

WINNEBAGO COUNTY HOUSING AUTHORITY MINUTES

Tuesday, March 25, 2014

Marian Manor

3:00 P.M.

COMMISSIONERS PRESENT: Mike Norton, Chairman
Rebecca Hackett, Vice Chairman
Tina Beahm
Frank Frassetto

STAFF PRESENT: Susan van Houwelingen, Executive Director
Lee Franzen, Operations Manager
Kim Lynch, Executive Assistant
LuAnn DeBruin-Ziebell, Accountant
Robert Poeschl, Public Housing Manager

OTHERS PRESENT: None

- 1.) Chairman Norton called the meeting to order at 3:05 p.m.
- 2.) Chairman Norton directed the Commissioners to review the minutes of the regularly scheduled Board Meeting held on February 25, 2014. There being no questions or comments, Mr. Frassetto moved, seconded by Ms. Hackett, to approve the minutes of the February 25, 2014 meeting as presented. Motion carried 4-0.

3.) **Finance –**

a.) Accounts Payable

Chairman Norton inquired if there were any questions pertaining to the February accounts payable report. Before responding to questions, Ms. Lynch and Ms. DeBruin-Ziebell explained the new format of the accounts payable report. There was a request to add a description column to the report allowing commissioners to more easily see what the payments are for. For future reports, some of the personal identifying information such as tenant names will be removed from the report to protect confidentiality. Questions regarding the payments were addressed. The payments to the Winnebago County Health Dept. are for the contracted wellness services provided by the County nurses at the five Authority buildings. Ms. van Houwelingen noted that the Oshkosh Housing Authority board liked the new report format.

b.) Finance Report – Statement of Financial Position Comparison

Ms. van Houwelingen stated that, in response to Chairman Norton's request, she is working with HAB, the Authority's software vendor, to set up, on a quarterly basis, a comparison on the balance sheets or net assets report that shows this year's budget numbers compared to the previous year's numbers to see trends. Ms. van Houwelingen responded to questions regarding the financial reports and budgets.

c.) TRIP Update

Ms. Lynch summarized the Tax Refund Intercept Program (TRIP). When a tenant's assistance is terminated, if they owe the Authority money and do not either pay the debt in full or enter into a repayment agreement within 30 days of the billing notice, the Authority sends the debt to the Department of Revenue for interception of any future State tax refunds until the debt is paid in full.

As of March 21, 2014 the Authority has received \$15,702.33 so far for 2014. Last year at this time the Authority had received \$19,327.11. In 2012 at this time \$25,993 was received. Tenants are notified in their final move out letter that the debt will be sent to TRIP if not paid within 30 days. Fees associated with intercepting tax refunds are deducted from the tenant's tax return. Questions regarding debts owed by tenants were addressed.

4.) Report of the Executive Director**a.) Public Housing – Capital Fund Award**

Ms. van Houwelingen reported that the Winnebago County Housing Authority Capital Fund grant for 2014 is \$112,001.00. This amount is up \$4,064.00 from last year's contract which was \$107,937.

b.) Housing Choice Voucher Program Update

- Participant complaint to HUD

Ms. van Houwelingen reported that a Voucher client was terminated last year for not complying with program requirements. The client retained an attorney. After some negotiation the client was given a reasonable accommodation due to a disability and allowed back into the program. Even though the issue was resolved and the client was allowed back into the program, she still contacted HUD regarding her complaint.

- Letter received from HUD

On March 3, 2014 the Authority received a letter from the HUD-Milwaukee office regarding a request from the White House to investigate a complaint from a voucher client that she was mistreated and terminated from the voucher program. The hearing for this client was held and a determination made, but the determination letter was not sent. HUD has instructed the Authority to re-instate the client's voucher. The client now lives in Milwaukee. A voucher was re-issued to the client who will need to pass criteria at the Milwaukee Housing Authority. If Milwaukee denies her admission into the program, the voucher will expire. Ms. van Houwelingen responded to questions about the voucher program. The grievance/hearing procedure was also reviewed. Mr. Franzen and Ms. Madison are now handling the hearings. Board members do not get involved in the hearing process.

c.) Assisted Housing

- Riverside & Foxview Manor Update

Ms. van Houwelingen stated there was not much to report. Occupancy is good at both Foxview and Riverside. There has not been any progress regarding the garages for Foxview.

Chairman Norton requested that the Authority be more involved in rural transportation issues. There is a meeting on Friday at 10:00 at the Human Services building.

d.) Homebuyer Program Update

Ms. van Houwelingen stated that things are going smoothly. Two more people are ready to purchase houses.

e.) Agency Matters

- **Bob Poeschl – Employee Presentation**

Bob Poeschl, Public Housing Manager, introduced himself, provided a summary of his position and distributed a brochure for Court Tower. Poeschl has been the manager at Court Tower throughout the renovation process and summarized the many changes in the building. Court Tower has gone from 157 units with little common area space to 104 more spacious units with several common areas. Applicants age 62 and older have a preference at Court Tower. Currently, Court Tower has an occupancy rate of about 97%. Because of the decrease in the number of units at Court Tower, Poeschl will now also manage 42 of the scattered site family units in Oshkosh.

Poeschl's days are always different. Some days are a constant stream of people in his office. Some days are very quiet and a lot of paperwork gets done. A large number of residents at Court Tower need additional support services which Poeschl helps to arrange.

Poeschl's experience with the family units is quite different. The family unit tenants are much more self-sufficient and use email and phone calls more than stopping at the office. There are more maintenance issues with the family units. When Poeschl first started working for the Authority about two years ago, he worked with the family units before managing Court Tower.

Initially, Poeschl started out as an elected official assigned to the Oshkosh Housing Authority board. Being a board commissioner and now an employee has allowed Poeschl a unique perspective and provided a better understanding of housing issues. His experiences have taught him that the Housing programs are very complex and ever changing.

Poeschl and van Houwelingen responded to questions and summarized the Residential Care Apartment Complex (RCAC) amenity. The REAC inspector will be at Court Tower on April 22, 2014.

- **WCHA Suggestion of Advisory Board for Executive Director Step and Merit Criteria**
Ms. van Houwelingen reported that the Oshkosh Housing Authority Board agreed to create a committee to work together on the criteria for step increases and merit pay for the Executive Director position. Each board will have two representatives on the committee.

- **Complete Staff Reviews – Merit Discussion**

Ms. van Houwelingen stated that all staff reviews have been completed. Three percent of total payroll was budgeted for staff merit pay. Anywhere from 0% to 5% of an employee's salary could be awarded as long as the total merit payments do not exceed the 3% of total payroll. Ms. van Houwelingen did all the reviews herself. It was important as the new Executive Director to touch base individually with each employee. Mr. Frassetto offered to send van Houwelingen ideas for performance reviews that are tied to the annual and 5-year plans.

- **Computer Updates**

Prior to his retirement, Masterson had signed a contract on behalf of the Authority with Terry from Fast Bytes for upgrading the computer system and for continuing computer support. Ms. van Houwelingen stated the network servers and several work stations are being upgraded. The goal is to get everyone on the same operating system. The new equipment will cost \$15,000 to \$20,000.

- **ACOP**

Ms. van Houwelingen stated that the Admission and Continued Occupancy Plan (ACOP) is near completion. Student rules for the different programs still need to be added. The grievance procedure is now done. Specified time limits for rendering a decision after a hearing have been changed to read "reasonable time" instead of a specific number of days. The Authority's internal procedure will be to respond within 30 days of the hearing unless there are extenuating circumstances.

5.) **Resolution 635-14: Approve Form HUD-52648, Section 8 Management Assessment Program (SEMAP) Certification**

Ms. van Houwelingen summarized the resolution stating this certification is on the Housing Choice Voucher Program. It was noted that the "Submission Date" on page one of the Certification needs to be changed to 2014 instead of 2013. This certification is an annual requirement and a process by which Franzen conducted 13 quality control inspections and reviewed policies and performance. After all questions were addressed, Ms. Hackett moved, seconded by Mr. Frassetto to approve Resolution 635-14. Motion was carried 4-0.

6.) **Discussion**

Ms. van Houwelingen inquired if there were any other issues or questions from the commissioners. There were none.

7.) **Adjournment:**

There being no further business, Chairman Norton called for a motion to adjourn. Ms. Hackett moved, seconded by Ms. Beahm to adjourn the meeting. Motion carried 4-0. The meeting was adjourned at 4:38 p.m.

Respectfully submitted,

Susan van Houwelingen
Executive Director
Winnebago County Housing Authority

APPROVED