

James E Williams  
Executive Director / CEO  
BOC meeting, February 08, 2024

### **MTW**

I signed the MTW contract on 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 was submitted in October 2023. BHA is still waiting to hear 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), and fewer than expected participant responses have been received from the 2010 waitlist. BHA will begin working on the 2020 waitlist in the 1Q 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 to develop 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 to review BHA's Admin and MTW plans. BHA will hold 2 RAB meetings a year. BHA has a full BOC, and all staffing positions have been filled.

### **Develop the nonprofit Affordable Housing Berkeley Inc.,**

Mosaic developed a Strategic Plan for Affordable Housing in Berkeley in 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 vouchers it can distribute in the future.