



James E Williams
 Executive Director / CEO
 BOC meeting, January 11, 2024

MTW

I signed the MTW contract 3/30/2023 with Shara Jones, Principal, PHA Strategies. BHA has selected 10 Waivers for its FY2023 Supplement Activities, Cohort #4 Strategic Plan. The FY2022 MTW was submitted to HUD in June 2023, and the MTW FY2023 will be submitted in October 2023. BHA is still waiting to hear from back from HUD for approval. The FY2024 will be on time in April of 2024.

Increase Voucher Utilization Rates

BHA has selected Grant Consulting Firm for its Voucher Contract, which will aid in increasing its voucher unitization rate. Most of the items listed below are close to the completion date. The waitlist is being purged and evaluated. BHA has started pulling names again from the waitlist (2010). This will increase the utilization rate in the first Q1 of 2024.

1. Wait List Review (Processing, November)
2. Landlord Outreach (Processing, February)
3. New Hire (Veronica Jefferson; Housing Specialist- E)

BHA is working with the City Colleges of Berkeley Director in developing a college intern program to assist BHA participants with all "Landlord activities." This position will be merged into the executive office. Tilda Barnes; Management Analyst will have direct oversight of the program.

- Assist BHA's newly referred participants who are pulled from the waitlist in all lease-up activities
- Landlord Retention
- Identification of new property owners

Improve Customer Service

Staff is responding to all emails and calls within 24 hours. BHA has hired a full-time front desk receptionist to handle any overflow. We are not fully open to the public by appointment only. However, we are addressing walk-ins. BHA has drop boxes outside and inside the building where the public can drop off materials, forms, and/or make requests or complaints. All BHA forms are available online and in the kiosk at the front entry of the building. BHA has developed an RAB (approximately 9 participants), which it plans to engage annually. RAB participants will be paid \$50 each for reviewing BHA's Admin Plan and MTW Plan. BHA will hold 2 RAB meetings a year. BHA is currently interviewing participants from our RAB to fill the current residential open board seat.

Develop the nonprofit Affordable Housing Berkeley Inc.,

Mosaic will develop a Strategic Plan for Affordable Housing Berkeley, LLC by October 2023. BHA has committed approximately \$3.3 million (Resolution Only) and 100 Vouchers to assist with its MTW activities and Affordable Housing Berkeley (AHB) with its development goals. BHA will need to review all its current PVB awards to determine the remaining amount of PVB voucher it can distribute in the future.

