

**HOUSING AUTHORITY OF THE CITY OF NORMAN  
BOARD OF COMMISSIONERS  
RESCHEDULED ANNUAL BOARD MEETING  
MAY 11, 2020  
12:30 p.m.**

**Zoom Web Meeting (Online)**

**Administration/Resident Initiatives Building  
(Handicap Accessible)  
700 North Berry Road  
Norman, Oklahoma 73069**

**MINUTES**

**ITEM 1. ROLL CALL**

Chairman Jeff Cummins declared a quorum present and called the meeting to order at 12:33 P.M.

**COMMISSIONERS PRESENT:**

Jeff Cummins	Chairman
Marianne Ratliff	Vice-Chairperson
Rick McKinney	Commissioner
Paul Austin	Commissioner
Jan Hunter	Commissioner

**COMMISSIONERS ABSENT:**

**STAFF PRESENT:**

Karen Canavan	Executive Director
Sherril Hunt	Deputy Executive Director
Barbra Ruth	Executive Assistant
Allison Failing	Section 8 Supervisor
Bobbe Feher-Nist	Director of Public Housing
James Henslee	Maintenance Supervisor

**VISITORS PRESENT:**

**ITEM 2. PLEDGE OF ALLEGIANCE LED BY VICE-CHAIRPERSON RATLIFF**

**ITEM 3. APPROVAL OF AGENDA**

**ACTION REQUESTED:** A motion to approve the Agenda for the May 11, 2020, Rescheduled Annual Board Meeting, as presented.

**ACTION TAKEN:** A motion was made by Commissioner McKinney and seconded by Commissioner Austin to approve the Agenda for the May 11, 2020, Rescheduled Annual Board Meeting. The following vote was recorded:

**YEAS:** All

**NAYS:** None

Chairman Cummins declared motion carried.

**ITEM 4. ELECTION OF OFFICERS**

<b>CHAIRMAN</b>	<b>JEFF CUMMINS</b>
<b>VICE CHAIRPERSON</b>	<b>MARIANNE RATLIFF</b>
<b>COMMISSIONER</b>	<b>RICK MCKINNEY</b>
<b>COMMISSIONER</b>	<b>JAN HUNTER</b>
<b>COMMISSIONER</b>	<b>PAUL AUSTIN</b>

**ACTION REQUESTED:** As desired by the Board.

**ACTION TAKEN:** A motion was made by Commissioner McKinney and seconded by Commissioner Austin to approve the current slate of Officers for the May 11, 2020, Rescheduled Annual Board Meeting. The following vote was recorded:

**YEAS:** All

**NAYS:** None

Chairman Cummins declared motion carried.

**ITEM 5. CONSENT DOCKET**

**INFORMATION:**

This Item is placed on the Agenda so that the Board, by unanimous consent, can designate those routine Agenda Items that they wish to be approved or acknowledged by one motion. If any Item proposed does not meet with approval of all Board Members, that Item will be heard in regular order. Staff recommends that Items 6 thru 11 be placed on the Consent Docket.

**ACTION REQUESTED:** A motion to place Items 6 thru 11 on the Consent Docket to be approved by one motion.

**ACTION TAKEN:** A motion was made by Commissioner Hunter and seconded by Vice-Chairperson Ratliff to approve items 6 thru 11 on the Consent Docket for the May 11, 2020, Rescheduled Annual Board Meeting. The following vote was recorded:

**YEAS:** All

**NAYS:** None

Chairman Cummins declared motion carried.

**ITEM 6. APPROVAL OF MINUTES FROM JANUARY 13, 2020, REGULAR BOARD MEETING.**

**ACTION REQUESTED:** A motion to approve the minutes from the January 13, 2020, Regular Board Meeting, as presented.

**ACTION TAKEN:** Approved on Consent Docket.

**ITEM 7. CONSIDERATION OF FINANCIAL STATEMENTS MARCH, 2020 AND ROUTINE CLAIMS AND CREDIT CARD EXPENSES FOR APRIL, 2020.**

The low-rent program had a net income of negative \$7,070 for the month of March with a positive income of \$250,059 to date.

Routine Claims and Credit Card Expense Reports were attached.

Maintenance overtime for the month was \$37.50.

Credit Card expense for the month was \$92.19.

**ACTION REQUESTED:** Approve as presented.

**ACTION TAKEN:** Approved on Consent Docket.

**ITEM 8. CONSIDERATION OF ADMINISTRATIVE REPORT FOR THE MONTH OF APRIL, 2020.**

Section 8 has a total of 1,285 vouchers under lease. Currently there are 526 families on the waiting list.

Rose Rock Villa is 96% occupied. There are 2 approved applicants on the waiting list.

General Occupancy (Scattered Sites) and Redbud Village are both 100% occupied with 6 approved applicants on the waiting list.

**ACTION REQUESTED:** No action necessary.

**ACTION TAKEN:** Approved on the Consent Docket.

**ITEM 9. CONSIDERATION OF RESOLUTION NUMBERS NHA 19-20-014, 19-20-015, 19-20-016, 19-20-017 AND 19-20-018 TO DROP FROM ACCOUNTS RECEIVABLE AS A COLLECTION LOSS, AN UNCOLLECTABLE TENANT DEBT.**

It is policy to drop past due accounts for previous tenants if every attempt has been made to collect their outstanding debt. This is to keep our Tenant Accounts Receivable (TAR) low on our books. A high TAR ratio will result in our PHA receiving a lower score on the Management Assessment Sub System (MASS) in REAC. MASS is a subcomponent used to calculate our score in determining the Agency's status as "High Performer".

Staff has attempted notification to the previous tenants to collect the accounts without success. The account information will be turned over to the credit bureau, be placed on the HAPPY Tenant Check, and sent to the Oklahoma Tax Commission Warrant Intercept Program. The HAPPY Tenant Check is a reference system used by PHA's across the country to determine if a client owes a PHA money. The warrant intercept program is through the Oklahoma State Treasury on behalf of the Oklahoma Tax Commission. If the reported individual is receiving a tax refund, it will be captured and sent to the Housing Authority to pay against the outstanding debt. The refund will be captured each year a return is filed until the debt is paid off.

Staff respectfully requests approval of Resolution Numbers NHA 19-20-014 thru 19-20-018.

**ACTION REQUESTED:** Approve as presented.

**ACTION TAKEN:** Approved on the Consent Docket.

**ITEM 10. CONSIDERATION OF RESOLUTION NUMBER NHA 19-20-013 REVISING THE UTILITY ALLOWANCE FOR LOW RENT AND HCV PROGRAMS.**

The NHA is required to review the utility allowance once a year. Kelly Russell, Section 8 HQS Inspector, has re-evaluated our current utility allowance scheduled for both programs. All utility companies were contacted with no significant changes this year. Oklahoma Housing Finance Agency was also contacted concerning their utility allowance schedule for our county. This utility allowance is also used for twenty-one other counties, some larger some smaller than Cleveland County.

Since there has not been any significant change in utility costs over the past year, we are requesting that the allowance for tenant furnished utilities and other services remain at the 2019 rates.

Please note that Redbud Village utility allowance is reduced by \$4.00 per month. This is an agreement made with HUD when the property was initially built. The intent is that the \$4.00 per month will offset the cost of the washing machine provided by the NHA.

Rose Rock Villa is not based on the utility allowance scheduled due to the unique utility arrangements such as the building having a central boiler and chiller unit. The average tenant bills, from 2014-2019, range from \$35.00 to \$42.00. The current utility allowance for Rose Rock Villa is \$37.00 and staff requests that the utility allowance remain at this rate.

The revised utility allowance schedule will be effective May 11, 2020, upon board approval.

Staff respectfully requests approval of Resolution Number NHA 19-20-013 as presented.

**ACTION REQUESTED:** Approve as presented.

**ACTION TAKEN:** Approved on the Consent Docket.

**ITEM 11. CONSIDERATION OF RESOLUTION NUMBER NHA 19-20-012 NHA PHA 5 YEAR PLAN.**

Attached, was the standard Resolution furnished by the U.S. Department of Housing and Urban Development; PHA Certifications of Compliance with the PHA Plan and Related Regulations including Required Civil Rights Certifications. The Resolution is to show evidence of acceptance by the PHA's Board of Commissioners and completion of all appropriate steps in preparation of the Five Year PHA Plan.

Staff has completed the necessary legal notification, the resident meeting and the public hearing to allow input from our clients. The Plan had to be submitted by April 17<sup>th</sup>. Due to COVID-19 and the rescheduling of our April meeting the Chairman signed on April 16<sup>th</sup>.

Staff respectfully requests approval of Resolution Number NHA 19-20-012 as presented.

**ACTION REQUESTED:** Approve as presented.

**ACTION TAKEN:** Approved on the Consent Docket.

**ITEM 12. RECOGNITION OF EMPLOYEE OF THE QUARTER ENDING 3/31/2020.**

Jocelyn Nunez was recognized as Employee of the Quarter ending 3/31/2020.

**ACTION REQUESTED:** No action necessary.

**ACTION TAKEN:** None

**ITEM 13. ACCEPTANCE OF THE FYE 2019 INDEPENDENT AUDIT.**

The NHA Independent Audit for Fiscal Year Ending 6/30/2019 was completed without findings. The Audit report is placed on the Agenda to provide evidence, within the official records, for the Boards review.

Chairman Cummins spoke to the Auditors during the exit interview and said the Auditors had nothing but good things to say.

Executive Director Canavan commented that the Auditors were extremely detailed and thorough.

**ACTION REQUESTED:** Approve as presented.

**ACTION TAKEN:** A motion was made by Commissioner McKinney and seconded by Vice-Chairperson Ratliff to approve FYE 2019 Independent Audit as submitted. The following vote was recorded:

**YEAS:** All

**NAYS:** None

Chairman Cummins declared motion carried.

**ITEM 14. DISCUSSION OF CARES FUNDS.**

Executive Director Canavan shared with the Board that NHA received notification of being awarded \$136,154 under the Housing Choice Voucher program and \$62,814 under the low-rent program through the CARES Act. Funding from one program cannot be used to fund activities for another program. Funds must be spent by December 31, 2020. Funds must be spent on “expenses related to preventing, preparing for, and responding to corona virus...”

Over the last 2 months we have expended funds for mass mailings, locking drop boxes, changing phone messages, purchasing new iPads for virtual inspections, one lap top, and PPE supplies. Those expenses will be charged to the CARES Act funding for reimbursement to the NHA.

The pandemic has truly taken us “out of the box” in delivering our essential services. It has also shown significant deficiencies within the agency to operate under these circumstances. To meet the needs of our clients under this type of environment, which may turn for the worst within the next week, month, or year, I would like to complete the following utilizing the CARES Act funding:

- Modify our lobby windows to include full glass with communication equipment. (At least two private windows for each program).
- Hire a web developer for the NHA to allow better and more prompt communication with the community regarding our services along with the ability to print forms and listen to pre-recorded orientations rather than appearing in the NHA office. The web site will be ADA compliant and can be modified by in-house staff in most areas.
- Purchase Assist Tenant software (a sub module of our current HAPPY software), which will allow an online application process for the Housing Choice Voucher Program.
- Purchase web-cams for all our monitors in the event we need virtual meetings for staff to interact with the public.
- Purchase a new phone system that will allow staff to receive messages by email or have calls forwarded.
- Purchase 4 additional lap tops configured to access employee’s office computer and files in the event of remote work requirements. This will be a supervisor only capability.

For the sake of time during this pandemic, I would like to ask the Board’s permission to achieve as many of the items listed above, while staying within the allotted funding, rather than seeking Board approval for each item. As we work through the above activities, there may be other smaller expenses for which I would appreciate the latitude to make decisions. (Essentially, I am requesting approval to expend the full CARES Act funding in preventing, preparing for, and responding to corona virus. Please know we will obtain quotes as required by our procurement policies.

Chairman Cummins asked Executive Director Canavan if she would be coming back to the Board at the next meeting to follow up on the purchases? Executive Director Canavan replied yes.

Commissioner McKinney asked about the terms of the loan. Executive Director Canavan stated that the funds do not have to be paid back and works like a Capital Fund Grant. We have until 12/31/2020 to spend the funds and any unused funds will be returned to HUD. Commissioner McKinney mentioned that he would like to see more security cameras around the property.

**ACTION REQUESTED:** As desired by the Board.

**ACTION TAKEN:** A motion was made by Vice-Chairperson Ratliff and seconded by Commissioner McKinney to spend the money as presented. The following vote was recorded:

**YEAS:** All

**NAYS:** None

Chairman Cummins declared motion carried.

Discussion:

Commissioner Austin stated for the record that the motion didn't cover all the things outside of the six bullet points that the Executive Director wanted to do. The Board agreed that any additional purchases outside of the six bullet points could be done through an email vote.

**ITEM 15. CONSIDERATION OF RESOLUTION NUMBER NHA 19-20-019 TO INCORPORATE COVID-19 WAIVERS FOR THE LOW RENT AND HOUSING CHOICE VOUCHER PROGRAM.**

HUD finally issued a Notice regarding waivers as a result of COVID-19. The waivers included the ability for PHA's to implement those waivers prior to Board approval for the sake of time and inability to hold a public meeting.

Attached, were the addendums to both the Low Rent and Housing Choice Voucher Program policies incorporating the HUD waivers.

I believe you will find most waivers simply allowed us to push back deadlines, and other activities that must still be completed prior to year-end. I believe you will find the reading interesting as it provides a quick look into how our agency is evolving and the work that still lies ahead for the year.

Staff requests approval of the policy changes as presented.

**ACTION REQUESTED:** Approve as presented.

**ACTION TAKEN:** A motion was made by Commissioner Austin and seconded by Vice-Chairperson Ratliff to approve Resolution Number NHA 19-20-019. The following vote was recorded:

**YEAS:** All

**NAYS:** None

Chairman Cummins declared motion carried.

**ITEM 16. CONSIDERATION OF WEBSITE DESIGN AND BUILD WITH WCAG GUIDELINES (ADA COMPLIANCE).**

Due to the recent Covid-19 pandemic, the new changes with social distancing, and how we are to interact with each other on a daily basis, the need for a website has become essential.

The new website will have all the information available online for the NHA *which includes* Section 8 and Public Housing as well as NAHC and the managed properties. This new website will also be full WCAG (ADA) compliant which will allow users to easily navigate through the pages if they have any visual or hearing impairments.

With the design and build that we requested a quote on, we will be able to log in to the website and make basic last-minute changes without having to go back to the website designer. This option will save us time and money in the future.

Companies contacted were:

Vision Internet	Did not receive a quote
Data Design	Not familiar with ADA Websites
Image Scape	Estimate over phone starting at \$10,000
Worx Co	Estimate over phone starting at \$10,000
McMahon Marketing	Estimate starting at \$10,000
GraphixStation	Between \$5,955 - \$8,280

Three references were provided by GraphixStation. All three companies are current customers and provided excellent reviews on the website's quality, time frame of building the website, and if there were any issues with the website crashing or being non-responsive.

Staff recommends approval of the quote from GraphixStation.

Commissioner McKinney asked that we make the website user friendly with clear cut links for people who are not familiar with websites.

**ACTION REQUESTED:** As desired by the Board.

**ACTION TAKEN:** A motion was made by Commissioner Hunter and seconded by Commissioner McKinney to approve the quote as submitted by GraphixStation. The following vote was recorded:

**YEAS:** All

**NAYS:** None

Chairman Cummins declared motion carried.

**ITEM 17. CONSIDERATION OF RESOLUTION NUMBER NHA 19-20-020 TO APPROVE REVISED FYE 2020 BUDGET.**

Attached was the revised Low Rent Operating Budget for FYE June 30, 2020, as prepared by Maria Urlaub, Certified Public Account. Although our original budget anticipated a net income of \$18,003, the revised budget reflects a proposed net income of \$187,862. (Another good year for the NHA.)

Once the revised budget has been approved by Board Resolution, it will be forwarded to the OKC HUD Office.

Staff respectfully requests approval Resolution Number NHA 19-20-020.

**ACTION REQUESTED:** Approve as presented.

**ACTION TAKEN:** A motion was made by Vice-Chairperson Ratliff and seconded by Commissioner McKinney to approve Resolution Number NHA 19-20-020. The following vote was recorded:

**YEAS:** All

**NAYS:** None

Chairman Cummins declared motion carried.

**ITEM 18. CONSIDERATION OF RESOLUTION NUMBER NHA 19-20-021 TO APPROVE THE FYE 2021 BUDGET.**

Attached is the Low Rent Operating budget for the year ending June 30, 2021, as prepared by Maria Urlaub, Certified Public Accountant. The Low rent budget reflects a proposed net income of \$63,398.

The budget line for salaries has been increased allowing the Executive Director to provide merit raises as deemed appropriate. Increases will not be across the board but based on performance and evaluations.

Currently, many people within the country have lost jobs and/or hours resulting from the COVID-19 pandemic. I realize it may feel inappropriate to be giving pay raises during this difficult time. However, in this environment we are very fortunate to have a team such as the NHA staff to address these issues. Staff will have increased income changes to process, more moves/transfers to process, new regulations to implement, new grants (CARES Act) to monitor and report, and many procedural changes to a "less-contact" environment. Yes, it is a difficult time, but we have the opportunity to reward outstanding employees here to help the most vulnerable population impacted by the COVID-19 pandemic.

If the Board deems a pay raise is appropriate for the Executive Director, they will need to indicate as such. I would recommend indicating the amount as a percentage of the current salary.

(The CARES Act is discussed within a separate item on the Agenda.)

Once the budget has been approved by Board Resolution, it will be forwarded to our OKC HUD Office.

Staff respectfully requests approval of Resolution Number NHA 19-20-021, approving the FYE 6/30/2020 Low Rent Operating Budget.

The Board discussed the idea of pay raises and decided that due to the recent changes in the economy, they did not feel that raises were appropriate at this time.

**ACTION REQUESTED:** Approve as presented.

**ACTION TAKEN:** A motion was made by Commissioner McKinney and seconded by Vice-Chairperson Ratliff to approve the budget as presented and the line item for raises be maintained and that amount or portions of that amount may be used as Year-End Incentives. The following vote was recorded:

**YEAS:** All

**NAYS:** None

Chairman Cummins declared motion carried.

**ITEM 19. NEW BUSINESS**

Commissioner Austin asked that the Bylaws be reviewed and revised if needed to allow for these types of online board meetings and also so that the community will have notice of this type of meeting.

Executive Director Canavan mentioned that the NHA has collected over \$12,500 this year through the OTC Warrant Intercept Program from clients who exited the program and still owed us money.

**ACTION REQUESTED:** As desired by the Board.

**ACTION TAKEN:** None

**ITEM 20. RECOGNITION OF VISITORS**

There were no visitors.

**ACTION REQUESTED:** No action necessary.

**ACTION TAKEN:** None

**ITEM 21. COMMISSIONER'S COMMENTS**

Executive Director Canavan thanked the Board for the approval to purchase the items using the funds from the "CARES" Act.

**INFORMATION:** This item appears on the Authority's Agenda for the Board to make comments and to afford an opportunity for citizens to address the Board.

**ACTION REQUESTED:** As desired by the Board.

**ACTION TAKEN:** None

**ITEM 22. ADJOURNMENT**

**ACTION REQUESTED:** A motion to adjourn the May 11, 2020, Rescheduled Annual Board Meeting.

**ACTION TAKEN:** A motion was made by Commissioner McKinney and seconded by Commissioner Austin to adjourn the May 11, 2020, Rescheduled Annual Board Meeting.

The following vote was recorded:

**YEAS:** All

**NAYS:** None

Chairman Jeff Cummins declared motion carried.

**ADJOURNED AT 1:31 PM**

**PASSED AND ADOPTED THIS 13<sup>th</sup> DAY OF JULY 2020.**

\_\_\_\_\_  
**Chairman**

**SEAL**

**Attest By:**

\_\_\_\_\_  
**Executive Director**