



John A. Boris, Chairman  
Kimberley Driscoll, Vice Chairman  
Charity Lezama, Treasurer  
Benjamin Shallop, Assistant Treasurer  
Sue Kirby

Cathy Hoog, Executive Director

**MINUTES OF THE  
SPECIAL MEETING  
WEDNESDAY, JULY 15, 2020  
2:00 p.m.**

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**I. Called Meeting to Order at 2:00 p.m.**

**II. Roll Call**

Present

Sue Kirby  
Benjamin Shallop  
John A. Boris

Absent

Kimberley Driscoll (joined meeting at  
2:04 p.m.)  
Charity Lezama

Also Present: Cathy Hoog, Executive Director, Debra Tucker, Assistant Executive Director and Gary Dean, Director of Maintenance

**III. Minutes of Previous Meeting(s)**

Sue Kirby moved to accept the Minutes of the Special Meeting held on Wednesday, June 10, 2020. Benjamin Winthrop seconded the motion and the vote was as follows:

Ayes

3

Nays

**IV. Tenant Engagement**

2020 Federal Annual Plan

Cathy Hoog, Executive Director, presented and submitted to the Board for approval the 2020 Federal Annual Plan. Said plan was submitted to the Board of Directors for review at the June 10, 2020 Special Meeting.

2020 Federal Annual Plan.

Cathy Hoog: Is there anyone on the call who would like to participate who would like to comment on the 2020 Federal Annual Plan?

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Jacqui Guzman is here with us and she is the Federal Housing Director and she is in charge of managing the public participation for Federal Agency Plan. The Housing Authority held 2 Resident Advisory Board Meetings and we had some participants call in and ask a few questions. One, in particular was: The Housing Authority's consideration of converting our Federal Public Housing and some of the folks on that advisory committee had some questions and we were able to answer those questions. That is the only new item on our Federal Annual Plan that we have not had before. Essentially, what it covers is this idea that the Housing Authority is going to begin exploring converting our Federal Public Housing to Project Based Vouchers. It is a long process and we are going to start exploring that is something we needed to identify that in our Federal Annual Plan so that folks were aware of that. In the near future, we will have to present some changes in our administrative plan to the board. The Housing Authority does already have a Project Based Voucher Program. We aren't utilizing that program to the fullest so we would need to make some changes to the language in the admin. Plan in the language so that could utilize the entire percentage of Project Based Vouchers that we are allowed to utilize.

Does anyone have any further questions or comments?

KD: Do you think it makes sense for folks to type in the chat space?

John Boris: I would like to remind the public to state their name and address for the record.

Sue Kirby: Cathy, when you say the process is lengthy, how long is the process? Are we talking 1 year, 2 years, or 3 years.? What are we talking about?

Cathy Hoog: We recently had a conference call with HUD. There is only one Housing Authority that has gone through the entire process to completion. It took about a year and a half for completion. It is a process of red tape and paperwork but also a process of meeting with folks, ensuring that they understand what the process is about and getting feedback and participation. I will be talking with the Board at length about this in the very near future so that you completely understand what it entails and what exactly it involves. The language that we have included in our Federal Annual Plan is that the Housing Authority is looking to explore this.

John Boris: Are there any other questions or comments from the Board or the audience? There were none. I would ask for a motion to approve the Federal Annual Plan.

Cathy Hoog: If there aren't any significant proposed changes or amendments which we do not have any from the Resident Advisory Board based on the feedback we received. Unless there are significant proposed changes or amendments, then the Board may vote to approve the Federal Annual Plan as presented.

Kimberley Driscoll moved to approve the 2020 Federal Annual Plan and authorize Chairman John A. Boris to execute the Civil Rights Certification and Certification of Compliance with PHA Plans and Related Regulations including required Civil Rights Certifications. Benjamin Shallop seconded the motion and the vote was as follows:

Ayes

Sue Kirby

Benjamin Shallop

Kimberley Driscoll

John A. Boris

Nays

### State Annual Plan//Capital Improvement Plan

Cathy Hoog presented to the Board the State Annual Plan/Capital Improvement Plan for discussion and public comments.

Cathy Hoog; During the Tenant Engagement portion of meeting we thought it would make sense to move up the presentation on the Federal Annual Plan and the State Annual Plan along with the Capital Plan to this portion of the meeting which is also considered a public hearing so that folks who have called in and would like to join us to participate in this don't have to wait for the whole meeting to submit and discuss their comments.

Cathy Hoog: Housing Authority State Annual Plan which also incorporates the Capital Improvement Plan. This is a new process this year. I would like to give a big shout out to the Tenant Associations (Charter Street Tenant Association, Morency Manor Tenants Association and Pioneer Terrace Association. They did a fantastic job working together with us trying to solicit feedback from residents and encouraging residents to get involved. They distributed surveys. They put a lot of effort and work in to trying to get residents to submit feedback especially during this time. It has been particularly challenging for us to engage with folks remotely. We have made a lot of effort in trying to do that via remote meetings, flyers, and surveys and robo calls and all difference ways. I want to thank all the tenant associations for helping us in this process. It made a big difference. Thank you.

Gene Collins – Pioneer Terrace

We have had issues and concerns with various going on. We have had concerns in terms of communication going in and out, but we are trying to work through some of those issues.

On the state side, are we are talking about issues that affect Pioneer Terrace? We have asked for signage for visitors to be put on all doors. Half of them are there and half of them are not there. We have asked for hand washing stations. We have not received them yet. We have asked for a pest control plan and how we are going to address it. We have not received that. We have asked for the office to be set up. They are doing that. We have asked them to straighten out the dumpster scenario and how other barrels are situated. We have had another fall so the stairs and walkways are another issue. We have had 4 falls last month because of the conditions of the

stairs and walkways. The ventilation system is a major issue that has come to the forefront by other people. These are some of the things that people are asking me to put forward. I know that the SHA are abutters but we as tenants are abutters also and there are plans for Palmer Cove playground and plans for the walkway and so further that we are not copies on nor are we aware of. These are issues we would like to bring to the fore front and hopefully and hopefully receive feedback. Thank you.

Chairman Boris - any further questions or comments?

Lorelee Stewart – 7 Barnes Road, Salem, MA. I am representing The League of Woman Voters. I would like to see the SHA's public hearings to be held at a time when people who are working can make it. Your board meetings have been at 2:00 p.m. The League of Women Voters have been following the SHA for over 1 year. We have been studying the SHA and want to learn about the most important form of affordable housing. We are finding that your Board Meetings are really not accessible to people that are working remotely at home during the day.

Carol Lemieux – 27 Charter Street, Salem, MA - We never received the Zoom Meeting information on how to connect. I went downstairs to the office and Debbie gave us the information and that is why we are late joining the meeting. My understanding was that this meeting was a public hearing and then a few days ago we got a notice that this is a Board meeting and that the Public Hearing will be the second to last item on the agenda.

Cathy Hoog – This is a Board Meeting and a public hearing, and we moved the Public Hearing up to the top of the agenda.

Carol Lemieux - I am confused about the way that it got changed from a Public Hearing to a Board Meeting which is what I understood.

Cathy Hoog – It was advertised as both a Board Meeting and a Public Hearing from the start.

Sue Kirby – I assume Carol has things she wants to say about Charter Street, and this is the time you need to say it. It is going to pass by.

Carol Lemieux – We said a great deal in the meeting that we had on June 29<sup>th</sup>, 2020 about the Language Assistant Plan and the importance of integrating that into how we function here. It has been a significant problem with the Hispanic Community, and I assume for the Albanian Community. Also, the other items we brough up at the June 29<sup>th</sup> meeting, we would like those items addressed. We performed a survey which included 16 English speaking residents and 16 Spanish speaking residents. There is a lot of information there about residents needs and I need to know how and if those things will be included into the State Annual Plan.

Cathy Hoog- Before you joined the meeting today, I gave accolades to the Tenant Associations for their help. Thanks, you very much for all your help in this process. It was very useful to get all of that feedback that you submitted based on the survey you distributed to Charter Street. I did share the information with the Board Members. I summarized it all and sent it to them. If you want to go over that at length today, you are welcome to do that. I will say for certain that I agree

with you 100% on the Language Assistant Plan. I feel that the SHA must do a better job with our Language Assistant Plan and I fully intend to do so. There were a lot of suggestions that came down the pike from the tenant associates that were very important suggestions. I agree with them 100%.

Calvin Young – 27 Charter Street, Salem – There are 3 companies that have antennas on the roof, and we have no input. We never have input on things they do, and we should have input on things they do before they are installed. We need to understand the work they are doing, and we need to be included in making decisions as to whether the work should be allowed because we are impacted by it. It was my understanding that no one could receive a phone call from outside of the building for 3 days and we are not being compensated in any way for work that is being done on roof. That is something that needs to be addressed. We are drafting a policy on this and we would like it to be including in the Annual Plan. The language would be that the SHA and the Tenant Association are working on a notification plan. What is the process of notifying the tenant association on work that gets done by the Maintenance Department or a Construction Project? This is something very important and we do need to be notified in advance.

Gene Collins – Pioneer Terrace, Salem, MA - I would like to get a copy of the summary you put together for the Board Members as a result of all of the feedback from the Tenant Associations. I would like to review that. The second thing I would like to say is that I hope that this is not the end of the annual plan public comments. I thought there was another portion of this process. I don't think that everyone has had a chance to voice their comments. The communication is a little amiss. We are not feeling the opportunities at Pioneer Terrace that other people are having. We are spread out and so we do not have the ability to meet anyone at the door. We have to roam around. The landscapers make so much noise that all the people who intended on joining my meeting dissipated. Had we known that the landscapers were going to be here, we would have gone somewhere else. The noise is unbearable. This is a result of the tenants not being notified as to what is happening. The Robo call notifications are not very complete or clear. We need to back this up with communication. We don't have any idea of what is included in the summary. We would like to be made aware of that summary plan and give us a chance to review it and maybe add on to it.

Sue Kirby: 45 St. Peter Street, Salem, MA - I think what Cathy is talking about is a document that Morency Tenant Association about their issues and then there is also a document that we all put together around the Language Access Plan. There is nothing there that is from everybody or represents all tenants. The only thing that is there is a document Morency submitted.

Cathy Hoog – There was also a document submitted by Charter Street Tenants Association as well.

Sue Kirby – They are survey results.

Carol Lemieux – There is a survey about the issues at Charter Street as well.

Calvin Young – 27 Charter Street, Salem, MA - Will there be a Board vote tonight or will the vote take place at the August 2020 Meeting?

Cathy Hoog – The Annual Plan will be voted on at the August meeting.

Calvin Young – 27 Charter Street, Salem – We do have more information that we would like to submit.

John Boris, Chairman – I think Dian Santos has a question.

Diane Santos – 45 St. Peter Street, Salem – We have seen a lot of improvements over the last 6-8 months here at Morency with our new Executive Director, Cathy Hoog when she took the reins. The Parking Policy works in the sense of community in our building and proves that we can make things better. What we would like to see included in the 2020-2021 Annual Plan is as follows:

We are happy to hear that a new maintenance service is being tested and can handle calls in other languages. We do not see any communication translated for our Spanish speaking residents. We received flyers about work that is going to be done in the building. The notices were all in English with a heading “Important” “Please have translated into Spanish”. We should do better than this particularly for our Spanish speaking residents. The robo call yesterday, I was happy to hear that it was in English and Spanish. As far as the clean goes, the rugs on all floors need to be shampooed at least once per year. There is a rug in the lobby and at the elevator entrances on all floors are never really cleaned only vacuumed not shampooed. The trash in the chutes are full of food. I am happy to hear that on July 24, 2020, the SHA is cleaning all of the shuts. The elevator maintenance has been an issue for a long time. We have a new repair contractor. Many residents can’t walk up the stairs. As far as outside walking hazards the survey turned up specific hazards as to where the tripping hazards are. It is an issue for many people with walkers. We have the list from the survey to give to maintenance. I already mentioned this to Gary. When planning for repairs Gary said that he would be in touch with Morency Tenants Association to come over and see where the hazards are. The common area carpeting needs to be replaced. The ceiling tiles on the first floor need to be replaced. Ceiling paint in the laundry room and office is all chipping off because there are leaks. Gary has to see me and figure out where the leaks are coming from.

Celia Stevens, 45 St. Peter Street, - The handicapped door opener is a real priority but is hold now due to the Covid virus. The laundry room needs ore washing machines and dryers. We did a survey for residents and they prefer a change system over a paid card system. The ADA compliance in bathrooms particularly in handicapped apartments need modified tubs. Our major leaks are 1 first floor laundry room and office. Overall, we are happy to see the improvements that have been made before the Pandemic in March. Putting these comments together was a challenge and technology of meeting remotely is a challenge. Seeing our neighbors isolated from family and friends and each other is a challenge. There are and will be more small and large things that come up Over the course of 2020-2021 Annual Plan, we are looking forward to working with the Housing Authority to make Morency a good home for people to live in.

John Boris, Chairman – Thank you.

Cathy Hoog – Thank you Cecilia.

Luz – 141 Rainbow Terrace – I had questions but about the parking at R.T. I know that they are going to do something about it now. Parking has always been an issue at R.T. It is a good thing that something is finally going to be done about it. Sometimes we have situations here where cars will be parked at R.T at night in the fire lanes which blocks the entire lane. The trash is an issue. People will take their bags and leave them outside the dumpster instead of throwing them in the dumpster. I know you have sent out notices to address this issue. I know you are on top of it but there is still a bit of a problem with that. If people don't work with it, that is why the mice come back. I haven't seen any recently but if residents keep messes around the dumpsters, the mice will come back.

John Boris, Chairman – Thank you.

Cathy Hoog – I appreciate you calling in Luz. It is really great to hear from someone at R. T. We have big plans for parking. We are hopeful that it is going to make a difference in the community. We sent out a notice for R.T. residents to call into a Zoom Meeting relative to the proposed parking changes and encourage you and your neighbors to call in. We are looking for feedback on the proposed changes. I think it will make a big difference.

Luz, 141 Rainbow Terrace – it looks good. I think it will help a lot with the parking issues.

Carol Lemieux – 27 Charter Street – We would like to address some issues in an overview that we have discussed and things that as a result of our survey t are most critical for people here.

1. The need for Spanish and Albanian interpreters.
2. Written communication in the maintenance department and I think you have taken care of that with the new answering service, but the other things are important as well. We are asking for more effective communication between the SHA and the CSTA and residents about maintenance projects.
3. The CSTA has serious concerns about the maintenance costs in our aging buildings. Certainly, in our building and across the board and in the community. Where and how will we get the funds to address these problems? Personally, I know there are drainage problems in bathrooms and tubs. I think there are problems with the pipes. Under Capital Projects – Question 2 on Survey:  
the things that people most wanted were new kitchen cabinets and new counter tops and window replacement. Both of those things should be at the top of the list.

For Resident Services, there is enough support in the community for ESL and Spanish classes. We should take this very seriously and try to establish that. There is also some support for music and art. This should be explored further and we, at the CSTA will continue to see a piano for the community room. I think that would help a whole lot.

Communication from the SHA about capital projects and maintenance projects being considered with required legal notifications met and better advanced notice for meetings,

discussions and input from residents and the tenant associations for decisions that the Housing Authority makes regarding our lives in our buildings. Thank you.

John Boris, Chairman – Thank you, Carol.

Cathy Hoog – Thank you everyone for all of your feedback.

Sue Kirby – I am really excited about this process and that it is going to happen again next year and the year after that and the year after that. It really feels like a solid way for us to focus the tenants on thinking about how they can impact things and not just during the annual plan.

I went over point by point each month about what is supposed to happen in Maintenance and that is a real eyeopener. I learned a lot about how maintenance works and that was really good. Now that the virus has sort of slowed down that process what was in there for April, May, and June, I am assuming that some of the work didn't happen because the SHA was only doing routine things. There was a section talking about deferred maintenance. I didn't see a listing of the things that have gotten differed because of the need to only do emergency issues and work on other things. How does that get patched in there so that people have an understanding? It is going to take a while to catch up and we are not out of the woods by any means. How are we going to handle that in our planning process particularly around maintenance?

Cathy Hoog: Deferred Maintenance is a category that is essentially made up by the State. It is a DHCD category that Housing Authorities are required to have. We are not required to necessarily defer anything. But it is a category of work orders that we are required to have in our plan as a category of work orders. What would belong there would be things that we can't necessarily do because of money and/or time or manpower. All of the work orders, routine work orders aren't happening now during the pandemic don't belong in the deferred work order category. What happens with those is when the time comes and hopefully that is soon that we can begin to safely return to routine work orders. We will then take care of them. Right now, if people call in and it is a routine issue, we don't necessarily create a work order, we ask folks to wait and call back. If it is urgent or an emergency, then we manage that work order right away. That category isn't for work orders that we are waiting to do. Once the Pandemic is over, that would be, for example, if we had a turn over and it could use a new counter top but wasn't necessarily urgent we might put an item like that on the deferred list and come back to it on a quarterly basis to review whether or not we had time to do it or whether or not we had funds to do it.

Sue Kirby – 2 things come to mind for instance, under Morency under a certain month you do a bed bug inspection and shampooing the rugs. I think that happens in April.



Cathy Hoog – You are talking about Preventative Maintenance.

Sue Kirby – I wonder if a lot of this Preventative Maintenance is considered routine. This was not added in, but the items are not getting done.

Cathy Hoog - Some of the Preventative Maintenance may be getting done. It depends on what it is and if it is safe to do so. We would complete Preventative Maintenance Items generally on a monthly basis and we would generate the work order. They are housing authority generated so we would generate those and complete them in house. If it was safe to do a Preventative Maintenance Item, they likely did it. If it was not safe because it involved contact with individuals or it was too close. We will have to wait on that yes, we will be behind for sure this year. Everyone will be behind. The State has issued some relief in the Performance Management Review. They will not hold it against use because of the fact that we are all behind due to the Pandemic. We are all going to be playing catch up. That is all we can do.

Kimberley Driscoll – I would like to make a comment with reference to the Annual Plan. I just want to recognize the tenants who signed into this call today and also those who attended other hearings or completed surveys. That information is super helpful to the Board Members and staff and the team to map out what comes next, what is the best strategy we can put in place to make sure we are addressing concerns and questions that were raised. There will always be more needs than dollars unfortunately. I was that wasn't the case. It is definitely a little trickier trying to respond to some of the maintenance and capital need during Covid but that doesn't mean that there isn't a desire to do so. It is really helpful to have your participation as we are setting priorities. We don't live in the units and we are not always aware of the day to day issues. I think it is helpful to hear from you directly so that we can try and map out working with the staff where do we want to turn our attention. We have limited resources. What are some of the big picture and small picture tasks that we can take and hopefully improve that quality of life and tend to items that you have raised. I really appreciate that all of the issue raised specific to buildings and talking about how we may access more information more equitable. I think that is really key and ensuring that we have interpreters on staff or the way that we are ensuring active communication for folks that English may not be there first language. I just want to recognize the effort that was put in by both the tenants (Sue, I think you helped with some of that which I think is great.) and the fact that we have Tenant Associations who responded. I also hope you don't look at it like a one shot deal I think Cathy and the team really want to have more communication. That is why we have the texting system. It is can always be improved. There has been a great deal of effort that has gone in to trying to make sure we were not operating like we have been in the past. We are addressing issues before things are at the point of sword to the extent that we can better understand what their issues and concerns are and try to prioritize them. Also, recognizing that one person's may not be another person's concerns so the staff does have to sift through issues and try and prioritize based on what is going to help the maximum amount of folk while also trying to ensure that the quality of life for

individuals who live in our Housing Authority properties are not impacted in a negative way. I am grateful for the communications. Please know that we are reading them, and we are trying to be responsible. This is the Annual Plan, but I don't want you to think this is the only time to talk and communicate or the only way to impact what goes forward. The best thing we can do is to have frequent communication. Having these Resident Specialists on is going to help. I want to say "thank you" to Cathy and Gary, Jacqui, and Debbie for their help.

This is a team effort to try and hear from everybody, understand what we have for resources and deploy them in a way that makes sense. It is never enough, and it is never fast enough. I can relate to some of that but please know that it is important and we are trying to do good by you and it is certainly good by tending to tasks that we have as Board Members.

John Boris, Chairman – Thank you.

Cathy Hoog – Thank you.

Jeff Cohen – 12 Hancock Street, Salem – I am very impressed as a Salem Resident with the interaction between the tenants and the Housing Authority. I also wanted to say how much I miss Billie McGregor at the meetings. Hearing her voice and her friendship and advocacy and truthfully, she was, along with, sue Kirby one of the first people that rally brought tenant rights to the "No Place to Hate Committee". I am personally missing her at these Board Meetings. Thank you.

John Boris, Chairman – Thank you. She will be for sure.

Cathy Hoog – Thank you Jeff. She will be missed for sure.

The State Annual Plan//Capital Improvement Plan will be voted on at the Board Meeting on August 12, 2020.

## **V. Communications**

- May/June NAHRO Newsletter
- Updated Waitlist
- SHA Department Reports (Move In, Move Out, State and Federal, Modernization Report, Voucher Report and Completed Work Orders for Month of June 2020)

## **VI. Reports of the Committees**

There were no reports of the committees.

## VII. Report of the Executive Director

- See attached report of the Executive Director

Cathy Hoog – I would like to hi-light the New Funding Opportunity Section. We did review some substantial grant money and it is worth noting and taking a look at that. I am really proud to say that we are being considered for quite a few things this go around. We are in a good place to move forward on some of these grant opportunities. I will be talking about these at greater length in the meeting to come.

John Boris, Chairman – That figure that you actually got approval on for the grants is how much?

Cathy Hoog – Which grant? We have received a few grants.

John Boris, Chairman – The total amount of dollars that you are going to generate for the Housing Authority.

Cathy Hoog – For this month we received approximately \$330,000 from Community Preservations Act for both Programs we applied for. One is joint with the Council on Aging and it isn't made official yet but unofficially. DHCD has informed me that they are going to award us \$500,000.00 for the Gateway Cities Grant for Rainbow Terrace. Unofficially, it has not been put in writing yet but DHCD has also notified me that we are going to be the recipient of PEHO 2 Grant which is likely to be approximately \$225,000 to \$300,000.00 and that was for the exploration of the Leefort Terrace Redevelopment Project. It is pretty exciting. Quite a bit to celebrate.

John Boris, Chairman – Thank you for a great job.

Kimberley Driscoll – I really want to recognize the incredible work done by Cathy and the team to move these projects forward. In the last 3 months, there has been application in the Community Preservation Act, The Rental Assistant Programs for Seniors working with the Council on Aging and our staff. It is a lot o work putting those together, advocating and making sure that happens. We have got two other super exciting projects and we just spent a lot of time talking about capital and not enough dollars. The work in both of those Grants – Leefort Terrace Redevelopment looking to improve those living conditions and add affordable housing and create a community there will also address capital needs at that site. At Rainbow Terrace there is no community space. This is an opportunity about how we can make it a neighborhood and have space for residents who might like to come together whether that is for celebration, for training opportunities to take advantage of that may exist and resources in the University next door and have this on site and to be as planful as we think about it. I think it shows opportunities for us to improve the quality of life and neighborhood and community but also to bring resources to projects that are desperate in need of upgrades. I want to thank Cathy and the team for their extra action. These are programs that have existed that we have participated in, in

the past from the Housing Authority Perspective. I am really grateful. This work that gets done is extra. This is not a requirement, but I think it is something, as a Board Member, that we have prioritized. We don't just want to have housing but also to build community. I am very grateful for the extra effort. I didn't just want to slide by that with "hey, we got some funding". There is a lot of work that goes into that and I am really grateful. Thank you.

Cathy Hoog – Thank you Mayor for saying that.

John Boris, Chairman – Thank you Kim for saying all of that. Cathy, you did a wonderful job.

### **VIII. Unfinished Business**

There was no unfinished business.

### **IX. Recommendations of the Chairman**

There were no recommendations of the Chairman.

### **X. Report of the Treasurer**

#### Bills and Transfers

Cathy Hoog presented the Bills and Transfers to the Board for approval.

Kimberley Driscoll moved to approve the bills and transfers for the period June 1, 2020 through June 30, 2020 as presented. Sue Kirby seconded the motion and the **roll call** vote was as follows:

#### Ayes

Sue Kirby  
Benjamin Shallop  
Kimberley Driscoll  
John A. Boris

#### Nays

#### Balance Sheet and Statements of Revenues and Expenses

Cathy Hoog presented the Balance Sheet and Statements of Revenues and Expenses to the Board for approval.

Sue Kirby – Just recently the accountants started putting the unfavorable balances in red instead of black with parenthesis around it. That is where I always go looking where we are not hitting our mark. That was very helpful. It cut down the time that I was having to

figure it out. I do notice that consistently month after month we are in the red in terms of the subsidies that we are getting from DHCD, I think, if I am not mistaken. That is just an accounting problem in terms of money coming in.

Cathy Hoog – They don't always deposit the subsidy on time. So, sometimes we will run not negative in the red because we have plenty of resources but from an accounting perspective in the red until we receive the subsidy.

Sue Kirby moved to accept the Balance Sheet and Statements of Revenues and Expenses prepared by Rick Fenton of Fenton, Ewald & Associates, P.C. for eight (8) months ending May 31, 2020. Kimberley Driscoll seconded the motion and the **roll call** vote was as follows:

Ayes

Sue Kirby  
Benjamin Shallop  
Kimberley Driscoll  
John A. Boris

Nays

**XI. New Business**

Audited Financial Statements and Agreed Upon Procedures for Fiscal Year Ended September 30, 2019

Cathy Hoog presented to the Board of Director the Audited Financial Statements and Agreed Upon Procedures for Fiscal Year Ended September 30, 2019.

Cathy Hoog – The Audit went very well and there was no finding whatsoever. We received a perfect score. We are in good shape.

Kimberley Driscoll moved to accept the audited Financial Statements for the Fiscal Year Ended September 30, 2019 submitted by Independent Auditor Marcum, LLP. Benjamin Shallop seconded the motion and the **roll call** vote was as follows:

Ayes

Sue Kirby  
Benjamin Shallop  
Kimberley Driscoll  
John A. Boris

Nays

Quote for Flooring Replacement at Vacant Units as they become vacant or other units as necessary at various developments

Cathy Hoog, Executive Director, presented to the Board the Quote for Flooring Replacement at Vacant Units as they become vacant or other units as necessary at various developments.

Debbie Tucker, Assistant E.D. – I checked their references and they were all good. They have not been debarred. This is a really good price for us.

Sue Kirby – This is Carpet Liquidators?

Debbie Tucker – Yes.

Sue Kirby – One is \$3.00, and one is \$42.00.

Debbie Tucker – It is because they are all different size units. When the Unit becomes vacant, they go in and actually invoice us for what is replaced, whether it be tile, carpet, or cove base trim. In order to compare, it is kind of a funny quote, but it is a great price for us. We did double check and I called to make sure this was a true price. They are a small company and Gary could probably speak to the good success he had had with them.

Gary Dean. They work with a lot of Housing Authorities. They work with Danvers and Ipswich. They are very familiar with the bidding process. Capital is one of those companies who throws in the highest bid in hopes that no one else bids and then you get stuck with that contract. That happened in Beverly. I am excited for them because we used them in Ipswich, Salisbury, and Hamilton. I know Cindy in Danvers has had great success with them. They use them in Georgetown and Topsfield. They are a reputable firm and they do awesome work.

John Boris, Chairman – Thank you Gary.

Sue Kirby moved to accept the lowest, responsive and responsible price quote of Carpet Liquidator as per the attached Price Quotation Tabulation for Flooring Replacement at Vacant Units as they become vacant on an as needed basis for one (1) year or the completion of \$50,000.00 whichever occurs first and authorize that John A. Boris, Chairman execute the contract. Kimberley Driscoll seconded the motion and the **roll call** vote was as follows:

Ayes

Sue Kirby  
Benjamin Shallop  
Kimberley Driscoll  
John A. Boris

Nays

Quote for Paving Work at Garden Terrace (200-1), DHCD Project # 258157

Cathy Hoog, Executive Director presented to the Board the Quote for Paving at Various Developments.

Cathy Hoog – This was a special award that we applied for. It is a Health and Safety Initiative. The Paving at Garden Terrace is beat up and there are areas of corrosion with regard to trip and fall hazards. This is something we put in for. This is a smaller grant award that we ended up getting last year so they expect us to spend it relative quickly or they take it.

Sue Kirby - What was the location?

Cathy Hoog – Garden Terrace.

Benjamin Shallop – Any indication as to why the lowest was \$42,000 and the highest was \$127,000?

Debbie Tucker, Assistant E.D. – It could be the time of the year we are bidding it. The winning bidder is excellent. We have used him many times. I also check his reference to make sure that nothing has changed. All I can say is that the rest of the bidders did not go to the site visit. We had a conversation with the highest bidder. I am not sure he completely understood what we were talking about. That was exceptionally high. We feel really confident with Atlantic Paving and it fits in with the budgeted amount so that we can use up the Health and Safety Grant.

John Boris, Chairman – Great. Thanks Debbie.

Kimberley Driscoll moved to accept the lowest responsive and responsible price quote of \$48,000.00 from Atlantic Paving for DHCD project #258157 Paving Work at Garden Terrace (200-1), and to authorize that John A. Boris, Chairman execute the contract. Sue Kirby seconded the motion and the **roll call** vote was as follows:

Ayes

Sue Kirby  
Benjamin Shallop  
Kimberley Driscoll  
John A. Boris

Nays

Change Order #3 for DHCD Project #258110 Carpet, Flooring, Painting and Mailbox Replacement at various 667 and 689 Developments

Cathy Hoog presented to the Board Change Order #3 for DHCD Project #258110 Carpet, Flooring, Painting and Mailbox Replacement at various 667 and 689 Developments.

Debbie Tucker – Assistant E.D. – This was a monster of a project and we are finally ready to close it out. It covered several different developments. Part of the Change Order was a credit on some of the parkay flooring that we didn't use. The other was some mockup over at Pioneer Terrace with the stairwells and the vinyl treads. It is very reasonable, and the Architect agreed with it as well. We are also extending the time. It came out well and we are ready to close it up. There are a few items to submit, one was the Change Order and also the Certificate of Final Completion. These are the 2 items before you on the agenda.

Cathy Hoog – As you know if a project takes a little longer than it was supposed to, you have to ask for a Change Order for time extension. That is why it is including in the Change Order with the small amount of money.

Sue Kirby – Where was it listed on the Capital Improvement Plan? Is this a past project from 2018?

Debbie Tucker – It is still current and being funded. The Capital Improvement Plan is very fluid because it is a lengthy process. The number 258110 has been in our plan for quite a while. Now that we are closing it out, it may show up for one more year and then it will be closed out finally.

Sue Kirby – This won't be included in this year's CIP?

Debbie Tucker – It may show up because of the spending. It may keep showing up, but it will show up as closed.

Cathy Hoog – It is #2 on the CIP.

Kimberley Driscoll moved to approve Change Order #3 for DHCD project 258110 Carpet, Flooring, Painting, and mailbox replacement at various 667 and 689 developments as submitted by the Contractor, Environmental Restorations, Inc., and approved by the Architect, Raymond T. Guertin. The Change Order in the amount of \$2,106.12 represents additional stair work less a credit for deleting patching/replacement of parquet wood flooring and increases the contract time by 294 calendar days. Benjamin Shallop seconded the motion and the **roll call** vote was as follows:

Ayes

Sue Kirby  
Benjamin Shallop  
Kimberley Driscoll  
John A. Boris

Nays

John Boris, Chairman left the meeting at 3:17 p.m. Kimberley Driscoll took over as Chair of the meeting.

Certificate of Final Completion for DHCD Project #258110 Carpet, Flooring, Painting and Mailbox Replacement at various 667 and 689 Developments

Cathy Hoog presented to the Board Certificate of Final Completion for DHCD Project #258110 Carpet, Flooring, Painting and Mailbox Replacement at various 667 and 689 Developments



Benjamin Shallop moved to approve the Certificate of Final Completion for DHCD project 258110 Carpet, Flooring, Painting, and mailbox replacement at various 667 and 689 developments as submitted by the Contractor, Environmental Restorations, Inc., and approved by the Architect, Raymond T. Guertin, and to approve the final application for Payment #8 in the amount of \$62,158.52 . Sue Kirby seconded the motion and the **roll call** vote was as follows:

Ayes

Nays

Sue Kirby

Benjamin Shallop

Kimberley Driscoll

#### New Hire – Housing Specialist

There were two candidates chosen to be interviewed for the open position of Section 8 Manager. Cathy Hoog and Maureen Thomas interviewed one candidate as one candidate did not show up. Cathy presented Lilly Rojas to the Board of Directors.

Cathy Hoog – Maureen Thomas and I interviewed a candidate that we really liked. She is a bilingual candidate. We decided to change this position around a little bit so that it is someone that becomes specialized in the CHAMP application process as well as the Section 8 Application process as well as the Section 8 application process. We are in dire need of a full-time staff person to help us manage this. So you all know we had a lot of challenges with CHAMP and the application process and dealing with all of the different components with that. We are really excited to have a position set aside to really focus on that and become our application guru. We are looking for a board vote to make a conditional offer of employment to Lilly Rojas for the Housing Specialist Position.

Kimberley Driscoll – Any additional questions or comments?

Benjamin Shallop moved to make a conditional offer of employment to Lilly Rojas with a six (6) month probationary period for a part-time position as Housing Specialist at an annual salary of \$40,000.00 with a start date to be determined by the Executive Director. Employment is also conditioned upon receipt of a passed SHA paid physical examination including drug test and a favorable Criminal Offense Record Information (CORI) check. Sue Kirby seconded the motion and the **roll call** vote was as follows:

Ayes

Nays

Sue Kirby

Benjamin Shallop

Kimberley Driscoll

#### New Hire – Section 8 Manager

There were four (4) candidates chosen to be interviewed for the open position of Section 8 Manager. Cathy Hoog and Jacqueline Guzman interviewed four (4) candidates. Cathy

presented Arlette Medina to the Board.

Cathy Hoog – We got 4 very solid candidates that Jacqui Guzman and I chose to interview for this open position. Alexandra Rodriguez was formerly in the position of and she transferred over to the Public Housing Department as a Property Manager for Rainbow Terrace. We would like to offer the job to Arlette Medina who is also a bilingual candidate. We would like to move to make a conditional offer of employment to Arlette. She has many years of experience in the Housing Industry and we are excited to have her. I am putting this before the Board today.

Kimberley Driscoll – Any questions or comments for Ms. Hoog?

Sue Kirby moved to make a conditional offer of employment to Arlette Medina with a six (6) month probationary period for a part-time position as Section 8 Manager at an annual salary of \$55,000.00 with a start date to be determined by the Executive Director. Employment is also conditioned upon receipt of a passed SHA paid physical examination including drug test and a favorable Criminal Offense Record Information (CORI) check. Benjamin Shallop seconded the motion and the **roll call** vote was as follows:

Ayes

Nays

Sue Kirby

Benjamin Shallop

Kimberley Driscoll

Kimberly Driscoll – I happen to know Arlette. Her mother is a long-time member of the Planning Department here. I think she grew up in Salem and I think she will be a real asset to the department. I didn't realize that we were hiring her, but I am really glad that we are.

Grant-Self-Sufficient Program (SSP) for State-Aided Public Housing and Massachusetts Rental Voucher Program (MRVP)

Cathy Hoog requested the Board to authorize her to submit the Grant for the Self-Sufficiency Program (SSP) for State-Aided Public Housing and Massachusetts Rental Voucher Program (MRVP) to the Department of Housing and Community Development.

Cathy Hoog – As usual, I am coming down to the wire with the grant submission process. I don't have a draft of this grant for the Board to review but my thought was to explain what the opportunity was about in hopes that that will be enough for you to approve a submission for this grant.

You may be familiar with the Family Self-Sufficiency Program which is a federal program. This program has been in place with HUD for a number of years. The State (DHCD) has decided to offer a grant opportunity for a similar type of program. Essentially what the funding is for is a Coach/Social Worker/Motivational Interviewer of

sorts to work together with families capitalizing on family members ages 18-24 to participate in a program where they set forth employment goals, education and financial stability and those folks that participate in a program like this get the opportunity to escrow money instead of having the increased income count towards their rent. That money would then go into an escrow account and upon graduation of the program, they would receive the money, hopefully for something like the purchase of a Condominium or a house or getting into their own apartment in the market. There are a number of different options they can use the money for. It is a really fantastic program that I, myself, have had the opportunity to be a part of for many years on the federal side. It is really exciting that the State is now offering this opportunity. I think for us a housing authority with a relatively large population of families makes sense to throw our hat in for this grant and give it a try. The application itself is relatively easy. There are a number of things I am pulling together to get this submitted. I will absolutely share it with the Board when it is completed. It is due this Friday. I am happy to answer any questions or hear comments that you may have.

Kimberley Driscoll – Great. Sounds like a great opportunity. I am familiar with other cities that have a similar program.

Kimberley Driscoll – Any questions or comments for Cathy?

Sue Kirby – these are all voluntary programs for the tenants? If they didn't want to participate, they would not lose their housing?

Cathy Hoog – No, it is totally voluntary. There are a lot of benefits to participating in the program. We hope to get 25 participants.

Sue Kirby moved to authorize Cathy Hoog to submit the Grant for the Self-Sufficiency Program (SSP) for State-Aided Public Housing and Massachusetts Rental Voucher Program (MRVP) Grant to the Department of Housing and Community Development. Benjamin Shallop seconded the motion and the vote was as follows:

Ayes

Nays

Sue Kirby

Benjamin Shallop

Kimberley Driscoll

Collection of Losses – Write Offs Through 06/30/20 per Public Housing Notice 2017-17

Cathy Hoog presented the Collection of Losses – Write Offs Through 6/30/20 per Public Housing Notice 2017-17.

Cathy Hoog – the way that is listed is a combination. It is a combination of someone abandoning a unit, the expense related to that and then someone moved out because they accepted a Section 8 Voucher. They had a balance or something along those lines.

Sue Kirby – Are they two different units?

Cathy Hoog – Yes, they are two different units in the 667 category.

Kimberley Driscoll – I was going to bring this up under other business but since you mention eviction here: What is the status on evictions and moratorium to not move forward with eviction?

Cathy Hoog – We are. If it says pending in process, it would be someone who has a long-standing balance and there is a number attached to it per procedures. The accountants like to write it off on the June 30 date. No evictions are going through at this point in time. It could be someone who is on the list who will return to court once the moratorium is lifted. It is like a situation where there has been a long-standing issue not a revisit because we would not move forward on an eviction that had a recent financial strain due to Covid related issues. If that makes sense.

Kimberley Driscoll – It does make sense. This is more about an accounting process for the write off vote more than any sort of a policy.

Kimberley Driscoll – Any questions or comments?

Sue Kirby moved to approve write offs through June 30, 2020 for State Development 667 in the amount of \$ 2,724.28 and State Development 200 in the amount of \$5,958.00 for a total amount of \$8,682.28 pursuant to Public Housing Notice 2017-17. Benjamin Shallop seconded the motion and the **roll call** vote was as follows:

Ayes

Nays

Sue Kirby

Benjamin Shallop

Kimberley Driscoll

## **XII. Other Business/Late Communications**

Kimberley Driscoll – I would like to get a handle on the evictions moving forward. Is that something that we should vote on as a policy to continue deferring proceeding like that. I want to understand the impact to the housing authority. Are you seeing folks unable to pay due to Covid related issues, Cathy? I am just trying to understand the lay of the land.

Cathy Hoog – I think that is a great subject matter. We are seeing folks at this point in time are in a better financial position than they have ever been in. The majority of folks

because of the increased unemployment assistance. DHC issued interim regulatory requirements that we freeze people's rent at the March 2020 rate, so folks did to experience a rent increase as a result of their unemployment assistance. I am pleased to say folks are managing very well as a result of the extra assistance. We have had a fair amount of folks who have decided not to pay their rent and we are wondering if it is because of the awareness of the eviction moratorium. I was on a conference call with DHCD and they discussed how the rental payment rates have dropped 15% across the State. It is very concerning right now from a financial perspective how the Housing Authorities are going to maintain this. It is a substantial loss and we are seeing that as well. We are seeing a 10% decrease. From what we can see, it is people electing not to pay for any other reason other than they don't want to.

Kimberley Driscoll – I would love to see more data on that, and we could go into an Executive Session at the next meeting to understand. Are folks collecting more income, having more resources, and choosing not to pay. The Order was not relief from paying. You are only stacking up rent against you for the future in a subsidized situation. I would love to get a better handle of this. We can look at some data at the next meeting and if we have to go into Executive Session to address privacy issues or thing that like we can.

Cathy Hoog I would be happy to provide that. The large majority of residents are paying their rents and doing a great job and reporting everything that they should be reporting and required to report.

Kimberley Driscoll – Any comments from the Board Members on this. I don't think we need to take action on this because we are not moving forward with evictions. At the next meeting we can review the data and decide if we want to extend the policy so that we have a better understanding of what is going on. May we could ask you to drive that some of that data for us.

Cathy Hoog – I think it will be helpful for you to see where things stand as far as rental payment history and current balances. People that are carrying a balance and for how long and for what reasons. We can provide you with a lot of that data. It would be helpful in making any decisions around this.

Benjamin Shallop – I agree. I want to see how we can get some type of data out there. I also want to be aware that that additional assistance that you are talking about that ends I think today or expires today.

Kimberley Driscoll – I believe it expires on July 25, 2020.

Benjamin Shallop – We are going to have to take that into consideration with anything to move forward with after that date. I don't think we have seen the impact of that yet. I don't know how we can be proactive and look into that. I definitely think it is something to keep in our mind before voting on anything or making any decisions.

Kimberley Driscoll – We can discuss this at the next Board Meeting. Right now, we are not pressing forward with any evictions. We don't need to change any policies at this point.

Sue Kirby - I attended a training by Mass NAHRO. I ending up in the training on personnel. It wasn't what I thought it would be. I thought it was going to be helpful to understand the role of the commissioners. Instead of personnel issues. It was mostly about our responsibility to hire and provide oversight of the Executive Director which we have done recently. One of the things that came up again and again was our role in doing a performance evaluation. I don't know if it is done monthly or yearly. We do have a responsibility to do that. There are two ways it can be done: 1. An evaluation based on the qualities the Executive Director bring to the role or 2. talk about our goals and whether we are reaching them. I like that way. It is not a process of critique or criticism but a process helpful to us in terms of what we said we might do and whether we are doing them and getting them done. Is it a 6 month or yearly process?

Cathy Hoog – It is up to the Board which my Boards in my previous positions did it on an annual basis. When it is time for the next budget submission. There are a number of ways in which to do it. Everyone can submit their own and go over it publicly. It is worth a discussion. However, the Board would like to do it. It can take place annually or every 6 months. Annually is more common. That is how I would review staff here on an annual basis.

Sue Kirby – I like the process of sitting down and setting goals and are we getting don what we set out to do.

Cathy Hoog – I would recommend a form for documentation. There are a number of forms out there.

Kimberley Driscoll – We can put this on the August Agenda. I like goals as well. They need to be joint goals. We should have a partnership approach. We spend this time with our Executive Director outlining what are the goals we collected and want to achieve over the next 12 months. I think a year makes sense and we agree to that when we do the evaluation. We go back to that document that makes sense. I think a format is important, so it doesn't become subjective and we are all clear what the expectations are. Cathy if you have examples of forms for joint setting goal process, I would be happy to look at that or if anyone else comes up with something we can look at that and figure out when we want to evaluate. We should be consistent with you Cathy and your staff evaluations.

Cathy Hoog – I recommend the start of the fiscal year and I can send you some samples of evaluations and we can put it on the August Agenda. Does that sound reasonable?

Kimberley Driscoll – Thanks for raising the issue Sue. Sounds great Cathy.

Cathy Hoog – That training webinar was put on by Mass NAHRO. A colleague of mine, Jeff Driscoll, Esq. those webinars are geared towards commissioners. I will let you know when they come about.

Sue Kirby – sighed – “This has been the longest meeting.”

The Board then made a motion to adjourn.

### **XIII. Adjournment**

Sue Kirby moved that the Board adjourn the Special Meeting of July 15, 2020 at 4:02 p.m. Benjamin Shallop seconded the motion and the vote was as follows:

Ayes

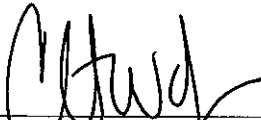
Nays

Sue Kirby

Benjamin Shallop

Kimberley Driscoll

Respectfully Submitted,



\_\_\_\_\_  
Cathy Hoog, Executive Director



\_\_\_\_\_  
Anne M. Cameron, Executive Assistant  
Transcribed (Not present at meeting)