



Office of the Executive Officer

INFORMATION CALENDAR

November 14, 2006

To: Honorable Chairperson and
Members of the Housing Authority

From:  Phil Kamlarz, Executive Officer

Submitted by: Stephen Barton, Housing Director

Subject: Status of Housing Authority Operations

INTRODUCTION

This report is prepared to update the Authority Board on the status of improvement efforts at the BHA. We anticipate that it will take a full year to develop a solid infrastructure for the Agency and to have trained staff in place. In the interim, we are continuing to utilize contract services while developing expertise within the staff.

CURRENT SITUATION AND ITS EFFECTS

1. SEMAP. On October 24, 2006 we received final notice from HUD of our SEMAP score and rating (Attachment 1). Because we were not at 95% compliance (of all required functions) we were subject to sanctions, which include denial of points for indicators 9-13 and bonus indicator. This sanction resulted in our forfeiting points we claimed for indicators 10, 11, and 13, and the bonus indicator, for an adjusted score of 48% and continued troubled rating. HUD staff will perform a confirmatory review of our self-certification later this year; at that time we will learn our true score based on staff performance, as opposed to the score resulting from the sanctions. On a positive note, Mr. Schneller provided a courtesy call, in which he acknowledged reviewing the October 2006 status report, and expressed his satisfaction with the progress underway. The BHA has until December 4, 2006 to submit a Corrective Action Plan describing our plan to resolve all the "0" indicators. We are confirming if this Plan will satisfy HUD's July 2006 request for a plan to bring the BHA up to standard performance.

The BHA was not the only Public Housing Authority (PHA) impacted by the 95% requirement, and thus the sanctions against the Administrative Fee. NAHRO (National Association of Housing and Redevelopment Officials) and OATHA (Organization for the Advancement of Technology in Housing Authorities) have gone on record objecting to the requirement and requesting a delay in implementation of the sanctions (Attachment 2). NCNEDA (Northern California/Nevada Executive Directors Association) is also studying the issue and preparing for a response to HUD. BHA staff is continuing to focus its energies on complying with the 95% requirement, in the event HUD does not modify the requirement.

The HUD tracking system (PIC) is updated monthly; updated statistics are posted the Monday following the end of the month. The latest information is not available at the time this report is written. It will be provided at the meeting. The BHA Manager continues to stress to staff the importance of completing work and processing it in the PIC system. Weekly production stats are posted in the office each week.

2. Wait List Update. We are pleased to report another excellent example of teamwork and collaboration! Staff from the Information Technology Department teamed with BHA staff to manipulate the computer system to allow extract data necessary for the update/purge of the S8 Wait List. Notices have been mailed to the approximately 4,700 clients on the wait list. Responses are due by November 20, 2006. When the project is completed we will have accurate information about the number of viable applications on the wait list. We will also have information that we can use to determine if it is appropriate to adopt ranking preferences, or continue to serve clients on a first come first served basis. Due to the timing for submittal of this item, we are not able to update you on the success of the process. Any significant information will be provided at the meeting.
3. Operational Efficiencies.
 - a. BHA Software. In addition to the current in-house efforts, the Acting BHA Manager has another idea for quickly accessing the actual strengths and efficiencies of the computer software. The San Diego Housing Authority (SDHA) is recognized as an agency that is successfully utilizing the system. Subject to confirmation with the SDHA Executive Director, we will be sending a staff member from operations and one from Finance to San Diego for 3-4 days to visit the SDHA, observe their operation, review the reports they generate from the system and bring back best practices.
 - b. Postage. The BHA is required to obtain independent (3rd verification) of certain eligibility factors. With each written request the BHA provides a self-addressed stamped envelope, and advises the option of responding via fax. We haven't quantified it, but a lot of pre-paid postage is wasted either because the item is returned via fax or a second request is mailed. Staff is investigating obtaining a "postal permit" that will allow us to continue providing pre-paid postage, but in a manner that we are only billed for those items actually returned.

A lot of the work done by the BHA is time sensitive, in that certain notice requirements must be met. For example, for every recertification of family income, the tenant must be given 30-days advance notice of the change. This makes it critical that the notice be prepared and mailed as soon as possible. Mail is currently picked up from the BHA office between 1:30 and 2:00 p.m. each day. That was leaving 3-4 hours of productive time – but no ability to complete the process. Staff had been relying upon postage stamps – until discussions began with the Finance Department, General Services Division. Mail is now picked up at 4:30. Another example of collaborative problem solving.
 - c. TANF. In our prior report we advised you of our efforts to execute a contract with Alameda County that would allow us direct access to income/benefits. We are pleased to report that we have gone live, and the system is working.

- d. **File Maintenance.** The anticipated “file correction” project has been completed. The error rate was significant. A lot of lost files were found, and staff now enjoys a much improved success rate when files must be located. The next phase of this project is conversion to a secure file system. We are working with TAB for the acquisition of the locking cabinets and letter size files. HUD has strict requirements for the protection of income data received from the Enterprise Income Verification system. As part of the conversion staff will purge existing files and move prior volumes to appropriate storage. Acquisition is estimated to be less than \$50,000 so Board approval will not be required. We will keep you apprised of developments.
- e. **Obsolete Items.** Additional progress was made towards improving the professional image and work environment for staff. With the assistance of Public Works staff, inoperable typewriters, calculators, outdated forms, etc were removed from the building and properly disposed of. A few bulky items remain that may require special handling. Staff has also identified boxes of documents that should be disposed of (beyond the records retention schedule). As appropriate these items will be recycled or shredded.
- f. **Mental Health Collaboration.** Groundwork has been laid for a collaborative working relationship between the BHA and the City of Berkeley Mental Health Department. The idea is to refer BHA clients for case management services when it is apparent that the person is not capable of meeting his/her obligations under the program without professional intervention. There are confidentiality issues on the side of the BHA and Mental Health that must be resolved before moving forward. A meeting has been scheduled with the appropriate parties to work out the final details. The City Attorney will be consulted as appropriate.

We are pleased to report that we piloted the program with one BHA client and a mental health caseworker has been assigned to the individual. We are moving forward with potential sanctions, but are encouraged that we will be able to reach a compromise where the client agrees to accept mental health services rather than losing his voucher.

We weren't so fortunate in another instance. A landlord new to the program inherited an existing S8 contract. The client has occupied the unit for more than 10 years, and there is a history of landlord/tenant issues relative to unit access. Exhausted by dealings with the tenant, and the BHA's inability to assist in resolving Housing Quality Standard (inspection) issues, the landlord has decided to opt-out of the program. The required 90-day notice has been served.

- g. **Translation Services.** The BHA is required by regulation and terms spelled out in the Voluntary Compliance Agreement (Fair Housing, November 2004) to translate critical documents for non-English speaking clients. The VCA specifies that documents must be translated into Spanish and Chinese (Attachment 3). Staff is working with General Services Division, and we have identified “Language Line” as a possible vendor (Attachment 4). The BHA has an immediate need to translate certain documents, as well as a need to be able to respond to clients on an as-needed basis.
- h. **Rent Reasonableness.** On October 1, 2006 we went live with Nan McKay's “Go S8”. The service has two basic elements: rent comp data and available unit listing. We are

currently utilizing the rent comp data to justify/support owner rent requests for new contract rents and rent increases for existing contracts. The vendor will be on-site the week of November 6, 2006 to provide training on both components.

4. Professional Development

a. The Acting BHA Manager has identified resources to help enhance the skill set for agency finance staff. "Casterline Associates" is recognized for their expertise in Public Housing Authority finance. We have purchased a subscription to the monthly newsletter, and we will be registering staff for the "Nuts and Bolts" training as soon as it is offered (Attachment 5).

b. Tenant Commissioners Adolph Moody and Dorothy Hunt identified a local (San Francisco) HUD sponsored Resident Commissioner training in December (Attachment 6). The cost is reasonable, and the program is relevant to their role as Resident/Participant Commissioners. Staff is processing registration.

5. Public Housing

Affordable Housing Associates (AHA) is under contract for the management of the 75 public housing units (61 Federally and 14 State funded). The Acting Manager has been working with AHA to formalize the oversight role, including monthly monitoring of critical activities. In response to specific resident concerns, Ms. Ingram will be reviewing the Maintenance Logs and auditing a random sample of the case files. Ms. Ingram also shared forms currently used by BHA in the recertification process, and extended an invitation for AHA staff to participate in staff training sessions.

Another major concern is the landscaping/curb appeal. The BHA Manager is exploring options outside the AHA contract, to bring additional resources to bear. Any such options would include jobs and/or job training opportunities for Public Housing residents.

The first is a series of meetings were held with BHA, AHA and members of the Public Housing Resident Council on October 20th. There was a good exchange of information, and positive steps were identified for future meetings (Attachment 7). Staff agreed to participate in monthly meetings with AHA and Residents. The group agreed to collaborate on two projects to begin the process of building community within the program: developing a 2007-calendar featuring public housing residents and sponsoring a "community day" (mid-January 2007) where all residents will come together to help plan for the future of public housing and a celebration.

6. Customer Service

a. Copies of the BHA Newsletter were distributed to Board members under separate cover. Copies were mailed to all program participants (owners and S8 participants) as well as HUD and a small list of community agencies. In our effort to collaborate with our community stakeholders, we included a small blurb about the East Bay Community Law Center. Their response to the newsletter is attached (Attachment 8).

b. So often the good deeds go unnoticed, because we are so overwhelmed with the situations that require "a fix". Attached is a brief summary of a "beyond the call of duty" incident involving a member of the staff (Attachment 9).

7. Security Deposits

The Security Deposit Loan Fund is a City funded program to assist first time vouchers holders with the security deposit required to enter their first assisted lease. There are currently approximately 400 outstanding loans. Staff has not done an effective job of monitoring collection on the accounts, and a significant number of the accounts are in arrears; a significant number have not made a payment in more than six months (this has been a major audit finding for the past several years). Each recipient of a loan signed a Repayment Agreement acknowledging the required payments, and cautioning them that failure to pay could result in termination of the Section 8 Voucher. We have developed a collection system, and will begin enforcement this month. During November 2006, notice will be mailed to each loan recipient advising them of the status of their loan. The notice will require that payments begin/resume, no later than January 15, 2006 and continue on a monthly basis until the loan is paid in full. We will initiate termination of the Section 8 Voucher for any client that fails to comply by making payments or renegotiating the terms of the agreement.

POSSIBLE FUTURE ACTION

1. Utility Allowance Revision. HUD requires that the PHA review the Utility Allowance (UA) annually, and make adjustments if rates have increased by more than 10%. The BHA adopted a new UA in June 2006. The Housing Authorities of Alameda County, Oakland and Richmond also revised their schedules in 2006. When the four schedules were compared, the rates in the other jurisdictions were similar. Only Berkeley was significantly higher. Staff in the Housing Department is reviewing the analysis performed by the Nelrod Company and we may be recommending a revised UA at the next BHA Board meeting.
2. Fair Market Rents/Payment Standards. The final SEMAP certification report did not include points for the Deconcentration Bonus. Staff is following up to determine why no points were assigned, and to determine if this indicator can be appealed. Failure to win points for this indicator (a prerequisite to approval for an increase in the Fair Market Rents/Payment Standards) has the potential for serious consequences. We will report back at the next meeting with more details and a proposed course of action.
3. Revised budget/staffing plan. The Acting Manager has completed her initial assessment of the staffing needs of the BHA. The plan will be reviewed internally, with appropriate consultation with Human Resources. We will update the Board at the December meeting. Ms. Ingram will be meeting with representatives from locals 790 and 535 to update them on outsourcing issues as well as the revised staffing plan.
4. Administrative Plan Revision. The first draft of the plan is scheduled for distribution to stakeholders by November 17th, with a goal of having it to the Board for formal adoption in December. This is an ambitious schedule, but it is critical that we adopt a new plan as soon as possible.

FISCAL IMPACTS OF POSSIBLE FUTURE ACTION

The financial impacts vary depending on the action. Appropriate reports with cost estimates and budget sources will be provided at the appropriate time.

CONTACT PERSON

Tia M. Ingram, Acting Housing Authority Manager, (510) 981-5471

Attachments:

1. SEMAP Final Score
2. Except from NAHRO Monitor
3. Except from Voluntary Compliance Agreement
4. Language Line
5. Casterline Associates Information
6. NAHRO-Resident Commissioner Training
7. E-mail from Public Housing Commissioner Moody
8. E-mail from East Bay Community Law Center
9. E-mail from BHA Manager "Caught in the Act"



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 San Francisco, California 94107-1387
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OCT 20 2006

Ms. Tia Ingram
 Acting Manager
 City of Berkeley Housing Authority
 1901 Fairview Street
 Berkeley, CA 94703

Attachment #1

2006-OCT 24 PM 4: 20
 CITY OF BERKELEY
 HOUSING AUTHORITY

Dear Ms. Ingram:

Thank you for completing your Section 8 Management Assessment Program (SEMAP) certification for the **CITY OF BERKELEY HOUSING AUTHORITY**. We appreciate your time and attention to the SEMAP assessment process. SEMAP enables HUD to better manage the Section 8 tenant-based program by identifying PHA capabilities and deficiencies related to the administration of the Section 8 program. As a result, HUD will be able to provide more effective program assistance to PHAs.

The **CITY OF BERKELEY HOUSING AUTHORITY'S** final SEMAP score for the fiscal year ended **06/30/2006** is **48%** overall score. The following are your scores on each indicator:

| | | | |
|-----------|----|--|----|
| Indicator | 1 | Selection from Waiting List (24 CFR 982.54(d)(1) and 982.204(a)) | 15 |
| Indicator | 2 | Reasonable Rent (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and 982.507) | 20 |
| Indicator | 3 | Determination of Adjusted Income (24 CFR part 5, subpart F and 24 CFR 982.516) | 0 |
| Indicator | 4 | Utility Allowance Schedule (24 CFR 982.517) | 5 |
| Indicator | 5 | HQS Quality Control (24 CFR 982.405(b)) | 5 |
| Indicator | 6 | HQS Enforcement (24 CFR 982.404) | 0 |
| Indicator | 7 | Expanding Housing Opportunities | 5 |
| Indicator | 8 | Payment Standards (24 CFR 982.503) | 5 |
| Indicator | 9 | Timely Annual Reexaminations (24 CFR 5.617) | 0 |
| Indicator | 10 | Correct Tenant Rent Calculations (24 CFR 982, Subpart K) | 0 |
| Indicator | 11 | Pre-Contract HQS Inspections (24 CFR 982.305) | 0 |
| Indicator | 12 | Annual HQS Inspections (24 CFR 982.405(a)) | 0 |
| Indicator | 13 | Lease-Up | 15 |
| Indicator | 14 | Family Self-Sufficiency (24 CFR 984.105 and 984.305) | 0 |
| Indicator | 15 | Deconcentration Bonus | 0 |

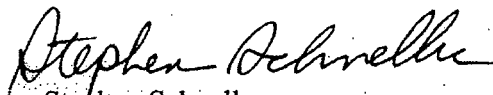
Your overall performance rating is **Troubled**.

Your Housing Authority has failed (scored zero) at least one of the above mandatory performance indicators. It will be necessary for the Housing Authority to take immediate corrective actions to ensure compliance with program requirements. Within 45 days of the date of this letter you must submit a Corrective Action Plan (CAP) to address your program deficiencies and the corrective actions you have taken to resolve all "zero" indicators. Detailed guidance on how to develop a CAP is contained in PIH Notice 2005-33.

Additionally, the Berkeley Housing Authority has been designated SEMAP Troubled. It will be necessary for our office to conduct an on-site review to determine the magnitude and seriousness of the Housing Authority's non-compliance with the Housing Choice voucher program rules and specific SEMAP performance requirements. Andrew Nguyen, your Public Housing Revitalization Specialist, will be in contact with you to make arrangements for this on-site review.

Please be assured that this office will work with the Housing Authority to assist you in achieving passing scores for SEMAP. Should you have any questions concerning your scores or the required review you may contact Andrew Nguyen, Public Housing Revitalization Specialist, at (415) 489-6443

Sincerely,



Stephen Schneller
Director

Office of Public Housing



NAHRO MONITOR

Attachment #2

Volume XXVII, No. 19

October 15, 2006

Stop-Gap Funding Bill Approved; FY 07 Approps Action Postponed

Shortly before the Oct. 1 beginning of FY 2007, Congress approved a temporary spending measure to keep the federal government open through Nov. 17. The continuing resolution (CR) provides temporary spending authority in the absence of final FY 2007 appropriations acts. The CR was attached to the Defense spending bill, H.R. 5631, which is one of just two final spending bills approved by Congress before leaving town. The president signed the bill into law Sept. 29.

Congress returns from its election break on Nov. 13. The Nov. 17 CR expiration gives Congress just one week to either pass all ten remaining funding bills, including the FY 2007 Transportation, Treasury, HUD (TTHUD) bill, or extend the terms of the current CR. House and Senate Republican appropriators have maintained that they intend to move each remaining funding bill separately, avoiding the widely-predicted multi-bill omnibus appropriations measure.

Both the calendar and a difficult funding situation may make an omnibus hard to steer around, however. In addition to being the last day of the CR, Nov. 17 is the beginning of Congress's scheduled Thanksgiving break. With the outcome of the November congressional elections uncertain, however, the remainder of the schedule—and the timing of the appropriations bills—is anyone's guess. On the funding side, Congress's recent decision to shift \$5 billion the Senate had allocated to domestic programs into defense in response to a threatened White House veto of the defense bill could make it harder to gather enough votes to pass domestic appropriations bills.

Whether alone or as part of an omnibus, funding for the FY 2007 TTHUD bill is likely to face stiff competition. NAHRO members are strongly encouraged to reach out to their representatives in Washington to encourage their support for affordable housing and community development. For ideas and tips for reaching out, see NAHRO's Current Issues online at www.nahro.org/legislative/issues.cfm.

Funding in the current CR (PL 109-289) is generally pegged to the lower of the FY 2006 level for the specific program, or to the House-passed or Senate-passed FY 2007 proposed Stop-Gap Funding, *continued on page 4*

Stop-Loss Update

HUD posted an update to its Stop-Loss Information page at www.hud.gov/offices/pih/programs/pih/am/stoploss.cfm, including a list of Frequently Asked Questions (FAQs) on the Stop-Loss Extension Notice, 2006-35. The FAQs include an updated schedule for budget periods required in the submission, and discussion about submitting now, waiting till April 15, and the next deadline at October 2007.

On Sept. 26, HUD published PIH Notice 2006-35, which extends the deadline for submitting stop-loss packages to April 15, 2007. View the Notice directly at www.hud.gov/offices/pih/publications/notices/06/pih2006-35.pdf. The Stop-Loss Submission Kit is available on HUD's Asset Management website at www.hud.gov/offices/pih/programs/pih/am/. ♦

NAHRO, OATHA Convey PIC Concerns; Request Delay in Sanctions

As of Sept. 30, 2006, housing agencies (HAs) that were unable to successfully submit 95 percent of the 50058 data for both public housing and Section 8 Housing Choice Voucher (HCV) programs under PIH Notice 2006-24 are subject to HUD's financial and performance assessment sanctions. NAHRO and the Organization for the Advancement of Technology in Housing Authorities (OATHA) sent a joint letter to the department expressing concerns about the department's actions related to the Public Housing Information Center (PIC) under PIH Notice 2006-24. Both associations requested a delay in sanctions as well as agencies' related assessment scores and improper income targeting figures until June 30, 2007, or until a related problem in the PIC system is corrected by HUD with reasonable time to implement the correction.

The NAHRO and OATHA joint letter states, "It does not seem to be good program operation procedure to expect full reporting on a system that, since its creation, has suffered technical problems. But the imposition of sanctions before problems are corrected is troublesome..."

The letter also requests that HUD PIH review and correct areas where PIC requirements and operational constraints

PIC Concerns, *continued on page 4*

What's Inside

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Stop-Gap Funding

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funding level. Because the full Senate has not yet passed its version of the TTHUD bill, however, the CR will provide funding at the lower of the FY 2006 or the FY 2007 House-passed level for HUD programs. In implementing the CR, federal agencies are also instructed to maintain the same pace of expenditures as in previous years. Visit www.nahro.org/conferences/07_budget_summ.pdf to see NAHRO's FY 2007 funding comparison to identify funding levels under the current CR.

Most HUD programs should not be negatively affected by a short-term continuing resolution. For example, programs such as the Public Housing Operating Fund and Section 8 vouchers operate on a calendar year basis and are therefore drawing down federal FY 2006 funding through December.

CRs stretching into January, however, could have negative consequences for several programs. For example, the Section 8 voucher program could be forced to operate under the FY 2006 funding levels. Formula and competitive grants would be delayed, causing state and local program funding shortfalls. A full-year CR under the current terms — as some have suggested — could be very damaging, particularly to programs proposed for elimination such as HOPE VI and Brownfields, or dramatic funding cuts, such as the Capital Fund. In the event of longer-term CRs, NAHRO will continue to work with Congress to identify problem areas. ❖

PIC Concerns

continued from page 1

are usurping program regulations such as HQS annual inspections and reporting under consortia, making it more difficult for HAs to manage their program operations.

The letter provides a list of recommended improvements to the PIC system that will aid the department and HAs in increasing and maintaining their PIC reporting rates.

A fully copy of the joint letter can be accessed at www.nahro.org/members/news/2006/picltr_092906.pdf. ❖

House Votes for One-Year HOPE VI Extension

The House of Representatives approved a one-year extension of the HOPE VI program shortly before leaving Washington, D.C. for recess. The HOPE VI Reauthorization Act of 2006 (H.R. 5347), which simply extends the current HOPE VI program through Sept. 30, 2007, was approved by voice vote Sept. 27. H.R. 5347 was originally proposed as a five-year extension, but was revised to one year prior to being presented on the floor under expedited procedures. Visit www.nahro.org/members/news/2006/hopevi_exc.pdf to see remarks by HR 5347 supporters, including Representatives Shays (R-Conn.), Waters (D-Calif.), Oxley

(R-Ohio), Watt (D-N.C.), Davis (D-Ala.), Meek (Fla.), Lee (D-Calif.), and Dent (R-Pa.).

The current HOPE VI authorization expired on Sept. 30, 2006. While previously-awarded grants may still continue to operate even after the authorization expires, expiration can create procedural roadblocks for future funding and strengthen the hand of those arguing against further appropriations. The White House has been proposing to eliminate the program since FY 2004.

Appropriators however, can — and often do — include funding for “unauthorized” programs in their annual funding bills. The House-passed version of the FY 2007 HUD Appropriations bill (HR 5576) contains an additional \$30 million in Capital Funds intended for HOPE VI. The bipartisan 262 - 162 vote for adding these funds indicates ongoing congressional support for the program. The Senate Appropriations Committee-passed version of the FY 2007 HUD Appropriations bill (H.R. 5576) carries \$100 million in new funding for HOPE VI and a one-year extension of the program (Sec. 327).

The next step on full reauthorization is unclear. Senators Mikulski (D-Md.) and Bond (R-Mo.) have introduced a comprehensive bill (S 1531) to revise HOPE VI and reauthorize the program through 2011 in the Senate. With the limited number of days left in the 109th Congress, the Senate is unlikely to act on S 1531 before the close of this session. NAHRO will continue to monitor action on HOPE VI. ❖

Final FY 2007 FMRs

continued from page 2

continued to calculate FMRs based on prior area definitions. HUD's proposed FY 2005 FMRs, which included OMB's new area definitions, had no hold harmless policy at all. Under HUD's FY 2006 and FY 2007 hold harmless policies, the department has succeeded in *diluting* FMR values, but in a more gradual manner than originally proposed in FY 2005. HUD's current hold harmless policy provides the appearance that the problem of undervaluing FMRs has been fixed. Instead, for each subsequent year it remains in effect, HUD's hold harmless policy embeds the inequities and dilution of FMR values created by its adoption of the new OMB areas.

NAHRO is currently undertaking an analysis of the impact of the department's FMR policy and will provide members and program stakeholder with the results of its findings.

A copy of the final FY 2007 FMRs is at edocket.access.gpo.gov/2006/pdf/06-8273.pdf. Access to individual FY 2007 FMR area data, methodology and documentation can be accessed at www.huduser.org/datasets/fmr.html. ❖

U.S. Reps Speak Out for Public Housing

Your help is needed to ask your Members of Congress to “sign-on” to a new letter aimed at preventing HUD from enacting new restrictions on agencies' use of capital funds and providing reasonable transition timelines for asset management.

The letter, initiated by Congressman Higgins (D-N.Y.), asks

Occupancy Policies and Procedures (ACOPs) and Administrative Plans for all the programs that the Authority administers. The authority will submit copies of its revised ACOPs and Administrative plans to HUD.

A.3 Within one-hundred twenty (120) days of the effective date of this Agreement, the Authority will modify the computer programs that operate the application process for all the programs it administers to delete the residence preference. From that date forward, applicants' places on the Authority's waiting lists for all the programs that the Authority administers will no longer reflect their residence preferences.

A.4 Within one-hundred twenty (120) days of the effective date of this Agreement, the Authority will notify all applicants on the waiting lists for all the programs it administers that the Authority's residence preference is no longer in effect. Additionally, the letters will provide the applicants' revised numbers on the waiting lists relating to all the programs they have applied for.

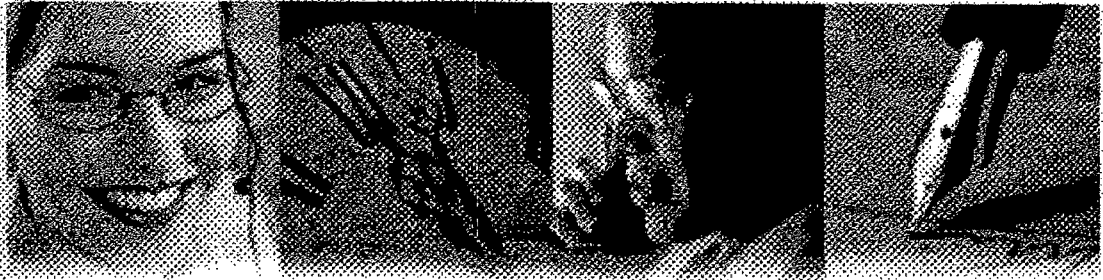
B The Authority will implement a limited English proficiency program (LEP) for all of its programs that it administers in an effort to comply with 24 CFR 1.4, as follows:

B.1 The Authority's pre-application form requires that clients complete it in English. Within ninety (90) days of the effective date of this Agreement, the Authority will eliminate from its pre-application form that the statement that it must be completed in English and the Authority will submit the revised form to HUD.

B.2 Within ninety (90) days of the effective date of this Agreement, the Authority will place a sign in all its and its sub-recipients' offices where clients apply for any of its programs, stating where they might obtain written and verbal translation services at no cost to them. These signs will be in Spanish and Chinese and they will be submitted to HUD.

C The Authority will commence the collection of race/ethnicity data as required by 24 CFR 1.6(b) and 24 CFR 121.

C.1 Within ninety (90) days of the effective date of this Agreement, the Authority will modify its initial pre-application and all other forms that collect race/ethnicity data to conform to OMB's race/ethnicity guidelines. Specifically, all forms that collect race/ethnicity data will list the following races: Black or African American, Asian, Native Hawaiian or Other Pacific Islander, White, and American Indian or Alaskan Native. Applicants will be allowed to select more than one race. The forms will have a separate section where applicants select their ethnicities, which will be either "Hispanic or Latino" or "non-Hispanic or Latino". The Authority will submit copies of all modified forms that collect race/ethnicity data to HUD.



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1-888-763-3364

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3. Can I receive a cost estimate before I order the translation?
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- Naturally, if you are unable to have an independent professional translator examine both documents, you will not be able to check this. That is why...

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Language Line[®] Document Translation Service Questions and Answers – page 1 of 2

What is translation?

Translation is the transmittal of written text from one language into another. Although the terms *translation* and *interpretation* are often used interchangeably, by strict definition, translation refers to the written language, and interpretation to the spoken word.

Who are your translators?

Language Line Services' translators are highly skilled professionals, with advanced degrees in a wide range of disciplines. As a rule, the native speakers of the foreign language translated perform translations.

How do I know if my translation is good?

A good translation should clearly convey the meaning of the original text, read smoothly, and be free from spelling or grammatical errors. Naturally, if you are unable to have an independent professional translator examine both documents, you will not be able to check this. That is why selecting a professional translation service is critical. Every completed transaction is checked for quality by a proofreader or editor before delivery to the customer. If you are not completely satisfied with the result, there will be no charge.

Do you use any translation software?

No. Language Line Services does not use translation software. To make certain of the quality, professional human translators perform all translations.

What about confidentiality?

All Language Line Services translators are bound by confidentiality agreements. To increase confidentiality, customer information is removed from the text given to a translator whenever possible.

What are typical applications for Language Line[®] Document Translation Service?

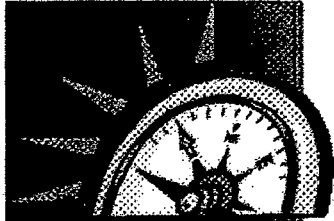
Language Line[®] Document Translation is ideal for documents covering a wide range of routine business needs:

- **General Business:** Manuals, brochures, books, letters, e-mails, memoranda, surveys, personnel announcements, payroll records, education transcripts, magazine or newspaper articles, labels, standard forms, notices, signs, job descriptions, receipts, form letters, instructions, articles, menus, warranties;
- **Financial Services:** Account information, credit histories and reports, financial statements, loan documents, contracts, mortgage papers, pension records, correspondence, financial applications;
- **Healthcare:** Hospital release forms, patient billing and instructions, medical and immunization records, informed consent forms, medical claims, patients' rights;
- **Insurance:** Accident and medical reports, claims information and forms, receipts, statements, death certificates, release forms;
- **Law Enforcement:** Police statements and reports, investigations, public records;
- **Court/Legal:** Complaints, statement of charges, summons, documents, divorce papers, contracts, advice of rights;
- **Public Service/Government:** Notices and public service announcements, voter information, forms, public signage;
- **Transportation:** Security questionnaires and general passenger information and more.

What languages do you translate?

We provide service in more than 150 languages. Please refer to our "Language List" for specific details. Languages are added and removed based on customer demand.

Attachment # 5



Casterline Associates, P.C.

**"True Direction in PHA Accounting
& Financial Management"**

Training Seminars

Upcoming Seminars

The Casterline
Associates Advisor
Newsletter

FREE Operating
Fund Subsidy
Evaluation

Consulting
& Accounting
Services

Employee Directory

Contact Us

Home

Casterline Associates, P.C. is a Certified Public Accounting
and Management Consulting firm that offers a world
of services to the Public Housing Industry.

Outline for Nuts and Bolts Workshop

**Tuesday & Wednesday - 8:30a.m. to 4:30p.m.
- Public Housing & Grants**

Public Housing Budget Process

Operating Subsidy Calculation - the Operating Fund
Maximizing Operating Subsidy Under the Operating Fund
Cost Allocation Plan and Compliance with OMB A-87
HUD Budget Submission and Required HUD Forms

Public Housing Financial Management and Accounting Procedures

Cash, Cash Management, Investments and Related Procedures
Accounts Receivable and Allowance for Doubtful Accounts
Materials Inventories and Allowance for Obsolete Inventory
Fixed Assets - Buildings, Equipment, Depreciation, Capitalization
Policy

Grants Accounting - The Capital Fund etc.
Accounts Payable and Accrued Expenses
Accrued Compensated Absences - Vacation and Sick Leave
Public Housing Equity Accounts
GASB 33 and 34

Public Housing Year-end Reporting

REAC Electronic Reporting - The FDS
PHAS Financial Condition Assessment Overview

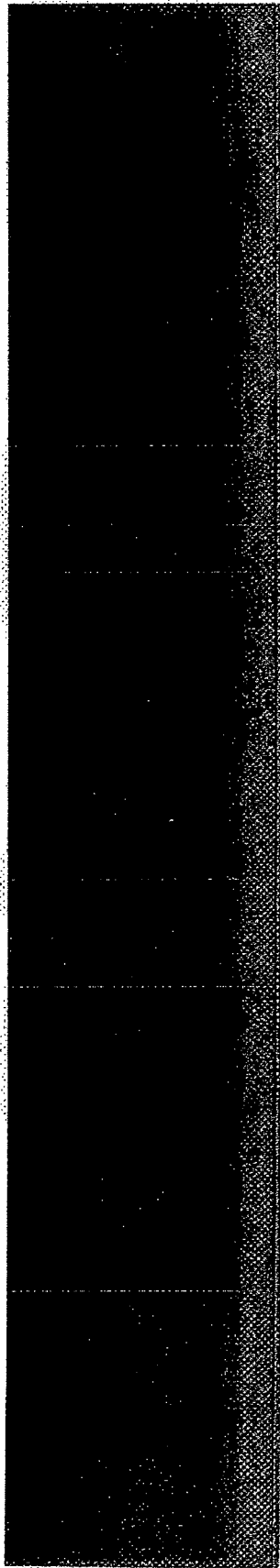
Day Three, Thursday - 8:30a.m. to 4:30p.m. - Section 8

Section 8 Budget Process

Estimating Housing Assistance Payments
Estimating Fee Earnings
Calculating Annual Budget Authority - Contracted and Renewal
Funding
Excess Annual Budget Authority and Program Reserve
Projecting Administrative Expenses
Monitoring Program Utilization

Section 8 Accounting

Cash and Investments
HUD Accounts Receivable/Payable and Annual Contributions



Fixed Assets - Equipment and Depreciation
Section 8 Equity Accounts
Interest on Operating Reserves vs Interest on General Funds
Accounting for Portability
Accounting for Tenant Fraud
Accounting for Family Self Sufficiency

Section 8 Monthly and Year-end Reporting
52681B Form - Monthly Electronic Submission
52681 Form - Year End Manual Submission
REAC Electronic Reporting - The FDS
SEMAP - Overview of Financial Indicator

[Return to Training Seminars](#)

[Upcoming Seminars](#)

[Seminars](#) | [Newsletter](#) | [Subsidy Evaluation](#) | [Consulting & Accounting Services](#)
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Casterline Associates, P.C. ~
Valley Forge Office Colony - Suite 230
Davis Road - Box 962
Valley Forge, PA 19482-0962

Phone 610-783-6844 ~ Fax 610-783-6845



Attachment # 6

Seminars

Commissioner's Fundamentals

Explores the roles and responsibilities of a commissioner, enhancing understanding of the commissioner's multi-faceted position as advocate, leader, team-builder, strategist – and more. Increase your effectiveness as a board member and leader, while exploring the intricacies of board-staff relationships and boundaries. Provides an excellent training foundation for the new commissioner. Prerequisites for Academy participants: *none*. (1.2 CEUs)

Who Should Attend

New commissioners

Schedule

Registration begins at 8:00 a.m. on the first day.

Day One: 8:30 a.m.-5:00 p.m.

Day Two: 8:00 a.m.-12:30 p.m.

[Click here for Registration Information](#)

| 2006 Dates | Location | Hotel Information | Instructor | To Register |
|-----------------------|-------------------|--|------------|---|
| September 23-24, 2006 | San Antonio, TX | Marriott Plaza San Antonio 555 South Alamo Street San Antonio, TX 78205 (210) 229-1000 Rate: \$162 Single/ \$182 Double, plus 16.75% tax Rate Cut-off: 9/8/06 | TBA | Click here to register. |
| October 13-14, 2006 | Atlanta, GA | Hyatt Regency Atlanta <i>Contact NAHRO for hotel information</i> | TBA | Click here to register. |
| December 1-2, 2006 | San Francisco, CA | Hilton San Francisco 333 O'Farrell St. San Francisco, CA 94102 (415) 771-1400 | TBA | Click here to register. |

*

| | | | | |
|--|--|---|--|--|
| | | Rate: \$179 Single/Double, plus 14.05% tax Rate Cut-off: 11/17/06 | | |
|--|--|---|--|--|

Tuition

| Registration Type | Early Price* | Regular Price | Last Minute Price** |
|---|--------------|---------------|---------------------|
| NAHRO Member | \$345 | \$400 | \$525 |
| Non-Member | \$465 | \$540 | \$665 |
| *Register up to 30 days before the seminar start date and pay the early rate. **Register less than three business days before the seminar start date, and pay the last minute rate. | | | |

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Attachment # 7

Ingram, Tia

From: Adolph Moody [Aspencel@msn.com]
Sent: Friday, October 20, 2006 1:33 PM
To: Ingram, Tia
Subject: October 20, 2006 Low Income Public Housing Coordination Meeting
Importance: High

Dear Tia,

I want to thank you for setting up today's meeting, and I think it was a good meeting to start. However, there are just a few items that, I believe, were obfuscated. I was not really clear about the Resident Council's bylaws and election status.

- What are the roles and responsibilities of the council members.
- What is the length of terms of officers.
- Produce a validated copy of the council bylaws.

I want to know if I may see a copy of the maintenance reporting log. I would like to see if there are timestamps for notification, response, completion and on-going status.

Of importance for the resident council, is the need for technical assistance and office space. The time ran out for this part of the meeting, but I would like to know if this may be addressed as a separate concern for the resident council.

The management contract language is of interest to me. Do you know when the review will be completed, and do you know when the board will get copies to review?

The conceptualization and execution of this meeting was very good. Thank you once again.

Respectfully,

Adolph Moody

Ingram, Tia

Attachment # 8

To: jarnone@ebclc.org

Subject: RE: Collaboration

Response from East Bay Community Law Center

-----Original Message-----

From: Jaimee Arnone [mailto:jarnone@ebclc.org]

Sent: Monday, October 30, 2006 10:12 AM

To: Ingram, Tia

Subject: RE: Collaboration

Dear Ms. Ingram:

I just received the Newsletter. It looks great!
Congratulations. Our little blurb is perfect. Thank you.
Jaimee

10/30/2006

Smith, Lugertha

Attachment # 9

From: Ingram, Tia
Sent: Monday, October 30, 2006 11:24 AM
To: All BHA
Cc: Barton, Stephen; Andrew Nguyen (E-mail)
Subject: Caught in the Act

Kudos to Wanda Drouillard!

It isn't in the job description, but that didn't stop Wanda from doing the right thing.

We were processing the annual recertification for a 94-year old, wheelchair bound client. The packet was returned (with the assistance of a relative) but there were still some missing documents.

The standard "request for documents was mailed" and staff followed up with a phone call when the items weren't returne on time.

No one was quite prepared for the answer "i'm hungry and I don't have any food".

As news spread in the office donations started coming in. Wanda went off to pick up the documents required to complete the recertification, and made a small detour to SAFEWAY on the way.

Not sure what to buy, Wanda called the Sr. Center for a short list. Loaded down with approximately \$40 in groceries Wanda arrived at the scene. There was food present, but the attendant had not been there that day.

There were a few dirty dishes; the bed wasn't made; and most important -- she had not had her coffee yet!

Wanda quickly made a cup of coffee, and warmed one of the new TV dinners. While the client dined Wanda washed the dishes and made the bed. The client provided the missing documents, thanked Wanda ... and shared one final request "can you open the fruit cup"? Wanda complied.

Wanda followed up with a call to the grand-nephew who shared they have had problems with attendants. Wanda referred him to the West Berkeley Senior Center for assistance.

Way to Wanda!

Tia M. Ingram

Acting BHA Manager
(510) 981-5471 Voice
(510) 981-5480 Fax