal (RFP) for Program Administration of Ordinance 3148 – Page 60
- 2-G. Results of the Tenant Survey – Page 65
- 2-H. Approve Out-of-State Travel for Staff to Attend NAHRO National Conference in New Orleans, LA – Page 83
- 2-I. Accept the Quarterly Police Report – Page 84

3. AGENDA

- 3-A. Adopt the Resolution Certifying the Data Submitted for the Section 8 Management Assessment Program for FY 2015-2016 – Page 89
- 3-B. Adopt the Resolution to Revise the Employer's Contributions for Eligible Employees' Health and Dental/Vision Care, to Provide a Cost of Living Wage Increase of 3.0 Percent for All Regular and Contract Resident Employees, and to Increase the Cell Phone Stipend – Page 101
- 3-C. Adopt the Resolution to Accept the Corrected Y-Rated Employee Salary Schedule for July 2015 – Page 116
- 3-D. Adopt the Resolution to Amend the Revised Housing Authority's Personnel Policies - Page 120
- 3-E. Authorize the Executive Director to Purchase the Below Market Rate Unit at 1539 Buena Vista Ave. (Marina Shores) Page 131
- 3-F. Nominate and Elect Officers of the Board of Commissioners – Page 133

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

5. COMMISSIONER COMMUNICATIONS, (Communications from the Commissioners)

6. ADJOURNMENT

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Note

- If you need special assistance to participate in the meetings of the Housing Authority of the City of Alameda Board of Commissioners, please contact 510-747-4325 (TDD: 510-522-8467) or dconnors@alamedahsg.org. Notification 48 hours prior to the meeting will enable the Housing Authority of the City of Alameda Board of Commissioners to make reasonable arrangements to ensure accessibility.



- Documents related to this agenda are available for public inspection and copying at the Office of the Housing Authority, 701 Atlantic Avenue, during normal business hours.
- KNOW YOUR RIGHTS UNDER THE Ralph M. Brown Act: Government's duty is to serve the public, reaching its decisions in full view of the public. The Board of Commissioners exists to conduct the business of its constituents. Deliberations are conducted before the people and are open for the people's review.
- In order to assist the Housing Authority's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the Housing Authority accommodate these individuals.





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DRAFT MINUTES

REGULAR MEETING OF THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF ALAMEDA HELD WEDNESDAY, JUNE 15, 2016

The Board of Commissioners meeting was called to order at 7:00 p.m.

PLEDGE OF ALLEGIANCE

1. ROLL CALL

Present: Commissioners McCahan, Rickard, Shipe, Tamaoki, and Chair Kurrasch
Absent: Commissioner Allen

2. CLOSED SESSION – 6:30 p.m. - Adjournment to Closed Session to Consider:

2-A. Purpose: Conference with Legal Counsel – Anticipated Litigation.
Significant Exposure to Litigation Pursuant to Government Code Section 54956.9(b):
Two (2) potential cases

3. Adjournment of Closed Session

4. RECONVENE REGULAR MEETING – 7:00 p.m.

5. Announcement of Action Taken in Closed Session, if any: The Board gave direction to Executive Director regarding Items under 2-A.

6. CONSENT CALENDAR

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

Commissioner Shipe asked if there was a policy regarding write-offs and Executive Director Vanessa Cooper explained the write-off policy. Commissioner Shipe asked about the collection agency we use and Ms. Cooper explained that the Agency is in the process of identifying a new provider.



Commissioner McCahan moved to approve the Consent Calendar and Commissioner Tamaoki seconded. The motion carried unanimously. Items accepted or adopted are indicated by an asterisk.

- *6-A. Approve Minutes of the Board of Commissioners Regular Meeting held May 18, 2016. Page 4
- *6-B. Accept the Monthly Overview Report – Page 8
- *6-C. Accept the Budget Variance Report – Page 16
- *6-D. Accept the Write-Off of Uncollectible Tenant Accounts Receivable - Page 31

7. AGENDA

- 7-A. Authorize the Executive Director to Bring a Revised AHA Employee Benefits Structure and Corresponding Resolution(s) Reflecting the Changes to the Board No Later than August 2016 – Page 34

Ms. Cooper gave a brief presentation to the Board and said that the presentation would also be presented to staff at the General Staff Meeting. Ms. Cooper said that Janet Basta, Director of H.R. & Operations, has spent an extensive amount of time with our human resources attorney to make sure we address this correctly. Ms. Cooper answered questions from the Board. Ms. Cooper said that no decision is being requested tonight and that she would return to the Board in August for approval.

- 7-B. Del Monte Project Update; Authorize the Executive Director to Execute Documents Related to the Formation of a Tax Credit Partnership, and for the Housing Authority to Serve as the Initial Limited Partner – Page 44

Director of Housing & Community Development, Victoria Johnson, introduced the new Senior Project Manager, Tobi Liebermann. Ms. Johnson said that Mr. Liebermann has been taking over the Del Monte Project. Ms. Johnson updated the Board on the status of the project. She talked about the next steps in forming the tax credit limited partnership that will require Board consent. The Partnership will be named Sherman and Buena Vista. The limited partnership will be the ownership entity of the improvements and Island City Development will be the general partner. She is requesting Board approval for the Housing Authority to serve as the initial limited partner. Ms. Johnson went on to explain the process.

Vice Chair Rickard asked if project based vouchers are being used in this project. Ms. Johnson said that ICD has applied to the Housing Authority for 25 project based vouchers that will make it possible to house very-low income seniors. Ms. Johnson said that the wait list that is opening on June 22 will include the 25 project based voucher units at Del Monte.

Commissioner Tamaoki asked if it has ever been considered that the general partner be an LLC, separating ICD from liability as a general partner. Ms. Johnson said this has been considered and she spoke with outside counsel sometime ago and was advised that this would not provide any additional protection. She will be happy to ask



outside counsel to articulate the legal language to make sure we make the right steps. Commissioner Tamaoki further explained his concerns.

Vice Chair Rickard moved to accept the staff recommendation on page 45 with Commissioner Tamaoki's modification that the general partner could be an LLC and Commissioner Tamaoki seconded. The motion carried unanimously.

7-C. Approve a Resolution to Allow the Executive Director to Open New Bank Accounts for the Housing Authority – Page 46

Ms. Cooper said that by opening additional bank accounts it would allow the Housing Authority to move to a cost center accounting model. Ms. Cooper said that this is being recommended for the larger units, 50 or above, plus Rosefield Village.

Ms. Cooper asked that one change be made to the Resolution. Original Resolution says "for Flexible Spending Debit Card Withdraws" and she would like that language to be removed. This would allow for more privacy and control over our Section 125 Plan. We will be staying with our current bank, U.S. Bank.

Commissioner McCahan suggested giving the Executive Director the ability to open additional banking accounts as regular business as we move to functional accounting, and report back to the Board in the monthly report and verbally at the Board meetings following any opening of bank accounts.

Commissioner Tamaoki said it is an excellent idea to be able to have a paper trail back to the accounting system. He noticed that all of the Housing Authority accounts are under one account and asked if we should separate each one of those individual properties. Ms. Cooper said that all of the big properties would have their own account and in the long-run we would want to do that or cluster in smaller groups.

There was more discussion on how the charges are tracked and allocated.

Commissioner McCahan moved to accept the staff recommendation on page 48 with the amended changes to the Resolution eliminating the words "for Flexible Spending Debit Card Withdraws" and Commissioner Tamaoki seconded.

Roll Call Vote: Chair Kurrasch yes, Vice Chair Rickard yes, Commissioner McCahan yes, Commissioner Shipe yes, Commissioner Tamaoki yes.

7-D. Approve Out-of-State Travel for Staff Page 49

Ms. Cooper said that Kara Korbelt who was previously the FSS Coordinator is moving now into a supervisor role and has been the key driver behind the Esperanza Reading Room Project. With Kara's help we put forward a proposal for a NAHRO Award of Merit and we received the award and were nominated for the Award of Excellence. In recognition of this we would like Kara to be at the NAHRO Summer Conference for the award presentation.



Commissioner Shipe moved to approve the staff recommendation on page 49 and Commissioner Rickard seconded. The motion carried unanimously.

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

None

9. COMMISSIONER COMMUNICATIONS, (Communications from the Commissioners)

Vice Chair Rickard commented that at the Planning Commission Meeting, the Eagle Avenue Project got approved and no neighbors showed up. Planning Commission were all very supportive. Commissioner Rickard said that in the future he would be interested in having some type of discussion about quality. Vice Chair Rickard also commented on comments made by the Planning Commission that the public should be welcomed into that site. Vice Chair Rickard said he does not agree.

10. ADJOURNMENT

There being no further business, Vice Chair Rickard adjourned the meeting at 7:45 pm.

Arthur Kurrasch, Chair

Vanessa M. Cooper
Executive Director/Secretary





Housing Authority of the City of Alameda

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To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Date: August 17, 2016

Re: Monthly Overview Report to the Board

BACKGROUND

This memo provides a high level overview of agency activities in the prior month. Data is submitted by each of the key areas of operation.

OPERATIONS/HR

Recruiting for the Director of Property Operations position and an Assistant Resident Manager for Independence Plaza began in late June, and recruiting for a Project Manager for Housing and Community Development will be underway by early August. While the selection process for the Rent and Community Programs Specialist positions to support the rent ordinance work with the City is complete, the Program Assistant position has been put on hold as we assess the volume of work projected to be generated by the current ordinance and assess the potential impact of the November election. Additional support, if needed, will be secured through temporary employment agencies.

Our summer staff event was on July 21. We held a morning training for all staff on the topic of Cross-Cultural Conversations, provided by diversity consultant DeAngela Cooks. The training was followed by a luncheon and celebration of retirements and staff tenure.

A successful evacuation drill was held in late June, along with testing of the alarm system. At the August staff meeting, staff will receive training on the newly revised Injury and Illness Prevention Program. Jeff Cook, AHA's Maintenance Supervisor, has been working to implement the new Heat Illness Prevention Program this summer, including training of maintenance staff and securing additional sources of readily available drinking water.

Designated staff attended 1-2 days of training on AHA's new website in July so that multiple staff across the agency will have the skills to keep the new site updated. Final design and content revisions will occur in August, and we hope to have the new site live by early Fall. We are also in the process of securing a photographer to take a comprehensive set of photos of AHA properties for use on the website as well as for various promotional purposes.

POLICY/IT

The implementation of Forms in Laserfiche continues. The Rent Programs Department is designing the first form with the vendor, and it should be ready and deployed shortly.

Staff has been preparing the Yardi database for major upgrades this fall and is almost complete. Once complete, the upgrades will be scheduled with Yardi and a timeline will be known.

Congress recently passed the Housing Opportunity through Modernization Act (HOTMA) of 2016. HUD needs to do some rulemaking to implement the changes to the Voucher Program approved in HOTMA before the Housing Authority can implement the streamlining outlined in this bill; staff will return to the board for needed changes to the Administrative Plan after HUD issues the proper guidance. In addition to changing annual income calculations, introducing an asset limit, and increasing the threshold for medical deductions, this law also changes the Project-Based Voucher (PBV) cap. The cap has been 20% of a Housing Authority's budget authority (BA). The BA changes every year and can even decrease, so it caused many agencies to have a difficult time maximizing the number of PBV units under contract. HOTMA allows for the voucher allocation to become the cap of the PBV program. The AHA's current voucher allocation is 1,845, so it will be able to project-base up to 369 units. Under the old formula, the AHA calculated that it could add no more than 30 units to its program; under the new formula, the AHA should be able to add over 100 units. This will greatly increase capacity to provide affordable housing in Alameda under the PBV program.

PROPERTY MANAGEMENT

VACANCY

We ended July with 12 vacant apartments for rent, one approved applicant set to move in any day and two existing residents with Offer letters to transfer to two currently vacant HCV units. Other units have applications in process or will be filled from our new wait lists. Three of the vacant units are at Rosefield. We will be renting these units with six-month leases due to anticipated renovation hoped for at the entire site. One unit is at Eagle Village.

RENT COLLECTIONS

We collected all rents due from residents owing over \$100 in rent except for four residents. Each of those households have been offered social services. Payment plans for tenants who owe AHA rent or other charges are actively monitored.

While there are currently are no Unlawful Detainer cases pending, there is a deadline of 5 pm August 1, 2016 for the four residents referenced above to pay. If payment is not received by the 1st of August, their files will be given to our attorney with instructions to file Unlawful Detainer actions.

Only two residents owe more \$1,000 in maintenance fees. Both residents are paying towards their balances.

MONTHLY "In Service" Training for Managers.

We spent a good deal of our time in last month's property management training discussing HQS responsibilities. This topic is important as we continue to improve the levels of manager involvement with the process. The managers are key in helping residents who fail HQS due to

some issues within the household. We have created an HQS Resident Fail tracking matrix which we refer to which helps to ensure that we, as landlord can obtain full lease compliance so that the unit can pass an HQS re-inspection.

Other Topics

My meetings with the two officers from the Alameda Police Department which are held regularly are very helpful. There have been few problems as several of our most troublesome households have moved over the past two weeks. Things remain quiet, however, we are on guard for any acts which might disturb our communities.

LifeSTEPS

LifeSTEPS started their services this month with introductory meetings and mailings to all AHA properties. A number of AHA tenants availed themselves of the services and we expect that to increase as tenants become familiar with their services. The first two months will focus on educational workshops and a resident needs survey. A regular report will be provided in the overview from September.

Independence Plaza underwent an income certification process conducted by a third party, CGI, utilizing the California tax credit certification process. This fulfills the requirements of our funding from the City and has provided useful information on income and assets as we prepare to refinance the property on or before the end of the tax increment financing. Initial results show that almost all households would qualify for a 60% tax credit income limit, with many being well below. A small but significant number have income and/or assets well above this limit. Staff will return to the Board before the year end with more information.

MAINTENANCE

Maintenance has completed 100% of the HQS repairs for 2015-16. Planning is now starting on 2016-17. Preventative maintenance and response to newly occurring work orders continues. In addition, recent inspection reports by the fire department and a lender have created additional work orders. Staff expects maintenance materials costs will rise, as these were generally unanticipated repairs.

The annual Fire & Earthquake Drill was conducted in June, a full evacuation of all employees from 701 Atlantic Ave went smoothly and without incident.

The annual Fire Extinguisher contract will expire on August 1, 2016. Testing and Certification of 600 Extinguishers has been carried out during the month of July and now meets compliance.

One maintenance worker retired August 1 but will not be replaced at this time. Rosefield Village will transfer to third party management in the coming months and we believe the current staffing will be adequate to cover the remaining portfolio. Two of our oldest and unused maintenance vehicles have been sold through Public Auction.

The work order report below shows the work orders completed calendar year to date.

Work Order Analysis by Completion Month

Year: 2016
Report: Count
Group by: Property
Status=Work Completed

Name	Jan	Feb	Mar	Apr	Ma y	Jun	Jul	Au g	Se p	Oc t	No v	De c	Total
1110 SHERMAN STREET	4	2	13	17	6	5	0	0	0	0	0	0	47
1120 LINCOLN HOUSE	1	2	2	8	1	1	1	0	0	0	0	0	16
2100 ESPERANZA	41	56	59	136	114	108	56	0	0	0	1	0	571
3100 PARROT VILLAGE	62	61	38	23	27	54	24	0	0	0	0	0	289
6010 ANNE B DIAMENT PLAZA	23	22	20	12	19	24	14	0	0	0	0	0	134
6020 ROSEFIELD VILLAGE	16	24	89	26	24	21	17	0	0	0	0	0	217
6030 PARROT GARDENS	1	18	4	4	0	3	6	0	0	0	0	0	36
6040 STANFORD HOUSE	2	0	3	9	1	1	1	0	0	0	0	0	17
6050 LINCOLN/WILLOW	1	1	9	12	1	2	1	0	0	0	0	0	27
6060 SENIOR CONDOS	2	0	4	8	1	0	2	0	0	0	0	0	17
6070 CHINA CLIPPER PLAZA	6	28	19	5	5	7	5	0	0	0	0	0	75
6100 EAGLE VILLAGE	8	11	13	15	21	8	16	0	0	0	0	0	92
8100 INDEPENDENCE PLAZA	55	53	62	46	104	101	60	0	0	0	0	0	481
	22	27	33	32	32	33	20						2,01
	2	8	5	1	4	5	3	0	0	0	1	0	9

In addition, below is the average completion time for work orders in June and July:

Month	June	July	August	September
Emergency	10.00 Hours	9.36 Hours		
Urgent	1.46 Days	1.29 Days		
Routine	6.72 Days	6.78 Days		

HOUSING PROGRAMS

In June and July 2016, HPD continued working on the following projects:

Waitlist Opening Update

The HPD department opened 7 Site-Based waitlists. The on-line application process began on June 22, 2016 at 10:00 a.m., PST and ended on June 27, 2016 at 9:59 a.m., PST. These Wait Lists are for specific units in the City of Alameda, and all selected applicants must reside in the units in the City of Alameda. Not all units have assistance.

In order to provide area-wide access to the online process and minimize applicants seeking to apply at the Authority office, AHA staff partnered with community organizations to offer hands on application completion assistance at various sites throughout the area.

During the one week opening 21,952 applications were received. The lottery process will begin in the next few weeks and notices will go out to those applicants selected notifying them of their placement on the various wait lists. Those who are not selected will need to review their status online. We are not able to respond to emails or phone calls about status due to the large volume. We are pleased the process went well and we will be able to offer new housing opportunities to the many families in search of affordable housing.

Outreach Activities for FSS Program

Active recruitment efforts continue in the FSS program. After hosting several FSS recruitment events we have enrolled two new program participant, increased our waitlist of potential new program participants to 17, and we have scheduled interviews with 8 of those wait list applicants. Our goal is to enroll 4 new participants during the month of August which will bring our program total to 28 participants.

Our new summer intern is working closely our FSS Coordinator this summer to achieve the program goals. We hosted enrollment events in June and July and our next event is scheduled for August. Families attending these events hear success stories from current participants and past graduates. They also learn about the invaluable bi-monthly workshops that the program hosts for participants of FSS, including parenting workshops and goal enrichment meetings. There is also representatives from the Alameda One Stop Career Center to answer any questions and to assist active job-seekers.

- June 29th, 10:00AM – 11:30AM (8 attended- 1 application was completed)
- July 26th, 10:00AM-11:30AM (7 attended- 2 applications were completed)
- August 23rd, 5:30PM – 7:00PM

We created an FSS recruitment banner that now hangs in our office lobby both as an announcement of the program and a reminder. Please stop by and see the new banner.

Summer Activities

Boys & Girls Club

Summer is here and so are the new Boys & Girls Club certificates! The Alameda Housing Authority has renewed its partnership with the Boys & Girls Club to continue to provide children ages 6 through 17 free membership. The certificates are valid for a year starting July 1, 2016 and ending June 30, 2017. The Boys and Girls Club is open from 11am to 6pm and offers adult supervision, homework help, and various games and activities to keep children in our program safe and busy during the summer months. Notification was mailed out to our families in our Summer Newsletter announcing the certificates and providing families with the sign up information.

Esperanza Children of the World Reading Room partners with "Words on Wheels"

The Alameda Housing Authority has partnered with the Alameda Free Library to bring books to the units. The local librarian will be at Esperanza every Tuesday from 11:45am to 12:30pm on her trendy bike loaded with books. Both children and adult can take advantage of this opportunity to sign up for a library card or the summer reading program.

In addition to our new partnership with the library, the Children of the World Reading Room at Esperanza has extended its hours! We will now be open on Wednesdays, in addition to Tuesdays,

from 3:00 to 4:30pm. New books were recently purchased for the readers in various languages such as Spanish, English, Arabic, Tagalog, Vietnamese and Chinese.

On Tuesdays, kids can read aloud, check out books, and earn prizes. Last year's summer reading program prize included tickets to the Oakland A's game. While on Wednesdays, kids can be creative and crafty with art activities!

Reading Room Receives Recognition

The Esperanza reading room project was recently recognized at NAHRO in Portland Oregon on July 15th and 16th. AHA accepted the NAHRO Award of Merit in Portland for the Reading Room. The room is now open 2 days a week and summer activities have been incorporated into the summer educational schedule.

HPD Department Statistics

The HPD department processed the following work in the month of June and July.

Statistics	May 2016	June 2016	July 2016
Annual Re-examinations Processed	129	105	102
Rent Increases Processed	29	27	22
Interim Re-examinations Processed	48	60	45
HQS Inspections Conducted	44 non-AHA 66% pass rate	56-non-AHA 43% pass rate	55- non- AHA 44% pass rate
AHA Owned	Independence Plaza 185 units 76% 1 st time pass	Annual AHA unit inspections were completed by June 30,2016	Annual AHA unit inspections complete
New Admissions	4	3	1
Port Move-In	0	4	1

HOUSING AND COMMUNITY DEVELOPMENT

Capital Projects

The renovation project at Anne B. Diament is progressing at all four units. All framing and rough-in of mechanical, electrical, and plumbing of the first two units is completed with drywall underway. Cabinets and finishes will start next week. The project is scheduled to be completed by the end of August 2016.

Staff scheduled a Fire Department safety inspection at the China Clipper property. A summary report identified corrective items and the Maintenance Department will address these works items. Inspections will be scheduled at other properties in turn.

In order to increase the size and quality of the pool of potential bidders, staff will publish a solicitation (RFQ) for general contractors. Responses will be due by August 29, 2016.

Housing Rehabilitation Programs -The architect and design engineers continue to work on construction plans to create two one-bedroom units within the existing footprint at 738 Eagle. Staff plans to begin construction by the end of 2016.

Public Facilities Rehabilitation - The project to install of accessible crosswalk improvements at various intersections is being managed by the City Public Works Department and should be completed by October.

Inclusionary and Below Market Rate Programs

Alameda Landing: All 16 BMR homes have been sold. Ten homes have closed and the remaining six are scheduled to close by the end of the year.

Marina Shores Single-Family: Two homes closed by June and two will close in early August.

Marina Shores Condos: Nine of the ten condos have been sold; a separate staff report is attached that explains the status of the tenth (final) unit to be sold.

Real Estate Development

Portfolio Projects – Staff has posted an RFQ for real estate development consultants to assist with funding application, pre-development and project management tasks. Responses are due by August 8, 2016.

Staff would like to submit an application to HUD for an award of Veteran's Administration Supportive Housing (VASH) vouchers that can be project-based. A separate staff report is included within the consent agenda.

Del Monte Senior – A RFP for Lenders and/or Investors for the Del Monte Project was posted. Staff received three equity responses and six lender responses. A summary table of responses is attached. The Board has previously authorized the Executive Director to negotiate terms and execute Term Sheets with the lender and investor.

A new LLC has been formed to serve as the general partner of the tax credit partnership. Island City Development is the sole member of *Del Monte Senior LLC*.

50% construction drawings were issued at the end of June by the design team for review and AHA staff and consultants have provided comments. The architect will submit plans to the City building department at the end of July for a first round plan check. The Del Monte General Contractor RFP responses are due August 10th. The Preliminary Reservation was issued by TCAC in June. The project must start construction within 194 days of the letter or no later than December 19th 2016.

2437 Eagle Avenue – A 'second-round' TCAC application was submitted on June 29, 2016. Self-scores have been published and the project may be eligible to receive an allocation pending review by TCAC staff and verification of applicant scores. The second-round allocations are

awarded on September 21st. The design team is proceeding with the development of construction documents based upon the revised design for 20 units approved by the Planning Board in June.

The architectural design firm (Anne Phillips) has requested a change order in the total amount of \$74,469 to revise the plans from 4 to 3 buildings (22 to 20 units). Staff has approved \$19,460 of this amount and is working with the firm to reach a compromise on the cost of the add service. Funds to cover the additive cost will be drawn from the soft cost contingency if the project is funded this year.

Stargell Commons - Staff continues to attend the monthly draw meetings. The project is expected to be completed on 3/20/2017 and is currently 35% complete. The original completion date was 2/8/2017. Delays are attributable to weather and related factors.

The project marketing materials and dedicated phone number for leasing inquiries will be managed by RCD and will be available by November 1, 2016.

North Housing – The Navy has revised the conveyance schedule and thus far there is no specific transfer schedule identified. The Covenant to Restrict the Use of the Property "CRUP" and related documents will be prepared by the Navy and must be submitted to the State agencies for approval. The City (AHA) will prepare a Marsh Crust CRUP required by the Navy for conveyance.

Rosefield Village –Staff has received confirmation that the CDLAC Bond Application has been received complete. A RFP for site planning and architectural design will be published in August.

Parrot Village and Gardens - Major work at this property will not begin for some years, but early planning work is under consideration. Staff will begin community meetings in 2017 to receive input and discuss needs and alternate development plans. The earliest date that construction work might begin is late 2019. Once the project is developed, the current garden will be closed and there will be a new community garden that will be available to AHA residents. Residents might choose to share their plot with friends or relatives, but we will not assign plots to non-AHA residents. Jean Sweeney Park is designed to include a community garden.

Staff is also working with the City Department of Parks and Recreation to provide pedestrian and emergency-vehicle access to the upcoming Jean Sweeney Park. The City is going to request an access easement or license agreement for these purposes. When more detail is available this item will be brought to the Board for approval.

RENT & COMMUNITY PROGRAMS

Rent & Community Programs:

➤ **Rent Program:**

The June monthly program report is available to the public on the Rent Program website at www.alamedarentprogram.org. In the News and Notices Tab there is a reports section. The monthly report includes a detailed program update narrative, data chart and trend charts. The June report includes a look at the first three months of activity. Timely payment has been received for the all billing to date.

Staff focused on community outreach this month by attending local meetings and events to make announcements and share flyers about the new ordinance.

Staff continued to provide informational workshops:

- Weekly Thursday workshops for landlord and tenants; 1 monthly night workshop
- 3 specialized workshops for CIPs. These workshops will no longer be available as the information has been integrated into the regular informational workshops.
- Regular and specialized workshops in total had 59 registered and 38 in attendance

Over the last 3 months, staff has observed that tenants seem to have less awareness than landlords about Ordinance No. 3148. This observation comes from low attendance of tenants at informational workshops and a lower frequency of tenant contacts than landlord contacts. Staff has developed new outreach strategies for the coming month to address this discrepancy.

Staff has developed a special noticing clinic to provide step-by-step, in-person information on State and City laws for proper noticing of rent increases and terminations, available late July 2016.

In July, staff received a higher volume of rent increase filings. Staff received a stack of rent increase notices from a large complex. After careful review, staff identified 70 rent increases that offered both a less than 5% option and an over 5% option. Due the fact that one of the options was above 5%, the property is required to file with the Program Administrator. Staff is working with the property management company to obtain additional information and to create a process that will streamline the review to identify potential RRAC cases. Please note that the multiple option method is typical for large properties, and so staff expects to receive larger volumes of rent increase filings from the larger properties as the unit leases begin to expire. The program will bring in two possible temporary administrative staff to assist through November.

On June 21, 2016, City Council will heard a report from BEA consulting regarding the Rent Program Fee Study. The Fee Study Draft reflected 6 FTE's and a similar annual budget to the current services agreement between the City and AHA. Council requested for additional information before approving the implementation of the Fee. Council directed City staff to gather data for the Rent Program, actual costs and to put out a bid to compare what an outside consultant might cost. The City plans to go back to Council in December or early January depending on results of the ballot initiatives.

On July 19, 2016, City Council accepted certificate of sufficiency for the Renters Initiative which calls for a charter amendment to establish rent control, an elected rent board and regulate termination of tenancies. The Landlords Initiative to amend the Ordinance 3148 did not pass the sample signature check and will now move forward with the County to verify all signatures. If the verification of signatures is concluded and passed by June 27th, Council will consider putting the Landlord Initiative on the ballot. In order to do so, Council voted to hold a special meeting on August 8, 2016. Moreover, Council voted to put Ordinance 3148 on the ballot with language that if the ordinance receives majority votes or 50% plus 1, it will supersede the Renters Initiative. Council rejected the option to put the ordinance in the ballot as a Charter amendment as this would require a vote of the people

to make any amendments. Having the ordinance would allow for more flexibility to make changes as the program continues and the market fluctuates.

➤ **RRAC:**

- The RRAC monthly agenda and related documents was published in Legistar for the June meeting. Moving forward all agenda's will be available on the City's website. The agenda will provide links to each case and the related documents.
- Homeowner Vacancy: On June 21st, Council appointed Milton Friedman to the RRAC.

- June Cases for the July 5 RRAC Meeting:
 - 23 cases filed
 - 13 cases resolved before RRAC agenda was released (1 week prior to RRAC meeting)
 - 8 cases on RRAC agenda
 - 4 cases resolved before RRAC hearing on July 6
 - 1 case received a RRAC recommendation of 0%-5% rent increase
 - 3 case received a RRAC recommendation of 5.1 - 10% rent increase
 - 1 of the four cases with a recommendation filed a tenant initiated binding arbitration hearing
- July Cases for the August 1 RRAC Meeting:
 - 18 Cases Filed
 - 14 cases resolved before RRAC agenda was released (1 week prior to RRAC meeting)
 - 4 cases on RRAC agenda
 - 2 cases resolved before RRAC hearing on July 6
 - 1 case came to an agreement during RRAC mediation with a 5% increase during the first 6 months and an additional deferred 5% starting at month 7.
 - 1 case the tenant did not show. As a result the initial 5% increase went into effect.

➤ **CDBG/HOME Programs:**

City Council approved the Action Plan and Activity recommendations on May 2nd. Staff submitted the Action Plan to HUD on May 15, 2016. All sub recipient agreements have been executed and the FY16/17 Program year began July 1, 2016.

Staff is working on the Consolidated Annual Performance and Evaluation Report (CAPER) for the CDBG and HOME programs. A draft of the annual results will be made available to the public for comments on August 26. The final CAPER is due to HUD on September 28, 2016.

FINANCE

With the Board's approval in June, the following four new accounts were opened with US Bank in July:

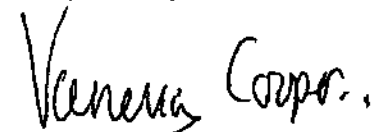
HPD Operating Account #1 575 1303 8420
ABD Operating Account - #1 575 1303 8438
Benefits Account - #1 575 1303 8412
Rosefield Village Account - #1 575 1303 8404

Please see the Budget Variance Report.

RECOMMENDATION

For information only.

Respectfully submitted,



Vanessa M. Cooper
Executive Director

VMC/all

Attachment

Del Monte Senior - Lender/Investor Summary
July 2016

	National Equity Fund, Inc.	Enterprise Community Investment, Inc.	Red Stone Equity Partners	Wells Fargo Equity
Contact	Monika Elgert	Reagan Maechling	Matt Grosz	Timothy J. McCann
Title	VP Originations	Assoc Originator & Sr. Underwriter	Sr. Vice President - Acquisitions	Sr. Vice President
Address	1000 SW Broadway, Suite 1000	600 Wilshire Boulevard, Suite 600	1902 Wright Place, 2nd Floor	333 Market Street, 18th Floor, MACR# A0119-189
City, State, Zip	Portland, OR, 97205	Los Angeles, CA 90017	Carlsbad, CA 92008	San Francisco, CA 94105
e-mail	melgert@nefinc.org	rmaechling@enterprisecommunity.com	matt.grosz@redstoneequity.com	tim.mccann@wellsfargo.com
phone	(506) 688-1686	(213) 787-8238	(619) 535-3903	(415) 801-8520
Pricing	\$1.12	\$1.10	\$1.10	\$1.10
Equity	\$9,286,531.00	\$9,156,000.00	\$9,120,704.00	\$9,120,704.00
Initial Fees	\$0.00	\$40,000.00	TBD	
valid offer end	August 15, 2016			
Notes	Contingent on BBVA	only received term sheet	Letter of intent only, no term sheet	declined-unable to support Q4 closing
Cap Contr Schedule	Admission est. Dec 2016			
	Completion est. Apr 2018	\$1,373,400.00		
	Conversion est. Oct 2018	\$5,951,400.00		
	8609 est. Apr 2019	\$1,593,655.00		
	Admission est. Dec 2016	\$237,545.00		
	Completion est. Apr 2018	\$200,000.00		
	Conversion est. Oct 2018	\$200,000.00		
	8609 est. Apr 2019	\$320,000.00		
	IRR	\$40,000.00		
	Perm Credit Reduction	N/A		
	Matt Diff Timing	fed UHTC price/\$1		
	Upward Adj Cap	\$0.69/\$1		
	Pay-In Delay Adj	5% of agr at closing		
	Ongoing Credit Adj	N/A		
	Tax Law Adj	\$1/fed credit+int+penalties		
op deficit guar.	2 consecutive yrs after stabil 3 yr anniv. 1.15	N/A		
reserves	DCR	DCR with 2 yr lookback		
	operating	\$210,060.00		
	replacement	\$250/unit/yr. 3% annual incr		
	other	N/A		
ongoing fees	LP asset mgmt	\$5,000.00		
	GP partnership	\$13,500.00		
	Op reserve replenish?	yes		
	GP incentive mgmt fee	\$0, N/A		
	prop mgmt fee			
buyout	4% of gross rents			
	higher of appraisal+LP loans or LP debt+taxes+credit adj	higher of FMV or exit taxes after credit period		
option terms				
ROFR terms				
depreciation				
rental advantage				
tax credit timing				
	first yr			
	Yrs 2-10			
	Yr 11			
		\$538,749.00		
		\$821,371.00		
		\$282,622.00		

Del Monte Senior - Lender/Investor Summary
Lenders July 2016

	BBVA Compass	Umpqua Bank	US Bancorp Community Development Corporation	Wells Fargo Bank National Association	California Community Reinvestment Corporation	JP Morgan Chase Bank N.A.
Contact	John Chan	Gina Leon	Lisa B. Gutierrez	Eric Leimbach	Mark R. Rasmussen	Shara Colette
Title	Sr. Vice President	VP & Affordable Housing Mgr	Vice President	Vice President - Sr. Relationship Mgr	Executive Vice President	Executive Director
Address	202 N. Hunter Street, Suite 200	One SW Columbia Street	621 Capitol Mall, Suite 800	333 Market Street, 18th Floor, MAC#	225 West Broadway, Suite 120	560 Mission Street
City, State, Zip	Stockton, CA 95202	Portland, OR 97258	Sacramento, CA 95814	A0119-183	Glendale, CA 91204	San Francisco, CA 94105
e-mail	john.chan@bbva.com	gina.leon@umpquabank.com	lisa.gutierrez@usbk.com	eric.leimbach@wellsfargo.com	mark.rasmussen@e-crrc.org	shara.colette@chase.com
phone	(209) 235-1179	(503) 219-6195	(916) 498-3457	(415) 801-8516	(818) 550-9807	(415) 315-8490
constr loan	\$9,760,000	\$9,601,486	\$9,813,556	\$9,760,000		\$9,758,656
constr rate	1 month LIBOR +1.9% (currently 2.38%)	1 month LIBOR +1.9% (currently 2.3%)	1 month LIBOR +2.25% (currently 2.85%)	30 day LIBOR +1.75% (currently 2.22%), 2% floor		1 month LIBOR +1.75% (currently 2.23%)
constr term	24 months	24 months	22 months	24 months		22 months
extension	one 3 month ext, req completion, 90% lease-up, no defaults, 0.15% fee	one 3 month, no default, completion, 0.125% fee	one 6 month, completion, 80% lease up, 0.15% fee	two 3 month, 0.13% fee each		one 6 month, 0.125% fee
guaranty	100% unconditional					full payment & completion
LTV	0.75%	0.75%	1% + \$15K admin	1%		80%
orig fee	\$2,108,200	\$2,108,200	\$2,108,200	\$2,235,000		0.75%
perm loan	10 yr Treas+3.5% (currently 5.05% fixed), .5% floor	Avg 10/20 yr TCM +2.6% (currently 4%)	CIP 15/15 +225 bp, all in 4.85%	10 yr Treas + 3% (currently 4.6%)		10 yr swap + 3.23% (currently 4.68%), lock at constr close
perm rate	15 yrs	15 yrs	15 yrs	15 yrs		15 yrs
perm term	15 yrs	30 yrs	15 yrs	15 yrs		15 yrs
amort	first position		first priority lien			first mortgage
collateral						
conv fee	0.50%	0%				
prepayment		1% of bal in first 3 yrs				
replacement reserve		\$500/unit/year, 3% annual escalation	\$500/unit/yr	\$500/unit/yr		
oper reserve		initial deposit 6 months debt service (est \$64,092)	at conversion 6 months debt service	at conversion \$209,985		
recourse	non recourse					non-recourse
LTV						
fee est.	\$140,732	\$128,511	TBD	\$188,587		\$23,082
Notes	Contingent on NEF	October 28, 2016	August 19, 2016	partner with CCRC	partner with Wells Fargo	
offer expiration		yes, signed	yes, signed	yes, signed		yes, signed
Non-coll affidavit	yes, signed					
Experience-firm	started in 2015, 1 LHTC	affordable housing 2015		10 joint financings per year, #1 financier past 3 years, one of top gov/FHA debt originators		founded 1824, in northwest 2008 (by acq). 101 team members, 13 offices, proved \$2.6 billion to low/mod income communities
Experience-mgr	John Chan-22 yrs in affordable, BBVA in Mar 2016, formerly with US Bank	Gina Leon-Umpqua since Oct 2015, previously with US Bank 25 yrs. 15 in affordable		Eric Leimbach-over \$1.2 billion debt originated/underwritten, exp with HAs in CA		
legal counsel	Reuben Rosof-Gardere Wynne Sewell LLP	Catherine Shaw-Miller Nash		Tom Vandiver-Dentons US LLP		



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - Tel: (510) 747-4300 - Fax: (510)522-7848 - TDD: (510) 522-8467

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: Marie Wang, Finance Director

Date: August 17, 2016

RE: Budget Variance Report for June 30, 2016

BACKGROUND

On April 16, 2014 the Board of Commissioners approved a two-year operating budget for all programs covering the fiscal years July 1, 2014 through June 30, 2016. On April 15, 2015, the Board of Commissioners approved the FY 2016 budget update for revision of the original budget for the Fiscal Year starting July 1, 2015 and ending June 30, 2016.

On March 16, 2016, the Board of Commissioners approved the budget update for the second revision of the original budget for the Fiscal Year starting July 1, 2015 and ending June 30, 2016. This Budget Variance Report covers preliminary unaudited financial operating results compared to the second budget revision approved on March 16, 2016, for the twelve month period of July 1, 2015 to June 30, 2016. Please note that this report may not include all the year-end adjustments yet, since the unaudited financial report has not been submitted to HUD and the year-end audit has not been performed yet, there might be additional adjustments posted as the process progresses.

Since July is the first month of the new fiscal year 2016-17, staff will present the July/August combined budget variance report in September Board meeting. The discussion below relates to unaudited year end (June 30th) financials. It is important to note that these like will be subject to adjustment for accruals and are not final at this time.

DISCUSSION

Overall operating income is slightly over the annual budget by \$163,238 (0.4 %), mainly due to the higher amount of dwelling rent and offset by lower Administrative Fee. The reason for a higher dwelling rent is due to the higher payment standard and reduced vacancy levels. The reason for a lower amount of Administrative Fee is due to the lower actual leased vouchers in a tight housing market.

Agency wide expenses are lower than the annual budget by \$1,872,492 (5 %). This is mainly due to the lower salary expenses, lower employee benefit costs,

lower Extraordinary Maintenance Projects (EMPs) expenses, delayed tenant activities, and lower HAP payments. The operating surplus is, therefore, \$4,628,957, which is \$2,035,730 higher than the annual budgeted surplus of \$2,593,227 (79%).

The Extraordinary Maintenance Projects (EMPs) expenses for our Owned and Managed Complexes and Units totaled \$70,927, compared with the annual budget of \$924,294, resulting in a favorable variance of \$853,367 (92%). The difference is due to a number of projects being on hold pending review of a capital needs assessment. Most of these projects will recommence with the 2016-18 budget.

AHA had a monitoring visit for the Shelter Plus Program from Alameda County Community Development Agency on May 11, 2016. A letter was issued outlining one finding, one concern and recommendations on June 1. AHA submitted an explanation for the finding and provided an acceptable plan for ensuring compliance with HUD documentation requirement moving forward. AHA also provided an acceptable methodology for determining administrative costs moving forward. The final letter successfully closing out the monitoring was issued by the Agency on July 11.

Internal Revenue Service (IRS) also selected AHA's 2014 federal employment tax returns for examination and conducted an audit on July 19 and 20 to review the documents and records. The audit went well but was not concluded yet, pending the completion of document review by IRS. A number of small procedural changes are expected in the finance and benefit area.

The Finance Department hired a temporary controller for the next 6 months to strengthen the internal control procedures and provide the support as AHA completes the 2015-16 audit of AHA. Mr. Wallace Rowe will conduct the first visit of the annual audit in August.

AHA issued an RFP for Financial System and Controls Review. Staff have received 3 proposals after the deadline in July. The notice for the selection will be published on the AHA's website.

GASB-68

As a local government agency, AHA has to maintain its books by standards set by the Government Accounting Standards Board (GASB). Each year the GASB sets guidelines for accounting practices, identified by number. Effective FY 2016, AHA must operate by GASB rule 68, which is commonly known as GASB-68. This new rule, GASB-68, requires all government agencies (States, Counties, Cities and Special Purpose Local Governments) to report pension liabilities which have historically been reported on a pay as you go basis by all government entities. Since AHA is a member of the CalPERS retirement system, AHA is required to report each year on any unfunded pension liability.

According to the CalPERS Actuarial Valuation Report as of June 30, 2014 for the Miscellaneous Plan of the Housing Authority of the City of Alameda, the estimated

balance of Authority's Unfunded Accrued Liability (UAL) as of June 30, 2016 would be \$1,600,594. This is lower than the previous estimate of \$1,874,684. According to the Senior Pension Actuary at CalPERS Actuarial Office, there is no penalty if the liability remains unpaid, but the plan charges 7.5% on any existing unfunded liability.

Although the Board has approved a payment of \$1,954,024 to pay down the liability, staff delayed the payment as previously reported in order to obtain further information from CalPERS. Staff has made a payment of \$1,000,000 on June 8, 2016 to avoid the 7.5% interest charge on outstanding liabilities. This partial payment was made due to the concern that if the Unfunded Accrued Liability (UAL) balances decreases more, as we have observed for the past year, we would not take the risk of overpaying the UAL. The staff will continue monitoring the UAL balance to make recommendations of either paying down or paying off the balance. If the total amount recommended to pay off exceeds the previous approved pay off of \$1,954,024, staff will return to the Board for approval.

Since the \$1,000,000 payment was made before June 15th, CalPERS informed us that our 2016-17 Employer Unfunded Liability reduced by \$64,526.

GASB-45/OPEB

The Government Accounting Standards Board (GASB) has mandated disclosure of other post-employment benefit (OPEB) liabilities for all government employers beginning in 2009. During fiscal years prior to 2012 the Authority's employees were actually employees of the City of Alameda and not employees of the Authority itself, therefore there was no OPEB obligation or expense recognized in fiscal years prior to 2012. During fiscal year 2015 the Authority administered this program on a pay-as-you-go basis and actual costs were expensed as incurred. To comply with GASB 45, the Authority estimated the present value of the projected benefits of the OPEB program using the Alternative Measurement Method as permitted by GASB Statements Numbers 43 and 45.

The goal of GASB 45 is to match recognition of retiree medical expense with the periods during which the benefit is earned. The entry age normal cost method effectively meets this goal in most circumstances. The Authority has adopted an entry age normal cost method to determine the present value of benefits and the actuarial accrued liability. The plan currently has no assets. The amortization method is a level percent of payroll, with an amortization period of thirty years. The Authority has adopted a pay-as-you-go policy and is not currently funding this liability above the monthly requirement; instead, the Authority makes actual monthly payments for its portion of the retirees' premiums. The payments for 2015 totaled \$2,416. The Authority accrued a management determined estimate of \$9,838 at the end of the prior fiscal year. In 2016, AHA will commission an independent assessment of OPEB liabilities for 2016-17 in the coming months and report the analysis on the post-employment health benefits as soon as they are available.

GENERAL FUND

General Fund includes the revenue from the Shelter Plus Care Program and some other miscellaneous income items. It has also included the expenses of pre-development cost and EMP's. The net operating revenue is over budget by \$33,179. This is primarily due to the higher HAP revenue and higher Admin Fee than the annual budget for Shelter Plus Program. Operating expenses are below annual budget by \$104,747. This is mainly due to lower pre-development costs and delayed EMP projects. A surplus of \$1,874 resulted, compared with the annual budgeted deficit of \$136,052.

EMP activity for the year to date totaled \$0.

CIP costs for the year to date are \$14,999 due to the unbudgeted replacement of gutters for the office building.

AHA/CDBG/HCD/OTHER MANAGED PROGRAMS

The reimbursement programs are under contract with the City for CDBG, HOME and other affordable housing programs. Reimbursement billings are processed by the City. Reimbursement on the Rent Program costs incurred from October to May have been made in full.

Operating revenue is under budget by \$74,457. The billings are based on the reimbursement basis. As the expenses are lower, so the revenue would be lower. Operating expenses are under budget by \$48,877. This is mainly due to the savings of administrative contract costs and lower employee benefit costs. Therefore, an overall deficit of \$261 resulted.

PARROT VILLAGE AND EAGLE VILLAGE

Total operating revenue for Parrot Village and Eagle Village properties is over budget by \$103,208. This is mainly due to the increased dwelling rents from the higher payment standards and increased HAP rent effective September 2015. Operating expenses continue to remain under budget by \$245,441. This is mainly due to the savings in the administrative contract cost, lower salary expenses, lower employee benefit costs and lower EMP expenses, resulting in a surplus of \$1,055,041 versus the annual budgeted surplus of \$706,392.

EMP expenses total \$14,619. Fiscal Year CIP's totaled \$22,686 for the project to Resurface and Stripe two parking lots.

HOUSING AUTHORITY OWNED

Operating revenue finished this month over budget by \$359,957, mainly due increased dwelling rents from higher payment standards and increased HAP rent effective September 2015.

Expenses are under budget by \$220,835 mainly due to the delayed EMP expenses, lower salary expenses, lower administrative contract costs, delayed tenant activities charges, and offset by higher legal expenses. This resulted in a surplus of \$1,984,097 compared to the budgeted surplus of \$1,106,093.

EMP activity year to date is \$56,308. This is mainly due to the China Clipper's painting project, which was reimbursed by the CDBG Fund.

CIP's totaled \$834,309 for the fiscal year. Of this, \$12,642 is for the new roof for Lincoln Willow; \$15,375 is for Anne B Diament's Siding project. The Anne B Diament project for converting units to Section 504 compliance is delayed and expected to be complete in September; \$155,359 has been incurred so far. \$650,933 was allotted for the Site Improvement and Kitchen and Bathroom remodeling Projects for Esperanza.

INDEPENDENCE PLAZA

Operating revenue is slightly over budget by \$13,676. This is mainly due to the reimbursement received from the CDBG Program for replacing gutters, which was not in the budget. The tax increment received from City was reduced by \$137,145 due to the prior year overpayment adjustment. The operating expenses are under budget by \$325,453, mainly due to the delayed EMP expenses, lower salary expenses, lower employees benefit costs and lower maintenance contract costs. Therefore, IP operations resulted in a surplus of \$1,186,727 compared to the budgeted surplus of \$847,598, which will be used to fund the mortgage principal and interest payment, replacement reserve and capital improvement projects.

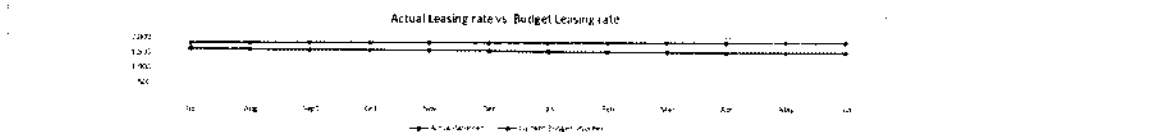
EMP expenses total \$0. CIP totaled \$60,001 for replacing gutters.

HOUSING CHOICE VOUCHER PROGRAM

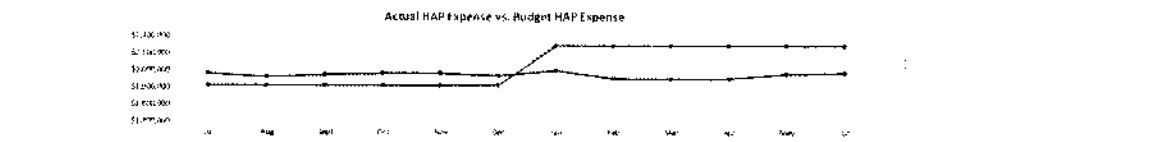
Our June lease rate is at 81 percent due to the tight housing market. The year-to-date lease rate is at 84.3 percent for the fiscal year ending June 30, 2016, and 82.0 percent for the HUD calendar year 2016 annual funding cycle, which began in January. As HUD increased the budget amount since January 2016, the year-to-date utilization rate of actual HAP expense has decreased to 97.3% of the HUD Budget Amount for the fiscal year ending June 30, 2016, and 92.0 % for the HUD calendar year 2016 annual funding cycle.

A project reserve (or HAP funds Held by HUD reserve) whereby AHA can draw additional HAP funds if our HAP costs exceed any year's HAP budget has been established by HUD in lieu of significant RNP (Restricted Net Position) cash reserves held by AHA in the past. Currently this HUD held HAP reserve has a balance in excess of \$3.3 million dollars as of June 30, 2016. As the payment standard increases effective April 2016, the HUD held HAP reserve balance will be fully utilized in the future.

Unit Category	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
Actual Voucher	1,640	1,614	1,604	1,589	1,576	1,565	1,546	1,524	1,512	1,501	1,495	1,490	18,661
Current Budget Voucher	1,645	1,615	1,615	1,605	1,605	1,615	1,615	1,615	1,615	1,615	1,615	1,615	22,140
Over (under) Budget	(205)	(201)	(111)	(216)	(329)	(549)	(79)	(891)	(103)	(114)	(120)	(125)	(3,479)
Percent Leased Per Mo	89.9%	87.5%	87%	86%	86%	85%	84%	83%	82%	81%	81%	81%	84.3%



Actual HAP Expense	\$ 1,998,114	\$ 1,961,217	\$ 1,972,489	\$ 1,981,402	\$ 1,991,214	\$ 1,979,274	\$ 1,998,232	\$ 1,951,837	\$ 1,949,982	\$ 1,951,249	\$ 1,976,937	\$ 1,981,844	\$ 23,666,718
IRB Budget Amount	\$ 1,929,269	\$ 1,918,269	\$ 1,910,269	\$ 1,910,269	\$ 1,910,269	\$ 1,910,269	\$ 2,148,249	\$ 2,148,249	\$ 2,148,249	\$ 2,148,249	\$ 2,148,249	\$ 2,148,249	\$ 24,386,718
Over (under)	\$ 66,845	\$ 42,948	\$ 62,220	\$ 71,133	\$ 80,945	\$ 69,005	\$ (149,217)	\$ (196,412)	\$ (198,267)	\$ (197,000)	\$ (171,312)	\$ (166,405)	\$ (645,999)
Utilization	103.7%	102.7%	103.2%	102.7%	103.2%	103.2%	91.4%	91.2%	91.4%	91.1%	91.1%	91.7%	91.3%



For CY 2016, administrative fees will be paid on the basis of units leased as of the first day of each month. This data will be extracted from the Voucher Management System (VMS) at the close of each reporting cycle. Two fee rates are provided for each public housing authority (PHA). The first rate, referred to as Column A rate, applies to the first 7200 unit months leased in CY 2016. The second rate, referred to as Column B rate, applies to all remaining unit months leased in CY 2016. The 2016 HCV Administrative Fee Column A Rate is \$113.45 and Column B Rate is \$105.90. This is slightly higher than the rates in 2015. The 2015 HCV Administrative Fee Column A Rate was \$110.31 and Column B Rate was \$102.96.

Administrative fee proration was reported at 79% effective January 1 2015. Effective with billings for October 1, 2015, AHA used a pro-ration of 81 percent of 80 percent of the Column B rate to calculate fees for portable vouchers.

On May 26, HUD sent a letter to Executive Directors increasing the administrative fee proration for calendar year (CY) 2016 from 80 percent to 84 percent. The Department has allocated previously unused funds towards the administrative fee as the FY 2016 Appropriations Act allows it to do. The first quarter calendar year 2016 administrative fee reconciliation will reflect the increased proration.

The operating (or administrative) portion of the Housing Choice Voucher program has an operating surplus of \$401,479 compared to the annual budgeted surplus of \$43,285 based on income from actual units leased for the fiscal year as required by HUD accounting brief number 19.

The operating revenue is below annual budget by \$272,325 (1 %). This is mainly due to the lower than budgeted Administrative Fees and HAP revenue. The operating expense is lower than the budget by \$630,519, mainly due to the lower HAP payment, lower salary expenses and lower employee benefit costs. The operating surplus, therefore, is over budget by \$358,194

BUDGET CONSIDERATION/FINANCIAL IMPACT

At the bottom of each budget variance report, the balance is shown by either a surplus or deficit. An adjustment for any deficit is made by transferring from accumulated operating reserves. Generally, surpluses are added to operating reserves while deficits are reductions to operating reserves.

RECOMMENDATION

For information only.

Respectfully submitted,

A handwritten signature in black ink that reads "Vanessa Cooper," with a comma at the end.

Vanessa M. Cooper
Executive Director

VC/MW

Attachments: 1. Budget Variance Report

**Housing Authority of the City of Alameda
Unaudited Budget Variance Report
For the Twelve Month Fiscal Period Ending June 30, 2016**

Description	Year to Date Budget	Year to Date (YTD) Actual Income and Expenditures										S/B 100%								
		General Fund	AHA/CDBG/Other Managed	Parrot & Eagle Village	HA Owned	Independence Plaza	Section 8	Total Actual	YTD Variance	Budget Used	Annual Budget									
Operating Income																				
HAP/Subsidy/Tax Increment	\$ 31,326,530	\$ 292,798	\$ -	\$ 1,751,039	\$ 4,196,752	\$ 1,360,632	\$ 23,706,795	\$ 31,308,016	\$ (18,514)	100%	\$ 31,326,530									
Dwelling Rent	3,284,410	-	-	532,935	1,486,143	1,496,219	-	3,515,297	230,887	107%	3,284,410									
Administrative Fees	1,871,321	-	-	-	-	-	1,665,466	1,665,466	(205,855)	89%	1,871,321									
Interest	71,000	7,304	-	10,196	38,433	1,330	30	57,293	(13,707)	81%	71,000									
Other Income	1,592,683	138,174	740,983	43,601	695,287	105,688	39,377	1,763,110	170,427	111%	1,592,683									
Total Operating Income	38,145,944	438,276	740,983	2,337,771	6,416,615	2,963,869	25,411,668	38,309,182	163,238	100%	38,145,944									
Operating Expenses																				
Administrative:																				
Salaries	3,046,693	50,036	513,738	229,479	697,227	296,479	1,058,922	2,845,881	200,812	93%	3,046,693									
Legal	75,701	1,932	11,184	11,785	94,533	15,199	34,867	169,500	(93,799)	224%	75,701									
Travel/Training	79,883	2,747	4,404	6,587	21,428	8,486	15,745	59,397	20,486	74%	79,883									
Publications	4,597	-	-	264	902	380	897	2,443	2,154	53%	4,597									
Telephone	33,952	96	11	4,337	15,171	10,575	11,660	41,850	(7,898)	123%	33,952									
Audit Fees	35,806	-	4,364	4,836	13,175	8,246	4,743	35,364	442	99%	35,806									
Office Supplies	56,256	14	7,715	5,223	16,737	7,074	35,234	71,997	(15,741)	128%	56,256									
Contract Costs	539,458	26,283	39,751	32,566	126,235	79,524	135,836	440,195	99,263	82%	539,458									
Sundry	99,865	2,074	9,711	7,544	21,428	10,707	35,467	86,931	12,934	87%	99,865									
Subtotal	3,972,211	83,182	590,878	302,621	1,006,836	436,670	1,333,371	3,753,558	218,653	94%	3,972,211									
Tenant Services:																				
Salaries	95,902	-	-	16,568	47,769	25,368	-	89,705	6,197	94%	95,902									
Tenant Activities	130,100	-	295	100	23,637	8,024	2,029	34,085	96,015	26%	130,100									
Relocation Cost	25,000	-	-	-	25,452	-	-	25,452	(452)	0%	25,000									
Subtotal	251,002	-	295	16,668	96,858	33,392	2,029	149,242	101,760	59%	251,002									
Utilities:																				
Water and Sewer	532,470	-	-	108,580	259,744	125,930	1,931	496,185	36,285	93%	532,470									
Electricity	149,004	-	-	14,731	58,129	42,740	6,464	122,064	26,940	82%	149,004									
Gas	75,058	-	-	(97)	30,108	20,724	321	51,056	24,002	68%	75,058									
Subtotal	756,532	-	-	123,214	347,981	189,394	8,716	669,305	87,227	88%	756,532									
Maintenance:																				
Salaries	1,114,470	-	-	187,358	473,699	286,956	-	948,013	166,457	85%	1,114,470									
Materials	219,597	2,555	-	45,474	123,099	54,809	2,784	228,721	(9,124)	104%	219,597									
Contract Costs	1,215,452	-	-	304,090	814,165	245,203	23,652	1,387,110	(171,658)	114%	1,215,452									
Subtotal	2,549,519	2,555	-	536,922	1,410,963	586,968	26,436	2,563,844	(14,325)	101%	2,549,519									
General:																				
Police Services	210,000	-	-	39,264	124,192	36,506	12,501	212,463	(2,463)	101%	210,000									
Insurance	104,850	-	-	21,394	60,030	32,345	3,914	117,683	(12,833)	112%	104,850									
Employee Benefits	1,421,015	16,385	147,851	147,831	412,000	206,743	384,358	1,315,168	105,847	93%	1,421,015									
Collection Losses	31,287	-	-	6,909	26,314	100	-	33,323	(2,036)	0%	31,287									
Subtotal	1,767,152	16,385	147,851	215,398	622,536	275,694	400,773	1,678,637	88,515	95%	1,767,152									

**Housing Authority of the City of Alameda
Unaudited Budget Variance Report
For the Twelve Month Fiscal Period Ending June 30, 2016**

Description	Year to Date Budget	Year to Date (YTD) Actual Income and Expenditures							S/B 100%		
		General Fund	AHA/CDBG/Other Managed	Parrot & Eagle Village	HA Owned	Independence Plaza	Section 8	Total Actual	YTD Variance	Budget Used	Annual Budget
Total Operating Exp.	9,296,416	102,122	739,024	1,194,823	3,485,174	1,522,118	1,771,325	8,814,586	481,830	95%	9,296,416
Mortgage/HAP Payments:											
HAP Payments	24,048,627	292,798	-	-	-	-	23,238,864	23,531,662	516,965	98%	24,048,627
Mortgage Interest	1,115,380	-	-	73,288	858,516	255,024	-	1,186,828	(71,448)	106%	1,115,380
Interest-City Loan	-	-	-	-	-	-	-	-	0		0
Subtotal	25,164,007	292,798	-	73,288	858,516	255,024	23,238,864	24,718,490	445,517	98%	25,164,007
Other Expenses:											
Extraordinary Maint.	924,294	-	-	14,619	56,308	-	-	70,927	853,367	8%	924,294
CDBG/Other Programs	-	-	-	-	-	-	-	-	0	0%	0
Pre-Development Costs	168,000	41,482	2,220	-	32,520	-	-	76,222	91,778	45%	168,000
Subtotal	1,092,294	41,482	2,220	14,619	88,828	-	-	147,149	945,145	13%	1,092,294
Total Expenses	35,552,717	436,402	741,244	1,282,730	4,432,518	1,777,142	25,010,189	33,680,225	1,872,492	95%	35,552,717
Operating Income before Depr.	2,593,227	1,874	(261)	1,055,041	1,984,097	1,186,727	401,479	4,628,957	2,035,730	179%	2,593,227
Depreciation	1,305,286	116,383	-	305,124	664,656	381,328	-	1,467,491	(162,205)	112%	1,305,286
Operating Income after Depr.	1,287,941	(114,509)	(261)	749,917	1,319,441	805,399	401,479	3,161,466	1,873,525		1,287,941

**Housing Authority of the City of Alameda
Unaudited Budget Variance Report
For the Twelve Month Fiscal Period Ending June 30, 2016**

Description	Year to Date Budget	Year to Date (YTD) Actual Income and Expenditures						S/B 100%		
		General Fund	AHA/CDBG/Other Managed	Parrot & Eagle Village	HA Owned	Independence Plaza	Section 8	Total Actual	YTD Variance	Budget Used
GAAP to Cash Adjustments:										
Operating Income after Depr.		(114,509)	(261)	749,917	1,319,441	805,399	401,479	3,161,466		
<u>Cash Adjustments</u>										
Addback Depreciation		116,383	-	305,124	664,656	381,328	-	1,467,491		
Subtract Mtg Prin Paymts		-	-	(154,865)	(205,291)	(522,072)	-	(882,228)		
Subtract Replacement Res		-	-	(28,726)	(36,600)	(64,176)	-	(129,502)		
Total Adjustments		116,383	-	121,533	422,765	(204,920)	-	455,761		
Adjusted Net Cash		1,874	(261)	871,450	1,742,206	600,479	401,479	3,617,227		
<u>Reserve Transfers, Loans, Prior Period Adj</u>										
Operating Reserve Transfers		-	-	-	-	-	-	-		
Payoff US Bank Loans		-	-	-	-	-	-	-		
Replacement Reserves-Voluntary		-	-	-	-	-	-	-		
Equipment Reserves-Voluntary		-	-	-	-	-	-	-		
Total Reserve Transfers		-	-	-	-	-	-	-		
<u>Capital Assets</u>										
Capital Asset Additions		(14,999)	-	(22,686)	(834,309)	(60,001)	-	(931,995)		
Net Capital Assets		(14,999)	-	(22,686)	(834,309)	(60,001)	-	(931,995)		
Net GAAP to Cash Adj's		(13,125)	(261)	848,764	907,897	540,478	401,479	2,685,232		

Unaudited Budget Variance Report
General Fund
For the Twelve Months Ending June 30, 2016

Account Description	Annual Budget	Monthly Budget	Monthly Actuals	Monthly Variance	Y-T-D Budget	Y-T-D Actuals	YTD Variance	S/B 100% USED
OPERATING INCOME:								
HAP	279,897	23,325	25,331	2,006	279,897	292,798	12,901	105%
Interest	7,000	583	2,621	2,038	7,000	7,304	304	104%
Other Income	118,200	9,850	8,067	(1,783)	118,200	124,875	6,675	106%
Management Fee	0	0	1,109	1,109	0	13,299	13,299	100%
Total Operating Income	405,097	33,758	37,128	3,370	405,097	438,276	33,179	108%
OPERATING EXPENSES:								
Administrative:								
Salaries	60,000	5,000	12,000	(7,000)	60,000	50,036	9,964	0%
Legal	0	0	0	0	0	1,932	(1,932)	0%
Travel/Training	0	0	5,325	(5,325)	0	2,747	(2,747)	0%
Publications	0	0	0	0	0	0	0	0%
Telephone	0	0	10	(10)	0	96	(96)	0%
Audit Fees	0	0	0	0	0	0	0	0%
Office Supplies	0	0	4	(4)	0	14	(14)	0%
Contract Costs	0	0	479	(479)	0	26,283	(26,283)	0%
Sundry	42,052	3,504	(1,236)	4,740	42,052	2,074	39,978	0%
Total	102,052	8,504	16,582	(8,078)	102,052	83,182	18,870	0%
Tenant Services:								
Tenant Activities	0	0	0	0	0	0	0	0%
Total	0	0	0	0	0	0	0	0%
Utilities:								
Water and Sewer	0	0	0	0	0	0	0	0%
Electricity	0	0	0	0	0	0	0	0%
Gas	0	0	0	0	0	0	0	0%
Total	0	0	0	0	0	0	0	0%
Maintenance:								
Salaries	0	0	0	0	0	0	0	0%
Materials	0	0	2,555	2,555	0	2,555	2,555	0%
Contract Costs	0	0	0	0	0	0	0	0%
Total	0	0	2,555	2,555	0	2,555	2,555	0%
General:								
Police Services	0	0	0	0	0	0	0	0%
Insurance	0	0	0	0	0	0	0	0%
Claims Benefits	0	0	0	0	0	0	0	0%
Employee Benefits	0	0	2,671	(2,671)	0	16,385	(16,385)	0%
Collection Losses	0	0	0	0	0	0	0	0%
Transfers out	0	0	0	0	0	0	0	0%
Total	0	0	2,671	(2,671)	0	16,385	(16,385)	0%
Total Operating Expenses	102,052	8,504	21,808	(8,194)	102,052	102,122	5,040	0%
Mortgage/HAP Payments:								
Hap Payments	279,897	23,325	25,331	(2,006)	279,897	292,798	(12,901)	105%
Mortgage Interest	0	0	0	0	0	0	0	0%
Total	279,897	23,325	25,331	(2,006)	279,897	292,798	(12,901)	105%
Other Expenses:								
Extraordinary Maintenance	32,500	2,708	0	2,708	32,500	0	32,500	0%
Pre-development Costs	126,700	10,558	2,878	7,680	126,700	41,482	85,218	0%
Total	159,200	13,267	2,878	10,389	159,200	41,482	117,718	0%
Total Expenses	541,149	45,096	50,017	189	541,149	436,402	104,747	81%
Operating Income before Dep	(136,052)	(11,338)	(12,889)	(1,551)	(136,052)	1,874	137,926	-1%
Depreciation (paper expense)	107,525	8,960	9,694	(734)	107,525	116,383	(8,858)	108%
Operating Income after Depr	(243,577)	(20,298)	(22,583)	(2,285)	(243,577)	(114,509)	129,068	47%

Unaudited Budget Variance Report
AHA/CDBG/Other Managed Programs
For the Twelve Months Ending June 30, 2016

Account Description	Annual Budget	Monthly Budget	Monthly Actuals	Monthly Variance	Y-T-D Budget	Y-T-D Actuals	YTD Variance	S/B 100% USED
OPERATING INCOME:								
HAP	0	0	0	0	0	0	0	
Interest	0	0	0	0	0	0	0	
Other Income	815,440	67,953	142,029	74,076	815,440	740,983	(74,457)	91%
Management Fee	0	0	0	0	0	0	0	
Total Operating Income	815,440	67,953	142,029	74,076	815,440	740,983	(74,457)	91%
OPERATING EXPENSES:								
Administrative:								
Salaries	513,491	42,791	53,498	10,707	513,491	513,738	(247)	100%
Legal	0	0	2,812	2,812	0	11,184	(11,184)	0%
Travel/Training	6,531	544	959	415	6,531	4,404	2,127	67%
Publications	297	25	0	(25)	297	0	297	0%
Telephone	3,052	254	1	(253)	3,052	11	3,041	0%
Audit Fees	4,806	401	0	(401)	4,806	4,364	442	91%
Office Supplies	6,756	563	(424)	(987)	6,756	7,715	(959)	114%
Contract Costs	58,558	4,880	5,155	275	58,558	39,751	18,807	68%
Sundry	0	0	(34)	34	0	9,711	(9,711)	0%
Total	593,491	49,458	61,967	12,577	593,491	590,878	2,613	100%
Tenant Services:								
Tenant Activities	0	0	0	0	0	295	295	0%
Work Experience	0	0	0	0	0	0	0	0%
Total	0	0	0	0	0	295	295	0%
Utilities:								
Water and Sewer	0	0	0	0	0	0	0	0%
Electricity	0	0	0	0	0	0	0	0%
Gas	0	0	0	0	0	0	0	0%
Total	0	0	0	0	0	0	0	0%
Maintenance:								
Salaries	0	0	0	0	0	0	0	
Materials	0	0	0	0	0	0	0	0%
Contract Costs	0	0	0	0	0	0	0	0%
Total	0	0	0	0	0	0	0	
General:								
Police Services	0	0	0	0	0	0	0	
Insurance	0	0	0	0	0	0	0	0%
Claims Benefits	0	0	0	0	0	0	0	0%
Employee Benefits	196,040	16,337	9,156	7,181	196,040	147,851	48,189	75%
Collection Losses	0	0	0	0	0	0	0	0%
Transfers out	0	0	0	0	0	0	0	0%
Total	196,040	16,337	9,156	7,181	196,040	147,851	48,189	75%
Total Operating Expenses	789,531	65,794	71,123	19,758	789,531	739,024	51,097	94%
Mortgage/HAP Payments:								
Hap Payments	0	0	0	0	0	0	0	
Mortgage Interest	0	0	0	0	0	0	0	
Total	0	0	0	0	0	0	0	
Other Expenses:								
Extraordinary Maintenance	0	0	0	0	0	0	0	
CDBG/Other Programs	0	0	0	0	0	0	0	
Pre-development Costs	0	0	2,200	(2,200)	0	2,220	(2,220)	0%
Total	0	0	2,200	(2,200)	0	2,220	(2,220)	0%
Total Expenses	789,531	65,794	73,323	17,558	789,531	741,244	48,877	94%
Operating Income before Dep	25,909	2,159	68,706	66,547	25,909	(261)	(26,170)	
Depreciation (paper expense)	0	0	0	0	0	0	0	
Operating Income after Depr	25,909	2,159	68,706	66,547	25,909	(261)	(26,170)	

**Unaudited Budget Variance Report
Parrot Village and Eagle Village
For the Twelve Fiscal Months Ending June 30, 2016**

Account Description	Annual Budget	Monthly Budget	Monthly Actuals	Monthly Variance	Y-T-D Budget	Y-T-D Actuals	YTD Variance	100% USED
OPERATING INCOME:								
HAP	1,727,008	143,917	154,151	10,234	1,727,008	1,751,039	24,031	101%
Dwelling Rents	480,315	40,026	43,068	3,042	480,315	532,935	52,620	111%
NonDwelling Rents	0	0	0	0	0	0	0	
Interest	12,000	1,000	190	(810)	12,000	10,196	(1,804)	85%
Other Income	15,240	1,270	20,279	19,009	15,240	43,601	28,361	286%
Total Income	2,234,563	186,214	217,688	31,474	2,234,563	2,337,771	103,208	105%
OPERATING EXPENSES:								
Administrative:								
Salaries	261,732	21,811	33,430	(11,619)	261,732	229,479	32,253	88%
Legal	9,840	820	3,657	(2,837)	9,840	11,785	(1,945)	120%
Travel/Training	5,830	486	497	(11)	5,830	6,587	(757)	113%
Publications	500	42	135	(93)	500	264	236	53%
Telephone	3,000	250	544	(294)	3,000	4,337	(1,337)	145%
Audit Fees	4,800	400	0	400	4,800	4,836	(36)	101%
Office Supplies	5,600	467	472	(5)	5,600	5,223	377	93%
Contract Costs	57,076	4,756	3,203	1,553	57,076	32,566	24,510	57%
Sundry	4,400	367	550	(183)	4,400	7,544	(3,144)	171%
Total	352,778	29,398	42,488	(13,090)	352,778	302,621	50,157	86%
Tenant Services:								
Salaries	23,483	1,957	1,803	154	23,483	16,568	6,915	71%
Tenant Activities	14,000	1,167	0	1,167	14,000	100	13,900	1%
Total	37,483	3,124	1,803	1,321	37,483	16,668	20,815	44%
Utilities:								
Water and Sewer	108,900	7,683	15,272	(7,589)	108,900	108,580	320	100%
Electricity	16,540	1,378	1,646	(268)	16,540	14,731	1,809	89%
Gas	6,463	539	(270)	809	6,463	(97)	6,560	-2%
Total	131,903	9,600	16,648	(7,048)	131,903	123,214	8,689	93%
Maintenance:								
Salaries	210,799	17,567	24,658	(7,091)	210,799	187,358	23,441	89%
Materials	49,700	4,142	5,343	(1,201)	49,700	45,474	4,226	91%
Contract Costs	233,120	19,427	37,268	(17,841)	233,120	304,090	(70,970)	130%
Total	493,619	41,135	67,269	(26,134)	493,619	536,922	(43,303)	109%
General:								
Police Services	49,770	4,148	3,220	928	49,770	39,264	10,506	79%
Insurance	23,246	1,937	1,841	96	23,246	21,394	1,852	92%
Employee Benefits	180,272	15,023	14,258	765	180,272	147,831	32,441	82%
Claims Account			0	0		0	0	
Collection Losses	13,600	1,133	6,942	(5,809)	13,600	6,909	6,691	51%
Total	266,888	22,241	26,261	(4,020)	266,888	215,398	51,490	81%
Total Operating Expenses	1,282,671	105,498	154,469	(48,971)	1,282,671	1,194,823	87,848	93%
Mortgage Interest								
Mortgage Interest & Fees	70,500	5,875	7,432	(1,557)	70,500	73,288	(2,788)	104%
Total	70,500	5,875	7,432	(1,557)	70,500	73,288	(2,788)	104%
Other Expenses:								
Extraordinary Maintenance	175,000	14,583	0	14,583	175,000	14,619	160,381	8%
Total	175,000	14,583	0	14,583	175,000	14,619	160,381	8%
Total Operating Expenses	1,528,171	125,956	161,901	(35,945)	1,528,171	1,282,730	245,441	84%
Operating Income before Dep	706,392	60,258	55,787	(4,471)	706,392	1,055,041	348,649	149%
Depreciation (paper expense)	276,528	23,044	25,427	(2,383)	276,528	305,124	(28,596)	110%
Operating Income after Depr	429,864	35,822	30,360	66,182	429,864	749,917	320,053	174%

Unaudited Internal Budget Variance Report
Housing Authority-Owned Properties
For the Twelve Month Fiscal Period Ending June 30, 2016

Account Description	Annual Budget	Monthly Budget	Monthly Actuals	Monthly Variance	YTD Budget	Y-T-D Actuals	YTD Variance	100% USED
OPERATING INCOME:								
HAP	4,050,262	337,522	366,497	28,975	4,050,262	4,196,752	146,490	104%
Dwelling Rents	1,378,135	114,845	126,747	11,902	1,378,135	1,486,143	108,008	108%
Interest	50,000	4,167	2,595	(1,572)	50,000	38,433	(11,567)	77%
Other Income	578,261	48,188	60,804	12,616	578,261	695,287	117,026	120%
Total Income	6,056,658	504,722	556,643	51,922	6,056,658	6,416,615	359,957	106%
OPERATING EXPENSES:								
Administrative:								
Salaries	777,611	64,801	109,827	(45,026)	777,611	697,227	80,384	90%
Legal	36,756	3,063	22,420	(19,357)	36,756	94,533	(57,777)	257%
Travel/Training	13,670	1,139	1,901	(762)	13,670	21,428	(7,758)	157%
Publications	1,800	150	516	(366)	1,800	902	898	50%
Telephone	9,000	750	1,813	(1,063)	9,000	15,171	(6,171)	169%
Audit Fees	11,500	958	0	958	11,500	13,175	(1,675)	115%
Office Supplies	15,900	1,325	1,692	(367)	15,900	16,737	(837)	105%
Contract Costs	194,121	16,177	12,366	3,811	194,121	126,235	67,886	65%
Sundry	13,400	1,117	1,388	(271)	13,400	21,428	(8,028)	160%
Total	1,073,758	89,480	151,923	(62,443)	1,073,758	1,006,836	66,922	94%
Tenant Services:								
Salaries	48,656	4,055	6,519	(2,464)	48,656	47,769	887	98%
Tenant Activities	89,400	7,450	0	7,450	89,400	23,637	65,763	26%
Relocation Cost	25,000	0	3,620	(3,620)	25,000	25,452	(452)	0%
Total	163,056	11,505	10,139	1,366	163,056	96,858	66,198	59%
Utilities:								
Water and Sewer	281,715	22,176	32,165	(9,989)	281,715	259,744	21,971	92%
Electricity	73,744	6,145	7,867	(1,722)	73,744	58,129	15,615	79%
Gas	46,616	3,885	3,620	265	46,616	30,108	16,508	65%
Total	402,075	32,206	43,652	(11,446)	402,075	347,981	54,094	87%
Maintenance:								
Salaries	546,941	45,578	56,059	(10,481)	546,941	473,699	73,242	87%
Materials	117,981	9,832	20,951	(11,119)	117,981	123,099	(5,118)	104%
Contract Costs	701,302	58,442	104,379	(45,937)	701,302	814,165	(112,863)	116%
Total	1,366,224	113,852	181,389	(67,537)	1,366,224	1,410,963	(44,739)	103%
General:								
Police Services	106,680	8,890	10,255	(1,365)	106,680	124,192	(17,512)	116%
Insurance	47,392	3,949	4,360	(411)	47,392	60,030	(12,638)	127%
Employee Benefits	386,881	32,240	39,693	(7,453)	386,881	412,000	(25,119)	106%
Claim Costs	0	0	0	0	0	0	0	
Collection Loss	17,687	1,474	26,434	(24,960)	17,687	26,314	(8,627)	
Total	558,640	46,553	80,742	(34,189)	558,640	622,536	(63,896)	111%
Total Operating Expenses	3,563,753	293,596	467,845	(174,249)	3,563,753	3,485,174	78,579	98%
Mortgage/HAP Payments:								
Mortgage Interest	789,850	65,821	122,753	(56,932)	789,850	858,516	(68,666)	109%
Interest to City Loan	0	0	0	0	0	0	0	
Total	789,850	65,821	122,753	(56,932)	789,850	858,516	(68,666)	109%
Other Expenses:								
Extraordinary Maintenance	555,662	42,658	0	40,042	555,662	56,308	202,142	
Pre-development Cost	41,300	0	844	(844)	41,300	32,520	8,780	79%
Total	596,962	42,658	844	39,198	596,962	88,828	210,922	
Total Expenses	4,950,565	402,075	591,442	(189,367)	4,950,565	4,432,518	220,835	90%
Operating Income before Dep	1,106,093	102,647	(34,799)	(137,446)	1,106,093	1,984,097	878,004	179%
Depreciation (paper expense)	578,269	48,189	55,377	(7,188)	578,269	664,656	(86,387)	115%
Operating Income after Depr	527,824	43,985	(90,176)	(134,161)	527,824	1,319,441	791,617	

Unaudited Internal Budget Variance Report
Independence Plaza
For the Twelve Fiscal Months Ending June 30, 2016

Account Description	Annual Budget	Monthly Budget	Monthly Actuals	Monthly Variance	Y-T-D Budget	Y-T-D Actuals	YTD Variance	S/B 100% USED
OPERATING INCOME:								
Dwelling Rents	1,425,960	118,830	125,057	6,227	1,425,960	1,496,219	70,259	105%
Deficit Adjustment (City)	1,500,633	125,053	101,957	(23,096)	1,500,633	1,360,632	(140,001)	91%
Interest	2,000	167	136	(31)	2,000	1,330	(670)	67%
Other Income	21,600	1,800	5,239	3,439	21,600	105,688	84,088	489%
Total Income	2,950,193	245,849	232,389	(13,460)	2,950,193	2,963,869	13,676	100%
OPERATING EXPENSES:								
Administrative:								
Salaries	305,019	25,418	42,142	(16,724)	305,019	296,479	8,540	97%
Legal	18,075	1,506	6,601	(5,095)	18,075	15,199	2,876	84%
Travel/Training	8,800	733	793	(60)	8,800	8,486	314	96%
Publications	700	58	224	(166)	700	380	320	54%
Telephone	8,000	667	1,046	(379)	8,000	10,575	(2,575)	132%
Audit Fees	3,700	308	0	308	3,700	8,246	(4,546)	223%
Office Supplies	8,000	667	660	7	8,000	7,074	926	88%
Contract Costs	70,822	5,902	45,283	(39,381)	70,822	79,524	(8,702)	112%
Sundry	15,500	1,292	719	573	15,500	10,707	4,793	69%
Total	438,616	36,551	97,468	(60,917)	438,616	436,670	1,946	100%
Tenant Services:								
Salaries	23,764	1,980	2,779	(799)	23,764	25,368	(1,604)	107%
Tenant Activities	26,600	2,217	0	2,217	26,600	8,024	18,576	
Total	50,364	4,197	2,779	1,418	50,364	33,392	16,972	66%
Utilities:								
Water and Sewer	141,484	11,790	16,219	(4,429)	141,484	125,930	15,554	89%
Electricity	49,897	4,158	3,596	562	49,897	42,740	7,157	86%
Gas	21,463	1,789	2,723	(934)	21,463	20,724	739	97%
Total	212,844	17,737	22,538	(4,801)	212,844	189,394	23,450	89%
Maintenance:								
Salaries	356,730	29,728	29,584	144	356,730	286,956	69,774	80%
Materials	47,338	3,945	9,247	(5,302)	47,338	54,809	(7,471)	116%
Contract Costs	263,780	21,982	63,355	(41,373)	263,780	245,203	18,577	93%
Total	667,848	55,654	102,186	(46,532)	667,848	586,968	80,880	88%
General:								
Police Services	37,590	3,133	3,028	105	37,590	36,506	1,084	97%
Insurance	30,027	2,502	2,998	(496)	30,027	32,345	(2,318)	108%
Employee Benefits	249,144	20,762	18,085	2,677	249,144	206,743	42,401	83%
Collection Losses	0	0	564	(564)	0	100	(100)	
Total	316,761	26,397	24,675	1,722	316,761	275,694	41,067	87%
Total Operating Expenses	1,686,433	140,536	249,646	(109,110)	1,686,433	1,522,118	164,315	90%
Mortgage Interest								
Mortgage Interest	255,030	21,253	20,502	751	255,030	255,024	6	100%
Total	255,030	21,253	20,502	751	255,030	255,024	6	100%
Other Expenses:								
Extraordinary Maintenance	161,132	13,428	0	13,428	161,132	0	161,132	0%
Total	161,132	13,428	0	13,428	161,132	0	161,132	0%
Total Expenses	2,102,595	175,216	270,148	(94,932)	2,102,595	1,777,142	325,453	85%
Operating Income before Dep	847,598	70,633	(37,759)	(108,392)	847,598	1,186,727	339,129	140%
Depreciation (paper expense)	342,964	28,580	31,781	(3,201)	342,964	381,328	(38,364)	111%
Operating Income after Depr	504,634	42,053	(69,540)	(111,593)	504,634	805,399	300,765	160%

Unaudited Budget Variance Report
Section 8 Voucher Program
For the Twelve Months Ending June 30, 2016

Account Description	Annual Budget	Monthly Budget	Monthly Actuals	Monthly Variance	YTD Budget	Y-T-D Actuals	YTD Variance	S/B 100% USED
OPERATING INCOME:								
HAP	23,768,730	1,980,728	1,900,612	(80,116)	23,768,730	23,706,795	(61,935)	100%
Dwelling Rents	0	0	0	0	0	0	0	0%
Administrative Fees	1,871,321	155,943	131,050	(24,893)	1,871,321	1,665,466	(205,855)	89%
Interest	0	0	9	9	0	30	30	0%
Other Income	43,942	3,662	2	(3,660)	43,942	39,377	(4,565)	90%
Total Income	25,683,993	2,140,333	2,031,673	(108,660)	25,683,993	25,411,668	(272,325)	99%
OPERATING EXPENSES:								
Administrative:								
Salaries	1,128,840	94,070	145,688	(51,618)	1,128,840	1,058,922	69,918	94%
Legal	11,030	919	15,078	(14,159)	11,030	34,867	(23,837)	316%
Travel/Training	13,000	1,083	(5,624)	6,707	13,000	15,745	(2,745)	121%
Publications	1,300	108	425	(317)	1,300	897	403	69%
Telephone	10,900	908	1,796	(888)	10,900	11,660	(760)	107%
Audit Fees	11,000	917	0	917	11,000	4,743	6,257	43%
Office Supplies	20,000	1,667	4,307	(2,640)	20,000	35,234	(15,234)	176%
Contract Costs	158,882	13,240	(799)	14,039	158,882	135,836	23,046	85%
Sundry	56,565	4,714	8,038	(3,324)	56,565	35,467	21,098	0%
Total	1,411,517	117,626	168,909	(51,283)	1,411,517	1,333,371	78,146	94%
Tenant Services:								
Salaries	0	0	0	0	0	0	0	
Tenant Activities	100	8	0	8	100	2,029	(1,929)	0%
Total	100	8	0	8	100	2,029	(1,929)	0%
Utilities:								
Water and Sewer	371	31	436	(405)	371	1,931	(1,560)	520%
Electricity	8,823	735	0	735	8,823	6,464	2,359	73%
Gas	516	43	45	(2)	516	321	195	62%
Total	9,710	809	481	328	9,710	8,716	994	90%
Maintenance:								
Salaries	0	0	0	0	0	0	0	
Materials	4,578	382	313	69	4,578	2,784	1,794	0%
Contract Costs	17,250	1,438	(955)	2,393	17,250	23,652	(6,402)	0%
Total	21,828	1,819	(642)	2,461	21,828	26,436	(4,608)	121%
General:								
Police Services	15,960	1,330	998	332	15,960	12,501	3,459	78%
Insurance	4,185	349	364	(15)	4,185	3,914	271	94%
Employee Benefits	408,678	34,057	35,022	(966)	408,678	384,358	24,320	94%
Claim Costs	0	0	0	0	0	0	0	0%
Total	428,823	35,735	36,384	(649)	428,823	400,773	28,050	93%
Total Operating Expenses	1,871,978	155,998	205,132	(49,134)	1,871,978	1,771,325	100,653	95%
HAP Payments:								
HAP	23,768,730	1,980,728	1,964,830	15,898	23,768,730	23,238,864	529,866	98%
Total	23,768,730	1,980,728	1,964,830	15,898	23,768,730	23,238,864	529,866	98%
Other Expenses:								
Extraordinary Maintenance	0	0	0	0	0	0	0	0%
Total	0	0	0	0	0	0	0	0%
Total Expenses	25,640,708	2,136,726	2,169,962	(33,236)	25,640,708	25,010,189	630,519	98%
Operating Income before Dep	43,285	3,607	(138,289)	(134,682)	43,285	401,479	358,194	928%
Depreciation (paper expense)	0	0	0	0	0	0	0	
Operating Income after Depr	43,285	3,607	(138,289)	(134,682)	43,285	401,479	358,194	928%



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - Tel: (510) 747-4300 - Fax: (510)522-7848 - TDD: (510) 522-8467

To: Honorable Chair and Members
of the Board of Commissioners

From: Vanessa M. Cooper, Executive Director

Submitted by: Marie Wang, Finance Director

Date: August 17, 2016

Re: Quarterly Investment Report

BACKGROUND

California Government Code Sections 53600 and 53646 requires that the Housing Authority Finance Director file a quarterly report with the Board of Commissioners on the status of all investments.

DISCUSSION

The quarter-end report reflects the investment of cash for the operating and reserve funds. Agency investments are covered by the provisions of the Housing Authority's investment policy which is approved annually by the Board.

AHA currently holds \$14,431,823 (52.5% of funds) in LAIF as of June 30, 2016. These funds are on demand and can be used for immediate needs. The prior quarter balance was \$15,406,622.

In the prior period, the Housing Authority Board approved \$13 million to be invested in government securities and agencies through the approved investment advisor, PFM Asset Management. As of June 30, 2016, the balance is \$13,078,381. (47.5%) Attached is the PFM report for the reporting quarter which provides additional details.

LAIF:		\$14,431,823
PFM:		
US Treasury Bond/Note – Market Value:	\$12,975,905	
Accrued Interest	42,133	
Cash	60,343	
<u>Total PFM</u>		<u>\$13,078,381</u>
Total Investment		\$27,510,204

The following is the schedule of investments as of June 30, 2016:

Investment Type	Issuer/Holder	Date	Maturity	Return	Purchase cost	Par Value	Market Value
State of California Investment Pool	Local Agency Investment fund (LAIF)	Open	On Demand	0.55%		\$14,431,823	\$14,431,823
US Treasury	US Bank/PFM	2/19/16	2/15/17	.625%	\$1,600,438	\$1,600,000	\$1,601,733
Federal Home Loan Banks Discount Note	US Bank/PFM	2/19/16	8/17/16 - 3/19/18	.875%	\$4,207,995	\$4,210,000	\$4,217,176
FANNIE MAE	US Bank/PFM	2/19/16 & 4/5/16	8/28/17 - 2/26/19	.875% - 1.875%	\$7,143,839	\$7,045,000	\$7,156,996
Cash	US Bank/PFM						\$60,343
Accrued Interest	US Bank/PFM						\$42,133

In late March, staff met with PFM and reviewed the investments. Since some of the investments made extended beyond Year 3 and beyond AHA's currently projected liquidity needs, it was decided to sell those longer investments to meet a more conservative interpretation to the agency's investment policy. The longer investments were sold on April 4, and the trade was made with the realized gain of \$8,863 compared with amortized cost, and the gain was subsequently reinvested in the 1-3 year time frame on April 5 to be in full compliance with the investment policy.

Please also see below for the table of the detailed transactions for the quarter of April – June, 2016.

Transaction Type	Trade Date	Settle Date	Security Description	CUSIP	Accrued		Total Amount
					Principal	Proceeds Interest	
SELL	4/4/2016	4/5/2016	US TREASURY NOTES	912828VV9	\$ 416,469	\$ 832	\$ 417,300
SELL	4/4/2016	4/5/2016	US TREASURY NOTES	912828XM7	\$ 102,012	\$ 290	\$ 102,302
SELL	4/4/2016	4/5/2016	FNMA BENCHMARK NOTE	3135G0D75	\$ 424,725	\$ 1,803	\$ 426,528
SELL	4/4/2016	4/5/2016	US TREASURY NOTES	912828B58	\$ 396,402	\$ 1,442	\$ 397,844
SELL	4/4/2016	4/5/2016	US TREASURY NOTES	912828J84	\$ 495,436	\$ 92	\$ 495,528
SELL	4/4/2016	4/5/2016	FNMA NOTES	3135G0ZG1	\$ 891,446	\$ 973	\$ 892,418
SELL	4/4/2016	4/5/2016	FNMA NOTES	3135G0A78	\$ 524,090	\$ 1,720	\$ 525,810
BUY	4/5/2016	4/6/2016	FNMA BENCHMARK NOTE	3135G0J53	\$ (1,619,651)	\$ (1,794)	\$ (1,621,446)
BUY	4/5/2016	4/6/2016	FANNIE MAE GLOBAL NOTE	3135G0YM9	\$ (1,624,403)	\$ (1,486)	\$ (1,625,889)

The Housing Authority's ordinary expenditure requirements for the next six months are more than sufficiently covered by two sources, namely: (1) anticipated revenues, grants and subsidies, and (2) liquidity of current investments. Staff will meet again with PFM to review the investment policy and upcoming cash needs in the fall.

Since Island City Development (ICD) is a discrete component of AHA, the staff has worked with the staff at the CA Treasurer's Office to receive permission for ICD held funds to be deposited to the Local Agency Investment Fund.

When the funds are held in LAIF, we not only will receive more interest revenue (currently LAIF is paying .576% in June), we also will have more principal protection. Any deposit in US Bank only has up to \$250K FDIC coverage. Since ICD is a non-profit organization, US Bank does not need to meet the 110% of the collateralizing agreement. The fund will be deposited to LAIF as soon as ICD Board approves the deposit at the next Board meeting.

RECOMMENDATION

It is recommended that the Board of Commissioners accept the report on the Housing Authority's investment portfolio as of June 30, 2016.

Respectfully submitted,



Vanessa M. Cooper
Executive Director

Attachments: PFM report for June 30, 2016



PFM Asset Management LLC

HOUSING AUTHORITY - CITY OF ALAMEDA

Investment Performance Review For the Quarter Ended June 30, 2016

Client Management Team

Monique Spyke, Director
Joseph Creason, Portfolio Manager
Jeremy King, Client Consultant

PFM Asset Management LLC

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HOUSING AUTHORITY - CITY OF ALAMEDA QUARTERLY MARKET SUMMARY

Summary

- On June 23, the British public voted to leave the European Union (EU) – so-called “Brexit” referendum – after forty-three years of membership. This historic vote was the first of its kind, shocking markets and triggering outsized market reactions. Bond yields fell sharply, sending 10- and 30-year Treasury yields to all-time lows. Equity indexes saw a sharp pullback following the vote, but pared losses by month-end amid anticipated central bank accommodation. Meanwhile, the British pound fell to its lowest level since 1985 against the U.S. dollar.
- Amid the uncertainty caused by Brexit, central banks around the world are expected to remain accommodative, keeping rates lower for longer and seemingly boosting equity prices – despite the potential slowdown of British and European economies.
- The Federal Reserve (Fed) left policy rates unchanged at both its second-quarter meetings. In June, even before the Brexit vote, the Federal Open Market Committee (FOMC) once again lowered its expectation for rate hikes in 2016 via the so-called “dot plot.” By quarter-end, the market was pricing in a 0% chance of a rate hike in July, and less than a 10% chance for a hike this year.

Economic Snapshot

- The modest U.S. economic expansion continued, and unemployment ended the quarter below 5%. However, measures of economic strength in the U.S. remained mixed.
- U.S. gross domestic product (GDP) grew at a 1.1% rate in the first quarter of 2016, driven by improving trade and business investment, which more than compensated for weakness in consumer spending. Economic growth is expected to rebound in the second quarter to around 2.5%, with a preliminary reading to be released in late July.
- Job growth decelerated for four straight months before a sharp rebound in June. The U.S. economy added 287,000 jobs in June, the largest gain since October 2015. Year-to-date, the economy added over 1 million jobs, but it is nearly 300,000 behind last year’s pace. The unemployment rate ended the quarter at 4.9%.

- Inflation pressures remained relatively unchanged in the second quarter as the personal consumption expenditure (PCE) price index, the Fed’s favored metric of inflation, rose 1.6% for the year ended May. Oil prices settled into a \$40 to \$50 per barrel range, while home prices rose 5.4% year-over-year. Average hourly earnings, an important measure of wages, grew 2.6% over the past 12 months, matching a nearly 7-year high.

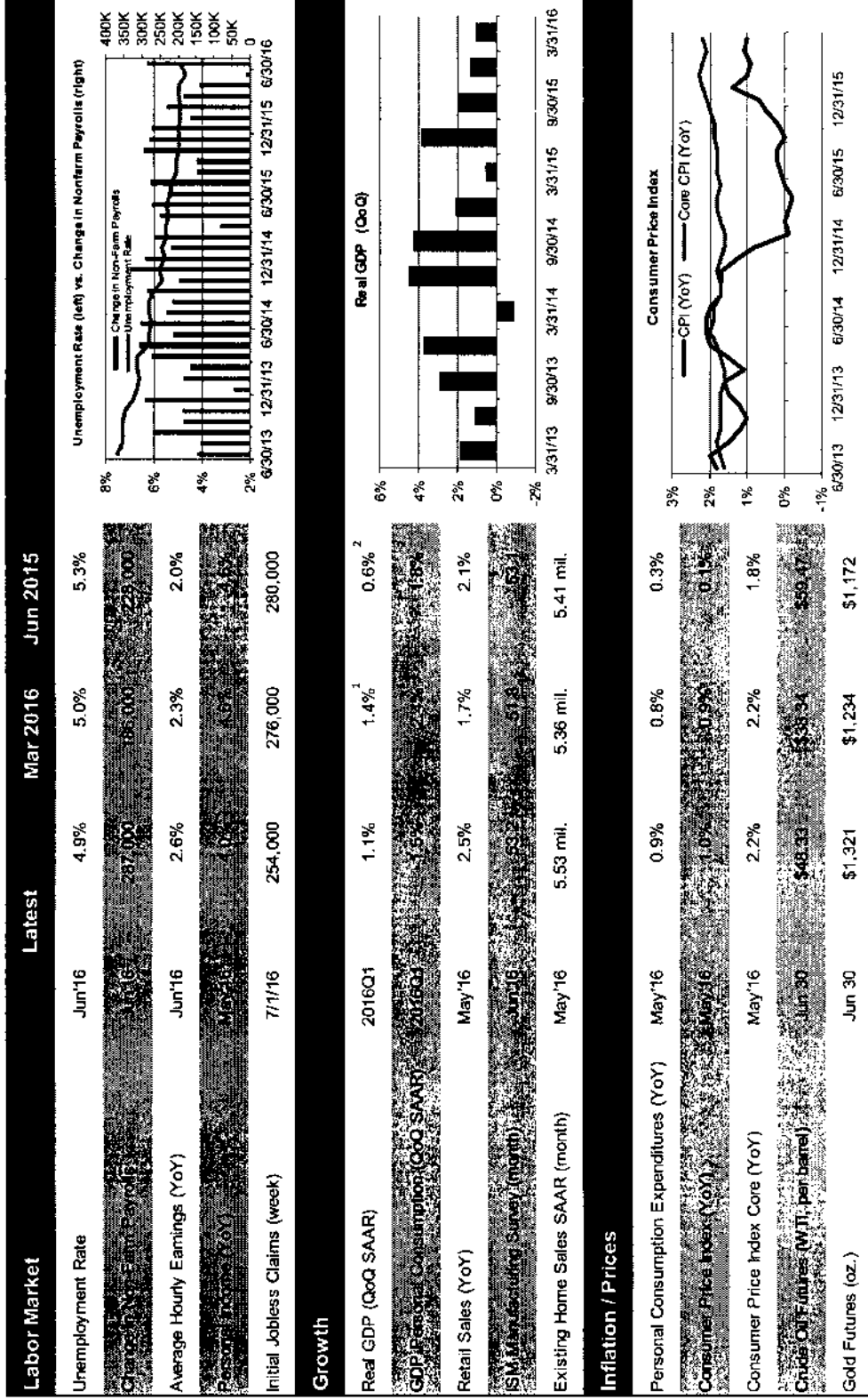
Interest Rates

- Interest rates ended the quarter significantly lower amid the Fed’s dovish tone during the quarter and the flight to safety stimulated by the Brexit vote. Declines were led by longer maturity yields, flattening the yield curve. The spread between the two-year and 10-year Treasury yields fell to 89 basis points (0.89%) compared to 105 basis points (1.05%) at the end of the first quarter. The two-year Treasury yield fell 14 basis points (0.14%) during the quarter, while the yield on the 10-year Treasury fell 30 basis points (0.30%).
- In the money market space, shorter Treasuries posted modest increases, while short-term credit instruments, like commercial paper and bank certificates of deposit (CDs), continued to offer unusually wide yield spreads.

Sector Performance

- U.S. Treasury indexes posted another quarter of strong returns as rate declines boosted market values. Because the yield curve flattened, longer maturity issues performed best.
- Non-callable federal agency securities performed generally in line with comparable maturity Treasuries.
- Corporate yield spreads tightened throughout most of the second quarter as credit conditions stabilized from the first quarter’s energy price-driven volatility. Post Brexit, corporates experienced a brief spike in spreads, but quickly recovered by quarter end. The sector generated strong outperformance relative to Treasuries, adding to its 2016 return advantage.
- Mortgage-backed securities underperformed Treasuries for the second straight quarter. Declining interest rates, which drove accelerated prepayment expectations, continued to hurt the sector.

Economic Snapshot



1. Data as of Fourth Quarter 2015 2. Data as of First Quarter 2015

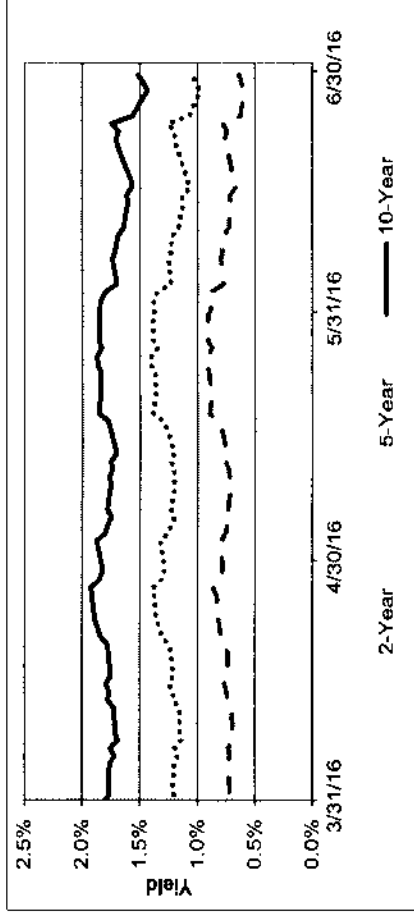
Note: YoY = year over year, QoQ = quarter over quarter, SAAR = seasonally adjusted annual rate, WTI = West Texas Intermediate crude oil

Source: Bloomberg

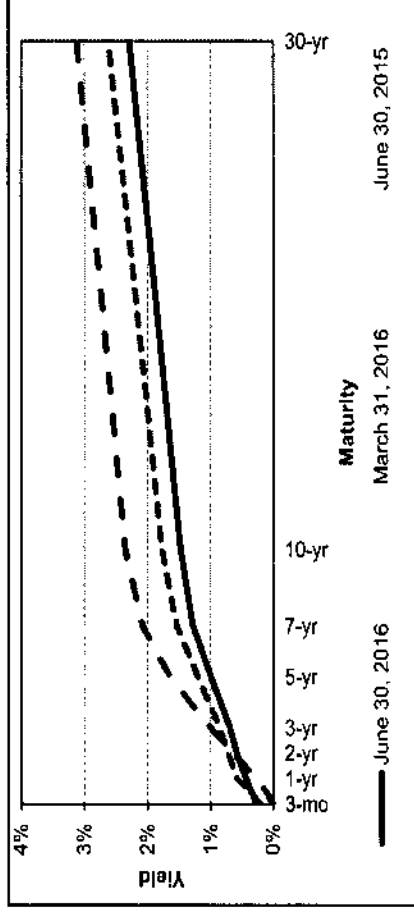
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Interest Rate Overview

U.S. Treasury Note Yields



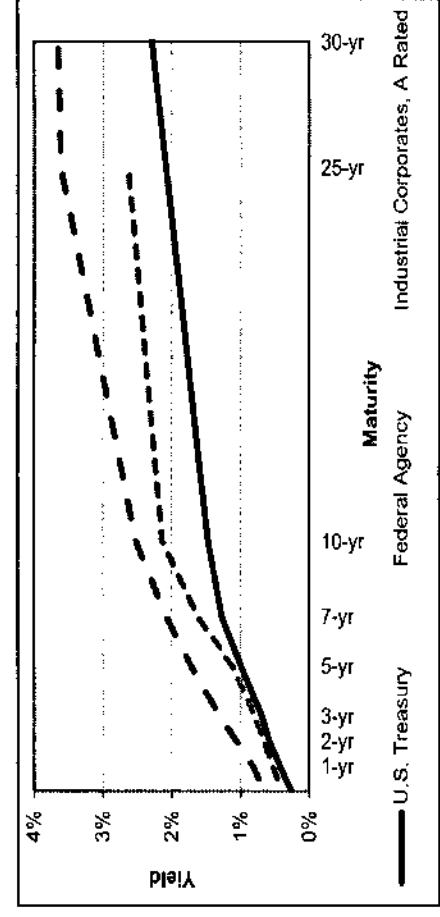
U.S. Treasury Yield Curve



U.S. Treasury Yields

Maturity	6/30/16	3/31/16	Change over Quarter	6/30/15	Change over Year
3-month	0.26%	0.20%	0.06%	0.01%	0.25%
1-year	0.49%	0.58%	(0.14%)	0.27%	0.17%
2-year	0.58%	0.72%	(0.14%)	0.65%	(0.07%)
5-year	1.00%	1.21%	(0.21%)	1.65%	(0.65%)
10-year	1.47%	1.77%	(0.30%)	2.35%	(0.88%)
30-year	2.29%	2.61%	(0.32%)	3.12%	(0.83%)

Yield Curves as of 6/30/16



Source: Bloomberg

HOUSING AUTHORITY - CITY OF ALAMEDA QUARTERLY MARKET SUMMARY

BofA Merrill Lynch Index Returns

		Returns for Periods ended 6/30/2016				
		As of 6/30/2016	Yield	3 Month	1 Year	3 Years
1-3 Year Indices		Duration				
U.S. Treasury		1.90	0.60%	0.53%	1.31%	0.98%
Federal Agency		1.58	0.72%	0.41%	1.21%	1.01%
U.S. Corporates, A-AAA rated		1.94	1.35%	0.83%	2.24%	1.79%
Agency MBS (0 to 3 years)		2.22	1.22%	0.65%	2.50%	1.92%
Taxable Municipals		2.04	2.15%	1.38%	3.71%	2.21%
1-5 Year Indices						
U.S. Treasury		2.74	0.72%	0.81%	2.43%	1.65%
Federal Agency		2.06	0.81%	0.59%	1.94%	1.59%
U.S. Corporates, A-AAA rated		2.77	1.57%	1.14%	3.32%	2.74%
Agency MBS (0 to 5 years)		3.35	1.75%	1.02%	3.37%	3.01%
Taxable Municipals		2.67	1.90%	1.78%	4.88%	3.01%
Master Indices (Maturities 1 Year or Greater)						
U.S. Treasury		6.62	1.13%	2.24%	6.67%	3.83%
Federal Agency		3.83	1.13%	1.34%	3.92%	2.89%
U.S. Corporates, A-AAA rated		7.11	2.44%	2.90%	7.89%	5.37%
Agency MBS (0 to 30 years)		3.47	1.81%	1.12%	4.38%	3.73%
Taxable Municipals		4.17	2.36%	2.61%	7.12%	4.25%

Returns for periods greater than one year are annualized

Source: BofA Merrill Lynch Indices

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HOUSING AUTHORITY - CITY OF ALAMEDA QUARTERLY MARKET SUMMARY

Disclosures

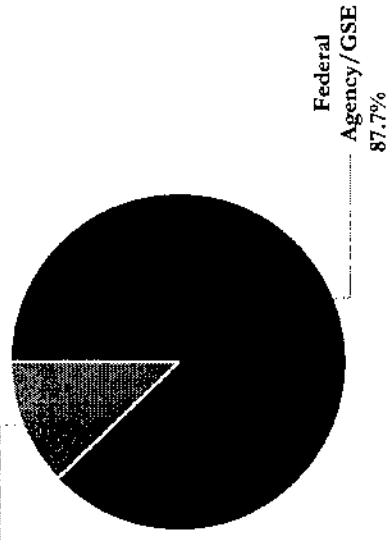
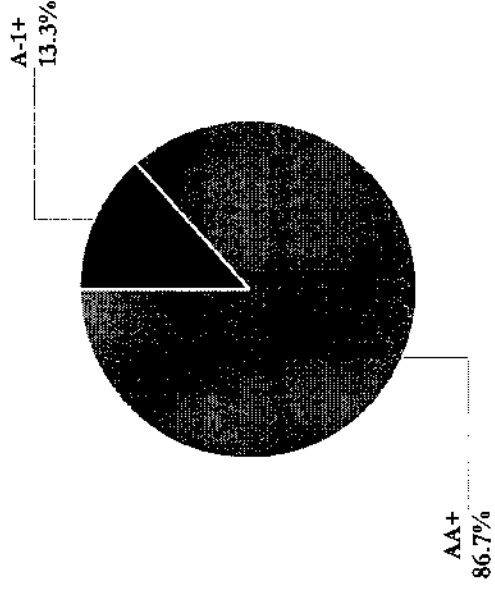
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PFM Asset Management LLC

Credit Quality (S&P Ratings) Sector Allocation

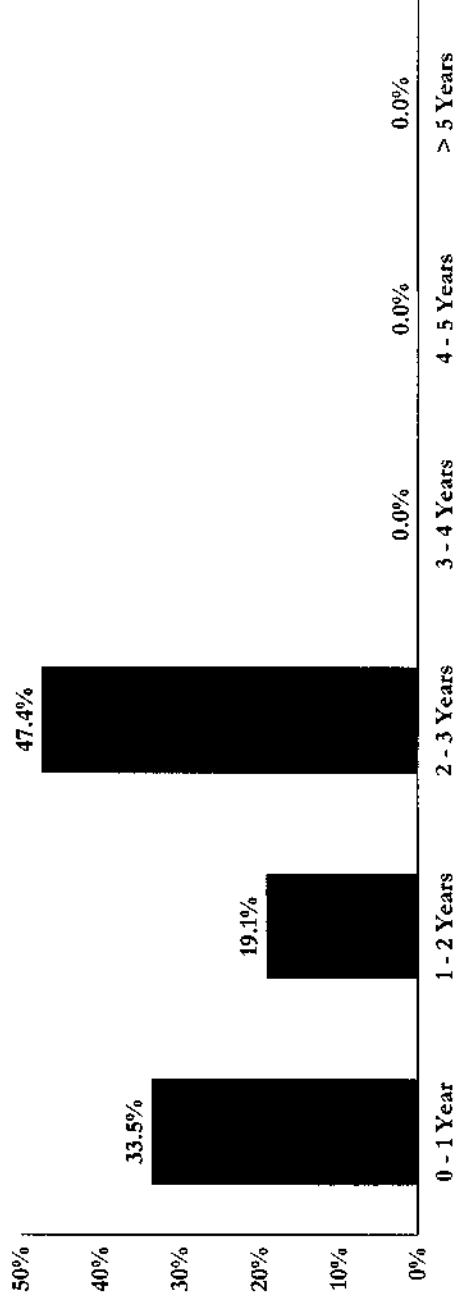


Portfolio Statistics

As of June 30, 2016

Par Value:	12,855,000
Total Market Value:	13,078,380
Security Market Value:	12,975,905
Accrued Interest:	42,133
Cash:	60,343
PFM	-
Amortized Cost:	12,943,199
Yield at Market:	0.63%
Yield at Cost:	0.79%
Effective Duration:	1.55 Years
Duration to Worst:	1.55 Years
Average Maturity:	1.59 Years
Average Credit: **	AA

Maturity Distribution



46

** An average of each security's credit rating assigned a numeric value and adjusted for its relative weighting in the portfolio.

Portfolio Earnings

Quarter-Ended June 30, 2016

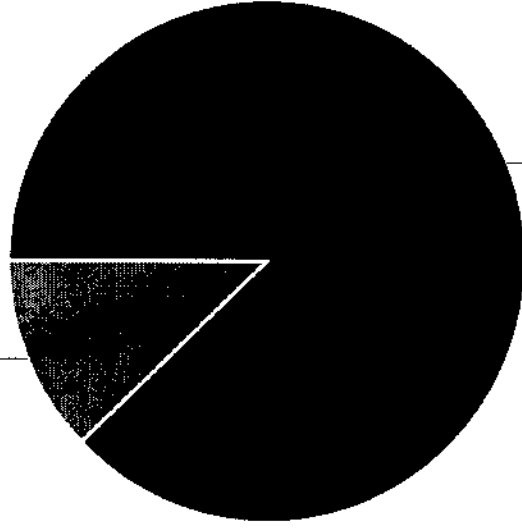
	Market Value Basis	Accrual (Amortized Cost) Basis
Beginning Value (03/30/2016)	\$12,967,180.97	\$12,948,641.04
Net Purchases/Sales	(\$6,524.70)	(\$6,524.70)
Change in Value	\$15,248.38	\$1,082.18
Ending Value (06/30/2016)	\$12,975,904.65	\$12,943,198.52
Interest Earned	\$33,275.25	\$33,275.25
Portfolio Earnings	\$48,523.63	\$34,357.43

HOUSING AUTHORITY - CITY OF ALAMEDA

Sector Allocation
 As of June 30, 2016

Sector	Market Value (\$)	% of Portfolio
Federal Agency/GSE	11,374,172	87.7%
U.S. Treasury	1,601,733	12.3%
Total	12,975,905	100.0%

U.S. Treasury
12.3%



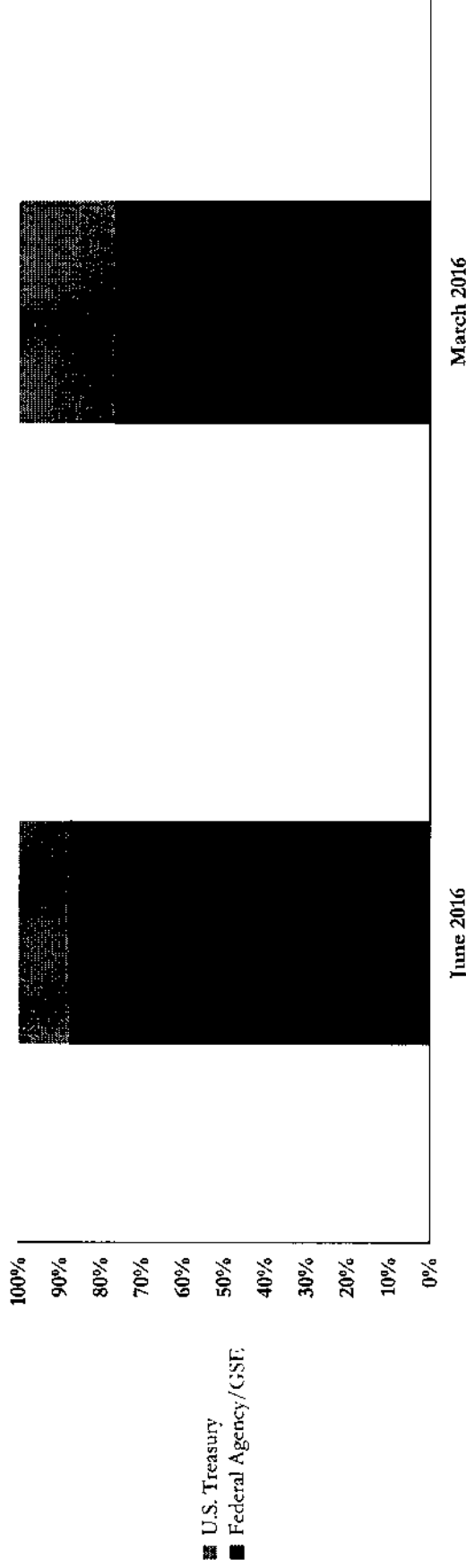
Federal
Agency/GSE
87.7%

48

Detail may not add to total due to rounding.

Sector Allocation

Sector	June 30, 2016		March 30, 2016		December 30, 2015		September 30, 2015	
	MV (\$MM)	% of Total	MV (\$MM)	% of Total	MV (\$MM)	% of Total	MV (\$MM)	% of Total
Federal Agency/GSE	11.4	87.7%	10.0	76.8%	0.0	0.0%	0.0	0.0%
U.S. Treasury	1.6	12.3%	3.0	23.2%	0.0	0.0%	0.0	0.0%
Total	\$13.0	100.0%	\$13.0	100.0%	\$0.0	0.0%	\$0.0	0.0%



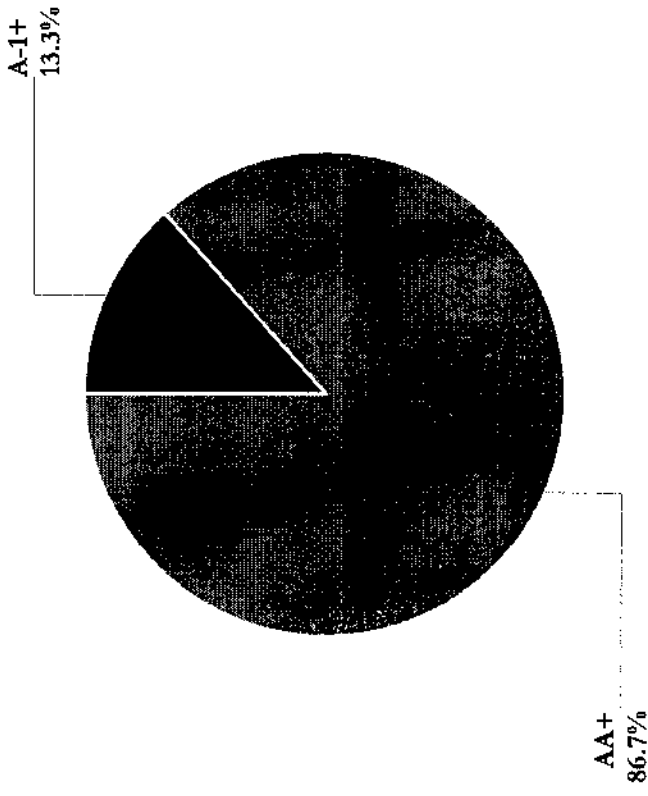
49

Detail may not add to total due to rounding.

HOUSING AUTHORITY - CITY OF ALAMEDA

Credit Quality
 As of June 30, 2016

S&P Rating	Market Value (\$)	% of Portfolio
AA+	\$11,246,634	86.7%
A-1+	\$1,729,271	13.3%
Totals	\$12,975,905	100.0%



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Detail may not add to total due to rounding.

HOUSING AUTHORITY - CITY OF ALAMEDA

Issuer Distribution
As of June 30, 2016

Issuer	Market Value (\$)	% of Portfolio
FANNIE MAE	7,156,996	55.2%
FEDERAL HOME LOAN BANKS	4,217,176	32.5%
UNITED STATES TREASURY	1,601,733	12.3%
Grand Total:	12,975,905	100.0%

Sector/Issuer Distribution

As of June 30, 2016

Sector / Issuer	Market Value (\$)	% of Sector	% of Total Portfolio
Federal Agency/GSE			
FANNIE MAE	7,156,996	62.9%	55.2%
FEDERAL HOME LOAN BANKS	4,217,176	37.1%	32.5%
Sector Total	11,374,172	100.0%	87.7%
U.S. Treasury			
UNITED STATES TREASURY	1,601,733	100.0%	12.3%
Sector Total	1,601,733	100.0%	12.3%
Portfolio Total	12,975,905	100.0%	100.0%

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HOUSING AUTHORITY - CITY OF ALAMEDA

Quarterly Portfolio Transactions

Trade Date	Settle Date	Par (\$)	CUSIP	Security Description	Coupon	Maturity Date	Transact Amt (\$)	Yield at Market	Realized G/L (BV)
BUY									
4/5/16	4/6/16	1,615,000	3135G0J53	FNMA BENCHMARK NOTE	1.00%	2/26/19	1,621,445.64	0.90%	
4/5/16	4/6/16	1,585,000	3135G0YM9	FANNIE MAE GLOBAL NOTES	1.87%	9/18/18	1,625,889.04	0.85%	
Total BUY							3,247,334.68		
INTEREST									
4/1/16	4/1/16	0	MONEY0002	MONEY MARKET FUND			0.19		
5/2/16	5/2/16	0	MONEY0002	MONEY MARKET FUND			0.81		
5/24/16	5/24/16	1,015,000	3130A1NN4	FHLB NOTES	0.87%	5/24/17	4,440.63		
6/1/16	6/1/16	0	MONEY0002	MONFY MARKET FUND			0.29		
Total INTEREST							4,441.92		
SELL									
4/4/16	4/5/16	870,000	3135G0ZG1	FNMA NOTES	1.75%	9/12/19	892,418.21	1.02%	3,451.18
4/4/16	4/5/16	515,000	3135G0A78	FNMA NOTES	1.62%	1/21/20	525,809.99	1.15%	984.98
4/4/16	4/5/16	490,000	912828J84	US TREASURY NOTES	1.37%	3/31/20	495,527.98	1.09%	1,208.35
4/4/16	4/5/16	420,000	3135G0D75	FNMA BENCHMARK NOTES	1.50%	6/22/20	426,527.50	1.23%	871.76
4/4/16	4/5/16	380,000	912828B58	US TREASURY NOTES	2.12%	1/31/21	397,844.30	1.20%	1,126.59
4/4/16	4/5/16	400,000	912828VV9	US TREASURY NOTES	2.12%	8/31/20	417,300.27	1.16%	863.44
4/4/16	4/5/16	100,000	912828XM7	US TREASURY NOTES	1.62%	7/31/20	102,301.90	1.15%	356.67
Total SELL							3,257,730.15		8,862.97

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Important Disclosures

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- Market values which include accrued interest, are derived from closing bid prices as of the last business day of the month as supplied by a third party vendor. Where prices are not available from generally recognized sources the securities are priced using a yield based matrix system to arrive at an estimated market value.
- In accordance with generally accepted accounting principles, information is presented on a trade date basis; forward settling purchases are included in the monthly balances and forward settling sales are excluded.
- Performance is presented in accordance with the CFA Institute's Global Investment Performance Standards (GIPS). Unless otherwise noted, performance is shown gross of fees. Quarterly returns are presented on an unannualized basis. Returns for periods greater than one year are presented on an annualized basis. Past performance is not indicative of future returns.
- Bank of America/Merrill Lynch Indices provided by Bloomberg Financial Markets.
- Money market fund/cash balances are included in performance and duration computations.
- Standard & Poor's is the source of the credit ratings. Distribution of credit rating is exclusive of money market fund/LGIP holdings.
- Callable securities in portfolio are included in the maturity distribution analysis to their stated maturity date, although they may be called prior to maturity.
- MBS maturities are represented by expected average life.

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Glossary

- **ACCRUED INTEREST:** Interest that is due on a bond or other fixed income security since the last interest payment was made.
- **AGENCIES:** Federal agency securities and/or Government-sponsored enterprises.
- **AMORTIZED COST:** The original cost of the principal of the security is adjusted for the amount of the periodic reduction of any discount or premium from the purchase date until the date of the report. Discount or premium with respect to short term securities (those with less than one year to maturity at time of issuance) is amortized on a straight line basis. Such discount or premium with respect to longer term securities is amortized using the constant yield basis.
- **BANKERS' ACCEPTANCE:** A draft or bill of exchange accepted by a bank or trust company. The accepting institution guarantees payment of the bill, as well as the insurer.
- **COMMERCIAL PAPER:** An unsecured obligation issued by a corporation or bank to finance its short-term credit needs, such as accounts receivable and inventory.
- **CONTRIBUTION TO DURATION:** Represents each sector or maturity range's relative contribution to the overall duration of the portfolio measured as a percentage weighting. Since duration is a key measure of interest rate sensitivity, the contribution to duration measures the relative amount or contribution of that sector or maturity range to the total rate sensitivity of the portfolio.
- **DURATION TO WORST:** A measure of the sensitivity of a security's price to a change in interest rates, stated in years, computed from cash flows to the maturity date or to the put date, whichever results in the highest yield to the investor.
- **EFFECTIVE DURATION:** A measure of the sensitivity of a security's price to a change in interest rates, stated in years.
- **EFFECTIVE YIELD:** The total yield an investor receives in relation to the nominal yield or coupon of a bond. Effective yield takes into account the power of compounding on investment returns, while nominal yield does not.
- **FDIC:** Federal Deposit Insurance Corporation. A federal agency that insures bank deposits to a specified amount.
- **INTEREST RATE:** Interest per year divided by principal amount, expressed as a percentage.
- **MARKET VALUE:** The value that would be received or paid for an investment in an orderly transaction between market participants at the measurement date.
- **MATURITY:** The date upon which the principal or stated value of an investment becomes due and payable.
- **NEGOTIABLE CERTIFICATES OF DEPOSIT:** A CD with a very large denomination, usually \$1 million or more that can be traded in secondary markets.
- **PAR VALUE:** The nominal dollar face amount of a security.

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Glossary

- **PASS THROUGH SECURITY:** A security representing pooled debt obligations that passes income from debtors to its shareholders. The most common type is the mortgage-backed security.
- **REPURCHASE AGREEMENTS:** A holder of securities sells these securities to an investor with an agreement to repurchase them at a fixed price on a fixed date.
- **SETTLE DATE:** The date on which the transaction is settled and monies/securities are exchanged. If the settle date of the transaction occurs on a non-business day (i.e. coupon payments and maturity proceeds), the funds are exchanged on the next business day.
- **TRADE DATE:** The date on which the transaction occurred however the final consummation of the security transaction and payment has not yet taken place.
- **UNSETTLED TRADE:** A trade which has been executed however the final consummation of the security transaction and payment has not yet taken place.
- **U.S. TREASURY:** The department of the U.S. government that issues Treasury securities.
- **YIELD:** The rate of return based on the current market value, the annual interest receipts, maturity value and the time period remaining until maturity, stated as a percentage, on an annualized basis.
- **YTM AT COST:** The yield to maturity at cost is the expected rate of return, based on the original cost, the annual interest receipts, maturity value and the time period from purchase date to maturity, stated as a percentage, on an annualized basis.
- **YTM AT MARKET:** The yield to maturity at market is the rate of return, based on the current market value, the annual interest receipts, maturity value and the time period remaining until maturity, stated as a percentage, on an annualized basis.



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - TEL: (510) 747-4300 - FAX: (510) 522-7848 - TDD: (510) 522-8467

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: Victoria Johnson
Housing and Community Development Director

Date: August 17, 2016

Re: Authorize the Submission of an Application to the Department of
Housing and Urban Development for Veteran's Administration
Supportive Housing (VASH) Vouchers; Authorize Executive Director to
Execute Related Documents

BACKGROUND

On July 1, 2016 the US Department of Housing and Urban Development (HUD) published a Notice of Funding Availability for the issuance of new VASH vouchers for project-basing. VASH vouchers are available to serve high-need, homeless veterans who receive VA case management during their participation in the program and have been determined to be eligible by the VA. The vouchers can be utilized by households of various sizes, as long as the household includes one eligible member. The Notice states that up to 2,000 new VASH vouchers will be awarded nationally and only Housing Authorities with a project based voucher (PBV) program are eligible to apply.

In order to submit a successful application, a Housing Authority must work with the local VA office to obtain support for the proposed project and must demonstrate a clear need for permanent supportive housing for veterans within the geographic area. AHA staff met with VA staff on July 27, 2016 and VA staff is very supportive of the placement of VASH PBV units in Alameda.

If awarded, the VASH vouchers would increase the Housing Authority's current allocation of 1845 housing choice vouchers. Any new vouchers that are awarded to the Housing Authority will be accompanied by additional administrative fee. The new vouchers can only be used for households meeting the VASH criteria.

In July, Congress approved new legislation that will have a significant impact on both veteran's housing and the project based voucher programs. Although the implementing rules are yet to be written, this law will increase the number of vouchers than can be project-based by a Housing Authority, will increase the initial term of a PBV contract, and will allow greater flexibility in awarding and administering PBV contracts. These



changes will affect the PBV program generally, and will make a VASH PBV program more effective.

DISCUSSION

Staff would like to submit an application for VASH vouchers and believes that the application will be of a quality to be competitive. Currently, there are only five or six total VASH vouchers within the City of Alameda that are ported from other Housing Authorities, under the tenant-based program. The VA would like to see more units within the City that are set aside for eligible veterans.

The Notice offers two options to apply: the first is to apply on behalf of a specific project that has been competitively selected by the PHA (existing units or new construction) and the second is to apply with the intent to identify specific projects through a subsequent competitive application process. Staff intends to select the second option as this will allow for the time needed to select the best projects.

A PHA may submit multiple applications up to 75 units per project or 150 total units per PHA. Staff recommends the submission of two applications: one for up to 20 existing units and one for up to 20 new construction units. If awarded, staff would accept applications from owners of existing subsidized or non-subsidized housing and/or new construction/rehabilitation housing. The Housing Authority must open the process up to all landlords and must not make the criteria so restrictive that only specific projects will be eligible. Project based vouchers can be paired with certain other federal subsidies such as HOME or with bond-restrictions. This is an opportunity to set aside units that are already restricted to be further restricted to serve veterans.

The expected timeline for the VASH vouchers is as follows:

September 2016 – Submit application to HUD

December 2016 – VASH awards are announced

January 2017 - AHA issues two RFPs for existing and new units (if both applications are approved)

March 2017 – AHA selects VASH PBV proposals under the RFP

May 2017 – HAP is signed for VASH unit at existing (one unit must be occupied within 60 days of selection and all units must be occupied within 12 months of award or unused vouchers rescinded)

December 2018 – AHAP is signed for VASH unit at new construction (must be signed within 24 months of award or unused vouchers rescinded)

These dates may change if HUD awards the VASH PBV vouchers before December 2016 as all milestones outlined in the notice are set by the award date and require action within a certain number of days or months of the award.

If awarded, it will be necessary to amend the AHA Administrative Plan to accommodate the requirements of the VASH program.



FINANCIAL IMPACT

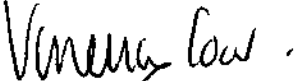
New VASH vouchers will make it possible to provide housing assistance to extremely low-income, homeless veterans. The rental subsidy and administrative fee are intended to cover the cost of operation, and the VA is awarded corresponding funds to hire caseworkers to support the program, if needed. To the extent that the VASH vouchers are used to help secure new project financing, the HAP subsidy can leverage significant tax credit equity and permanent loan funding.

Supplemental social and other services are required for VASH program eligible households and are provided by the Veteran's Administration.

RECOMMENDATION

Authorize the Executive Director to submit an application to the Department of Housing and Urban Development for Veteran's Administration Supportive Housing (VASH) vouchers and to execute related documents.

Respectfully submitted,


Vanessa M. Cooper
Executive Director

VMC:VJ





Housing Authority of the City of Alameda

701 Atlantic Avenue, Alameda, CA 94501 ~ Phone: (510) 747-4300 ~ Fax: (510) 522-7848 ~ TDD: (510) 522-8467 ~ Web: www.alamedahsg.org

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper, Executive Director

Prepared by: Claudia Young
Director of Rent & Community Programs

Date: August 17, 2016

Re: Report on City of Alameda Rent Program Request for Proposal (RFP) for
Program Administration of Ordinance 3148

BACKGROUND

On March 16, 2016, the Board authorized approval of a Services Agreement between the City of Alameda and the Housing Authority Concerning Program Administrator Services for the Rent Review, Rent Stabilization and Limitations on Evictions Ordinance which became effective on March 31, 2016. The term of the Services Agreement covered the period of April 5, 2016 through December 31, 2016. The approved budget of \$713,000 is for the nine month duration and includes salaries for six positions, administrative services and overhead costs. The initial budget estimated startup costs and increase volume of services to the public. As of July 15, 2016, the program has been staffed by the Director and two Specialist positions. AHA is working to add additional temporary staff to meet recent increased volume.

Through July 2016, the Program is operating below budget for the period to December 31, 2016. The program began with one full time specialist, one specialist at 80% FTE and the Director was brought on board in May at 80% FTE. The budget provides for six fulltime positions. Staff has spent time creating a process to support the program, educating and providing outreach in the community and processing increase notices, terminations/relocation and capital Improvement plans. Although there has been a steady increase in rent increase filings, staff provided intense case management between the landlords and tenants which resulted an average of only two to four cases that were not resolved prior to the Rent Review Advisory Committee (RRAC) meeting. The renters ballot initiative is moving forward to the November election and staff is experiencing a higher volume of increase notices and terminations. An additional part time temporary program assistant has been hired.

As a part of the Services Agreement, the City is required to issue a request for Proposal (RFP) for the Program Administrator services no later than September 30, 2016 with the goal of having an agreement in place by January 1, 2016.

The Housing Authority committed to submit a proposal for Program Administrator Services. In the event the City awards a long term Program Administrator Services Agreement to a party other than the Housing Authority, the Housing Authority shall provide an orderly and timely transition to the new provider for which AHA will be compensated.

DISCUSSION

The City of Alameda has advised that it is delaying release of the Program Administrator RFP (Attachment 1). Since the approval of the Services Agreement, an initiative was submitted to be placed on the November ballot that, if it takes effect, would materially change the administration of the rent program as it exists today. Moreover, the City Council will be considering at its August 8, 2016 meeting whether to place its current Ordinance 3148 on the ballot for voter confirmation. Given this new information, the City believes waiting for the results of the November election will inform the scope of work that would be identified in the RFP. The City is requesting deferment of the RFP until after the November election. The RFP would be scheduled to be released no later than November 21, 2016.

The end date for AHA work under ordinance 3148 remains December 31 at this time. In the event that ordinance 3148 prevails in the November election, AHA could continue to administer the program, under a mutual extension agreement, until the RFP process selects a permanent provider. Such agreement would need to come to the Board for approval prior to the year-end.

In the event that the Renters' initiative prevails in the November election, the new regulations would be applicable ten days after the vote is declared by the City Council, which is expected at the December 6, 2016 Council meeting. The City would then act as the Rent Board until such time that an election can be held. Once elected the Rent Board would in turn appoint an Executive Director and hire staff. It is not clear how long the interim period will be, certainly until the Rent Board is elected, and then probably for a certain amount of time until new staff is hired by that Rent Board. Any request for AHA to conduct work under a new regulatory regime would require a new contract and discussion by the Board.

Staff concurs with the City that the release of the RFP after election and no later than November 21 would be better timing as the scope of work can be identified and the AHA would have more time to collect data for an RFP submission.

Honorable Chair and
Members of the Board of Commissioners

August 17, 2016
Page 3

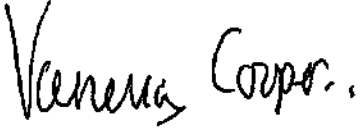
FINANCIAL IMPACT

No fiscal impact Informational only

RECOMMENDATION

No action needed. Informational only

Respectfully submitted,

Handwritten signature of Vanessa M. Cooper in cursive script.

Vanessa M. Cooper
Executive Director

VC:CY



July 25, 2016

Vanessa Cooper
Executive Director
Housing Authority
701 Atlantic Avenue
Alameda, CA 94501

Re: Request for Proposals for Rent Program Services

Dear Vanessa:

Under the April 2016 Services Agreement between the City and the Housing Authority, the Housing Authority has been successfully administering the various programs to carry out the City's current Rent Review, Rent Stabilization and Limitations on Evictions Ordinance and the policies that implement that Ordinance. The Agreement requires the City to issue, by September 30, 2016, a Request for Proposals (RFP) to potential organizations, including the Housing Authority, to provide administration of these programs after December 31, 2016, when the Agreement is scheduled to end. The Agreement also commits the Housing Authority to respond to the RFP.

As you know, much has happened on the rent control front since that Agreement was approved. In particular, an Initiative has qualified for the ballot that, if it takes effect, would materially change administration of the rent program as it exists today. In addition, the Council voted on July 19, to place its Ordinance on the ballot for voter confirmation. I believe that it would not be a good use of City time to prepare, nor a good use of Housing Authority time to respond to, a RFP for administration of a rent program that, come November 9, may be academic.

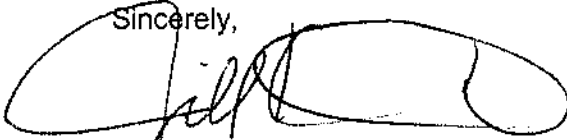
I would like to propose deferring the RFP contemplated by the Agreement until after the November election. If the Initiative fails to take effect, the City will issue the RFP by November 21, 2016. I anticipate that the Housing Authority continue to will honor its commitment to respond to that RFP. If the Initiative takes effect, the City will be required to revise the program services it will need pending the election of a Rent Board and its adoption of its own program services.

We may also need to revisit an extension of the April 2016 Agreement but will await the outcome of the election to make that determination.

Office of the City Manager
2263 Santa Clara Avenue, Room 320
Alameda, California 94501-4477
510.747.4700 Office • Fax 510.747.4704 • TDD 510.522.7538

I appreciate the work and commitment of the Housing Authority to carry out the rent program and hope this joint effort continues in the future. If you have questions or concerns about these issues, please call me at your convenience.

Sincerely,



Jill Keimach
City Manager

JK:mk

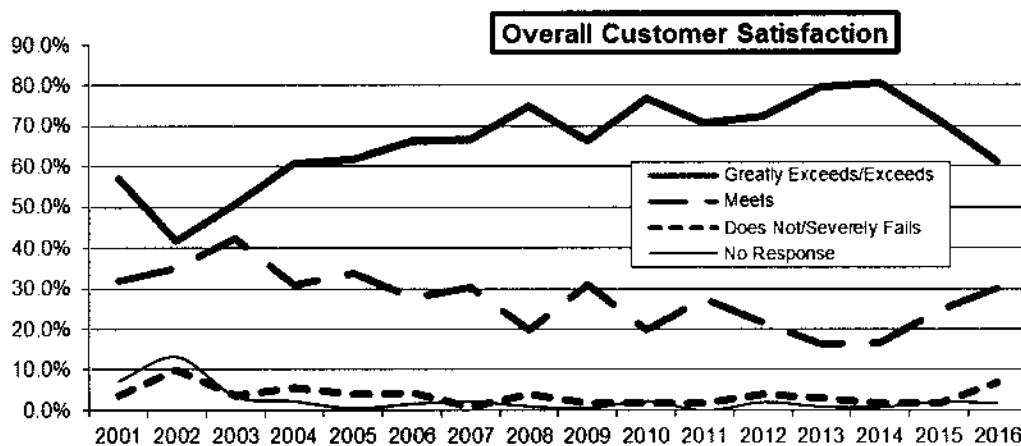
cc: Janet Kern, City Attorney
Debbie Potter, Director of Community Development
Claudia Young, Director of Rent and Community Programs

HOUSING AUTHORITY OF THE CITY OF ALAMEDA

EXECUTIVE SUMMARY OF
2016 CUSTOMER SATISFACTION SURVEY RESULTS

Annually since 1993, the Housing Authority of the City of Alameda has conducted a survey to evaluate customer satisfaction with the services the Authority provides. Over the years, the survey questionnaire has evolved; however, the basic format continues to obtain a measure of the level of customer satisfaction. In March and April, the Housing Authority conducted its 2016 survey. Overall, 163 recipients returned the survey (12.5% response rate), a decrease from 2015 when 178 total surveys were returned (16.1%).

Respondents were asked how they would rate "overall quality of service provided." This year, the percentage of respondents stating that service met or exceed expectations decreased slightly to 93.1 percent (149 responses) compared to 98.3 in 2015 (171 responses). The following chart shows the change over the last fifteen years.



Respondents who said that staff responsiveness met or exceeded expectations was 87.1 percent (142 responses). Respondents rated staff politeness as meeting or exceeding expectations was 91 percent (148 responses). The survey also asked our customers to rate staff's ability to answer customer's questions about housing programs. Overall, 85.4 percent (139 respondents) evaluated staff's ability to respond concerning their program questions as meeting or exceeding their expectations.

Some questions applied only to residents of the complexes that the Housing Authority owns. For instance, these residents were asked to rate the appearance of the complex in which they live. The percentage of respondents who believe the appearance of their complex met or exceeded expectations decreased slightly to 92.2 percent (107 responses) from last year's 93.9% (124 responses). On maintenance of the complex, 90.5 percent (105 responses) said it met or exceeded expectations, slightly decreased from last year's 93.1% (123 responses). Residents who perceive that the maintenance



EXECUTIVE SUMMARY – 2016 SURVEY RESULTS

of their specific units meets or exceeds expectations also slightly decreased to 94% (109 responses) from 97% in 2015 (128 responses).

Respondents were asked to rate their unit and the complex on safety. The vast majority of residents (89.7%) said they felt safe in their units and (90.5%) said safety in the common areas met or exceeded their expectations. Twelve respondents (7 more than last year) said that they do not feel safe in their units and eleven respondents (4 more than 2015) said they do not feel safe in the common areas.

In 2005, a few questions were added to the survey to elicit information about our customers' ability to access the Internet. The percentage of respondents with access to the internet increased slightly from last year (50%) to 55.2% this year. This is compared to 87% in 2014 for all Americans.¹ More respondents (36.2%) had accessed the Internet via a mobile device, such as an iPhone or tablet than in years past. Of those responding, 18.1% had accessed the Internet from the Library, Mastick Senior Center, or similar public venue.

There was a slight decrease in the number of respondents that had visited the Housing Authority's website (31%), than last year (32.6%). An increased number of respondents (47.4%) said they would like access to additional information via the Housing Authority's website than last year (35.4% in 2015). The last question inquired as to what type of information respondents would like to see available on the website. The responses to this question were: 1) access contract information on the website, 2) ability to turn forms in online, 3) pay rent online, and 4) be able to see balances online.

This question generated comments from thirty respondents. The comments received were forwarded to the Department Directors for evaluation.

A report on the full survey results, including the questionnaire forms, raw data, and written comments, is available at the Housing Authority office.

Zp (U:\Customer Survey\Executive Summary 2016)

¹ Internet World Stats, Usage and Population Statistics, United States Internet Usage and Broadband Usage Report. Latest Usage Statistics. MiniWatts Marketing Group, March 12, 2014.





Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - Tel: (510) 747-4300 - Fax: (510)522-7848 - TDD: (510) 522-8467

2016 CUSTOMER SATISFACTION SURVEY

Since 1993, the Housing Authority has conducted an annual survey to evaluate customer satisfaction with services provided. Over the years, the survey questionnaire has evolved; however, the basic format to obtain a measure of the level of customer satisfaction is unchanged. In March and April, the Housing Authority conducted its 2016 survey. For the second year, the survey was sent to all units leased with Property Management at the time of the survey.

The survey was also sent to a random sample of 318 out of 1056 Housing Choice Voucher (HCV) participants and increased to all 440 property owners participating in the HCV Program. The decrease in satisfaction from the landlords may be due to the increased distribution (from 166 last year to 440 this year).

The questionnaires (Exhibit A) were coded by group to track response rates from each customer population group. Overall, 163 recipients returned the survey (12.5% response rate), a decrease of 15 responses from 2015 (16.1%). The response rate varied with each population group from a low of zero to a high of 42.9 percent. There were no responses from four of our smaller complexes: Stanford House, Lincoln House, Lincoln/Willow and Sherman Street where a total of 23 questionnaires were distributed. There were 116 Property Management returned surveys this year, a slight decrease from the 132 last year. The response rate for HCV participants was 5.7 percent (18 responses), down from last year's 9.4% (36 responses). This year, only 30% of HCV participants were sent surveys compared to last year's 35%.

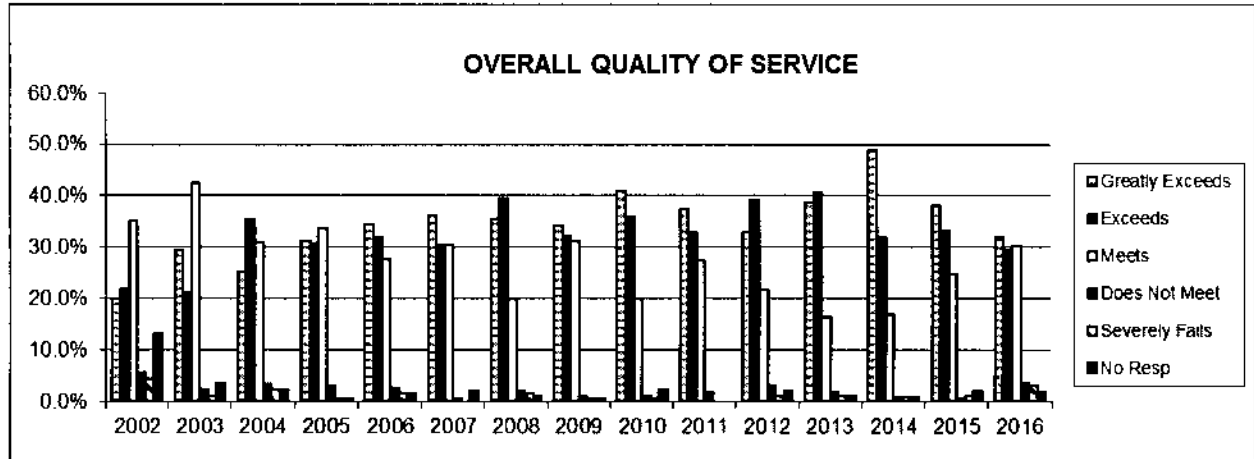
This year 312 surveys were emailed to property owners if an e-mail account was on file and 128 were snail mailed to a total of 440 property owners. Out of all the landlords, 29 responded, resulting in a response rate of 6.6 percent a slight percentage increase compared to last year's response rate of 6.0 percent (10 responses), but a significantly higher number of returned surveys when compared to the other groups whose number of responses decreased this year.

For the past several years senior residents have typically been more responsive to the Housing Authority's surveys, this year seniors were more responsive as well. For example, 36.9 percent of Independence Plaza residents, 23.1 percent of Anne B. Diament Plaza residents, and 16.7 percent of Senior Condo residents returned completed forms compared to the overall return rate of 12.5%. Exhibit B provides the specific number of survey questionnaires mailed and received by type of customer.

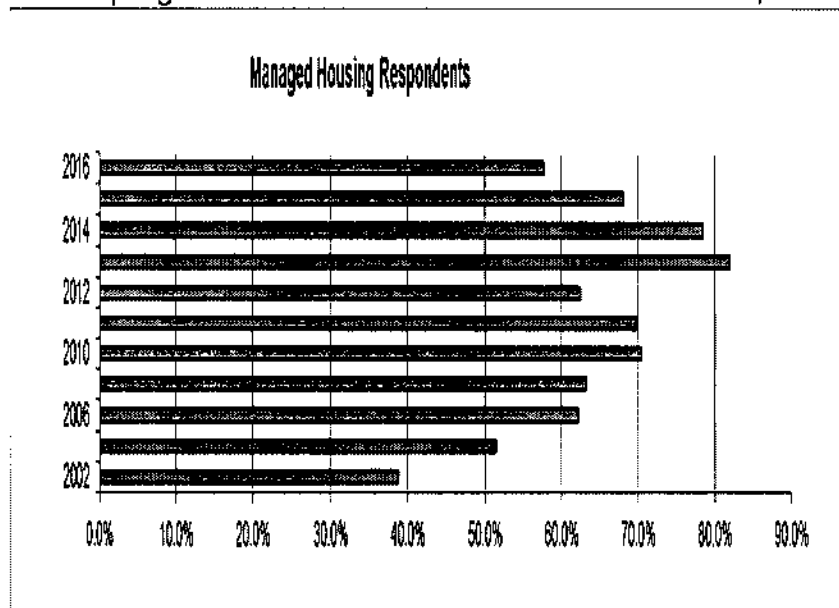
CUSTOMER SATISFACTION SURVEY RESULTS – 2016

For each survey question, customers were asked to check the box indicating the level of satisfaction that they experienced over the past 12 months (greatly exceeds, exceeds, meets, does not meet, or severely fails to meet expectations).

Question 1 asked respondents how they would rate “overall quality of service received.” Of those responding, 93.1 percent said overall service met or exceeded expectations, a slight decrease from last year (98.3%).



Many factors may be influencing this decrease in overall satisfaction. The comments given with the survey (see Question 15) have been reviewed to see if changes are necessary. Over the past few years the Housing Authority has undergone many organizational changes as staff continue to work toward improving program compliance and customer service. This year the Housing Authority increased its enforcement in both the regulations for the Housing Choice Voucher Program and the Property Management lease. This included completing HQS inspections at 100% of AHA-owned units irrespective of funding source, which has not been done previously. It also resulted in more units abated for failing the HQS inspections. Although the compliance of the programs can be burdensome for residents, there continues to be an overall response of satisfaction.



This has been the general trend since the low of 41.8 percent in satisfaction in 2002; refer to the preceding chart. This year there were six respondents from Property Management who said that service did not meet expectations. There were five total respondents who said that service severely fails expectations: two from Property Management, two participants from HCV, and one landlord. Three respondents did not answer the question.



CUSTOMER SATISFACTION SURVEY RESULTS – 2016

Among Property Management customers, 57.8 percent of respondents scored overall service as greatly exceeds or exceeds expectations, down from last year’s 68.2 percent. This year, 32.8 percent of Property Management respondents stated that overall service met expectations an increase from last year’s 28%.

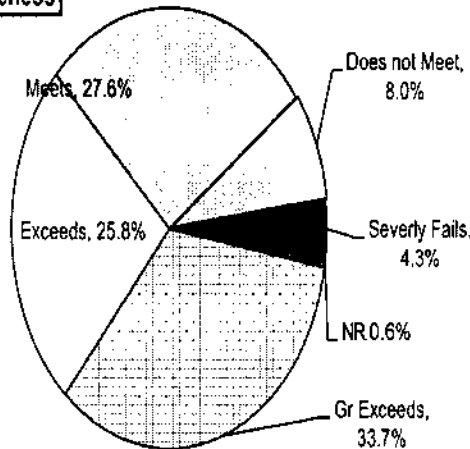
Except for in 2013, there has been a trend for Property Management customers to be less positive about service than customers overall. This pattern continued in 2016 with 57.8 percent of Property Management residents rating service as exceeding their expectations, whereas the overall rating for all customers was slightly higher at 61.3 percent.

This year, there were 18 HCV respondents, 18 fewer than last year’s 36 responses. Of this year’s HCV respondents, 61.1 percent said that overall service was exceptional, a decrease from last years (86.1%). Five respondents said that service met expectations (27.8%), an increase from last years (11.1%). No respondent said that service did not meet expectations. Two respondents said that service severely failed, an increase from last year where no respondent said that service severely failed.

There were 29 property owners (landlords) who responded this year to the survey. Last year, ten property owners responded. This year, 96.9 percent of owner respondents found service met or exceeded expectations an increase from last year’s 90%. There was one owner (3.4%) who said that the service severely failed.

Question 2 asked how respondents would rate “overall responsiveness of staff.” This year, 59.5 percent found responsiveness to be above expectations, down from last year (71.9 %).

Staff Responsiveness



This year, 27.6 percent found responsiveness met expectations, an increase from last year’s 23 percent. Thirteen respondents (8%) found responsiveness did not meet expectations, up from last year’s five respondents. Seven respondents (4.3%) found responsiveness severely failed expectations, an increase from one last year. One individual did not respond to this question.

Among Property Management customers, 55.2 percent found responsiveness exceeded expectations, down from last year’s 68.2 percent. When combined with those who found responsiveness met expectations, the results increase to 87.9 percent versus 95.5 percent in 2015. For HCV customers, 61.6 percent were exceptionally pleased, down from last year (86.1%). When combined with HCV respondents who found responsiveness met expectations, 83.3 percent of HCV respondents were satisfied with the service provided versus 94.4 percent in 2015. Three customers



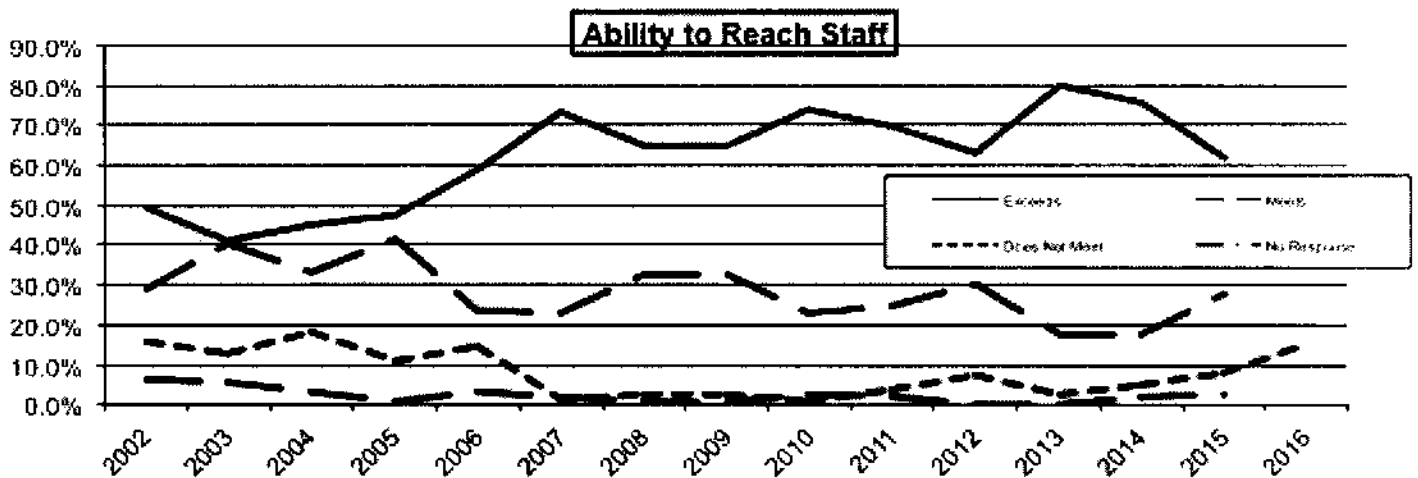
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CUSTOMER SATISFACTION SURVEY RESULTS – 2016

(16.7%) were dissatisfied with staff responsiveness, up from last year (5.6%). One property owner did not respond to this question; 25 property owners (85.9%) found responsiveness met or exceeded expectations. Four owners (13.8%) were dissatisfied with staff responsiveness.

Question 2 has two additional parts. One part asked our customers to rate their ability to reach appropriate staff and the other part asked them to rate the time in which phone calls were returned. This year, 56.4 percent of respondents, down from last year's all time high (61.8%), found that their ability to reach appropriate staff exceeds or greatly exceeds expectations. This year, 27.6 percent of respondents stated that their ability to reach staff meets their expectations, about the same as last year. This year, 14.9 percent or 24 respondents found service lacking in contacting the appropriate staff, up from last year (7.9%, 14 respondents). Two respondents did not respond to this question.

This chart reveals the general trend over time for all staff.



The Property Management Department, when evaluated independently, respondents who found their ability met expectations or exceed expectations the satisfaction rate was 83.6 percent, down slightly from last year (89.4%). Seventeen respondents (14.7%) said that service did not meet or severely failed expectations, up slightly from last year (10 respondents). Among property owners, 86.4 percent found their ability to reach staff met or exceed expectations. Four respondents (13.6%) were unsatisfied with the ability to reach staff. Among HCV respondents 83.4 percent were satisfied with their ability to reach staff, down from last year (94.4%). There were three respondents (16.7%) who found this service lacking, which is an increase from last year (5.6%).

The second part of this question asks about the timeliness of returned phone calls. Last year the level of satisfaction was 55.6 percent. This year satisfaction that exceeded expectations dropped slightly to 51.5 percent. When combined with those who found timeliness of returned phone calls met expectations (30.7%), the results only slightly decreased from 88.4 to 85.4 percent. Dissatisfied responses rose to 14.6 percent, twenty-three respondents, compared to the twenty respondents (11.6%) last year. Six respondents did not respond to this question.



CUSTOMER SATISFACTION SURVEY RESULTS – 2016

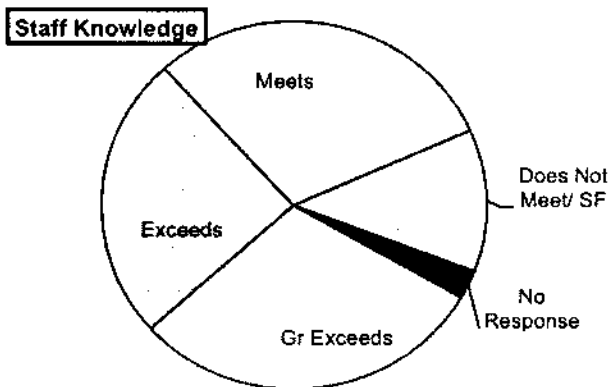
Property Management respondents tend to rate staff's return of phone calls lower than their HCV counterparts. This year, 48.3 percent said this service was exceptional, slightly down from last year (52.3%). The responses of HCV participants resulted in a decrease this year (50%) from last year (69.4%). Another 31 percent of Property Management respondents found this service met expectations. Combined, 79.3 percent of Property Management customers said that returning phone calls met or exceeded expectations, down slightly from last year (83.3%); 16.4 percent of Property Management respondents responded negatively, an increase from last year (12.9%). Four Property Management respondents (3.4%) did not respond to this question. For HCV respondents, 83.3 percent said this service met or exceed expectations, with 50 percent responding that expectations were exceeded. This year two respondent (11.1%) of HCV respondents stated this service severely failed to meet expectations up one from last year. One person did not respond to this question.

For property owners, 65.5 percent found this service exceptional, an increase from last year (50%). When combined with those who found timeliness of returned phone calls met expectations (28%), overall satisfaction is 93.5 percent. Two property owners (6.5%) found this service did not meet expectations, an increase of one from last year.

Question 3 asked respondents to rate the politeness of staff. The percentage of respondents who said staff politeness met or exceeds their expectations decreased slightly to 90.8 percent from last year (95.5%). Nine respondents (5.5%) said that politeness did not meet expectations. Six respondents (3.7%) noted that service severely failed to meet expectations.

For Property Management, 61.2 percent of respondents said that politeness exceeded expectations with another 27.6 percent saying their expectations were met. Combined, the satisfaction rate was 88.8 percent, a slight decrease from last year (94.7%). Eight Property Management customers (6.9%) found politeness did not meet expectations and five customers (4.3) responded that politeness severely failed. For HCV respondents, 66.7 percent found staff politeness exceeded expectations and another 27.8 percent found their expectations met, reaching a combined satisfaction level of 94.5 percent a slight decrease from last years 97.2 percent. One respondent found politeness did not meet expectations. For property owners, 96.3 percent said that staff politeness met or exceeded expectations, an increase from last years 90 percent.

Question 4 is the last question applicable to all respondents. Customers were asked to rate staff's ability to answer customers' questions about housing programs ("Staff Knowledge"). Overall, 55.2 percent of respondents evaluated staff's ability to respond to their questions as exceeding or greatly exceeding their expectations, a decrease from last year (68.5%). When combined with respondents who said staff knowledge met their expectations (30.1%), the percentage increases to 85.3 percent.



Fifteen respondents (9.2%) said that staff's ability to respond with program information did not meet their

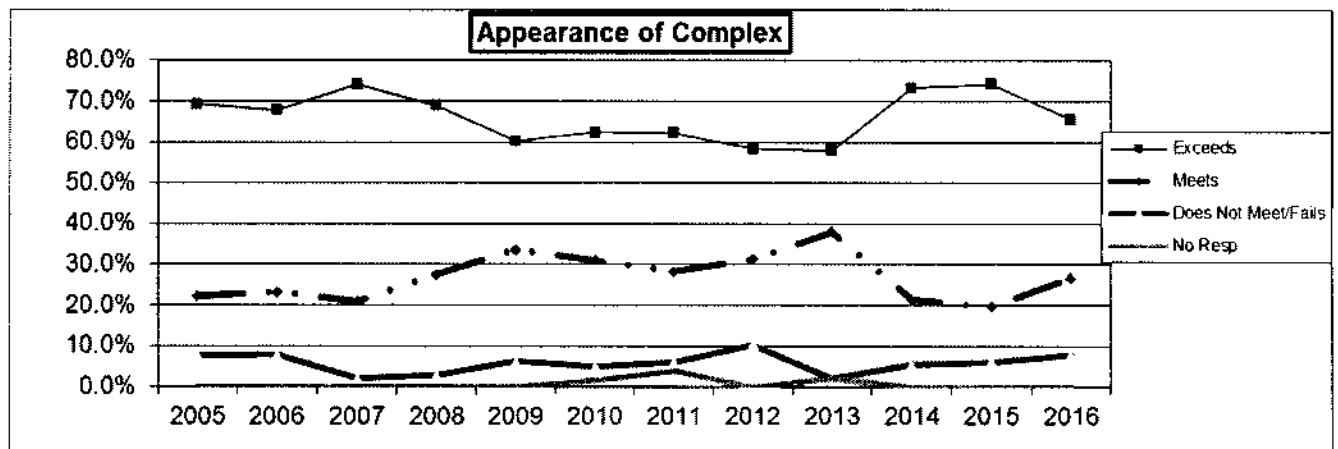
CUSTOMER SATISFACTION SURVEY RESULTS – 2016

expectations, an increase from last year (3.4%), and five responded that staff knowledge severely failed expectations (3.1%). Four respondents did not answer this question.

For Property Management customers, 50 percent of respondents said that staff's knowledge exceeded expectations, down from last year (63.6%); another 32.8 percent said it met expectations. Combined, 82.8 percent of Property Management respondents were satisfied with staff knowledge, down slightly from last year's 89.4 percent. Twelve respondents (10.3%) felt staff knowledge did not meet expectations, four respondents (3.4%) felt expectations were severely failed, and four respondents did not respond to this question. For HCV respondents, the level of exceeded expectations of participant respondents is 55.6 percent with another 27.8 percent saying their expectations are met. This year, 96.9 percent of the property owners felt that staff knowledge met or exceeded expectations.

Questions 5 through 9 apply only to residents of the complexes that the Housing Authority owns, thus excluding HCV participants who live in privately-owned units and the owners of those units.

Question 5 asked Property Management residents to rate the appearance of their complex. Respondents who believe the appearance of their complex exceeded or greatly exceeded expectations was slightly lower this year (65.5%) compared with last year (74.2%). 2016 still marks a significant increase in customer satisfaction of complex appearance. In years prior (2013 and 2012) received the lowest ratings at 58 percent and 58.4 percent respectively. When combining respondents that stated expectations were met (26.7%), total satisfaction reaches 92.2%, which is slightly less than last year (93.9%). The following chart shows the trend in customers' perception of the appearance of Housing Authority complexes.

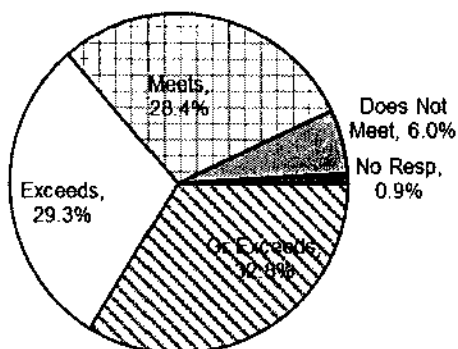


The nine responses (7.8%) that appearance did not meet or failed to meet expectations were for Rosefield Village (3), Eagle Village (1), Independence Plaza (2), China Clipper Plaza (1), Esperanza (1), and Parrot Village (1). The Housing Authority is planning to rehabilitate Rosefield Village which would address at least a portion of this negative response percentage.



Question 6 asked respondents to rate the maintenance of their complex

Maintenance of Complex



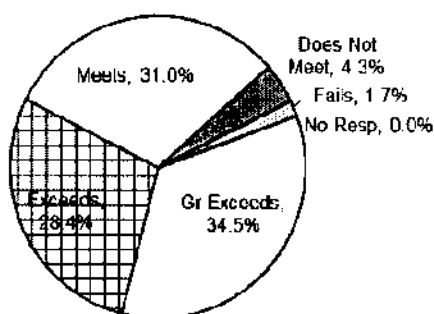
This year 62.1 percent said that maintenance of the apartment complex exceeds or greatly exceeds expectations, down from last year's 73.5 percent of customers whose expectations were exceeded. When combined with respondents stating that expectations were met (28.4%), total satisfaction reached 90.5 percent.

This year, the percentage of respondents who said that maintenance of their complex does not meet their expectations increased to 8.6 percent from 5.3 percent last year. Most of the complexes receiving low scores for the appearance of the complex (Question 5), also received low scores for the maintenance of the complex. One respondent did not answer this question.

This year, the percentage of respondents who said that

Question 7 specifically asked about the maintenance of the resident's unit. Residents who perceive that maintenance of their units exceeds or greatly exceeds their expectations (62.9%) decreased from last year (74.2%).

Maint. of Unit



Respondents who said maintenance of their apartments meets expectations increased this year (31% from 22.7% in 2015).

Seven respondents (6%) stated that unit maintenance did not meet or severely failed expectations, an increase from the three dissatisfied respondents (2.3%) last year. The low ratings came from residents living at Rosefield Village (2), Independence Plaza (3), Eagle Village (1), and Esperanza (1).

Questions 8 and 9 asked respondents to rate their units and complexes on safety. The perception of safety in units decreased slightly to 62.9 percent from last year's 72.7 percent. The percentage of respondents who said that safety in their units met expectations (26.7%) increased significantly from last year (22.7%). Ten respondents (8.6%) said his/her unit does not meet his/her expectations for safety. Also, two respondents (1.7%) said that the unit severely failed to meet expectations, which is about the same as last year's rating of (1.6%). Low ratings were received from residents at Independence Plaza (5), Rosefield Village (2), Parrot Village (1), Eagle Village (1), China Clipper (1), and Esperanza (2).



CUSTOMER SATISFACTION SURVEY RESULTS – 2016

The perception of safety in the common areas of the complex exceeded expectations was 56.9 percent of residents, a decrease from last year (67.4%). An increased number of residents (33.6%) felt that the apartment complex met expectations of safety. When combined 90.5% felt that the common areas met or exceeded expectations. Nine respondents (7.8%) said that the apartment complex does not meet expectations of safety, up from last year's five respondents (3.8%). Two respondents (1.7%) stated that the common areas of the complex severely failed to meet expectations for safety, the same as last year's two respondents. The low ratings were received at Esperanza (3), Eagle Village (1), China Clipper Plaza (1), Independence Plaza (5), and Rosefield Village (1).

Questions 10 through 12 were asked of all respondents to elicit information about our customers' ability to access the Internet.

Respondents were asked if they have access to the Internet; 55.2 percent said yes, slightly more than the last two years (45.1% in 2014 and 50.0% in 2015). In the general public, there is a growing dependence on mobile devices (e.g., iPhones/iPads, Droids, etc.) for Internet access in lieu of personal computers. Of Housing Authority customers forty-two respondents (36.2%) responded to having access using such devices. This represents an increase from last year (33.1%).

Knowing that many lower-income residents rely on libraries and other public facilities to obtain access, the survey questionnaire attempted to solicit this information. Of those responding, 18.1 percent had used the library or a senior center to gain Internet access, a slight decrease from last year (20.8%).

Questions 13 and 14 asked if the respondents had ever visited the Housing Authority's website and if they would like access to additional information via that site. There was a slight decrease in the number of respondents (31%) who had visited www.alamedahsg.org this year compared to last year (32.6%). Fifty-five respondents (47.4%) said additional information on the Housing Authority's website would be helpful, this increased from the percentage last year (35.4%). The Housing Authority is currently redesigning the website to improve access to information.

Question 15 asked the respondent's to include any additional comments

This question generated comments from thirty respondents. The comments received were forwarded to the appropriate staff for evaluation and follow up.

Specific comments, edited to remove names, are attached as Exhibit C.

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Housing Authority of the City of Alameda

701 Atlantic Avenue, Alameda, California 94501-2161 - TDD: (510) 522-8467 - FAX: (510) 522-7848 - TEL: (510) 747-4300

HELP US TO SERVE YOU BETTER

Dear Housing Authority Customer:

Because we want to provide the best possible service to our customers, we would appreciate your comments about the service you have received over the **last 12 months**. Please take a few minutes to tell us how well we did our job by checking the box that best matches the service you received. Did service Greatly Exceed, Exceed, Meet, Did Not Meet, or Severely Failed to meet your expectations? You do not need to give your name. Just drop this form in the mail, fax it, or bring it by the Housing Authority and give it to the receptionist or put it in the drop box. Thank you for your help!

PLEASE CHECK THE BOX THAT BEST DESCRIBES THE SERVICE RECEIVED:

	Greatly Exceeds	Exceeds	Meets	Does Not Meet	Severely Fails
1. Overall, how would you rate the quality of service you received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Overall, how would you rate the responsiveness of staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. How would you rate the ability to reach the staff person that you want to see or talk with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. How would you rate the time in which phone calls were returned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How would you rate staff's politeness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How would you rate staff's ability to answer your questions about housing programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following are a few questions about your use of the Internet.

- 5. Do you have access to the Internet from home or work? YES NO
- 6. Do you have access to the Internet on a mobile device such as an iPhone or tablet? YES NO
- 7. Have you ever accessed the Internet from the Library or the Senior Center? YES NO
- 8. Have you ever visited www.alamedahsg.org, the Housing Authority's website? YES NO
- 9. Would you find it helpful to have additional information or forms available on the Housing Authority's web site? Please use back of form for details. YES NO
- 10. Please include any additional comments. You may use back of form or include other sheets.

PLEASE RETURN COMPLETED SURVEY BY FRIDAY, APRIL 8, 2016
YOU MAY FAX THE COMPLETED SURVEY TO (510) 922-0746
OR Mail to PO Box 3199, Alameda, CA 94501
THANK YOU FOR YOUR HELP!

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7100

HELP US TO SERVE YOU BETTER

Dear Housing Authority Customer:

Because we want to provide the best possible service to our customers, we would appreciate your comments about the service you have received over the **last 12 months**. Please take a few minutes to tell us how well we did our job by checking the box that best matches the service that you received. Did service Greatly Exceed, Exceed, Meet, Did Not Meet, or Severely Fail to meet your expectations? You do not need to give your name. Just drop this form in the mail, fax it, or bring it by the Housing Authority and give it to the receptionist or put it in the drop box. Thank you for your help!

PLEASE CHECK THE BOX THAT BEST DESCRIBES YOUR EXPECTATIONS:

	Greatly Exceeds	Exceeds	Meets	Does Not Meet	Severely Fails
1. Overall, how would you rate the quality of service you received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Overall, how would you rate the responsiveness of staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. How would you rate the ability to reach the staff person that you want to see or talk with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. How would you rate the time in which phone calls were returned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How would you rate staff's politeness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How would you rate staff's ability to answer your questions about housing programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How would you rate the appearance of your apartment complex?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How would you rate the maintenance of your apartment complex?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How would you rate the maintenance of your apartment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How would you rate your feeling of safety when in your apartment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. How would you rate your feeling of safety when in the common areas of your apartment complex?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following are a few questions about your use of the Internet.

10. Do you have access to the Internet at home or work? YES NO
11. Do you have access to the Internet on a mobile device such as an iPhone or tablet? YES NO
12. Have you ever accessed the Internet from the Library or the Senior Center? YES NO
13. Have you ever visited the Housing Authority's web site at www.alamedahsg.org? YES NO
14. Would you find it helpful to have additional information or forms available on the Housing Authority's web site? Please use back of form for details. YES NO
15. Please include any additional comments. You may use back of form or include other sheets.

**PLEASE RETURN COMPLETED SURVEY BY FRIDAY, APRIL 8, 2016
YOU MAY FAX THE COMPLETED SURVEY TO (510) 922-0746
OR Mail to PO Box 3199, Alameda, CA 94501
THANK YOU FOR YOUR HELP!**



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HOUSING AUTHORITY OF THE CITY OF ALAMEDA
 DISTRIBUTION AND RETURN RATES OF SURVEY QUESTIONNAIRES
 MARCH AND APRIL 2016

TYPE OF CUSTOMER	PROP. CODE	TOTAL NO. CUSTOMERS	QUESTIONNAIRES DISTRIBUTED (MARCH)	PERCENT SURVEYED	NO. RETURNED (APRIL)	PERCENT RETURNED
Anne B. Diamant Plaza	6010	65	65	100.0%	15	23.1%
China Clipper Plaza	6070	25	25	100.0%	2	8.0%
Condos	6060	6	6	100.0%	1	16.7%
Eagle Village	6100	41	41	100.0%	7	17.1%
Esperanza	2100	116	116	100.0%	11	9.5%
Independence Plaza	8100	179	179	100.0%	66	36.9%
Lincoln House	1120	5	5	100.0%	0	0.0%
Lincoln/Willow	6050	5	5	100.0%	0	0.0%
Parrot Gardens	6030	7	7	100.0%	3	42.9%
Parrot Village	3100	48	48	100.0%	6	12.5%
Rosefield Village	6020	41	41	100.0%	5	12.2%
Sherman Street	1110	9	9	100.0%	0	0.0%
Stanford House	6040	4	4	100.0%	0	0.0%
SUBTOTAL MH PROGRAMS		551	551	100.0%	116	21.1%
Section 8 Prop. Owners VIA snail mail	LL-M	440	128	29.1%	29	22.7%
Section 8 Prop. Owners VIA e-mail	LL-E	0	312	70.9%	0	0.0%
All S8 Prop. Owners		440	440	100.0%	29	6.6%
Section 8 participants*	7100 / 7300 / 7600 / 7700	1056	318	30.1%	18	5.7%
SUBTOTAL HCV PROGRAM		1496	758	50.7%	47	6.2%
TOTALS		2047	1309	63.9%	163	12.5%

:Customer Survey\2016\Distribution 2016
 4/18/2016

**2016 Customer Satisfaction Survey
Comments Received**

The only problem is outsider cars every weekday morning without housing park in our spot parking

If I have any other ideas I will be in touch

I have rented here since 2004 and I asked requisition forms to change my carpets. It's been 10 years I've been asking for new carpets at [redacted] About [redacted] [redacted] not eligible to be in this position as [redacted] [redacted] cannot be reached by phone to make appointments. [redacted] never returns calls and [redacted] never sets appointments to hear out tenants. [redacted] needs to set up meetings for questions for the increasing of rent. We are low income people with disabilities and we are living in poverty.

I am speaking for myself and my family only... one year and a half ago we lived in a small one bedroom apartment on [redacted] Alameda, We did not have the space for the kids to do homework, or sleep, or dine comfortably. Our prayers were answered when AHA the noble institute or organization called us and later on we were blessed with our current unit. To the AHA esteemed staff from the front desk to the senior management the process of our unit was a normal routine task, BUT for me and my family was an excitement, joyful, moment of dreams come true like scenario, that we could never forget. My kids have space to study, to eat, to sleep, to relax, this is due to the mercy of Almighty God and his blessings which blessed us through the great service of this noble organization the finest AHA. My family and my kids all love this institution. My kids are grateful and thankful and thanking you all from the core of our hearts. I wish and sincerely hope that someday I will be able to compensate these kind gestures with getting a job at AHA. Thank you all again and assuring you of my and my family highest esteem at all times. Kindest Regards, [redacted] Long Live America. Long Live AHA.

There is a lot of litter on the grounds where I live. No one picks it up but once a working day every week. When I first moved into housing trash in the container was picked up Mon, Weds, and Fri. Now it is picked up Mon, Tues, and Thurs. On Monday morning the trash container are filled up to the top and overflowing with trash on the ground. [redacted].

I can't say anything regarding living at the housing authority, I just thank God I enjoy living at the housing authority, it's so peaceful, and I trust people around. Thank God I keep praying people around are so trustful.

Same complaint as last year seems silly to even fill out the form

Parking violations in gated area needs enforcement *access w/o AHA stickers *excessive time in loading zone of cars without AHA stickers. In other words, nonresidents come into gated area and stay instead of parking in visitor's area. Unassigned or unused parking spaces in gated area. There have been 3-4 spaces unused for many months while residents continue to be told there are no spaces available. Why can't residents use these spaces that are available in the gated area?

It is a shame to have a rude and moody person to meet and greet people in such an otherwise great place.

Some tenants have reported seeing people sleeping in the lobby on the couches in building in the early mornings or middle of the night.

I would like regular information about what is happening in the complex as I am not able to get out of the apt without assistance. I really enjoyed having the newsletter.

I have access to the internet I am uncomfortable using it. I don't understanding the ins and outs how to operate it properly.

Overall we are truly pleased with AHA's services. And I am grateful for the amazing responses I have received to questions regarding housing authority's ability to help us stay informed. God bless you for caring for your residents. It doesn't get any better.

Since I don't have a computer I still would like information mailed or brought to the door. A lot of seniors don't have a computer or know what to use one. Thank you!

In most cases I checked "meets" rather than "exceeds" because I had become use to excellent service and staff over the years here! Thank you all.

I have a complaint about the cleaning up person (women) only vacuuming in front of people. She won't clean. I have proof in front of my apt is not being vacuumed. I sprayed cleaning in front of my apt. and it is still there.

No one seems to consider the ages/physical limitations of the residents. "No more packages to be received and we are to make "other" arrangements for deliveries" Really? You seem to have forgotten we were once younger and had positions of responsibility too.

To help you serve us better

If we, the residents of AHA's properties, are the "customers" to whom you "want to provide the best possible service" significant improvements in the conduct of staff need to occur, particularly at the [redacted] Housing Authority of the City of Alameda's Mission Statement "In partnership with the entire community, the Housing Authority advocates and provides quality, affordable safe housing, encourages self-sufficiency, and strengthens community inclusiveness and diversity in housing".

Rather than upholding the admirable ideals expressed in the statement, lately, particularly in the past couple of years or so, AHA's decision-making staff have been displaying a troubling pattern of heavy-handedness- if not outright hostility-toward residents of its sites. A few examples:

- AHA initially announced plans to stop accepting packages for residents, as of January 1, 2015. Only after concerted efforts by residents was this essential service retained.
- As of December 1, 2104, even in case of emergency, AHA prohibits payment of rent by anyone but the tenant or a registered rental assistance organization. AHA also prohibits advance payment (not merely post-dated checks)
- As of December 1, 2014, AHA has significantly reduced hours of access to its office and staff.
- The entrance to the AHA office is now patrolled by a (stone faced) guard.
- Annual preventative maintenance inspections have not been performed since at least 2014.

The examples cited above not only reduce the overall quality of service, they are glaringly inconsistent with the mission statement. As the statement affirms, AHA's residents are its partners. It is on our behalf that housing funds are made available (and I thank you). AHA has expressed a commitment to be an advocate-not an adversary; to encourage-not jeopardize self-sufficiency; to strengthen-not eliminate inclusiveness and diversity in this process.

An essential measure of a leader is the ability to foster harmony, ideally to build and maintain bridges, not walls. This is especially critical for anyone who seeks to serve the public. Staff who lack the ability should try to acquire it or should simply not work in such positions, at any level. Because I strongly believe that if one identifies the problem, one should also try to identify a possible solution, I offer the following ideas:

- The mission statement should be prominently displayed at all AHA workplaces and residential sites, and in all job announcements and job descriptions.
- Staff training should include material that would assist them in effectively upholding the statement.
- Adherence to the statements words, in both letter and spirit, should be included as a criteria in documents used to evaluate the performance of all staff, especially those who interact with the residents.
- It might be helpful to have a repeat violator actively observe staff who already conduct themselves in an exemplary manner in this regard.
- AHA might seek outside assistance from someone with expertise in developing exemplary levels of customer service. (Such assistance might even be available on a volunteer basis).
- It might help to provide comparable training/ guidance to any residents who may be conducting themselves in a disrespectful manner toward those who live or work at AHA sites.

Thank you for the opportunity to give feedback. I sincerely hope to be able to provide a more positive perspective in future surveys.

When a new housing rep comes on board, it would be helpful if you sent a letter informing the community. [redacted] has good bones. However my concern is that the gutter drains are near the foundation causing water to run into the foundation. This causes the building to slant or lean. I would like to see underground rainwater barrels for landscaping and irrigation. Also, solar panels on the roof. My concern for this property is to become more energy efficient. I appreciate the AHA.

Have fillable PDF forms for all forms and downloadable online.

Our housing authority had an outstanding balance of \$28 for months. I would leave VM, send letters and it took from June 15 to Feb 16 to receive the balance. In my book this is not acceptable. Phone messages were not returned and emails were ignored.

Although not urgent it would be appreciated if AHA would provide information on the procedure to raise rent on an annual basis at least.

To Whom It May Concern: there are a few things that frustrate me when dealing with the Housing Authority. There is a division of task that make it difficult to determine who someone should talk to. Is it the person in [redacted]? Is it the inspector? Is it the person determining eligibility? Is it the person processing a rent increase request? Have you considered having a case manager that oversees specific tenants? This would be particularly valuable when starting a new tenant. I had the experience last year having a rent increase delayed because the paperwork I completed was deemed incomplete. The delay in hearing back from the H.A. was much longer than I considered reasonable. This year I had the letter to a tenant informing a rent increase of being unacceptable. I have used the same format for years and successfully with the HA in the past. It seems as though only the form letter in your package was acceptable. This seemed heavy handed and particularly bureaucratic. This month I had a tenant's portion of the rent change. I was informed after the first of March that this was happening. Further when speaking with [redacted] I was told that the increased HA portion may be sent 3/4 or 3/11. I spoke to [redacted] on 3/2 this did not seem to be a good business practice.

From the little amount of time I have spent with the staff of Alameda Housing Authority my experience with them are excellent. They were very professional and helpful to me. For that I am very grateful.

Miss the calendars! Need consolidation of current personnel list (phone #'s, etc.)

Nobody cares about our problems. Nobody answers the messages. Nobody makes appointments. Nobody hears me when I'm talking. Nobody shows us the right person which I need to talk to solve the problems.

I can appreciate a human on the other side of the phone when I call. Thank you, you have earned an A+.

I would like more information about the [redacted]. I was on the list and somehow my name dropped off and they cannot tell me how or when I can be put back on that list which makes it a very long wait. I would also like to know why I was taken off of the list that I was on from the beginning. If someone could get back to me and let me know I would be very thankful. Gratefully yours [redacted]

Additional information on more listings. Help with programs to assist voucher holders to avoid being displaced without receiving monies due them from the separate banking account and interest to assist in case of displacement. What actions can be taken to avoid homelessness legal limit for amount landlords can ask for and reason rents can increase almost every month and how many months in a row can increases continue with no upgrades or repairs? Which supplies and repairs are out of pocket for tenants and no reimbursement for cost incurred.

I would like the opportunity to explore my financial options in connection with people that would like to live like me. When I ask these questions I'm referred to the change of household form, then I'm questioned as though said people were already living with me and were not reported. This leads to second inspection under one year. I would like the chance to see what my payment portion would be if I added a person (a disabled senior) and reduce my salary in order to care for them. All I wanted was to meet with someone who would calculate these changes before I actually made any changes. Second I feel that the calculations determining one's rent should be shared. Every penny paid by HA helps and for a few years I felt that my portions were not correctly using the CA 30%-40% paid portion. If my calculations were correct using these percentages I've been over paying for years. A simple calculation module on the website with a disclaimer would be awesome. Other than the above thoughts you all do a great job and I enjoy living in Alameda.



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - Tel: (510) 747-4300 - Fax: (510)522-7848 - TDD: (510) 522-8467

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Date: August 17, 2016

Re: Approve Out-of-State Travel for Staff to Attend NAHRO National
Conference in New Orleans, LA

BACKGROUND

It has been Housing Authority practice that out-of-state travel be approved by the Board of Commissioners.

DISCUSSION

There is sufficient funds in the Community Development Block Grant (CDBG) training budget for this out-of-state Conference. It is proposed that the Director of Housing and Community Development, Victoria Johnson, attend this Conference. Ms. Johnson is not attending the previously approved NAHRO Summer Conference in Portland.

FISCAL IMPACT

The costs for the CDBG Program will be conference registration, per diem and hotel. No change in the budget for travel and training is required.

RECOMMENDATION

Approve additional out-of-state travel for staff to attend NAHRO National Conference in New Orleans, LA, October 14-16, 2016.

Respectfully submitted,

Vanessa M. Cooper
Executive Director

VMC:dc





Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - TEL: (510) 747-4300 - FAX: (510) 522-7848 - TDD: (510) 522-8467

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: ZeeLaura Page, Management Analyst

Date: August 17, 2016

Re: Quarterly Police Report

BACKGROUND

The Housing Authority budget for this fiscal year provides for community policing services. This report on those services covers the fourth quarter of this fiscal year (FY2016) from April 1, 2016 to June 30, 2016. The Police Department uses the calendar year; therefore, the data provided by the Police Officers refer to the 2nd Quarter 2016.

DISCUSSION

Attached as Exhibit A are the quarterly statistics provided by the officers compiled into chart form showing the number of reports written and arrests made during this quarter of the fiscal year. These reports indicate that the number of crime reports written on Housing Authority properties made up 1.5 percent of the total number of reports written city wide and 0.6 percent of the arrests. The population of Housing Authority properties in relation to the city as a whole is 1.7 percent; therefore, the level of police report activity during this period is consistent with what would be expected for a population of this size, but the number of actual arrest is significantly less.

The Senior Property Manager meets weekly with the two assigned officers to determine if households are in non-compliance with their lease, and if so, enforces the lease. This quarter the officers continued their community policing activities of walking the properties and proactively spending time talking with residents.

Exhibit B provides a visual indication of the comparison of this activity and also is used to identify potential trends. For ease of comparison, the number of reports written on Housing Authority properties has been multiplied by 50 so that they can be compared



with the much larger numbers for the city as a whole. This chart demonstrates that activity on Housing Authority properties tends to be less predictable than the city.

Staff will continue to review the statistics regularly to determine if any trends are developing and to address any issues as quickly as possible.

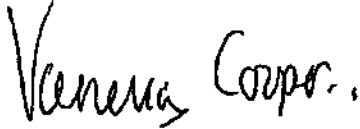
FINANCIAL IMPACT

The services provided are a budgeted item and this reporting is part of the Services agreement.

RECOMMENDATION

This report is provided for information only.

Respectfully submitted,



Vanessa M. Cooper
Executive Director

VMC/zp

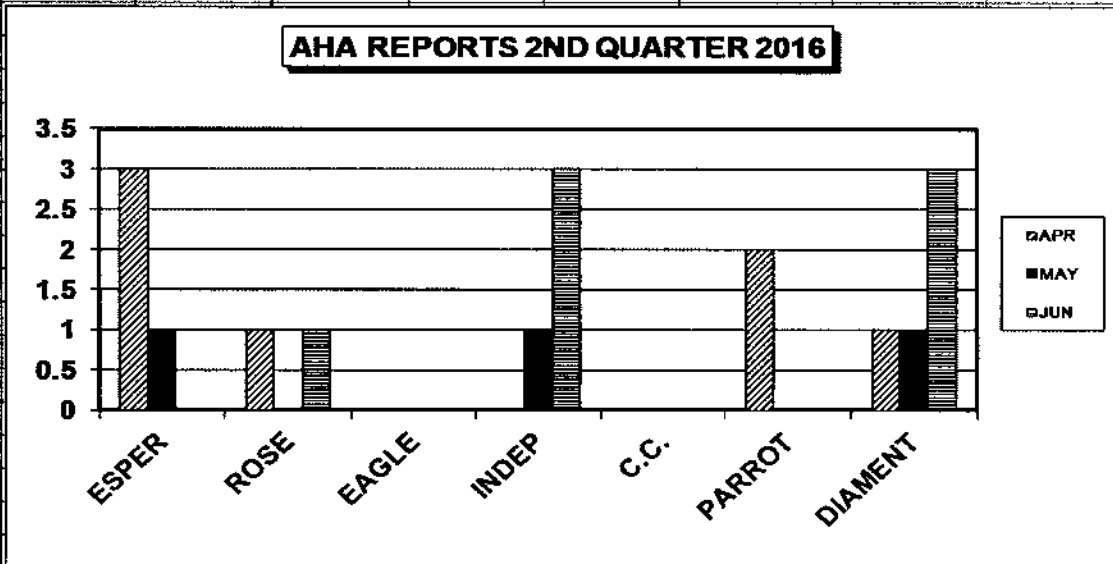
Attachments:

- A. Police Reports and Arrests Charts for 2nd Quarter of 2016
- B. Police Activity Comparison over a Two-year Period

cc: Officer Joshua Ramirez
Officer Dustin Lorensen



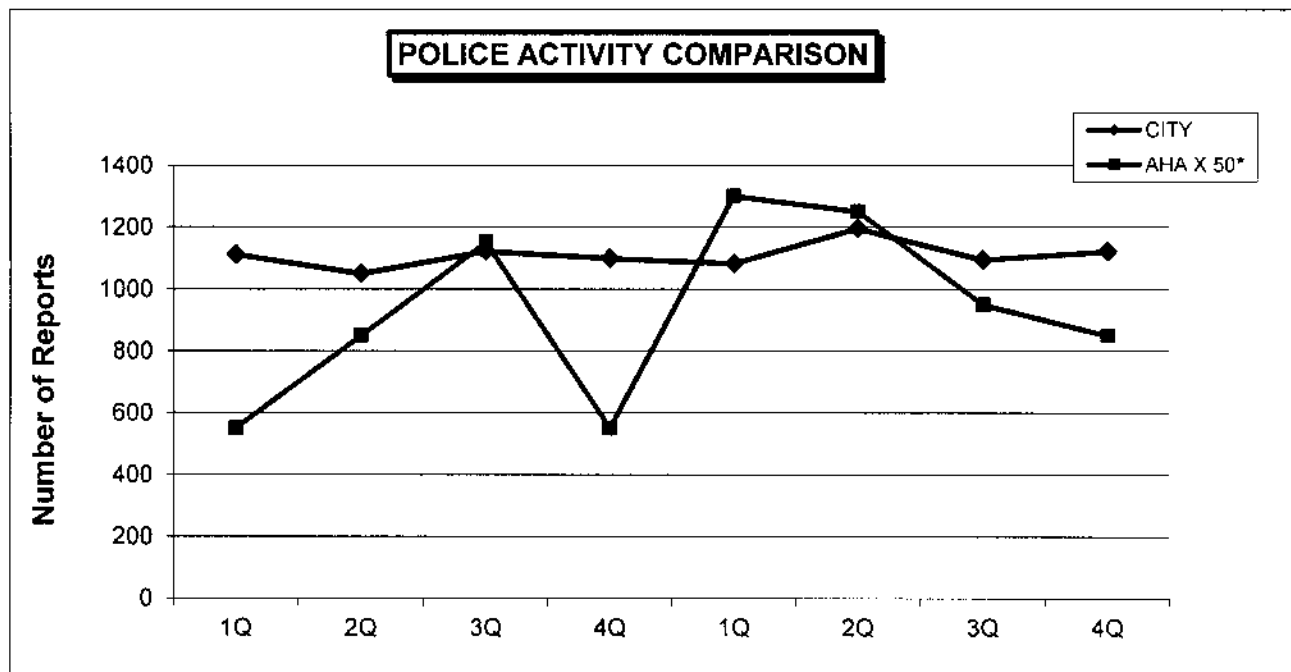
2ND QUARTER 2016		CRIME REPORTS							
RD	114	144	145	112	124	212	325	AHA	CITY
	ESPER	ROSE	EAGLE	INDEP	C.C.	PARROT	DIAMENT	TOTAL	TOTAL
MURDER	0	0	0	0	0	0	0	0	0
% CITY	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
RAPE	0	0	0	0	0	0	0	0	2
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ROBBERY	0	0	0	0	0	0	0	0	17
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ASSAULT	3	0	0	0	0	0	0	3	36
% CITY	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
BURG	1	0	0	0	0	0	0	1	49
% CITY	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%
THEFT	0	0	0	1	0	0	1	2	314
% CITY	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.3%	0.6%	0.0%
VEH THFT	0	1	0	0	0	0	1	2	109
% CITY	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.9%	1.8%	0.0%
NARC	0	0	0	0	0	0	0	0	51
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
INTOX	0	0	0	0	0	0	0	0	56
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
VANDAL	0	0	0	0	0	0	0	0	58
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
OTHER	0	1	0	3	0	2	3	9	430
% CITY	0.0%	0.2%	0.0%	0.7%	0.0%	0.5%	0.7%	2.1%	0.0%
TOTAL	4	2	0	4	0	2	5	17	1122
% CITY	0.4%	0.2%	0.0%	0.4%	0.0%	0.2%	0.4%	1.5%	0.0%



	ESPER	ROSE	EAGLE	INDEP	C.C.	PARROT	DIAMENT	TOTAL
APR	3	1	0	0	0	2	1	7
MAY	1	0	0	1	0	0	1	3
JUN	0	1	0	3	0	0	3	7
TOTAL	4	2	0	4	0	2	5	17

**HOUSING AUTHORITY OF THE CITY OF ALAMEDA
POLICE ACTIVITY
ON HOUSING AUTHORITY PROPERTIES
COMPARED WITH THE CITY AS A WHOLE**

	1Q FY15	2Q FY15	3Q FY15	4Q FY15	1Q FY16	2Q FY16	3Q FY16	4Q FY16
CITY	1112	1050	1122	1099	1082	1195	1095	1122
AHA X 50*	550	850	1150	550	1300	1250	950	850
AHA	11	17	23	11	26	25	19	17

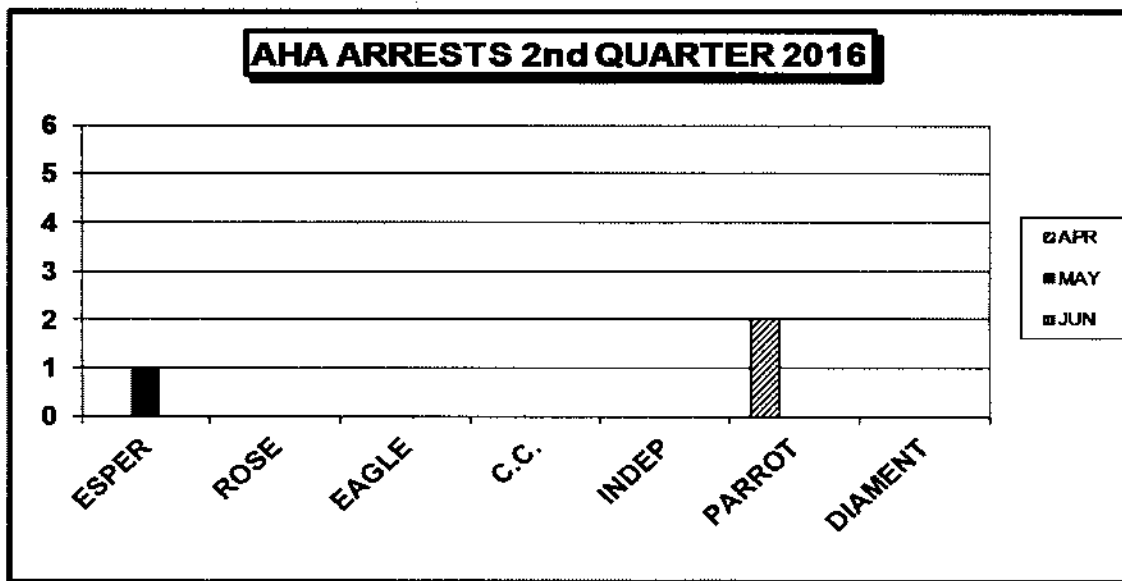


* Note: Housing Authority numbers are multiplied by 50 to make it possible to compare with the much larger numbers for the City as a whole.

management analyst (Reports/Property Management/Police Reports/Quarterly Trend Chart)
8/5/2016

2ND QUARTER 2016 ARRESTS

RD	114	144	145	146	124	212	349	AHA	CITY
	ESPER	ROSE	EAGLE	INDEP	B.V.	PARROT	DIAMENT	TOTAL	TOTAL
MURDER	0	0	0	0	0	0	0	0	0
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
RAPE	0	0	0	0	0	0	0	0	1
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ROBBERY	0	0	0	0	0	0	0	0	7
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ASSAULT	1	0	0	0	0	0	0	1	44
% CITY	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	
BURG	0	0	0	0	0	0	0	0	9
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
THEFT	0	0	0	0	0	0	0	0	11
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
VEHTHFT	0	0	0	0	0	0	0	0	12
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
NARC	0	0	0	0	0	0	0	0	59
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
INTOX	0	0	0	0	0	2	0	2	54
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	3.7%	
VANDAL	0	0	0	0	0	0	0	0	6
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
OTHER	0	0	0	0	0	0	0	0	306
% CITY	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TOTAL	1	0	0	0	0	2	0	3	509
% CITY	0.2%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.6%	



	ESPER	ROSE	EAGLE	C.C.	INDEP	PARROT	DIAMENT	TOTAL
APR	0	0	0	0	0	2	0	2
MAY	1	0	0	0	0	0	0	1
JUN	0	0	0	0	0	0	0	0
TOTAL	1	0	0	0	0	2	0	3



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - TEL: (510) 747-4300 - FAX: (510) 522-7848 - TDD: (510) 522-8467

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: Tonya Schuler, Senior Management Analyst

Date: August 17, 2016

Re: Resolution Certifying the Data Submitted for the Section 8 Management Assessment Program for FY 2015-2016

BACKGROUND

The U.S. Department of Housing and Urban Development (HUD) has instituted the Section 8 Management Assessment Program (SEMAP) to measure housing authorities' performance in key program areas.

The Housing Authority is required to submit an annual SEMAP certification online after the Board of Commissioners has adopted a resolution certifying that the data to be submitted is accurate. The online certification must be submitted within 60 days of the end of its fiscal year. The information contained in this report covers fiscal year July 1, 2015 to June 30, 2016. This report provides information on the Housing Authority's performance, mirroring the online certification form, and provides assurance that there is no evidence of serious deficiencies. HUD will use the information and other data to assess the Authority's management capabilities and deficiencies, and to assign an overall performance rating for the Housing Authority's Section 8 Housing Choice Voucher program.

HUD will independently assess the Housing Authority's performance using annual audit reports, monthly Multi-Family Tenant Characteristics System (MTCS) reports sent to HUD online, other certifications provided by the Housing Authority, and other sources. HUD will provide written notification of the Authority's rating on each SEMAP indicator, the overall score, and the overall performance rating. HUD rates all housing authorities according to the following systems:

90 percent or higher	=	High Performer
61 to 89 percent	=	Standard Performer
60 percent or lower	=	Troubled Performer



For Fiscal Year 2015-2016, the Housing Authority expects to receive a rating as a High Performer.

Any indicator receiving a rating of zero is considered to be a SEMAP deficiency. The Housing Authority must correct any such deficiency within 45 days. If the deficiency is not corrected as required, the Housing Authority must submit a written corrective action plan to HUD within 30 days.

DISCUSSION

The Housing Authority of the City of Alameda has completed its annual SEMAP Self-Certification for the fiscal year beginning July 1, 2015, and ending June 30, 2016, as required by 24 CFR 985.101. The review process was started in March 2016, but was primarily performed in July and August 2016 by the Senior Management Analyst and Management Analyst who reviewed documentation, randomly selected the required sample files for each indicator, and performed the file audits. The Housing Programs Supervisor, Maurice Harold, assisted with file audits. Data for indicators 9-12 is based upon HUD's PIC/Multi-Family Tenant Characteristic System as of June 30, 2016.

Indicator 1: Selection from the Waiting List

This indicator addresses whether the Housing Authority has written policies in its Administrative Plan for selecting applicants from the waiting list and whether these policies are followed. During the past fiscal year, the Housing Authority processed 44 new admissions to the Housing Choice Voucher program (17 tenant-based, 21 project-based, 4 mod rehab, and 2 Family Unification Program). The AHA reviewer's sample for the first part of this indicator included applicants who reached the top of the waiting list and were either admitted or not admitted (five files reviewed) to determine if all preferences were correctly given and verified in accordance with the Administrative Plan. The reviewer then randomly selected and reviewed five additional files of applicants who were selected and admitted to determine that all preferences were verified, all were selected properly, and all were admitted or denied in accordance with the Administrative Plan. **The Authority expects to receive all 15 rating points for this indicator.**

Indicator 2: Reasonable Rent

This indicator measures whether the Housing Authority has developed and implemented a written procedure to determine and document that the rent to the owner for each unit is reasonable, based on current rents for comparable unassisted units: (1) at the time of initial leasing; (2) when there is an increase in rent to the owner; and (3) at the Housing Assistance Payment (HAP) contract anniversary if there is a decrease of five percent in the published fair market rent (FMR) in effect 60 days before the HAP contract anniversary. During this audit period, there was a decrease in the 4- and 5-bedroom payment standards published in December 2015. In February 2016, HUD published new FMRs in reaction to the Housing Authority presenting HUD with a rent study showing that the FMRs were too low for the actual market. The February 2016 increases in the 4- and 5- bedroom FMRs were greater than the December 2015



decreases. The revision happened within 60 days of the December published FMRs, so contracts did not need to be reviewed for rent reasonableness.

To review and document rent reasonableness, staff uses the EZ-RRD program from the Nelrod Company, a national Section 8 and Public Housing program consultant, which compiles and utilizes rent comparables on an ongoing basis, taking into account location, size, type, quality and age of the units and the amenities, housing services, maintenance and utilities provided by property owners. For AHA-owned units under a Housing Assistance Payment contract, rent reasonableness must be established by an independent entity; AHA contracts with Oakland Housing Authority for this service.

The reviewer's quality control sample of 27 files that needed a rent reasonableness review determined that required rent reasonableness documentation was present in 100% of the files. **The Authority expects to receive 20 of the 20 possible points for this indicator.**

Indicator 3: Determination of Adjusted Income

This indicator shows whether, at the time of admission and annual reexamination, the Housing Authority verifies and correctly determines adjusted annual income for each assisted family and uses the appropriate utility allowance for the unit in determining gross rent where the family is responsible for utilities under the lease.

The reviewer randomly selected and reviewed a quality control sample of 27 files and determined that annual income, utility allowance and HAP amount were correctly calculated and verified in at least 80% of the sample. **The Housing Authority expects to receive 15 of 20 possible points for this indicator.**

Indicator 4: Utility Allowance Schedule

This indicator measures whether the Housing Authority maintains an up-to-date utility allowance schedule. The Housing Authority contracts annually with the Nelrod Company to review and update utility rate data. The Nelrod Company prepared and provided updated data in July 2015 and as a result a new utility schedule was adopted for actions completed effective January 1, 2016. **The Housing Authority expects to receive all five points for this indicator.**

Indicator 5: Housing Quality Control Inspections

This indicator shows whether the Director of Housing Programs or other qualified person re-inspected a sample of units under contract during the fiscal year. The Housing Authority was required to re-inspect a sample of 27 or more units. Qualified staff from the Housing Authority conducted 36 quality control inspections. **The Housing Authority expects to receive all five points for this indicator.**



Indicator 6: Housing Quality Standards Enforcement

This indicator measures whether, for units that fail a Housing Quality Standards inspection, life-threatening deficiencies are corrected within 24 hours of inspection and all other cited deficiencies are corrected within 30 calendar days of the inspection, or, if not corrected, Housing Assistance payments (HAP) are abated no later than the first day of the month following the correction period in the case of property owner-caused deficiencies, or program assistance is terminated in the case of tenant-caused deficiencies or repeated no-shows. Based on the number of failed inspections (877 as of 6/30/16), a sample of 19 units was required for random selection and review. The reviewer selected and reviewed 19 sample files from among failed HQS inspections. In all 19 samples deficiencies were corrected, HAP was abated, and/or clients were processed for program termination in accordance with HUD regulations. **The Housing Authority expects to receive all 10 points for this indicator.**

Indicator 7: Expanding Housing Opportunities

This indicator, for PHAs within metropolitan FMR areas, shows whether the Housing Authority has adopted and implemented a written policy to encourage participation of owners of units located outside of areas of poverty or minority concentration. The Housing Authority's Administrative Plan includes such a policy. Based on the most recent Census data, taken as a whole, Alameda can be characterized as an area of low-poverty and low minority concentration, and program participants are widely dispersed throughout the community.

Housing Authority staff vigorously pursue ways to attract new property owners and to retain current property owners with units in all areas of the city to the Housing Choice Voucher program. Staff is trained to handle phone calls from prospective new landlords, and interested property owners are sent a "New Landlord Packet" that includes information about the Housing Choice Voucher program and the Housing Authority. The voucher issuance briefing session covers general information and property owner-provided unit listings for all areas of Alameda. The Housing Authority continues to expand the number and range of units made available to eligible families through the Project Based Voucher program to provide additional opportunities for low income families receiving housing assistance.

The reviewer reviewed support documentation for each section applicable under this indicator and affirmed that the documentation supports the Housing Authority's affirmative certifications for this indicator. **The Housing Authority expects to receive all five points for this indicator.**

Indicator 8: Fair Market Rents and Payment Standards

This indicator shows whether the PHA has adopted a payment standard schedule that establishes voucher payment standard amounts by unit size for each FMR area in the PHA jurisdiction and, if applicable, separate payment standard amounts by unit size for a PHA-designated part of an FMR area, which do not exceed 110% of the current applicable published FMRs and which are not less than 90% of the current applicable



published FMRs (unless a higher or lower payment standard amount is approved by HUD).

During this fiscal year, there were three different payment standards in effect at different times. From July 1, 2015 to September 1, 2015, the payment standards established November 2, 2014 were in effect. The Housing Authority received HUD approval for a higher payment standard in July 2015. This payment standard was based on the success rate payment standard and allowed the payment standards to be increased to 110 percent of the 50th percentile FMRs. Effective September 2, 2015, the payment standards were all set to 110% of the 50th percentile FMR. HUD published new FMRs in December 2015, but HUD approved the Housing Authority to continue to use the payment standards established September 2, 2015. In February 2016, HUD published a revised FMR for the area. This allowed the Housing Authority to set the payment standards between 90% and 110% of the 40th percentile effective April 2, 2016 which were an increase to the September 2, 2015 payment standards.

During the fiscal year being reviewed, all Payment Standards for the different unit sizes were within HUD's acceptable range of 90 to 110 percent of the standard 40th percentile FMRs or the success rate 50th percentile FMR. **The Housing Authority expects to receive all five points for this indicator.**

[Ratings for the next five indicators will be determined by the Multi-Family Tenant Characteristic System (MTCS) based on regular reports submitted to HUD by the Housing Authority.]

Indicator 9: Annual Reexaminations

A HUD report available in the Multi-Family Tenant Characteristic System indicates that 99 percent of annual re-certifications were reported on time. **The Housing Authority expects to receive all 10 points for this indicator.**

Indicator 10: Correct Tenant Rent Calculations

This indicator examines whether the family's share of rent to owner was calculated correctly. MTCS shows that 100 percent of tenant rents were calculated correctly. **The Authority expects to receive all five points for this indicator.**

Indicator 11: Pre-contract HQS Inspections

This indicator shows whether newly leased units passed Housing Quality Standards inspections prior to the execution date of the Housing Assistance Contract. The MTCS report shows that 99 percent of units leased passed inspection prior to lease-up. **The Authority expects to receive all five points.**



Indicator 12: Annual HQS Inspections

This indicator shows whether the Housing Authority inspected each unit under contract at least annually. MTCS indicates that 100 percent of annual inspections were conducted within the required time frame. The HUD field office did notify the Housing Authority that “annually” in this question is now expanded to include “biennially.” The certification form has not yet been updated, but the regulation contained on the form has been updated. The actual certification is “The PHA inspects each unit under contract at least annually. (24 CFR 982.405(a)).” The regulation at 24 CFR 982.405(a) only requires a biennial inspection. **The Housing Authority expects to receive all ten points for this indicator.**

Indicator 13: Lease-Up

This indicator determines if the Housing Authority has executed Housing Assistance Contracts on behalf of eligible families for the number of units the Housing Authority has under budget for at least one year. In order to receive the full 20 points for this indicator, the Housing Authority must achieve a lease-up rate of 98 percent and/or expend over 98% of its HAP budget authority under the ACC during the prior calendar year which ended on or before the fiscal year being reported. The overall lease-up rate during the calendar year 2015 was 88.3%. The Housing Authority expended 101.4% of its HAP budget under the ACC during the fiscal year. Due to market conditions, many Bay Area Housing Authority’s are having difficulty meeting this leasing requirement. **The Housing Authority expects to receive 20 of the 20 possible points for this indicator.**

Indicator 14: Family Self-Sufficiency

This indicator applies only to housing authorities required to administer the mandatory Family Self-Sufficiency (FSS) program. The Housing Authority has re-established an FSS program on a voluntary basis, and therefore this indicator does not apply to the Housing Authority.

Indicator 15: Deconcentration Bonus

This indicator does not currently apply to the Housing Authority as a requirement. This is required starting with the second full fiscal year following initial use of payment standards based on the FMR set at the 50th percentile rent. The Housing Authority only used payment standards above 100 percent of the 50th percentile from September 2, 2015 to April 1, 2016. This indicator is based upon the number of families with children living in or moving to low-poverty census tracts. In order to claim these points, one of three conditions must be met. The first condition is that at least half of Section 8 families with children must live in a census tract identified as low-poverty (below 10% of families are below the poverty level). As of June 30, 2016, only 36.8% of families with children lived in a census tract identified as low-poverty. A review of the data available indicates that in Alameda, 10 of 16 census tracts are defined as “low-poverty.” The second condition under which the points can be earned is if the percent of mover families with children who moved to low poverty census tracts in the last fiscal year is at



least 2% higher than the percent of all Section 8 families with children who reside in low poverty census tracts at the end of the PHA fiscal year. Only 23.5% of families with children who leased up during the fiscal year moved into a low poverty census tract. The third condition to receive the bonus points is if the percent of families with children who moved to low-poverty census tracts over the last two completed fiscal years is at least 2% higher than the percent of all Section 8 families with children who reside in low poverty census tracts at the end of the 2nd to last completed fiscal year. The percentage of families moving to low-poverty census tracts over the last two fiscal years is not more than 2% higher than the comparison baseline (2nd to last completed fiscal year). Families seem to be moving to the same census tracts, but the census tracts have experienced an increase in the poverty rate and are no longer considered low-poverty (under 10% poverty rate) under this indicator, so the bonus points cannot be claimed. **The Housing Authority expects to receive zero bonus points.**

Total Points:

For Fiscal Year 2015-2016, the Housing Authority expects to receive 130 of 135 possible points (96.3%) for a rating of High Performer.

FINANCIAL IMPACT

There is no direct financial impact, but failing to submit the report could result in sanctions and other actions by HUD.

RECOMMENDATION

Adopt the resolution certifying the Section Eight Management Assessment Program data contained in this report and authorize the Executive Director to submit the data, resolution, and supporting documentation to HUD.

Respectfully submitted,



Vanessa M. Cooper
Executive Director

VMC/tms

Attachments: Resolution
 HUD Form 52648

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**Section 8 Management Assessment
Program (SEMAP)
Certification**

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

OMB Approval No. 2577-0215
(exp. 11/30/2016)

Public reporting burden for this collection of information is estimated to average 12 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB control number.

This collection of information is required by 24 CFR sec 985.101 which requires a Public Housing Agency (PHA) administering a Section 8 tenant-based assistance program to submit an annual SEMAP Certification within 60 days after the end of its fiscal year. The information from the PHA concerns the performance of the PHA and provides assurance that there is no evidence of seriously deficient performance. HUD uses the information and other data to assess PHA management capabilities and deficiencies, and to assign an overall performance rating to the PHA. Responses are mandatory and the information collected does not lend itself to confidentiality.

Instructions Respond to this certification form using the PHA's actual data for the fiscal year just ended.

PHA Name Housing Authority of the City of Alameda	For PHA FY Ending (mm/dd/yyyy) 06/30/2016	Submission Date (mm/dd/yyyy) 08/18/2016
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Check here if the PHA expends less than \$300,000 a year in Federal awards
Indicators 1 - 7 will not be rated if the PHA expends less than \$300,000 a year in Federal awards and its Section 8 programs are not audited for compliance with regulations by an independent auditor. A PHA that expends less than \$300,000 in Federal awards in a year must still complete the certification for these indicators.

Performance Indicators

- 1. Selection from the Waiting List.** (24 CFR 982.54(d)(1) and 982.204(a))
(a) The PHA has written policies in its administrative plan for selecting applicants from the waiting list.

PHA Response Yes No

(b) The PHA's quality control samples of applicants reaching the top of the waiting list and of admissions show that at least 98% of the families in the samples were selected from the waiting list for admission in accordance with the PHA's policies and met the selection criteria that determined their places on the waiting list and their order of selection.

PHA Response Yes No
- 2. Reasonable Rent.** (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and 982.507)
(a) The PHA has and implements a reasonable written method to determine and document for each unit leased that the rent to owner is reasonable based on current rents for comparable unassisted units (i) at the time of initial leasing, (ii) before any increase in the rent to owner, and (iii) at the HAP contract anniversary if there is a 5 percent decrease in the published FMR in effect 60 days before the HAP contract anniversary. The PHA's method takes into consideration the location, size, type, quality, and age of the program unit and of similar unassisted units, and any amenities, housing services, maintenance or utilities provided by the owners.

PHA Response Yes No

(b) The PHA's quality control sample of tenant files for which a determination of reasonable rent was required shows that the PHA followed its written method to determine reasonable rent and documented its determination that the rent to owner is reasonable as required for (check one):

PHA Response At least 98% of units sampled 80 to 97% of units sampled Less than 80% of units sampled
- 3. Determination of Adjusted Income.** (24 CFR part 5, subpart F and 24 CFR 982.516)
The PHA's quality control sample of tenant files shows that at the time of admission and reexamination, the PHA properly obtained third party verification of adjusted income or documented why third party verification was not available; used the verified information in determining adjusted income; properly attributed allowances for expenses; and, where the family is responsible for utilities under the lease, the PHA used the appropriate utility allowances for the unit leased in determining the gross rent for (check one):

PHA Response At least 90% of files sampled 80 to 89% of files sampled Less than 80% of files sampled
- 4. Utility Allowance Schedule.** (24 CFR 982.517)
The PHA maintains an up-to-date utility allowance schedule. The PHA reviewed utility rate data that it obtained within the last 12 months, and adjusted its utility allowance schedule if there has been a change of 10% or more in a utility rate since the last time the utility allowance schedule was revised.

PHA Response Yes No
- 5. HQS Quality Control Inspections.** (24 CFR 982.405(b))
A PHA supervisor (or other qualified person) reinspected a sample of units during the PHA fiscal year, which met the minimum sample size required by HUD (see 24 CFR 985.2), for quality control of HQS inspections. The PHA supervisor's reinspected sample was drawn from recently completed HQS inspections and represents a cross section of neighborhoods and the work of a cross section of inspectors.

PHA Response Yes No
- 6. HQS Enforcement.** (24 CFR 982.404)
The PHA's quality control sample of case files with failed HQS inspections shows that, for all cases sampled, any cited life-threatening HQS deficiencies were corrected within 24 hours from the inspection and, all other cited HQS deficiencies were corrected within no more than 30 calendar days from the inspection or any PHA-approved extension, or, if HQS deficiencies were not corrected within the required time frame, the PHA stopped housing assistance payments beginning no later than the first of the month following the correction period, or took prompt and vigorous action to enforce the family obligations for (check one):

PHA Response At least 98% of cases sampled Less than 98% of cases sampled

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7. Expanding Housing Opportunities. (24 CFR 982.54(d)(5), 982.153(b)(3) and (b)(4), 982.301(a) and 983.301(b)(4) and (b)(12)).

Applies only to PHAs with jurisdiction in metropolitan FMR areas.

Check here if not applicable

(a) The PHA has a written policy to encourage participation by owners of units outside areas of poverty or minority concentration which clearly delineates areas in its jurisdiction that the PHA considers areas of poverty or minority concentration, and which includes actions the PHA will take to encourage owner participation.

PHA Response Yes No

(b) The PHA has documentation that shows that it took actions indicated in its written policy to encourage participation by owners outside areas of poverty and minority concentration.

PHA Response Yes No

(c) The PHA has prepared maps that show various areas, both within and neighboring its jurisdiction, with housing opportunities outside areas of poverty and minority concentration; the PHA has assembled information about job opportunities, schools and services in these areas; and the PHA uses the maps and related information when briefing voucher holders.

PHA Response Yes No

(d) The PHA's information packet for voucher holders contains either a list of owners who are willing to lease, or properties available for lease, under the voucher program, or a list of other organizations that will help families find units and the list includes properties or organizations that operate outside areas of poverty or minority concentration.

PHA Response Yes No

(e) The PHA's information packet includes an explanation of how portability works and includes a list of neighboring PHAs with the name, address and telephone number of a portability contact person at each.

PHA Response Yes No

(f) The PHA has analyzed whether voucher holders have experienced difficulties in finding housing outside areas of poverty or minority concentration and, where such difficulties were found, the PHA has considered whether it is appropriate to seek approval of exception payment standard amounts in any part of its jurisdiction and has sought HUD approval when necessary.

PHA Response Yes No

8. Payment Standards. The PHA has adopted current payment standards for the voucher program by unit size for each FMR area in the PHA jurisdiction and, if applicable, for each PHA-designated part of an FMR area, which do not exceed 110 percent of the current applicable FMR and which are not less than 90 percent of the current FMR (unless a lower percent is approved by HUD). (24 CFR 982.503)

PHA Response Yes No

Enter current FMRs and payment standards (PS)

0-BR FMR <u>1380</u>	1-BR FMR <u>1663</u>	2-BR FMR <u>2103</u>	3-BR FMR <u>2932</u>	4-BR FMR <u>3268</u>
PS <u>1242</u>	PS <u>1829</u>	PS <u>2208</u>	PS <u>3078</u>	PS <u>3235</u>

If the PHA has jurisdiction in more than one FMR area, and/or if the PHA has established separate payment standards for a PHA-designated part of an FMR area, attach similar FMR and payment standard comparisons for each FMR area and designated area.

9. Annual Reexaminations. The PHA completes a reexamination for each participating family at least every 12 months. (24 CFR 982.516)

PHA Response Yes No

10. Correct Tenant Rent Calculations. The PHA correctly calculates tenant rent in the rental certificate program and the family rent to owner in the rental voucher program. (24 CFR 982, Subpart K)

PHA Response Yes No

11. Precontract HQS Inspections. Each newly leased unit passed HQS inspection before the beginning date of the assisted lease and HAP contract. (24 CFR 982.305)

PHA Response Yes No

12. Annual HQS Inspections. The PHA inspects each unit under contract at least annually. (24 CFR 982.405(a))

PHA Response Yes No

13. Lease-Up. The PHA executes assistance contracts on behalf of eligible families for the number of units that has been under budget for at least one year.

PHA Response Yes No

14a. Family Self-Sufficiency Enrollment. The PHA has enrolled families in FSS as required. (24 CFR 984.105)

Applies only to PHAs required to administer an FSS program.

Check here if not applicable

PHA Response

a. Number of mandatory FSS slots (Count units funded under the FY 1992 FSS incentive awards and in FY 1993 and later through 10/20/1998. Exclude units funded in connection with Section 8 and Section 23 project-based contract terminations; public housing demolition, disposition and replacement; HUD multifamily property sales; prepaid or terminated mortgages under section 236 or section 221(d)(3); and Section 8 renewal funding. Subtract the number of families that successfully completed their contracts on or after 10/21/1998.)

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or, Number of mandatory FSS slots under HUD-approved exception

b. Number of FSS families currently enrolled

c. Portability: If you are the **initial** PHA, enter the number of families currently enrolled in your FSS program, but who have moved under portability and whose Section 8 assistance is administered by another PHA

Percent of FSS slots filled (b + c divided by a)

14b. Percent of FSS Participants with Escrow Account Balances. The PHA has made progress in supporting family self-sufficiency as measured by the percent of currently enrolled FSS families with escrow account balances. (24 CFR 984.305)

Applies only to PHAs required to administer an FSS program.

Check here if not applicable

PHA Response Yes No

Portability: If you are the **initial** PHA, enter the number of families with FSS escrow accounts currently enrolled in your FSS program, but who have moved under portability and whose Section 8 assistance is administered by another PHA

Deconcentration Bonus Indicator (Optional and only for PHAs with jurisdiction in metropolitan FMR areas).

The PHA is submitting with this certification data which show that:

- (1) Half or more of all Section 8 families with children assisted by the PHA in its principal operating area resided in low poverty census tracts at the end of the last PHA FY;
 - (2) The percent of Section 8 mover families with children who moved to low poverty census tracts in the PHA's principal operating area during the last PHA FY is at least two percentage points higher than the percent of all Section 8 families with children who resided in low poverty census tracts at the end of the last PHA FY;
- or
- (3) The percent of Section 8 mover families with children who moved to low poverty census tracts in the PHA's principal operating area over the last two PHA FYs is at least two percentage points higher than the percent of all Section 8 families with children who resided in low poverty census tracts at the end of the second to last PHA FY.

PHA Response Yes No If yes, attach completed deconcentration bonus Indicator addendum.

I hereby certify that, to the best of my knowledge, the above responses under the Section 8 Management Assessment Program (SEMAP) are true and accurate for the PHA fiscal year indicated above. I also certify that, to my present knowledge, there is not evidence to indicate seriously deficient performance that casts doubt on the PHA's capacity to administer Section 8 rental assistance in accordance with Federal law and regulations.

Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Executive Director, signature

Chairperson, Board of Commissioners, signature

Date (mm/dd/yyyy) 08/17/2016

Date (mm/dd/yyyy) 08/17/2016

The PHA may include with its SEMAP certification any information bearing on the accuracy or completeness of the information used by the PHA in providing its certification.

SEMAP Certification - Addendum for Reporting Data for Deconcentration Bonus Indicator

Date (mm/dd/yyyy) 07/11/2016

PHA Name Housing Authority of the City of Alameda

Principal Operating Area of PHA City of Alameda
(The geographic entity for which the Census tabulates data)

Special Instructions for State or regional PHAs Complete a copy of this addendum for each metropolitan area or portion of a metropolitan area (i.e., principal operating areas) where the PHA has assisted 20 or more Section 8 families with children in the last completed PHA FY. HUD will rate the areas separately and the separate ratings will then be weighted by the number of assisted families with children in each area and averaged to determine bonus points.

1990 Census Poverty Rate of Principal Operating Area 9.6

Criteria to Obtain Deconcentration Indicator Bonus Points

To qualify for bonus points, a PHA must complete the requested information and answer yes for only one of the 3 criteria below. However, State and regional PHAs must always complete line 1) b for each metropolitan principal operating area.

- 1) 246 a. Number of Section 8 families with children assisted by the PHA in its principal operating area at the end of the last PHA FY who live in low poverty census tracts. A low poverty census tract is a tract with a poverty rate at or below the overall poverty rate for the principal operating area of the PHA, or at or below 10% whichever is greater.
- 669 b. Total Section 8 families with children assisted by the PHA in its principal operating area at the end of the last PHA FY.
- 37.00 c. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the last PHA FY (line a divided by line b).
- Is line c 50% or more? Yes No

- 2) 37.00 a. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the last completed PHA FY.
- 4 b. Number of Section 8 families with children who moved to low poverty census tracts during the last completed PHA FY.
- 17 c. Number of Section 8 families with children who moved during the last completed PHA FY.
- 24.00 d. Percent of all Section 8 mover families with children who moved to low poverty census tracts during the last PHA fiscal year (line b divided by line c).
- Is line d at least two percentage points higher than line a? Yes No

- 3) 37.00 a. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the second to last completed PHA FY.
- 20 b. Number of Section 8 families with children who moved to low poverty census tracts during the last two completed PHA FYs.
- 58 c. Number of Section 8 families with children who moved during the last two completed PHA FYs.
- 34.00 d. Percent of all Section 8 mover families with children who moved to low poverty census tracts over the last two completed PHA FYs (line b divided by line c).
- Is line d at least two percentage points higher than line a? Yes No

If one of the 3 criteria above is met, the PHA may be eligible for 5 bonus points.

See instructions above concerning bonus points for State and regional PHAs.

HOUSING AUTHORITY OF THE CITY OF ALAMEDA

Resolution No. _____

CERTIFYING THE DATA SUBMITTED
FOR THE SECTION 8 MANAGEMENT ASSESSMENT PROGRAM

WHEREAS, the Section 8 Management Assessment Program (SEMAP) will enable the U.S. Department of Housing and Urban Development (HUD) to measure public housing authority performance in key Section 8 Housing Choice Voucher program areas and to ensure program integrity and accountability by identifying management capabilities and deficiencies; and

WHEREAS, SEMAP results may be utilized by the Board of Commissioners, to understand more comprehensively the Housing Authority's program operations; and

WHEREAS, the Housing Authority gathered and, hereby submits data to HUD to participate in the SEMAP process; and

WHEREAS, the Board of Commissioners of the Housing Authority of the City of Alameda has reviewed the data collected for submission to HUD for the fiscal year ending June 30, 2016, and has found the data to be an accurate reflection of the Housing Authority's performance.

NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of the Housing Authority of the City of Alameda, that it hereby certifies the accuracy of the data for the fiscal year ending June 30, 2016, and directs that the data be submitted to HUD.

ATTEST:

Arthur Kurrasch, Chair
Board of Commissioners

Vanessa M. Cooper
Executive Director/Secretary

Adopted: _____



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - Tel: (510) 747-4300 - Fax: (510)522-7848 - TDD: (510) 522-8467

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa Cooper
Executive Director

Prepared Janet Basta
By: Director of Human Resources and Operations

Date: August 17, 2016

RE: Adopt the Resolution to Revise the Employer's Contributions for Eligible Employees' Health and Dental/Vision Care, to Provide a Cost of Living Wage Increase of 3.0 Percent for All Regular and Contract Resident Employees, and to Increase the Cell Phone Stipend

BACKGROUND

The last cost of living salary increase for line staff and managers was 3.0% effective July 1, 2015.

At the August 19, 2015 Board of Commissioners meeting the Board approved a resolution to increase the employer contribution to health insurance premiums for calendar year 2016 to align with the Kaiser health plan rates, which the Housing Authority has used as the benchmark plan. Last year, Kaiser premiums for the 2016 calendar year increased by 4.48%.

At the June, 2016 Board of Commissioners meeting, a memo and presentation providing an overview of AHA's PEMHCA obligations as well as the impact of various regulatory changes that have had an impact on the AHA benefits structure was included in the agenda. Several options for the employer contribution levels were shared with the Board for review and discussion. Management stated that various scenarios would be brought to the Board for consideration once 2017 health care premiums were available.

DISCUSSION

COLA

The Bay Area consumer price index for all consumers increased 2.7% for the period from June 2015 to June 2016 (the same period used when determining last year's increase). AHA management believes we should provide a salary adjustment of at least 2.7% to allow our employees' compensation to keep up with the increase in the cost of goods and services, and recommends granting a

3.0% salary increase. This level of increase was budgeted for in the current FY budget, so funds are therefore available to provide for a 3% COLA.

If a COLA is granted by the Board of Commissioners, it will be retroactive to July 1, 2016, the start of the current fiscal year. All regular (either full or part-time, though no regular AHA employees are currently part-time) and contract resident/assistant resident manager employees would be eligible for the COLA. Temporary employees are not eligible for a COLA.

Exhibits #2, #3, and #4 include wage figures with a 3% COLA applied to the AHA's overall salary schedule, as well as for the regular and Y-Rate ranges currently assigned to positions within the Agency and included in the Schedule of Authorized Positions (Exhibit #1).

Benefits Contributions

As was shared in the June 2016 memo to the Board requesting authorization for the Executive Director to bring a revised employee benefits structure and corresponding resolution to the Board by August 2016, we are proposing a number of changes to the AHA benefits plan to ensure compliance with the Public Employees' Medical and Hospital Care Act (PEMHCA) as well as with other new regulations under the Affordable Care Act and various IRS guidelines regulating the use of Cafeteria (Section 125) Plans. The changes are summarized in Exhibit 5 attached to this memo. This is the same structure that was brought to the Board in June with the following changes:

1. The Employer contribution to the Cafeteria Plan for Health Insurance was reduced as 2017 CalPERS Kaiser rates decreased 1.75% from the 2016 rates. (Note that Resident employees, whose benefits are covered under a separate contract, have a corresponding reduction in contribution levels as shown in Exhibit 5).
2. The structure includes options for both a flat rate employer contribution to the Cafeteria Plan and a tiered structure based on dependent enrollment.
3. The Employer contribution to dental and/or vision insurance was increased from \$228 to \$243.15/month. From 2015 to 2016, dental insurance increased by 7%; as health insurance rates decreased this year, management recommends an increase to the dental/vision contribution of up to 7% over the 2016 rates. Please note that the actual rates for 2017 will not be available until October or November, but we are requesting approval for the contribution to the Cafeteria Plan now for ease of administration. When rates are received, the actual contribution will be set at the 2017 dental premium as long as that level does not exceed 107% of the 2016 rate. AHA has traditionally paid the full cost of dental care, up to the full family level premium, and this is consistent with that approach.

4. Resident/Contract employees who are eligible for health insurance contributions will become eligible for the cash in lieu (of health care) payment; this change is being recommended for compliance purposes.

When the budget for the current fiscal year was presented to and adopted by the Board, the benefit amounts budgeted allowed for the flat rate Employee+2 or more level of coverage at 2016 rates for all regular employees for both health care and dental insurance. If the Board elects a flat rate contribution structure, it is unlikely that all employees will elect the full dependent level of coverage, and actual benefits costs would likely be less than budgeted. Additionally, we anticipate that with the reduction in Kaiser rates, an increase in the contribution towards dental premiums can be accommodated in the budget.

The accompanying resolution outlines the 2017 PEMHCA minimum contribution AHA is required to contribute towards health costs for employees and annuitants, plus proposed employer Cafeteria Plan contributions and cash back alternative payments for 2017. No change in the cash back alternative health coverage payment of \$230.00/month is proposed for the 2017 calendar year. The resolution also provides information on total contribution and cash back levels for management and confidential employees hired or promoted prior to January 2, 2007, per an agreement made with the City of Alameda at that time that remains in effect. There is no change in these contributions, and in the 2017 calendar year, they will apply to only two employees. Management expects, however, to propose in the upcoming year that this latter (i.e., prior to 2007) level be discontinued no later than December 31, 2018 or sooner in the event of legal or tax changes. Several regulatory changes impacting cash-in-lieu payments have been made recently and additional language has been added to the resolution for compliance purposes. Management will continue to monitor these changes and advise the Board if further changes are recommended to either level of in-lieu payment.

The resolution proposes two options for the Employer contribution to the Cafeteria Plan for both health and dental/vision care. Both health care proposals are based on the 2017 Kaiser premiums, which, as stated earlier, are lower than 2016 premiums:

1. A Flat-rate approach based on the Employee+2 or more dependents level of coverage, with the Employer contribution set at a maximum of \$1778.81 (the full Kaiser premium of \$1906.81 – the \$128.00 PEMHCA contribution).
2. A Tiered approach based on dependent enrollment, with rates based on the various tiers of 2017 Kaiser Rates – the \$128.00 PEMHCA contribution: Employee only contribution would be \$605.39, Employee+1 would be \$1338.78, and Employee+2 or more would be \$1778.81.

Options for dental/vision are structured similarly, and presented as a Flat-rate option and a Tiered option.

Cell Phone Stipend

Exempt employees are offered a taxable cell phone stipend, currently set at \$30.00/month, to offset business-related use of their personal cell phones. Exempt employees frequently take calls and/or check email from their personal cell phones when away from the office during or after work hours. AHA's stipend has not increased for several years, and management is proposing an increase to \$40.00/month to offset the increased cost of plans, which, if approved, would be retroactive to July 1, 2016. This increase was budgeted for in the 2016/17 budget.

FINANCIAL IMPACT

COLA

An overall cost of living (COLA) salary increase for all staff and managers of 3.0% would cost approximately \$135,082 for the fiscal year. This amount was budgeted for in the 2016/17 budget.

Benefits Contributions

Adjusting the employer's Cafeteria Plan contributions for health and dental insurance at a level of Employee+2 or more dependents and allowing for an increase to dental insurance premiums could increase the costs for the fiscal year by approximately \$410,112 over the cost that would be incurred with the tiered approach that AHA has traditionally provided, as outlined in the table below. This change to a flat-rate (i.e., standard level of employer contribution regardless of dependent enrollment level) contribution was budgeted for in the 2016/17 budget and there is sufficient income budgeted to pay for this increase; any change to the budget that could be needed based on actual enrollments following the open enrollment period in Fall, 2016 would be brought to the Board as part of the budget modification process. The increase in dental premiums will be offset by a reduction in health insurance rates.

As was presented in June, while we are not legally required to provide the "family" level of coverage for all regular employees through the Cafeteria plan contribution, management is proposing to do so to maintain an equivalent level of benefits for all regular, full-time employees. Employees who do not have more than 1 dependent enrolled (approximately 2/3's of current employees) would have the option to select a more expensive plan and, in most cases, have the full cost of the plan covered by AHA's contribution. Any unspent funds remain with the agency; there is no cash back to an employee who does not utilize the full employer contribution. Adopting a flat-rate cafeteria plan contribution also allows for administrative efficiencies, particularly going forward, and may be advantageous from a recruiting perspective as an enhancement to our benefits package that could be shared with potential employees.

For 2017, regardless of the level of dependent enrollment elected, employees will have the option to enroll in health care coverage at no out-of-pocket cost to them with either scenario proposed. With the reduction in 2017 premiums, there is not

a need for employees to share in the cost of any premium increase, as discussed in the June presentation. Further, CalPERS plans include an HMO alternative to Kaiser, HealthNet SmartCare, that, for 2017, is available at rates equivalent to Kaiser rates, which will allow for more choice for employees, including those with multiple dependents enrolled.

A table of the projected maximum cost of a flat rate vs. the tiered approach is below for comparison purposes. The data is strictly an estimate based on enrollment of 54 employees eligible for full benefits, and assumes that 1/3 of employees would elect coverage only for themselves, 1/3 for themselves plus one dependent, and 1/3 for themselves plus two or more dependents. While this breakdown is comparable to current enrollment data, there is expected variation from year to year due to changes in open enrollment elections and staffing. Additionally, the data below assumes that employees would utilize the full employer contribution available to them with the flat rate approach; this is highly unlikely unless significant increases to dependent enrollment occur and/or a number of employees opt to enroll in more expensive health plans than they currently have.

	Health Insurance Annual Cost	Dental Insurance Annual Cost	Total Annual Cost
Flat Rate (contribution based on premiums for Employee+2 or more dependents)	\$1,235,628	\$157,572	\$1,393,200
Tiered Rate (contribution based on premiums tiered by dependent enrollment)	\$887,112	\$95,976	\$983,088
Variance between Option #1 (Flat Rate) and #2 (Tiered Rate)			\$410,112

Cell Phone Stipend

Increasing the cell phone stipend from \$30 to \$40 will cost approximately \$2040. This amount was included in the 2016/17 budget.

RECOMMENDATION

Adopt the Resolution to accept the 2017 employer contribution levels for eligible employees' health and dental care and select the level of contribution option (i.e., Option #1- Flat Rate or Option #2 - Tiered), to provide a 3.0 percent cost of living wage increase for all employees holding regular positions and contract Resident employees effective July 1, 2016, and to increase the monthly cell phone stipend to \$40.00 effective July 1, 2016.

Respectfully submitted,



Vanessa M. Cooper
Executive Director

Attachments: Exhibits

- Exhibit 1 Schedule of Authorized Positions
- Exhibit 2 Salary Schedule (based on a 3% COLA)
- Exhibit 3 Schedule of Authorized Positions with Salary Range
- Exhibit 4 Y Rated Employees Salary Schedule
- Exhibit 5 Proposed AHA Benefits Structure

VMC:jcb

HOUSING AUTHORITY OF THE CITY OF ALAMEDA

Resolution No. _____

TO REVISE THE EMPLOYER CONTRIBUTION FOR
HOUSING AUTHORITY EMPLOYEES' HEALTH CARE BENEFIT
EFFECTIVE JANUARY 1, 2017, AND
THE EMPLOYER CONTRIBUTION FOR EMPLOYEES' DENTAL/VISION BENEFIT
EFFECTIVE JANUARY 1, 2017, AND
A COST OF LIVING WAGE INCREASE EFFECTIVE JULY 1, 2016, AND
AN INCREASE TO THE MONTHLY CELL PHONE STIPEND
EFFECTIVE JULY 1, 2016

WHEREAS, the Housing Authority of the City of Alameda desires to establish a benefits package for all employees that will attract and retain competent staff; and

WHEREAS, it is the intent of the Housing Authority to continue to provide the PEMHCA minimum contribution to employees and retirees for health care, with additional contributions for active employees contributed to the Agency Cafeteria Plan; and

WHEREAS, the Consumer Price Index for San Francisco Bay Area has increased by 2.7 percent;

NOW, THEREFORE, BE IT RESOLVED, that effective January 1, 2017, the Housing Authority will contribute a monthly dollar amount towards employees' health care as follows:

For all enrolled employees and annuitants: The 2017 PEMHCA minimum contribution of \$128.00.

In addition to the PEMHCA statutory minimum contribution, the Housing Authority will contribute the following amounts to the Agency Cafeteria Plan:

General employees and management and confidential employees hired or promoted on or after January 2, 2007 receive the following contributions, which are designated as health flex contributions, no portion of which may be taken in cash or directed to other non-health benefits:

Option #1: A Flat amount based on the Employee+2 or more dependents level of coverage, with the maximum Employer contribution to the Cafeteria Plan set at \$1778.81; OR

Option #2: A Tiered approach based on dependent enrollment, with an Employer contribution to the Cafeteria plan of \$605.39 for Employee only, \$1338.78 for Employee+1 , and \$1778.81 for Employee+2 or more.

Board Approved Option: _____ #1 or _____ #2

Employees with proof of Alternative Group Health Coverage may opt out and receive cash back in the amount of \$230 per month. Employees eligible for any cash-in-lieu benefit, must provide the following in order to receive the cash-in-lieu: (1) proof that the employee and all individuals for whom the employee intends to claim a personal exemption deduction ("tax family"), have or will have minimum essential coverage through another source (other than coverage in the individual market, whether or not obtained through Covered California) for the plan year to which the opt out arrangement applies ("opt out period"); and (2) the employee must sign an attestation that the employee and his/her tax family have or will have such minimum essential coverage for the opt out period. An employee must provide the attestation every plan year at open enrollment or within 30 days after the start of the plan year. The opt-out payment cannot be made and AHA will not in fact make payment if the employer knows that the employee or tax family member doesn't have such alternative coverage, or if the conditions in this paragraph are not otherwise satisfied.

Management and confidential employees hired or promoted prior to January 2, 2007, either as a former City of Alameda employee or a Housing Authority employee, receive the following contributions, which are designated as health flex contributions, no portion of which may be taken in cash or directed to other non-health benefits:

\$1,322.64	Employee only (\$530.74 maximum cash back)
\$1,322.64	Employee with Dependent (\$176.05 maximum cash back)
\$1,322.64	Employee with Two or More Dependents (\$0 cash back)

Management and confidential employees hired or promoted prior to January 2, 2007 with proof of Alternative Group Health Coverage may opt out and receive cash back in the amount of \$869.43 per month. Employees eligible for any cash-in-lieu benefit, must provide the following in order to receive the cash-in-lieu: (1) proof that the employee and all individuals for whom the employee intends to claim a personal exemption deduction ("tax family"), have or will have minimum essential coverage through another source (other than coverage in the individual market, whether or not obtained through Covered California) for the plan year to which the opt out arrangement applies ("opt out period"); and (2) the employee must sign an attestation that the employee and his/her tax family have or will have such minimum essential coverage for the opt out period. An employee must provide the attestation every plan year at open enrollment or within 30 days after the start of the plan year. The opt-out payment cannot be made and AHA will not in fact make payment if the employer knows that the employee or tax family member doesn't have such alternative coverage, or if the conditions in this paragraph are not otherwise satisfied.

NOW, THEREFORE, BE IT FURTHER RESOLVED, that effective January 1, 2017, the Housing Authority will contribute a maximum monthly dollar amount to the Agency Cafeteria Plan for general, management and confidential employees of either:

- Option #1: A Flat amount of up to \$243.15 regardless of dependent enrollment status for dental and/or vision insurance, or the actual 2017 dental premium, whichever is less, OR
- Option #2: A Tiered approach based on dependent enrollment, with an Employer contribution to the Cafeteria plan of \$66.66 for Employee

only, \$134.46 for Employee+1, and \$243.15 for Employee+2 or more, or the actual 2017 dental premium, whichever is less .

Board Approved Option: _____#1 or _____#2

NOW, THEREFORE, BE IT FURTHER RESOLVED, that effective July 1, 2016, all Housing Authority regular employees (positions) and contracted Resident employees (positions) will receive a 3 percent wage increase as outlined on the attached salary schedules.

NOW, THEREFORE, BE IT FURTHER RESOLVED, that effective July 1, 2016, the monthly cell phone stipend paid to eligible employees will increase to \$40.00.

ATTEST:

Vanessa M. Cooper
Secretary

Arthur Kurrasch, Chair
Board of Commissioners

**Housing Authority of the City of Alameda
Schedule of Authorized Positions
July 1, 2016**

Department/Position Title	Approved FTE 2016	Approved FTE 2017
Administration Department		
Executive Director	1.00	1.00
Deputy Executive Director	0.00	0.00
Director of HR and Operations	1.00	1.00
Executive Assistant	1.00	1.00
Senior Management Analyst	1.00	1.00
Management Analyst	1.00	1.00
Senior Property Manager	1.00	0.00
Housing Specialist I	2.00	1.00
Sub-total	8.00	6.00
Finance Department		
Director of Finance	1.00	1.00
Accounting Officer	1.00	1.00
Senior Accounting Technician	1.00	1.00
Accounting Technician	1.00	1.00
Sub-total	4.00	4.00
Housing Programs Department		
Director of Housing Programs	1.00	1.00
Housing Programs Supervisor	1.00	2.00
Housing Programs Supervisor/FSS Coordinator	1.00	0.00
Housing Specialist III	1.00	1.00
Housing Specialist I & II (See note B)	8.00	7.00
Housing Assistant	5.00	5.00
Sub-total	17.00	16.00
Property Operations (Facilities and Maintenance) Department		
Director of Property Operations (See note H)	1.00	1.00
Senior Property Manager (See note I)	0.00	1.00
Housing Specialist I (See note I)	0.00	1.00
Facilities Project Specialist (See Note G)	1.00	0.00
Maintenance Supervisor	1.00	1.00
Lead Maintenance Technician (See note E)	1.00	1.00
Maintenance Technician I & II (See note D)	7.00	7.00
Maintenance Specialist	1.00	1.00
Custodian	1.00	1.00
Resident Manager (See note A)	4.65	4.65
Assistant Resident Manager (See note A)	0.75	0.75
Resident Custodian (See note A)	0.75	0.75
Sub-total	19.15	20.15
Housing and Community Development Department		
Director of Housing and Community Development	1.00	1.00
Housing and Community Development Program Manager	2.00	2.00
Senior Project Manager	1.00	1.00
Project Manager	1.00	1.00
Asset Manager (See Note C)	0.00	1.00
Facilities Project Specialist (See Note G)	0.00	1.00
Program Assistant	1.00	1.00
Sub-total	6.00	8.00
Rental Programs Department (See note F)		
Director of Rental and Community Programs	1.00	1.00
Program Manager	1.00	1.00
Analyst	1.00	1.00
Rental and Community Programs Specialist	2.00	2.00
Program Assistant	1.00	1.00
Sub-total	6.00	6.00
Total	60.15	60.15

Note A: Resident employees are contracted employees and are required to reside on-site at assigned Housing Authority complexes. Each Resident employee has an individual employment contract. Note that 1 Resident Manager position is being filled on a temporary basis and is budgeted at .25 FTE.

Note B: Housing Specialist I and II are combined as a total count to allow for flexibility in staffing

Note C: This position will not be hired until January 2017

Note D: Maintenance Technician I and II are combined as a total count to allow for flexibility in staffing

Note E: This position is vacant as of the start of FY 2017. It may be filled at the current level or a lower, ie Technician II, level.

Note F: The Rent Programs Department positions are billed to the City of Alameda to support the rent ordinance work; current funding commitments are for 9 months beginning April 2016

Note G: This position shifted from the Facilities and Maintenance Dept to HCD in 2016.

Note H: Previously titled Director of Facilities/Director of Property Management on the Schedule.

Note I: These two positions were previously in Administration and Managed Housing.

Housing Authority of the City of Alameda
Salary Schedule
FY 2016-2017

Exhibit 2

Salary Range #	Monthly Salary Range					Biweekly Salary Range					Hourly Salary Range (40)					Hourly Salary Range (37.5)				
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 1	Step 2	Step 3	Step 4	Step 5	Step 1	Step 2	Step 3	Step 4	Step 5	Step 1	Step 2	Step 3	Step 4	Step 5
1	3332	3499	3674	3857	4050	1538	1615	1696	1780	1869	19.22	20.19	21.19	22.25	23.38	20.50	21.53	22.61	23.74	24.92
2	3414	3584	3763	3951	4149	1576	1654	1737	1824	1915	19.89	20.88	21.71	22.80	23.94	21.01	22.06	23.16	24.32	25.53
3	3499	3674	3857	4050	4253	1616	1696	1780	1869	1963	20.19	21.19	22.25	23.38	24.54	21.53	22.81	23.74	24.92	26.17
4	3584	3763	3951	4149	4357	1654	1737	1824	1915	2011	20.68	21.71	22.80	23.94	25.13	22.06	23.16	24.32	25.53	26.81
5	3674	3857	4050	4253	4465	1696	1780	1869	1963	2061	21.19	22.25	23.38	24.54	25.76	22.61	23.74	24.92	26.17	27.48
6	3763	3951	4149	4357	4574	1737	1824	1915	2011	2111	21.71	22.80	23.94	25.13	26.39	23.16	24.32	25.53	26.81	28.15
7	3857	4050	4253	4465	4689	1780	1869	1963	2061	2164	22.25	23.38	24.54	25.76	27.05	23.74	24.92	26.17	27.48	28.85
8	3951	4149	4357	4574	4803	1824	1915	2011	2111	2217	22.80	23.94	25.13	26.39	27.71	24.32	25.53	26.81	28.15	29.55
9	4050	4253	4465	4689	4923	1869	1963	2061	2164	2272	23.38	24.54	25.76	27.05	28.40	24.92	26.17	27.48	28.85	30.29
10	4149	4357	4574	4803	5043	1915	2011	2111	2217	2328	23.94	25.13	26.39	27.71	29.09	25.53	26.81	28.15	29.55	31.03
11	4253	4465	4689	4923	5169	1963	2061	2164	2272	2386	24.54	25.76	27.05	28.40	29.82	26.17	27.48	28.85	30.29	31.81
12	4357	4574	4803	5043	5295	2011	2111	2217	2328	2444	25.13	26.39	27.71	29.09	30.55	26.81	28.15	29.55	31.03	32.59
13	4465	4689	4923	5169	5428	2061	2164	2272	2386	2505	25.76	27.05	28.40	29.82	31.31	27.48	28.85	30.29	31.81	33.40
14	4574	4803	5043	5295	5560	2111	2217	2328	2444	2566	26.39	27.71	29.09	30.55	32.08	28.15	29.55	31.03	32.59	34.21
15	4689	4923	5169	5428	5699	2164	2272	2386	2505	2630	27.05	28.40	29.82	31.31	32.88	28.85	30.29	31.81	33.40	35.07
16	4803	5043	5295	5560	5837	2217	2328	2444	2566	2694	27.71	29.09	30.55	32.08	33.68	29.55	31.03	32.59	34.21	35.92
17	4923	5169	5428	5699	5984	2272	2386	2505	2630	2762	28.40	29.82	31.31	32.88	34.52	30.29	31.81	33.40	35.07	36.82
18	5043	5295	5560	5837	6130	2328	2444	2566	2694	2829	29.09	30.55	32.08	33.68	35.37	31.03	32.59	34.21	35.92	37.72
19	5169	5428	5699	5984	6283	2386	2505	2630	2762	2900	29.82	31.31	32.88	34.52	36.25	31.81	33.40	35.07	36.82	38.67
20	5295	5560	5837	6130	6438	2444	2566	2694	2829	2971	30.55	32.08	33.68	35.37	37.13	32.59	34.21	35.92	37.72	39.61
21	5428	5699	5984	6283	6697	2505	2630	2762	2900	3045	31.31	32.88	34.52	36.25	38.06	33.40	35.07	36.82	38.67	40.60
22	5560	5837	6130	6438	6759	2566	2694	2829	2971	3119	32.08	33.68	35.37	37.13	38.99	34.21	35.92	37.72	39.61	41.59
23	5699	5984	6283	6597	6927	2630	2762	2900	3045	3197	32.88	34.52	36.25	38.06	39.98	35.07	36.82	38.67	40.60	42.63
24	5837	6130	6438	6759	7096	2694	2829	2971	3119	3275	33.68	35.37	37.13	38.99	40.94	35.92	37.72	39.61	41.59	43.67
25	5984	6283	6597	6927	7273	2762	2900	3045	3197	3357	34.52	36.25	38.06	39.98	41.96	36.82	38.67	40.60	42.63	44.76
26	6130	6438	6759	7096	7461	2829	2971	3119	3275	3439	35.37	37.13	38.99	40.94	42.99	37.72	39.61	41.59	43.67	45.85
27	6283	6597	6927	7273	7637	2900	3045	3197	3357	3525	36.25	38.06	39.98	41.96	44.06	38.67	40.60	42.63	44.76	47.00
28	6438	6759	7096	7461	7823	2971	3119	3275	3439	3611	37.13	38.99	40.94	42.99	45.13	39.61	41.59	43.67	45.85	48.14
29	6597	6927	7273	7637	8018	3045	3197	3357	3525	3701	38.06	39.98	41.96	44.06	46.26	40.60	42.63	44.76	47.00	49.34
30	6759	7096	7461	7823	8214	3119	3275	3439	3611	3791	38.99	40.94	42.99	45.13	47.39	41.59	43.67	45.85	48.14	50.55
31	6927	7273	7637	8018	8419	3197	3357	3525	3701	3886	39.98	41.96	44.06	46.26	48.57	42.63	44.76	47.00	49.34	51.81
32	7096	7461	7823	8214	8625	3275	3439	3611	3791	3981	40.94	42.99	45.13	47.39	49.76	43.67	45.85	48.14	50.55	53.08
33	7273	7637	8018	8419	8841	3357	3525	3701	3886	4081	41.96	44.06	46.26	48.57	51.01	44.76	47.00	49.34	51.81	54.41
34	7461	7823	8214	8625	9057	3439	3611	3791	3981	4180	42.99	45.13	47.39	49.76	52.25	45.85	48.14	50.55	53.08	55.73
35	7637	8018	8419	8841	9268	3525	3701	3886	4081	4284	44.06	46.26	48.57	51.01	53.55	47.00	49.34	51.81	54.41	57.12
36	7823	8214	8625	9057	9509	3611	3791	3981	4180	4389	45.13	47.39	49.76	52.25	54.86	48.14	50.55	53.08	55.73	58.52
37	8018	8419	8841	9268	9747	3701	3886	4081	4284	4499	46.26	48.57	51.01	53.55	56.23	49.34	51.81	54.41	57.12	59.98
38	8214	8625	9057	9509	9984	3791	3981	4180	4389	4608	47.39	49.76	52.25	54.86	57.60	50.55	53.08	55.73	58.52	61.44
39	8419	8841	9268	9747	10234	3886	4081	4284	4499	4724	48.57	51.01	53.55	56.23	59.05	51.81	54.41	57.12	59.98	62.98
40	8625	9057	9509	9984	10484	3981	4180	4389	4608	4839	49.76	52.25	54.86	57.60	60.48	53.08	55.73	58.52	61.44	64.51
41	8841	9268	9747	10234	10746	4081	4284	4499	4724	4960	51.01	53.55	56.23	59.05	62.00	54.41	57.12	59.98	62.98	66.13
42	9057	9509	9984	10484	11008	4180	4389	4608	4839	5081	52.25	54.86	57.60	60.48	63.51	55.73	58.52	61.44	64.51	67.74
43	9268	9747	10234	10746	11283	4284	4499	4724	4960	5208	53.55	56.23	59.05	62.00	65.10	57.12	59.98	62.98	66.13	69.44
44	9509	9984	10484	11008	11559	4389	4608	4839	5081	5335	54.86	57.60	60.48	63.51	66.69	58.52	61.44	64.51	67.74	71.13
45	9747	10234	10746	11283	11847	4499	4724	4960	5208	5468	56.23	59.05	62.00	65.10	68.35	59.98	62.98	66.13	69.44	72.91
46	9984	10484	11008	11559	12137	4608	4839	5081	5335	5602	57.60	60.48	63.51	66.69	70.02	61.44	64.51	67.74	71.13	74.99
47	10234	10746	11283	11847	12440	4724	4960	5208	5468	5741	59.05	62.00	65.10	68.35	71.77	62.98	66.13	69.44	72.91	76.55
48	10484	11008	11559	12137	12743	4839	5081	5335	5602	5882	60.48	63.51	66.69	70.02	73.52	64.51	67.74	71.13	74.99	78.42
49	10746	11283	11847	12440	13062	4960	5208	5468	5741	6029	62.00	65.10	68.35	71.77	75.36	66.13	69.44	72.91	76.55	80.38
50	11008	11559	12137	12743	13380	5081	5335	5602	5882	6176	63.51	66.69	70.02	73.52	77.19	67.74	71.13	74.99	78.42	82.34
51	11283	11847	12440	13062	13716	5208	5468	5741	6029	6330	65.10	68.35	71.77	75.36	79.12	69.44	72.91	76.55	80.38	84.40
52	11559	12137	12743	13380	14049	5335	5602	5882	6176	6484	66.69	70.02	73.52	77.19	81.05	71.13	74.99	78.42	82.34	86.46
53	11847	12440	13062	13716	14401	5468	5741	6029	6330	6647	68.35	71.77	75.36	79.12	83.08	72.91	76.55	80.38	84.40	88.62
54	12137	12743	13380	14049	14752	5602	5882	6176	6484	6809	70.02	73.52	77.19	81.05	85.11	74.99	78.42	82.34	86.46	90.78
55	12440	13062	13716	14401	15121	5741	6029	6330	6647	6979	71.77	75.36	79.12	83.08	87.24	76.55	80.38	84.40	88.62	93.05
56	12743	13380	14049	14752	15489	5882	6176	6484	6809	7149	73.52	77.19	81.05	85.11	89.36	78.42	82.34	86.46	90.78	95.32
57	13062	13716	14401	15121	15877	6029	6330	6647	6979	7328	75.36	79.12	83.08	87.24	91.60	80.38	84.40	88.62	93.05	97.71
58	13380	14049	14752	15489	16264	6176	6484	6809	7149	7507	77.19	81.05	85.11	89.36	93.83	82.34	86.46	90.78	95.32	100.09
59	13716	14401	15121	15877	16671	6330	6647	6979	7328	7694	79.12	83.08	87.24	91.60	96.18	84.40	88.62	93.05</		

HOUSING AUTHORITY OF THE CITY OF ALAMEDA
SCHEDULE OF AUTHORIZED POSITIONS with SALARY RANGES
July 1, 2016

Position Titles	Grade	Monthly Wage Range	
		Beginning	Highest
Custodian	7	\$ 3,857	\$ 4,689
Custodian	Y-Rate*	\$ 3,498	\$ 4,923
Housing Assistant	8	\$ 3,951	\$ 4,803
Housing Assistant	Y-Rate*	\$ 3,536	\$ 4,976
Accounting Technician	10	\$ 4,149	\$ 5,043
Accounting Technician	Y-Rate*	\$ 3,590	\$ 5,049
Program Assistant	12	\$ 4,357	\$ 5,295
Housing Specialist I	14	\$ 4,574	\$ 5,560
Maintenance Technician I	14	\$ 4,574	\$ 5,560
Facilities Project Specialist	14	\$ 4,574	\$ 5,560
Senior Accounting Technician	15	\$ 4,689	\$ 5,699
Housing Specialist II	18	\$ 5,043	\$ 6,130
Rental and Community Programs Specialist	18	\$ 5,043	\$ 6,130
Maintenance Specialist	19	\$ 5,169	\$ 6,283
Maintenance Technician II	20	\$ 5,295	\$ 6,436
Executive Assistant	22	\$ 5,560	\$ 6,759
Housing Specialist III	24	\$ 5,837	\$ 7,096
Lead Maintenance Technician	24	\$ 5,837	\$ 7,096
Senior Property Manager	26	\$ 6,130	\$ 7,451
Housing Programs Supervisor	26	\$ 6,130	\$ 7,451
Maintenance Supervisor	26	\$ 6,130	\$ 7,451
Accounting Officer	28	\$ 6,436	\$ 7,823
Management Analyst	32	\$ 7,096	\$ 8,625
Analyst	32	\$ 7,096	\$ 8,625
Project Manager	33	\$ 7,273	\$ 8,841
Asset Manager	33	\$ 7,273	\$ 8,841
Senior Management Analyst	35	\$ 7,637	\$ 9,283
Housing & Community Devt Program Manager	37	\$ 8,018	\$ 9,747
Senior Project Manager	37	\$ 8,018	\$ 9,747
Program Manager	37	\$ 8,018	\$ 9,747
Director of Housing Programs	43	\$ 9,283	\$ 11,283
Director of Property Operations	43	\$ 9,283	\$ 11,283
Director of Rental and Community Programs	43	\$ 9,283	\$ 11,283
Director of HR and Operations	47	\$ 10,234	\$ 12,440
Director of Housing and Community Development	47	\$ 10,234	\$ 12,440
Director of Finance	50	\$ 11,008	\$ 13,380
Deputy Executive Director	51	\$ 11,283	\$ 13,715
Executive Director**	N/A	\$ 18,148	\$ 19,055
Resident Manager	N/A	Hourly Rate	\$ 10.61
Assistant Resident Manager	N/A	Hourly Rate	\$ 10.61
Resident Custodian	N/A	Hourly Rate	\$ 10.61

*Y-Rated employees are on a separate salary schedule with 8 wage steps

**Salary authorized by Board of Commissioners per Employment Agreement

HOUSING AUTHORITY OF THE CITY OF ALAMEDA

Exhibit 4



	HOURLY							
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Account Technician	22.09	23.19	24.34	25.56	26.84	28.18	29.60	31.07
Custodian *	20.18	21.19	22.26	23.36	24.53	25.77	27.05	28.40
Housing Assistant **	21.76	22.85	24.00	25.19	26.45	27.76	29.16	30.62
* Works an 8-hour, 40-hour week								
** Old classification title was Intermediate Clerk								

Exhibit 5: Proposed AHA Benefits Structure, Effective 1/1/2017

Benefit	Active Regular Employees	Active Resident/Contract Employees	Retirees (aka Annuitants)
PEMHCA Minimum Contribution to Health Insurance from AHA	Yes - \$128/mo for 2017*	Yes - \$128/mo for 2017*	Yes - \$128/mo for 2017* when elect CalPERS health insurance
Additional AHA Contribution to Health Insurance only (through Sect 125 plan)	Yes – Employer contribution will be set at 2017 Kaiser EE+2 or more premium - \$128 with amount the same for all employees regardless of dependent status and any unused amount is forfeited OR tiered approach (EE, EE+1, EE+2 or more) depending on dependent status based on 2017 Kaiser premium - \$128	Yes – Employer contribution set at \$605.39/month (2017 Kaiser employee only premium - \$128)	No
Opt-Out (aka cash in lieu) payment (through Sect 125 plan)**	\$230/month for employees (proof of group health coverage required); \$869.43 maximum cash back for management or confidential employees hired prior to 2007 with alternative health coverage (proof of group health coverage required)**	\$230/month (proof of group health coverage required)**	No
AHA Contribution to dental and/or vision insurance (through Sect 125 plan)	Yes – Employer contribution set at 2017 dental premium with a max of \$243.15/month (107% of 2016 MetLife dental EE+2 or more premium) with amount the same for all employees regardless of dependent status and any unused amount is forfeited; OR tiered approach (EE, EE+1, EE+2 or more) depending on dependent status with a max of 107% of 2016 MetLife premium	Yes – Employer contribution set at a maximum of \$66.66/month (107% of 2016 MetLife dental employee premium)	No – Retirees may elect COBRA for 18 months at their own cost; no coverage available after that time
Flex Spending Accounts (Health, Dependent Care, Transit) (through Sect 125 plan)	Employee funded with pre-tax salary reduction elections; no employer contribution	Employee funded with pre-tax salary reduction elections; no employer contribution	Not available
Employer Paid Life, AD&D and LTD Insurance	Fully paid by employer	Not offered	No

Additional Notes:

- AHA may include voluntary life insurance in the 2017 Cafeteria Plan so that premiums (for the employee only) may be paid for with pre-tax dollars; voluntary life insurance premiums for dependents must be paid for on an after-tax basis by the employee outside of the Section 125 plan.
- Staff is proposing that the higher opt-out payment benefit for management/confidential employees hired prior to 2007 expire by December 31, 2018 or earlier if required by law.

*This amount reflects the PEMHCA minimum employer contribution rate set by CalPERS. The rate is subject to an annual adjustment based upon the medical care component of the Consumer Price Index-Urban (CPI-U).

**Employees may opt out of health insurance. Employees eligible for any cash-in-lieu benefit, must provide the following in order to receive the cash-in-lieu: (1) proof that the employee and all individuals for whom the employee intends to claim a personal exemption deduction ("tax family"), have or will have minimum essential coverage through another source (other than coverage in the individual market, whether or not obtained through Covered California) for the plan year to which the opt out arrangement applies ("opt out period"); and (2) the employee must sign an attestation that the employee and his/her tax family have or will have such minimum essential coverage for the opt out period. An employee must provide the attestation every plan year at open enrollment or within 30 days after the start of the plan year. The opt-out payment cannot be made and AHA will not in fact make payment if the employer knows that the employee or tax family member doesn't have such alternative coverage, or if the conditions stated here are not otherwise satisfied.



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - Tel: (510) 747-4300 - Fax: (510)522-7848 - TDD: (510) 522-8467

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa Cooper
Executive Director

Prepared By: Janet Basta
Director of Human Resources and Operations

Date: August 17, 2016

RE: Adopt the Resolution to Accept the Corrected Y-Rated Employee
Salary Schedule for July 2015

BACKGROUND

In August 2015, the Board of Commissioners approved a 3% Cost of Living (COLA) increase. A salary schedule incorporating the increase was revised and a corresponding schedule of authorized positions was included with the memo requesting the COLA.

DISCUSSION

Due to an administrative oversight, the Y-Rated Salary Schedule that was included with the memo did not contain salary data with the 3% COLA applied. Y-Rating usually occurs when an employee's position has been reclassified to a classification with a maximum salary that is lower than the employee's current rate, as is the case for AHA employees who are currently Y-Rated.

AHA's Personnel Policy adopted in September 2014 currently allows for any cost of living adjustment to be applied to Y-Rated positions. Per our policy, the COLA was granted to employees who are currently Y-Rated last year, and the employees were paid at the higher rate and an updated (but unapproved) Y-Rated Employees Salary Schedule was posted on the AHA website. While no salary adjustments are needed, we are asking to Board to retroactively adopt the corrected Y-Rated Schedule effective 7.1.15 attached to this memo to ensure accurate reporting for compliance purposes.

We intend to request Board approval to change the practice of granting any COLA to Y-Rated employees, however, when the Personnel Policy is revised and brought to the Board in the upcoming months. Currently there are five employees holding three of the positions on the attached Y-Rated schedule: Account Technician, Custodian, and Housing Assistant. The standard practice for administration of salaries of Y-rated employees is to make the salaries not

subject to merit increase, cost of living adjustment or any other increase because the employee's salary exceeds the maximum salary for the employee's classification. Only when the maximum salary for the new classification is increased to a level higher than the employee's current salary does the employee become eligible for any salary increase. This allows the new classification range to "catch up" to the higher Y-Rated salaries, which allows for internal equity in compensation.

As the Personnel Policy is not ready for Board review yet, we are continuing to following our current policy of applying any COLA adjustment to Y-Rated employees at the present time, and the Board is being asked to also approve this in the separate COLA resolution being considered this month.

Fiscal Impact

There is no fiscal impact to this action as no adjustments to compensation are required. This is an administrative adjustment to last year's salary schedule.

RECOMMENDATION

Adopt the Resolution to accept the attached Y-Rated Employees Salary Schedule effective 7.1.2015.

Respectfully submitted,



Vanessa M. Cooper
Executive Director

Attachments: Exhibits

Exhibit 1 Y-Rated Employees Salary Schedule Eff 7.1.2015

VMC:jcb

HOUSING AUTHORITY OF THE CITY OF ALAMEDA

Resolution No. _____

TO ADOPT THE Y-RATED EMPLOYEES SALARY SCHEDULE EFFECTIVE 7.1.2015

WHEREAS, the Housing Authority of the City of Alameda granted a 3% COLA to employees effective July 1, 2015;

WHEREAS, the Personnel Policy provides for application of any COLA granted to the salaries of Y-Rated employees;

WHEREAS, the COLA was provided to Y-Rated employees;

NOW, THEREFORE, BE IT RESOLVED, that the Housing Authority accepts the Y-Rated Employee Salary schedule effective 7.1.2015.

ATTEST:

Vanessa M. Cooper
Secretary

Arthur Kurrasch, Chair
Board of Commissioners

HOUSING AUTHORITY OF THE CITY OF ALAMEDA

	HOURLY							
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Account Technician	21.44	22.52	23.63	24.81	26.06	27.36	28.74	30.17
Custodian *	19.59	20.57	21.61	22.68	23.81	25.02	26.27	27.57
Housing Assistant **	21.13	22.19	23.30	24.45	25.68	26.96	28.31	29.73
Housing Manager (reclassification)***	26.82	28.16	29.57	31.04	32.60	34.24	35.95	37.74
Housing Specialist II	26.05	27.35	28.73	30.16	31.68	33.26	34.93	36.68

* Works an 8-hour, 40-hour week

** Old classification title was Intermediate Clerk

*** Old classification assigned to Housing Specialist II who was a Housing Manager reclassification



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - TEL: (510) 747-4300 - FAX: (510) 522-7848 - TDD: (510) 522-8467

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: Janet Basta
Director of Human Resources and Operations

Date: August 17, 2016

Re: Adopt the Resolution to Amend the Revised Housing Authority's Personnel Policies

BACKGROUND

The Housing Authority became an autonomous agency in 2012 and adopted new personnel policies that replaced the City's Employee Handbook and the ACEA and MCEA Memorandums of Understanding. In drafting the 2012 Personnel Policies staff sought guidance from a variety of sources and perspectives. Sample personnel policies from the Housing Authority Risk Retention Pool (HARRP) provided a good starting place. Attorneys skilled in human resources and covered California and federal laws prepared these policies. Subsequently, Liebert Cassidy Whitmore completed a thorough review of the AHA Personnel Policies to certify legal compliance at both the state and federal levels on November 4, 2014. Various changes have triggered legal or policy changes since then and have been approved by the Board.

DISCUSSION

This month an amendment is proposed for revisions to Section IX. Discipline, Termination, and Grievance Procedure policy of the current Personnel Policies. While a full revision of the Personnel Policies is underway, and we expect to have this ready for Board review by the end of the 2016 calendar year, this policy is being brought to the Board now to ensure that the Agency is in compliance with best practices.

The policy is not being brought in track changes format, as is typical, as a number of additions were made along with reorganizing and formatting of the policy. A copy of the unrevised policy (from the 2014 revision to the policy manual) is attached for comparison purposes, however. The primary changes made were to provide additional detail about the progressive discipline process, include procedures for Skelly process, and to provide additional clarification of the procedure for the Agency grievance



process. The policy has been reviewed by attorneys with Liebert Cassidy Whitmore for compliance.

We are requesting that these changes be approved effective August 17, 2016.

FINANCIAL IMPACT

There is no fiscal impact to the proposed change in policy.

RECOMMENDATION

Adopt the Resolution to amend the Housing Authority's revised Personnel Policy effective August 17, 2016.

Respectfully submitted,



Vanessa M. Cooper
Executive Director

VMC/JCB

Attachments:

1. Draft Personnel Policy: IX Discipline, Termination, and Grievance Procedure
2. Personnel Policy: IX Discipline Termination and Grievance Procedure 9.17.14



HOUSING AUTHORITY OF THE CITY OF ALAMEDA

Resolution No. _____

AMEND PERSONNEL POLICY

WHEREAS, the Housing Authority Board of Commissioners adopted the AHA Personnel Policies April 12, 2012; and

WHEREAS, the Housing Authority Risk Retention Pool (HARRP) provided a model for the personnel policies; and

WHEREAS, Liebert Cassidy Whitmore completed a thorough review of the AHA Personnel Policies and certified legal compliance at both the state and federal levels on November 4, 2014; and

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Alameda hereby approves the amendment of the Personnel Policy: IX. Discipline, Termination, and Grievance Procedure included in the Agenda Packet.

ATTEST:

Arthur Kurrasch, Chair
Board of Commissioners

Vanessa M. Cooper
Secretary

Adopted: _____

HOUSING AUTHORITY OF THE CITY OF ALAMEDA PERSONNEL POLICY

Amended August 17, 2016

IX. Discipline, Termination, and Grievance Procedure

A. Discipline and Termination

It is mandatory that all employees observe AHA's Workplace Conduct policy and perform to the best of their abilities at all times. Disciplinary action will be taken when the employee's conduct or performance does not meet expectations for his/her position, adversely affects the work of his/her department, or violates Housing Authority policy. The following constitutes the Housing Authority's policy regarding disciplinary actions:

1. POLICY COVERAGE

The following categories of persons can be terminated at-will and have no rights to any of the pre-or post-disciplinary processes or procedures in this policy: (a) temporary employees, (b) provisional or seasonal employees, (3) probationary employees, (4) any person who serves pursuant to a written employment contract, and (5) any person who is designated "at-will" in any Housing Authority policy, document, acknowledgement, resolution or ordinance. While individuals in these categories do not have rights to pre- or post-discipline processes, AHA may nonetheless employ disciplinary steps in an effort to address and resolve performance issues or conduct that would not be cause for immediate termination.

2. CAUSES FOR DISCIPLINE

Regular full-time employees and part-time employees may be counseled, warned, suspended, demoted, discharged or incur a reduction in pay for performance or conduct issues including, but not limited to, behavior that violates AHA's Workplace Conduct Policy, described in the previous section.

3. ADMINISTRATIVE LEAVE

A department director may place an employee on an administrative leave with pay pending a potential disciplinary action. Administrative leave with pay is authorized: (a) when the department director believes that the employee's continued presence at the work site could have detrimental consequences for Housing Authority operations, including situations where the employee appears to be a danger either to him/herself or to others; or (b) pending investigation into charges of misconduct. If the charges against the employee are substantiated by the investigation, appropriate disciplinary action may be taken in accordance with these procedures.

4. TYPES OF DISCIPLINE

Generally, the Housing Authority will practice progressive discipline, which includes counseling, oral warnings, written warnings, suspension, demotion or pay reduction, and termination. By using progressive discipline, we hope that most

employee performance problems can be corrected at an early stage. Although one or more of these steps may be taken in connection with a particular employee, no formal order or system is necessary; AHA may advance to whatever disciplinary step it concludes is appropriate for the circumstances, and any, all, or none of the following disciplinary steps may be invoked. Supervisors are required to consult with the Director of Human Resources and Operations prior to the issuance of any discipline, with the exception of employee counseling and oral warnings.

The types of personnel actions and/or discipline are:

a. Counseling

The supervisor counsels the employee, generally following a minor offense in an effort to eliminate possible misunderstandings and to identify what constitutes acceptable conduct or performance. A memo documenting the counseling will be prepared by the supervisor and retained in the supervisor's file. Counseling may not be appealed by the employee.

b. Oral Warning

The supervisor issues an oral warning to an employee when poor performance or misconduct warrants a disciplinary action more severe than supervisory counseling. An oral warning will be memorialized in writing and retained in the supervisor's file. An oral warning may not be appealed by the employee.

c. Written Warning

A supervisor may discipline an employee by furnishing him/her with a written statement of the specific reasons for reprimand and a notice of the corrective action required. A written warning is designed to make sure that the employee is aware of the misconduct or performance problem, including the degree of seriousness, and the consequences if the problem is not corrected. Written warnings are signed by the employee to acknowledge receipt, and a copy of the warning will be retained in the employee's personnel file. The employee has the right to have a written response attached to the warning in his/her personnel file if the response is submitted to the Human Resources Department within 10 working days of the date the warning was received. Written warnings may not be appealed by the employee.

d. Suspension

A department director may suspend an employee from his or her position without pay for cause, generally for serious or ongoing offenses. Unless the employee poses an imminent danger to him/herself or others, the department director must secure approval for the suspension from the Executive Director or the Director of Human Resources and Operations prior to imposing the suspension. Documents related to a suspension shall become part of the employee's personnel file when the discipline is final. An employee subject to suspension will receive prior written notice and appeal rights as described below.

e. Demotion

A department director may demote an employee from his or her position for cause, generally for serious or ongoing offenses. The Executive Director or Director of Human Resources and Operations must approve the demotion prior to imposition unless the employee poses an imminent threat to him/herself or others. Documents related to a demotion shall become part of the employee's personnel file when the discipline is final. An employee subject to demotion will be entitled to prior written notice and appeal rights as described below.

f. Reduction in Pay

A department director may reduce an employee's pay for cause, generally for serious or ongoing offenses. The Executive Director or Director of Human Resources and Operations must approve the reduction in pay prior to imposition unless the employee poses an imminent threat to him/herself or others. A reduction in pay for disciplinary purposes may take one of two forms: (1) a decrease in salary to a lower step within the salary range, or (2) a decrease in salary paid to an employee for a fixed period of time. Documents related to a reduction in pay shall become part of the employee's personnel file when the discipline becomes final. An employee subject to a reduction in pay is entitled to prior written notice and appeal rights as described below.

g. Discharge

A department director may discharge an employee from his or her position for cause. The Executive Director or Director of Human Resources and Operations must approve the discharge prior to imposition unless the employee poses an imminent threat to him/herself or others. Termination can result from a single serious offense that violates AHA policy, such as, but not limited to, theft, fighting, or other acts of violence at work, or it can be the final step in a process designed to correct offenses or performance deficiencies.

Documents related to discharge shall become a part of an employee's personnel file when the discipline becomes final. A discharged employee is entitled to prior written notice and appeal rights as described below.

5. SKELLY PROCESS – PRE-DISCIPLINARY PROCEDURE FOR SUSPENSION, DEMOTION, REDUCTION IN PAY, OR DISCHARGE

Only regular, for-cause employees have the right to the conference and appeal processes outlined in this Section.

a. Notice of Intent to Discipline

The employee will be provided a written notice of intent to discipline in the event of a proposed suspension, demotion, reduction in pay or discharge. Such notice will contain:

- i. The level of discipline intended to be imposed;
- ii. The specific charges upon which the intended discipline is based;
- iii. A summary of the facts upon which the charges are based;
- iv. A copy of all written materials, reports, or documents upon which the intended discipline is based;

- v. Notice of the employee's right to respond to the department director regarding the charges within 5 calendar days from the date of the Notice, either by requesting a conference, or by providing a written response, or both;
- vi. Notice of the employee's right to have a representative of his or her choice at the conference, should he or she choose to respond orally; and
- vii. Notice that the failure to respond at the time specified shall constitute a waiver of the right to respond prior to the imposition of discipline.

b. Employee's Response and the Skelly Conference

- i. If the employee requests a conference to respond orally to the charge(s), the conference must be scheduled at least 7 calendar days after the date of the Notice. The conference will be an informal meeting with the department director, at which the employee has an opportunity to rebut the charges against him or her and present any mitigating circumstances. The department director will consider the employee's presentation before determining any final disciplinary action. The Executive Director (or, in the Executive Director's absence, the Director of Human Resources and Operations) may designate, in his or her sole discretion, an independent hearing officer to conduct the Skelly Conference.
- ii. The employee's failure to make an oral response at the arranged conference time, or the employee's failure to deliver his or her written response by the date and time specified in the notice, constitutes a waiver of the employee's right to respond prior to the imposition of the discipline. In that case, the proposed disciplinary action will be imposed on the date specified.

c. Final Notice of Discipline

Within 5 calendar days of receipt of the employee's timely written response or within 5 calendar days of the informal conference, the department director will either (1) dismiss the notice of intent and take no disciplinary action against the employee, (2) modify the intended disciplinary action, or (3) impose the intended disciplinary action. In any event, the department director will prepare and provide the employee with a notice that contains the following:

- i. The level of discipline, if any, to be imposed and the effective date of the discipline;
- ii. The specific charges upon which the discipline is based;
- iii. A summary of the facts upon which the charges are based;
- iv. A copy of all written materials, reports, or documents upon which the discipline is based; and
- v. A statement of the nature of the employee's right to appeal.

6. EVIDENTIARY APPEAL PURSUANT TO GRIEVANCE PROCEDURE

A regular, for-cause employee may appeal a final notice of discipline in the form of suspension, demotion, reduction in pay, or termination by delivering a request for

appeal to the Executive Director, pursuant to the Grievance Procedure For Evidentiary Appeal of Discipline, below.

B. Grievance Procedure

The Housing Authority has established the following grievance procedure that is available to all regular employees who have completed the probationary period.

Employees can use this procedure to address any disciplinary action or any claim of unfair treatment relating to their wages, hours or working conditions. Oral and written warnings are not subject to appeal. Failure by the grievant to comply with any of the time limits in this grievance procedure shall constitute an automatic waiver and/or withdrawal of the grievance. Failure by the Housing Authority to comply with any of the time limits in this grievance procedure shall entitle the employee to move his or her grievance to the next available step of this grievance procedure.

1. PROCEDURE FOR EVIDENTIARY APPEAL OF DISCIPLINE

This subsection 1 applies to appeals of final notices of discipline only. A regular, for-cause employee may appeal a final notice of discipline in the form of suspension, demotion, reduction in pay, or termination by filing a written request for an appeal, which must be received by the Executive Director no later than 7 calendar days from the date of the notice of final discipline.

The Executive Director will conduct an evidentiary hearing and issue written findings and a decision. The Executive Director may designate, in his or her sole discretion, an independent hearing officer to conduct the evidentiary hearing and render a written recommended decision. If the Executive Director conducts the hearing, his or her written decision shall be final administrative action. There is no process for reconsideration.

If the Executive Director was not the appeal hearing officer, he or she shall review the findings and recommendations of the designee who served as appeal hearing officer and may then affirm, revoke, or modify the findings, recommendations, or disciplinary action taken. The decision of the Executive Director is final administrative action. There is no process for reconsideration.

The Housing Authority will mail a copy of the final written findings and decision, along with a proof of service of mailing that confirms that each of the parties and each of the parties' representatives were mailed the final written findings and decision. This includes mailing a copy directly to the employee. It shall be the responsibility of the employee to inform AHA of his/her address. Pursuant to Code of Civil Procedure section 1094.6, the parties have 90 days from the date of the proof of service of mailing of the written findings and decision to appeal the decision to the Superior Court in and for the County of Alameda.

2. PROCEDURE TO GRIEVE NON-DISCIPLINARY MATTERS

The following procedure applies to all grievances, other than appeals of final notices of discipline.

a. Informal Step

Before filing a formal written grievance, no more than seven calendar days following the act or omission giving rise to the grievance, or no later than seven calendar days following the date upon which the employee reasonably should have known of the act or omission, the grievant shall attempt to resolve the grievance through an informal conference with the grievant's immediate supervisor. The supervisor shall respond to the employee's concerns within seven calendar days following the informal conference.

b. Step 1

If the matter is not resolved at the informal step, no later than seven calendar days following the supervisor's response at the informal step, the grievant must present the grievance in writing to the immediate supervisor. The written grievance shall contain a clear, concise statement of the grievance, the specific provision(s) of the policy allegedly involved, and the specific remedy sought. The immediate supervisor shall communicate a written decision to the employee within seven calendar days after receiving the grievance.

c. Step 2.

In the event the grievant is not satisfied with the decision at Step 1, the grievant may appeal the decision to the department director or his/her designee within seven calendar days. The department director or his/her designee shall communicate a decision within seven calendar days after receiving the appeal.

d. Step 3

In the event the grievant is not satisfied with the decision at Step 2, the grievant may appeal the decision to the Executive Director within seven calendar days. If necessary for due process considerations, the Executive Director may forward written appeals of discipline to an independent appeal officer, for review and consideration. Failure to meet this time limit by the grievant shall constitute an automatic waiver and withdrawal of the grievance. The Executive Director or designee shall communicate a decision within seven calendar days after receiving the appeal. The decision of the Executive Director is final. No decision or action may deny the legal right of any employee to seek recourse as may be allowed by law.

If the Executive Director, or the designated representative, determines that it is appropriate to do so, a grievance may be returned to a prior level for reconsideration.

3. ADDITIONAL PROVISIONS

Employees are encouraged to utilize this procedure without fear of reprisal. No employee will be discriminated or retaliated against because the employee has elected to use this procedure.

If an employee fails to initiate a grievance or request a review of any decision to the appropriate step within the time limits established in this policy, the grievance shall not be subject to further review.

This policy does not apply to claims involving alleged sexual or other forms of unlawful harassment or discrimination. Such claims must be made pursuant to the Agency's Discrimination and Harassment policy.

Personnel Policy: Amended 9/17/2014

IX. Discipline, Termination, and Grievance Procedure

A. Discipline and Termination

When the employee's conduct or performance adversely affects the work of his/her department, or brings discredit to the Housing Authority, disciplinary action may be taken. It is important that all employees perform to the best of their abilities at all times.

Generally, the Housing Authority will practice progressive discipline, which includes verbal warnings, written warnings, suspension or demotion, and termination. Although one or more of these steps may be taken in connection with a particular employee, no formal order or system is necessary. The Housing Authority may terminate the employment relationship, at any time, without following any particular series of steps whenever it determines, and as counseled by Human Resources, that such action is appropriate. Should termination be proposed regarding an employee who has completed the probationary period, the employee will be advised of the recommendation and a pre-termination (Skelly) hearing will be available at the employee's discretion.

If the employee decides not to have the matter heard, the termination decision will be immediate. The recommendation to terminate and/or final termination are not subject to appeal through the grievance process. The Executive Director or designee is the only staff member authorized to approve involuntary termination.

B. Grievance Procedure

The Agency wishes to provide each employee fair and impartial treatment. Accordingly, it has established the following grievance procedure that is available to all regular employees who have completed the probationary period.

Employees can use this procedure to address any disciplinary action or any claim of unfair treatment relating to their wages, hours or working conditions. Final terminations are not subject to appeal.

Failure by the grievant to comply with any of the time limits in this grievance procedure shall constitute an automatic waiver and/or withdrawal of the grievance. Failure by the Housing Authority to comply with any of the time limits in this grievance procedure shall entitle the employee to move his or her grievance to the next available step of this grievance procedure.

This policy shall not apply to employees who are covered under collective bargaining agreements that have negotiated separate grievance procedures in a Memorandum of Understanding between the labor organization and the Housing Authority.

Informal Step. Before filing a formal written grievance, no more than seven calendar days following the act or omission giving rise to the grievance, or no later than seven calendar days following the date upon which the employee reasonably should have known of the act or omission, the grievant shall attempt to resolve the grievance through an informal conference with the grievant's immediate supervisor. The supervisor shall respond to the employee's concerns within seven calendar days following the informal conference.

Step 1. If the matter is not resolved at the informal step, no later than seven calendar days following the supervisor's response at the informal step, the grievant must present the grievance in writing to the immediate supervisor. The written grievance shall contain a clear, concise statement of the grievance, the specific provision(s) of the policy allegedly involved, and the specific remedy sought. The immediate supervisor shall communicate a written decision to the employee within seven calendar days after receiving the grievance.

Step 2. In the event the grievant is not satisfied with the decision at Step 1, the grievant may appeal the decision to the Department Head or his/her designee within seven calendar days. The Department Head or his/her designee shall communicate a decision within seven calendar days after receiving the appeal.

Step 3. In the event the grievant is not satisfied with the decision at Step 2, the grievant may appeal the decision to the Executive Director or his/her designee within seven calendar days. Failure to meet this time limit by the grievant shall constitute an automatic waiver and withdrawal of the grievance. The Executive Director or designee shall communicate a decision within seven calendar days after receiving the appeal. The decision of the Executive Director is final. No decision or action may deny the legal right of any employee to seek recourse as may be allowed by law.

Additional Provisions. Employees are encouraged to utilize this procedure without fear of reprisal. No employee will be discriminated or retaliated against because the employee has elected to use this procedure.

If an employee fails to initiate a grievance or request a review of any decision to the appropriate step within the time limits established in this policy, the grievance shall not be subject to further review. If the Executive Director, or the designated representative determines that it is appropriate to do so, a grievance may be returned to a prior level for reconsideration.

This policy does not apply to claims involving sexual or other forms of unlawful harassment. Such claims must be made pursuant to the Agency's policy against unlawful harassment.



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - Tel: (510) 747-4300 - Fax: (510)522-7848 - TDD: (510) 522-8467

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: Victoria Johnson
Director of Housing and Community Development

Date: August 17, 2016

Re: Authorize the Executive Director to Purchase the Below Market
Rate Unit at 1539 Buena Vista Ave. (Marina Shores)

BACKGROUND

The Marina Shores subdivision on Buena Vista Avenue is being developed by Lennar Homes and is scheduled to be completed by the end of 2016. The development includes 89 attached and detached homes. The City's Affordable Housing Agreement requires that sixteen (of 89) homes are restricted for sale to eligible households through the Below Market Rate (BMR) homeownership program.

DISCUSSION

Applications to purchase the 16 BMR homes were accepted in early 2016 and 449 total applications were received. The mix of affordability includes three very low, seven low and six moderate-income priced homes.

The Housing Authority contracts with Hello Housing to manage the BMR program, to conduct the lottery that assigns a ranking order and to review applications. Housing Authority staff performs a second review of the disqualified and initially qualified applications. Those that are initially qualified continue the process to apply for a mortgage loan.

As of July, the first two homes have closed and four are scheduled to close in early August. Nine other applicants have been notified that they have been approved and they have signed a sales contract with Lennar. There is one remaining unit (a two bedroom condominium unit) that is not under contract.

The BMR program provides an avenue for applicants to appeal a denial if they disagree with the staff recommendation. This appeal must be filed with the City Clerk within ten days of receiving a denial letter. In June, the City Clerk received two appeals. One of the appeals was filed within the ten-day period and one was

not. Because of the appeals, staff instructed Hello Housing not to proceed with approval of the next-ranked application, while the appeals are under review. This will leave one home 'available' in case one of the appeals is successful. The appeal that was filed timely is being considered by City Council on September 6, 2016. The appeal included a claim of fair housing discrimination and is therefore also under legal review in that regard.

At this time there are several possible outcomes related to the appeals, and the timeline is uncertain. Staff is requesting approval to purchase the home in the event that a buyer is not approved to purchase by the end of September.

BUDGET CONSIDERATION/FINANCIAL IMPACT

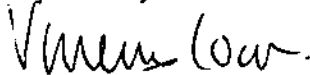
According to the current calculation formula for the BMR program, the sale price is approximately \$138,000. Staff estimates the full cost including closing costs and insurance premium will be below \$150,000.

Non-federal funds available in the Affordable Housing Fund or General Fund can be used to purchase the property and to maintain and operate the property prior to re-sale. If sold, the home will be sold at the then applicable BMR price for low-income households. If the home is owned by the Housing Authority and leased to an eligible household, rent collected will cover the cost of operation.

RECOMMENDATION

Authorize the Executive Director to execute necessary documents and to purchase the home located at 1539 Buena Vista Ave.

Respectfully submitted,


Vanessa M. Cooper
Executive Director

VMC/vj



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To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Date: August 17, 2016

Re: Nominate and Elect Officers of the Board of Commissioners

BACKGROUND

Section 4 of the Rules and Procedures of the Housing Authority state: "The Chair and Vice Chair shall be elected by the Board of Commissioners from its membership at the first meeting after July 1 of each year when the Commission is fully constituted."

DISCUSSION

The election of new officers should take place. The nomination and election process must be open according to provisions of the Brown Act; secret ballot voting is not permitted.

The Board adopted a practice of the Housing Commission to appoint an adhoc committee to recommend a slate of candidates for an election to be held. The Board appointed this committee at its April 2016 meeting. The committee is prepared to announce a recommended slate of candidates for the offices of Chair and Vice Chair.

RECOMMENDATION

Accept the Board committee's recommendations to nominate and elect a Chair and Vice Chair of the Board of Commissioners.

Respectfully submitted,

Vanessa M. Cooper
Executive Director

VMC:dc

