

**ROCHESTER HOUSING AUTHORITY
August 24, 2022
675 WEST MAIN STREET
ROCHESTER, NEW YORK 14611**



August 24, 2022

MEMBERS PRESENT

Florine Cummings, Resident Commissioner, Vice Chair
Kabutey Ocansey, Commissioner
Willie Otis, Resident Commissioner
Henry Rubin, Commissioner
Rosalie Remarais, Chairperson

STAFF PRESENT

Melissa Berrien
Shawn Burr
Sinclair Carrington
Diana Colon
Robert Croston
Pierre Dorancy
Julie Fox
Kimberly Huffman
Shawanna Lawrence
James Senger
Shelby Simpson
Evhen Tupis
Harolda Wilcox

OTHERS PRESENT

H. Todd Bullard, RHA Legal Counsel
Erin Foster, Tipping Point Communications

Commissioner Rosalie Remarais called the August Rochester Housing Authority (RHA) Regular Board Meeting to order at 12:15 pm. It was noted for the record that notice of this meeting was posted as required by law and that there was a quorum present.

1. Open Forum – Public Comments

There were no Public Comments.

2. New Commissioner Swearing-In -

Chairperson Rosalie Remarais had the new Commissioner Kabutey Ocansey to Rochester Housing Authority take the Oath of Office. Commissioner Ocansey was welcome to the RHA and the Board of Commissioners.

3. **Approval of Minutes: July 27, 2022, Regular Board Meeting Minutes**

Commissioner Cummings moved, and Commissioner Rubin seconded the motion to approve the July 2022 Regular Board Meeting Minutes Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

4. **Director's Report and Board Approval Requests**

a. Executive Director, Shawn Burr, presented his director's report as follows:

Mr. Burr would like to



to

recognize Staff across the Authority who continue to go above and beyond to ensure our quality services are performed and resident and participant needs are taken care of especially during this long-lasting pandemic! They really continue to do a remarkable job day in and day out!

Mr. Burr thank all the Commissioners who participated in our employee picnic! It was a great success and we have received many positive comments. Everyone had a good time and the weather and food were awesome! Many thanks to Diana, Shawanna, Natasha, Michael, and all the maintenance staff who helped organize and facilitate the event! Great job!!!

RHA continues to monitor the pandemic conditions. The Executive Team monitors current conditions daily and meets weekly to review and discuss our processes. Currently, we are maintaining our existing protocols.

Mr. Burr was happy to report that RHA received 25 Mainstream vouchers from HUD and the lease-up process will begin on 11/1/22. Pierre will be updating the Section 8 committee.

Mr. Burr stated that our 117 Emergency Housing Vouchers by HUD as a result of the RESCUE Plan, 132 have been issued in accordance with the process we developed with the Continuum of Care. We have housed 80 applicants so far and 25 are searching for housing. The RHA team has done a great job implementing and continues to assist those looking for units. Still, no word on HUD reallocating unused vouchers.

Mr. Burr stated that our Community Choice Demonstration RHA Team is working very hard on this with the HUD team. The RHA Team continues to move the project forward meeting regularly with HUD and its consultants. We hope to launch soon and kudos to our team for all their hard work. Hoping to get a news article published on this.

8. Trillium's COVID testing/Primary Care services for our residents continue with August's schedule moving along. We will be continuing our partnership and expanding

services where we can. Melissa and Harolda are also working together to facilitate COVID Booster clinics at our sites in partnership with the Health Dept and will update in their reports. Todd is connecting us with the Flaum Eye Institute in hopes of bringing on-site eye care services to our Public Housing residents.

Mr. Burr stated he is very proud of the staff involved in community projects and reports on them in their Board reports. Partners Ending Homelessness, RMAPI Housing Working Group which will focus on our community's full housing system, Closing the Gaps Six City Cohort, Jordan Health Community Engagement Committee, Boy Scouts, City FEC Program Initiative, Connected Communities Housing Committee, Private Sector Rental Market Study Working Group, Eviction Response Team, and Benefits Cliff Project are a few that are in the works. I really appreciate their efforts in representing RHA on critical projects in our community and their extra efforts are commendable.

Mr. Burr stated that our Strategic Goal Tracker will be commencing, and we will report on a quarterly basis.

Mr. Burr stated that our final draft of the North Inner Loop Planning project can be found here: [Inner Loop North | Transformation Study | Rochester, New York](#). We met with the City to identify the role(s) that RHA will be involved with going forward and we will continue to work together.

Mr. Burr stated that he is also participating in the "Peer Cities Challenge" on the Rochester team. Rochester was one of nine cities selected to participate and The Challenge connects cities through a series of meetings and resources to learn from each other on what is working and not working relative to the housing needs of the respective communities in effort to advance housing goals. We meet regularly and is great to hear what other Cities are doing. [Housing Solutions Lab Announces Peer Cities Network Selections – NYU Furman Center](#) Additional staff are joining me on the different cohorts.

Mr. Burr stated that RHA is also participating in discussions on how we can implement a "Public Housing – Public School Partnership" that addresses homelessness in school age children and their families. Boston has implemented a successful model and we are looking at how that could work here in Rochester. The team continues to meet and strategize on how we can implement something like that in Rochester. [Boston Housing Authority - Boston Housing Authority A follow-up meeting is in the works.](#)

Mr. Burr gave a NYSPHADA Update: The Legislative Committee continues to work hard on advocating at the State level for funding for PHA's, especially upstate. We continue to push for more ERAP funds for upstate PHA's as we all have significant arrears continues and RHA is lucky that the City and County did such a good job administering these funds. NYSPHADA has joined with NYSFA on the ERAP funds advocacy.

HUD Receives Significant Funding Increase in House Proposal

On June 30, the House Appropriations Transportation-HUD Subcommittee approved legislation that would increase HUD funding by \$8.9 billion or 17%, - in order to combat the impacts of inflation and rent increases. The legislation was passed by a voice vote with no amendments. It now moves to the full Appropriations Committee, which will

consider the bill on June 30. Overall, the Transportation-HUD bill was increased by \$11.5 billion, 77% of which was allocated to HUD. The strong preference for HUD funding ensured that all HUD accounts were either increased or at least level funded. NAHRO thanks its members for being strong advocates for HUD programs and the House Appropriations THUD subcommittee for recognizing the importance of HUD programs. NAHRO also urges its members to continue to thank their elected representatives to thank them for these increases and to keep them informed about local housing and community development needs. To read NAHRO's in-depth analysis on the legislation visit: www.nahro.org/FY23HouseApprops.

Find a summary below:

- Public Housing Capital Fund: \$3.4 billion, \$200 million higher than FY 2022
- Public Housing Operating Fund: \$5.039 billion, level funding with FY 2022
- Choice Neighborhoods: \$450 million, \$100 million higher than FY 2022
- Section 8 Housing Assistance Payment Renewals: \$26.184 billion, \$2.089 billion higher than FY 2022
- New General-Purpose Vouchers: \$1.1 billion, \$900 million more than FY 2022
- Administrative Fees: \$2.757 billion, \$346 million higher than FY 2022
- Family Self-Sufficiency: \$125 million, \$16 million higher than FY 2022
- Section 8 Project-Based Rental Assistance: \$14.94 billion, \$1 billion higher than FY 2022
- Community Development Block Grant: \$3.3 billion, level funding with FY 2022
- HOME Investment Partnerships: \$1.675 billion, \$175 million higher than FY 2022
- Economic Development Initiative: \$1.975 billion, \$475 million higher than FY 2022
- Housing Opportunity for Persons with AIDS: \$600 million, \$150 million higher than FY2022
- Homeless Assistance Grants: \$3.604 billion, \$391 million higher than FY 2022

Senate Proposes \$4.3 Billion Increase to HUD

HUD received a \$4.3 billion boost for the upcoming fiscal year in draft legislation released by the Senate Appropriations Committee yesterday. The funding increase would accommodate at least level funding for nearly all HUD programs in the upcoming fiscal year. Final spending decisions still need to be negotiated between House and Senate leadership, a process that is not expected to begin until after the midterm elections. Overall, the Senate Appropriations Committee proposed a 10% increase to domestic spending in FY 2023, which is keeping in line with inflation but doesn't allow for major funding changes. The Transportation-HUD (THUD) bill received an additional \$8.01 billion over current funding levels, \$4.3 billion of which was allocated to HUD. HUD programs also benefitted from an estimated \$10.3 billion in funding from the Federal Housing Administration and the Government National Mortgage Association. The Senate bill has some high points compared to the FY 2023 House-approved bill. Notably, the Senate proposed \$2.757 billion for Section 8 Administrative Fees, which is \$45 million higher than the House. HOME also received \$50 million higher than the House. The Community Development Block Grant program is funded at \$225 million more than the House bill, which includes a \$200 million "YIMBY" program. Additionally, the bill includes legislation that would permanently authorize the Community Development

Block Grant Disaster Relief program and \$1.447 billion in funding to address 2021 disasters. The draft legislation includes a \$50 million increase to Native American, Alaskan, and Hawaiian housing programs, which would be an historically high funding level.

The bill also contains legislation to reauthorize the Native American Housing and Self-Determination Act. Unfortunately, the Senate bill only includes \$50 million for new general-purpose vouchers, which is significantly less than the House passed \$1.1 billion. The Senate does not plan to take additional action on appropriations until an overall agreement on funding levels can be reached following the midterm elections. This guarantees that a continuing resolution will be necessary to continue government operations past the end of the fiscal year on Sept. 30.

Congress will have the final say. It is encouraging to see the increases, but we still need more not combat the current affordable housing crisis.

b. Board Action Requests

- i. Emergency Generator Equipment at Glenwood Gardens Apts - Authorized the Executive Director to award the contract to Szulgit Electrical Corporation for the sum of \$99,500.00 (one time) – Capital Projects

Commissioner Cummings moved, and Commissioner Rubin seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- ii. Atlantic Town Homes Site Upgrades General Contractor Project - Authorized the Executive Director to award the contract to Fleetwood Construction Services for the sum of \$2,467,918.00 (one time) – Capital Projects

Commissioner Ocansey moved, and Commissioner Rubin seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- iii. Atlantic Town Homes Site Upgrades Electrical Contractor Project- Authorized the Executive Director to award the contract to Szulgit Electrical Corporation Plan for the sum of \$160,000.00 – Capital Projects

Commissioner Rubin moved, and Commissioner Otis seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- iv. Bulk Bid A&E Proposals
 - a. HUNT E-A-S - Authorized the Executive Director to award the contract to HUNT E-A-S for the sum of \$300,000.00 – Capital Projects

Commissioner Cummings moved, and Commissioner Rubin seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- b. PLMA Associates - Authorized the Executive Director to award the contract to PLMA Associates for the sum of \$300,000.00 – Capital Projects

Commissioner Rubin moved, and Commissioner Cummings seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- c. APD Engineering & Architecture - Authorized the Executive Director to award the contract to APD Engineering & Architecture for the sum of \$300,000.00 – Capital Projects

Commissioner Rubin moved, and Commissioner Otis seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- v. Bronson Court Furnace and Water Heater Replacement - Authorized the Executive Director to award a contract to Kennedy Mechanical for \$118,144.00 – Capital Projects

Commissioner Rubin moved, and Commissioner Cummings seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- vi. Steam boiler vacuum tank purchase for (3) locations - Authorized the Executive Director to award a contract to Stark Equipment Co. for 77,000.00 – Capital Projects

Commissioner Otis moved, and Commissioner Rubin seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- vii. Family Self-Sufficiency Revised Action Plan - Authorized the Executive Director to approve the update of the FSS Action Plan language in accordance with the FSS Final Rule – Resident Services

Commissioner Cummings moved, and Commissioner Otis seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- viii. Renewal: BPO for Verizon Cellphone Services - Authorized the Executive Director to approve Blanket Purchase Order (BPO) to Verizon for \$50,000.00 – Information Technology

Commissioner Cummings moved, and Commissioner Otis seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- ix. Housing Choice Voucher Waiting List Preference - Authorized the Executive Director to update the RHA Administrative Plan – Leasing Operations

Commissioner Rubin moved, and Commissioner Ocansey seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- x. Temporary PO for Town and Country - Authorized the Executive Director to approve the temporary PO needed to cover services until September 30, 2022, for the amount of \$50,000.00 – Public Housing

Commissioner Rubin moved, and Commissioner Ocansey seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

The following Action Items were approved as a group with one vote:

- xi. ACOP Chapter 3 I.D. Head of Household - Authorized the Executive Director to update the RHA ACOP – Public Housing
- xii. ACOP Chapter 14-II. A Hearing Decision- Authorized the Executive Director to update the RHA ACOP – Public Housing
- xiii. ACOP Chapter 14 III.D. Informal Settlement - Authorized the Executive Director to update the RHA ACOP – Public Housing
- xiv. ACOP Chapter 14 III.E. Procedures to Obtain a Hearing- Authorized the Executive Director to update the RHA ACOP – Public Housing
- xv. ACOP Chapter 14 III.F Selection of Hearing Officer/Panel - Authorized the Executive Director to update the RHA ACOP – Public Housing

- xvi. ACOP Chapter 14 III.G. Procedures Governing the Hearing- Authorized the Executive Director to update the RHA ACOP – Public Housing
- xvii. ACOP Chapter 14 III.H. Final Decision - Authorized the Executive Director to update the RHA ACOP – Public Housing
- xviii. ACOP Chapter 11: Community Service- Authorized the Executive Director to update the RHA ACOP – Public Housing

Commissioner Ocansey moved, and Commissioner Otis seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- xix. Kennedy Tower Corridor and Resident Units Upgrades - Authorized the Executive Director to change order #14 for FW Construction Corp. for the amount of \$72,247.38 – Capital Projects

Commissioner Rubin moved, and Commissioner Otis seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

- xx. Resolution 08.24.2022.02 for Bond St. SAC application - Authorized the Executive Director to approve demolition, and apply with the Special Application Center of HUD to ensure RHA complies with all regulations and qualifications, and all documents requested. – Capital Projects

Commissioner Ocansey moved, and Commissioner Rubin seconded the motion to approve the action item Commissioner Remarais, Commissioner Rubin, Commissioner Ocansey, Commissioner Cummings, and Commissioner Otis voted yes. The motion passed five to zero.

5. **Human Resource Coordinator Report**

Shawanna Lawrence

The Human Resource Department is continuing to implement the Strategic Plan Goal III: "Support our Employees to Enhance an Organizational Culture of Excellence" Please see the update below:

Goal III: Support our Employees to Enhance an Organizational Culture of Excellence

Learning and Development program for Managers- August-September 2022

The Successful Supervision training is five-week program providing tools for supervisors and managers to be successful. The training provides role clarity, the achievement of goals, the development of people, decision-making skill, successful delegation, effective communication, and the selection and retention of talent.

Wellness Initiatives- August 2022

The Wellness Committee submitted its monthly newsletter to staff which focused on National Wellness Month, provided resources and recognized an employee for being a healthy hero.

Goal VI: Improve Internal and External communication

Recent Events- Staff Summer BBQ August 2022

Staff Summer BBQ was at Ontario Beach Park. This event highlighted our continued commitment to improving internal communications and further enhancing our culture of excellence with staff. We were able to celebrate the associates' hard work and dedication to RHA by providing them with lunch and several fun activities. We received lots of great feedback from the associates regarding how wonderful the event was.

Welcoming the new employees is a collaborative effort that includes human resources (HR), the hiring department, and other staff. We introduced our new hires to colleagues and the organization during the orientation process and went through our benefits packages, policies, and procedures.

Coming Soon:

In efforts to upskill our staff, we will be implementing a learning management system, to deliver educational content to our employees in a centralized location. It will also handle a variety of other tasks, including the following:

- Set and manage employee goals
- Track individual progress
- Communicate with employees for upcoming training
- View detailed analytics
- Identify skills gaps
- Assists employees who may need additional support

6. Compliance, Inclusion, and Diversity Officer's Report Cynthia Herriott

Inclusion

- COVID Strategy – We continue to work with community partners to facilitate addressing resident needs around vaccinations, testing and education.
- Language Access Plan- The Diversity and Inclusion Committee is working on a Language Access Plan to adopt new procedures and to work with community organizations and Language Access Liaisons to identify opportunities to enhance RHA services. The plan draft has been provided to the board and senior staff as an FYI. No action is necessary, but feedback is welcome.
- Acknowledgments- The Diversity and Inclusion Committee has acknowledged a number of cultural celebrations.

- Guardian Ad Litem Program - C. Herriott is chairing the Monroe County Court Housing Court Subcommittee to implement a guardian protocol for participants with behavioral health issues.
- PH On-Site Mini Libraries- The Diversity and Inclusion Subcommittee is in the early stages of developing On-Site Mini Libraries for Public Housing residents. These books will promote diversity and inclusion as well as growth, literacy, and empowerment. A meeting took place on 8/9/22. Commissioners Cummings and Rubin are members.

Compliance

- **Fraud Investigations**
 - **Leasing Operations**: Repayment agreement payment totals YTD as of July 2022, \$48,043.35 collected, (with a total of \$12,899.66 collected in July 2022). A total of \$453,890.95 has been collected to date.
 - **Public Housing** Repayment agreement totals YTD for Vacated Arrears and Collection Loss as of July 2022: \$10,282.53 collected, (with a total of \$6,786.08 collected for July 2022). A total of \$79,508.38 has been collected to date.
- **Termination Hearings**
 - **Leasing Operations** – 22 Participant Hearings Scheduled: 4 upheld, 4 overturned, 5 re-instated, 8 adjourned & 1 withdrawn
 - **Public Housing** - 0 Participant Grievance Hearings Scheduled: 0 withdrawn; 0 upheld; 0 overturned, 0 reinstated & 0 adjourned

Operations

- **Case Management** –
 - Program Violation Referrals Outstanding - 1,396 (Previously 1,378)- which is a total to date since 2015. Due to staffing shortages, program violation referrals will be temporarily on hold. Compliance is working with HR to fill the positions.
 - Overpayment Calculations - A team of Staff members developed a consistent formula for this protocol that can be used authority-wide. Kudos to Katherine Fonticciella, Harolda Wilcox, Pierre Dorancy, and Lisa Tarantello. The new procedure is complete and in effect.
 - **Legal Case Management** - Compliance has worked with Finance to develop a database to monitor any open pending legal matters. Finance will ensure the information is kept up to date.
- **Rochester Housing Charities (RHC)** – Commissioner Florine Cummings and Deputy Executive Director Cynthia Herriott serve as RHA’s ex-officio representative on the RHC Board of Directors.
 - Both attend monthly board meetings.
 - Board member recruitment for RHC is ongoing, and staff is working on Board training.

- The IDED will work with the ED to schedule a retreat with both the Rochester Housing Authority and Rochester Housing Charities once Board members are in place.
 - RHC is finishing up an audit. The results will be shared with the board members.
- **Audit and Review** – The IED works closely with Legal Counsel to address areas in need of assessment within RHA. (*Executive Session for any requested reporting*)
- Most Compliance Audits are temporarily on hold until vacant positions are filled. The IDED has conducted several small-scale audits.
- **Public Safety** – Please see the Activity Chart for Public Safety.
- RHA is working with residents to address the violence spikes that are occurring in the City of Rochester. Public Safety works with the Rochester Police Department to develop strategies to address crime trends.
 - A tenant whose daughter was banned from RHA property was letting her in and is being served with eviction.
 - Emergency Response Plan - On July 29, at around 1 pm, the Rochester Police Department responded to what was initially reported as an armed subject in the area of our property at 270 Lake Ave. They advised that the situation was very dangerous and to remain inside buildings and to not enter property locations. Fortunately staff members had recently attended Active Shooter Training conducted by the RPD Special Weapons and Tactics Commander. Overall, the staff did a good job of sheltering in place. We did debrief the incident during the executive staff meeting and a few concerns were identified which will be addressed. It is my hope that we can soon do a simulated scenario for staff training.

7. **Finance**

Kimberly Huffman

Ms. Huffman reported the monthly Finance Report, the actual vs. budgeted figures, and variances for year-to-date through June 30, 2022, for the COCC, Public Housing, and Section 8 Operating Income and Expenses.

8. **Information Technology Report**

Evhen Tupis

Resident Computer Labs & JWRC Office Technology Survey + Remediation

Summary: IT is in the process of sweeping through all resident labs and JWRC offices to assure all systems are complete and functional.

Status: Completion target – September 2

Computer Network Modernization (14 sites)

Summary: This is a non-trivial upgrade of our building-to-building networks that is required Telephone System Modernization (14 sites)

Status: RHA has moved from Windstream services to Frontier. Existing telephone service costs have been reduced significantly. This is an interim milestone on the journey to full modernization of our telephone services. Goal: Establish a foundationally sound network that will support more services, including video safety, updated telephone system, and updated access control systems.

Milestone: Phase 1b (Cost Savings Summary: Windstream to Frontier migration): Targeting September meeting (Note: schedule slipped)

Milestone: Phase 2 (RFP for modern telephone services): Target – Calendar Q3, 2022

Video Safety and Access Control (14 sites)

Summary: Input from a wide range of stakeholders is driving a data-gathering and functional requirements document that will be used to release an RFP to update and simplify both systems.

Status: Phase 1 (Review gathered data and FR with Executive Sponsors) – August 22, 2022

Status: Phase 2 (Create RFP and receive ok-to-go from Executive Team) – Early Q4, 2022

HCV/Section 8 Document Archive Scanning

Summary: Paper records housed for Leasing Operations / Section 8 are being electronically scanned and directly attached to Tenmast WinTen2+ resident records. Additionally, IT has provided document scanning equipment to allow LO staff to directly scan new paper documents and upload them without delay.

Status: The paper record scanning activity is in-progress with targeted completion Q4, 2022

Public Self-service Kiosks

Summary: RHA subscribes to several “portals” that allow the public to interact with RHA staff electronically. However, not all residents have computers to access them. RHA has acquired two (located at 675 W. Main and 270 Lake Ave.). LO will administer them. Onsite Kiosk User-Coaches will be identified and trained.

Status: RHA “Super Users” training on August 1, 2022. Public processes are being developed. Release-to-public TBD, likely Q4 2022.

Affordable Internet for Residents

Summary: E.D. Burr directed RHA to find a way to help residents better afford

Internet access when desired. IT is launching a campaign to both inform all residents of the Federal Subsidy program (reducing costs by \$30/month) and coach them through the application process with the help of Resident Services staff.

Status: “Test flight” of online application completed and “test pilot” received approval to proceed to reach out to their Internet Service Provider (ISP). RHA’s direct-mail communication campaign will launch as soon as the Resident Services staff is ready to field requests for assistance if any.

Capital Projects Archive Upgrade

Summary: An outdated Microsoft Access database is being used to index-and-track archived Capital Projects data. A modern replacement is needed. Key stakeholders have been identified and interviewed to determine their needs.

Status: This project has been suspended, with the loss of Capital Projects leadership. It is moving to “Future Project” status to remain visible.

Administrative Wi-Fi Modernization

Summary: RHA staff have had their desktop computers replaced with laptops. While remote access is allowed, we have a poorly-aging in-building Wi-Fi system that needs to be replaced to allow full mobility. This is a placeholder for a near-future project and RFP to update our in-building Wi-Fi coverage to allow for easier mobility when staff requires it.

Status: Preparing to launch. Targeting RFP creation in late Calendar Q3, 2022 with release early in Q4, 2022

Replace Landlord Portal with MRI Assistance Connect / Owner Portal

RHA uses a poorly aging, unsupported, a legacy product called Landlord Portal. It is difficult to use and prone to errors, frustrating users. An upgrade is available. Key stakeholders shall evaluate it and IT will project manage it to full implementation with their approval.

Status: Key stakeholders received a full system demonstration on September 8, 2022. All agreed that pursuit and implementation should proceed. Full quote (including staff training) has been requested from MRI. Standard procurement processes will be followed.

Managed IT Services Agreement

Summary: Demands for IT services are greater than present staffing levels can support. A stop-gap agreement with Innovative Solutions will expire on September 30. An RFP for managed IT services to take us into the foreseeable future underway way, with a target of presenting the award for Board approval as soon as September if possible.

Status: Functional requirements have been assembled and are being evaluated based on present-year learnings. Standard procurement processes will be followed