

Housing Authority of the City of Laredo
Regular Board of Commissioners Meeting
LHA Board Room
2000 San Francisco Ave.
Laredo, Texas 78040
Friday, January 10, 2020
1:30 P.M.

A-20-R-1

Minutes

January 10, 2020

1. **CALL TO ORDER** Chairman Ceballos called the meeting to order at 1:31 p.m.
2. **PLEDGE OF ALLEGIANCE** Chairman Ceballos led them in the recital of the pledge.
3. **ROLL CALL AND DECLARATION OF QUORUM** Ms. Alma Mata, Executive Director, proceeded with roll call and stated that there was a quorum. Chairman Ceballos mentioned that Commissioner Ms. Guerra would be in a little bit late.

Commissioners Present

Jose L. Ceballos, Chairman
Dr. Sergio D. Garza, Vice-Chairman
Dr. Marisela Rodriguez, Commissioner
Anita Guerra, Commissioner
Gloria Ann Freeman, Commissioner

Commissioners Absent

Staff Present

Alma D. Mata, Executive Director
Juan S. Mendive, Planning and Systems Administrator
Christy Ramos, Administrative Assistant
Maria De Lourdes Hernandez, Procurement Officer
Alexis Chaires, Project Specific Manager
Daniel Colina, Accountant
Victor Reyes, III, Project Specific Manager
Alfonso F. Herrera, Facilities Specialist
Jessica Martinez, Director of Community and Economic Development
Bulmaro Cruz, Project Specific Manager
Diana Cruz, HR Manager
Alina Rios, Project Manager
Maria C. Sosa, Office Clerk
Valeria Cabello, Project Specific Manager
Monica Rivera, Project Manager
Manuel Hernandez, Assistant Project Manager
Jennifer Barrientos, Director of Finance
Esmeralda Martinez, Project Manager
Griselda Resendez, Project Manager
Maria T. Delgado, Project Manager

Melissa Ortiz, Director of Section 8
Grethel Lopez, Leasing & Occupancy Technician
Cindy Cortez, Leasing & Occupancy Technician
Denise Guzman, Project Manager
Sara Vicharelli, Interim Director of Housing Management
Leticia Sosa, Office Clerk
Robert Peña, IT Director
Doug Poneck, Attorney
Ricardo De Anda, Attorney

Others Present

Jason Hyde, Garza/Gonzalez & Associates
Rene Gonzalez, Garza/Gonzalez & Associates
Rosie Rios, Central Resident Council President

4. CHAIRMAN'S COMMENTS

Chairman Ceballos stated that he is reserving his comments.

5. CITIZENS COMMENTS

This is the opportunity for visitors and guests to address the Board of Commissioners on any issue. The Board may not discuss any presented issue, nor may any action be taken on any issues at the time. There will be a 3-minute limitation per speaker. (Texas Attorney General Opinion-JC-0169)

Chairman Ceballos stated that there were no comments.

6. DISCLOSURE OF CONFLICTS OF INTEREST FOR BOARD OF COMMISSIONERS AND STAFF

Chairman Ceballos mentioned that there were none.

7. APPROVAL OF MINUTES

A. Approval of Minutes for Board of Commissioners meeting on December 20, 2019

Commissioner Dr. Rodriguez moved to approve the minutes as presented.
Chairman Ceballos seconded the motion.
Motion passed unanimously.

8. PRESENTATION BY CENTRAL RESIDENT COUNCIL

Rosie Rios, Central Resident Council President, presented to the Board and wished everybody a Happy New Year and mentioned that all the Resident Councils are ready and eager to continue working as usual as necessary. Chairman Ceballos, on behalf of the Board, expressed their wish for a successful year for all the Resident Councils, the residents and everybody present as well.

9. PUBLIC HEARING: To receive public comments and input, and close the public hearing period as it relates to the proposed PHA Annual Plan and Five-Year Action Plan for fiscal years 2020-2024.

Chairman Ceballos stated that it is an administrative process required by HUD to take input from whoever is interested in providing input and mentioned that it is the final opportunity before they vote on it; they will look at the final and discuss it, so there will be an opportunity to make any final changes then, so this is officially when they will close the public hearing, so he asked Ms. Rios for any comments, stating that they probably already had their meetings for planning. Ms. Rios confirmed and stated that they had met with Jessica Martinez who presented the project and mentioned that Ms. Martinez had made some changes and adjustments along with the Central Resident Council and representatives from each Colonia, so in the next meetings they will have all the information for the residents in regards to the timeline for each activity they will have.

Chairman Ceballos stated that they had requested Mr. Mendive last month to include all that information on the website in regards to each of the projects for each grant to inform the residents and the public as well, so they will understand what is being paid from each grant; for 2024 they will be able to make adjustments next year and every year until they reach 2024. Ms. Rios stated that she will inform them so that they will be aware that they can go to the website. Chairman Ceballos informed Ms. Rios that there is a big investment coming for Colonia Guadalupe and they will need the assistance of the residents because they will need to move residents to another unit while they make the repairs. Ms. Rios mentioned that they will inform the residents, so that they will be aware. Chairman Ceballos asked if the Resident Council for Colonia Guadalupe was complete. Ms. Rios stated that they usually do not meet in January, but the first week in February they will start organizing the different Resident Councils.

Chairman Ceballos moved to close the Public Hearing.

Vice-Chairman Dr. Garza seconded the motion.

Motion passed unanimously.

10. Presentation (No Action to be taken on these items)

A. Presentation of the Housing Authority of the City of Laredo Audited Financial Statements for fiscal Year Ending March 31, 2019 by Garza/Gonzalez and Associates.

Ms. Mata introduced Mr. Rene Gonzalez and Jason Hyde. Chairman Ceballos welcomed them and mentioned that he knows they have done a lot of work and asked if it was the third audit they had done for the Agency. Mr. Rene Gonzalez mentioned that it is the fourth audit and introduced himself, who is the Senior Managing Partner from the Independent Auditing Firm Garza, Gonzalez and Associates and also introduced Jason Hyde who performed the audit as the Manager in this particular engagement and stated that there were three other auditors that were also involved in performing the particular engagement for the

year ending March 31, 2019 and Mr. Gonzalez informed that they issued two reports; one is a larger report which is called the Financial and Compliance Audit Report and the second one is the Conduct of Audit Report for Management which were included in the packet; they also handed out the Audit Summary which summarizes both reports that were issued, the Financial Compliance Report and the Conduct of Ethics and stated that they are more than happy to respond to any questions the Board might have and started by sharing that the Audit went a lot better this year and that the report is reflective of the operations that are more positive in nature than what he thinks they had reported before; they had some material weaknesses in the past which have been addressed by management and have brought the category down to a different type of a finding than material finding. Mr. Gonzalez mentioned that on the first page one of the Summary, the first part is the Financial Statement and Auditor's Report they shared with the Board and the public and stated that the way the structure it is shows the topic and the page numbers 1-2 means those are the pages they can refer to the larger document if they want more detail on what they present, so they can find the Auditor's Report on pages 1 and 2 and stated that he is happy to report that they issued an unmodified opinion which is the best kind of opinion the Agency can receive as an entity from a Certified Public Accountant.

The second point Mr. Gonzalez mentioned is that they also looked at the internal controls and compliance requirements and said that they have no material weaknesses; they have one significant deficiency and one other matters they reported on a separate letter and also on what relates to compliance with the major programs which is part of the testing they have to do, they are again happy to report that there are no material weaknesses, no significant findings, no question calls; one matter they reported in a separate letter which, if addressed, will not become significant for material in future periods and at the bottom it shows the major programs they tested and the larger report is on page 76. Mr. Gonzalez stated that they tested Section 8, the Housing Voucher Program, and mentioned that they are not considered low risk RT in 2019.

Mr. Gonzalez mentioned that page 2 provides a Summary of the Agency's net position which is really the net worth if they were in a for profit entity or the General Fund Balance if they would be in a governmental entity, so the total net position increased from last year by \$1.7M and will see it in the first part of the Statement Net position and shared a comparison from last year to this year and said that first column is 2019 and next column is 2018 and mentioned that total assets improved by \$1.8M which is reported on the third column in the report; they had an increase in assets and the liabilities, which is the other side of the balance sheet, increased by \$66K, so if they look at the total assets of \$35M verses the liabilities of \$3M, they are in an extremely positive position; the assets are almost 10 times larger than the liabilities, so the net position is \$32.8M which is a very positive financial position and it is an increase of \$1.7M that was generated from operations in this particular year.

In regards to the second part of the Summary, the Statement of Revenues and Expenditures shows the actual operations during the year; Mr. Gonzalez mentioned that the first column is 2019 and the second column is 2018 and the last column is the increase or decrease compared to the prior year, so the total revenues generated from operating revenues is \$16.2M which is an increase of \$1.3M from last year and the expenses increased only by \$53K which is a very positive operation as well, so that means that they ended up with almost \$1.8M difference between last year and this year in the net position which is a very positive operation statement.

Mr. Gonzalez mentioned that page 3 of the Summary shows the findings or issues they have to report to the Conduct of Audit and as they know, the Auditors report directly to the Board and stated that they work very closely with the staff who were extremely cooperative in providing the data they would ask for and they as the Auditors would decide when to audit and what they will look at and mentioned that the staff was extremely helpful in providing them with the correct information on a timely basis and without any restrictions which he thinks is positive for the Commissioners to understand that and in the Conduct of Audit they encountered no difficulties in dealing with management; they had some adjustments they shared on point two that made a difference between the REAC submission before the Audit and the REAC submission after the Audit, so those were the major adjustments they shared and also they shared one compliance with Federal Programs that staff is addressing on the waiting list which has been corrected as of now, but at the time they were looking at it, there was still an issue pending and then, the unclaimed property is the other issue for the State requirement where they have about \$66K of unclaimed property that needs to be resolved and by that they mean that it needs to be looked at and it can be refunded back to the original people that was due to and it needs to go to the State and provide it to the Comptroller's Office.

In regards to other issues, Mr. Gonzalez mentioned that they are trying to give a picture where they were in the past and said that the last count is 2019 to the present and even though they had material weaknesses in 2017 & 2018, they have none in 2019; on federal work findings they have zero as well and on the state area; they have one compliance with federal requirements he just shared and one state requirement he just shared with them and other than that, no question calls; they are not questioning any calls and they are very pleased to respond to any questions the Board may have.

Vice-Chairman Dr. Garza mentioned that he had some questions in regards to differences in some figures on page 7 in the net position area where he noticed that there is a difference in the restricted and non-restricted when they subtract. Mr. Hyde mentioned that the day before the Audit was due there was a last minute change and the tables did not get updated, but what is in the Audit and in the REAC is correct, so they moved \$56K from the admin equity to the HAP equity; it went from non-restricted to restricted and stated that when they do not meet the

program requirements and the program ends for the person, the money goes back to the Housing Authority instead of paying out with a check and added that it will be updated, so Mr. Gonzalez mentioned that the Audit report is correct and the REAC submission is correct. Vice-Chairman Dr. Garza stated that the same thing must have happened in the restricted assets too. Mr. Hyde stated that actually the cash is restricted for the HAP Equity and the FSS Liability, so the cash would have flipped by \$54K; it is the same change. Chairman Ceballos thanked Vice-Chairman Dr. Garza for bringing it up and then mentioned that on 2019 he is trying to reconcile Total Operating Reserves to what they have on page 9 and stated that his understanding is that page 9 has \$17.1M and page 6 has \$16.2M in Revenues. Mr. Hyde asked which page it was. Chairman Ceballos stated Page 9 total revenues for fiscal year \$17,136,371 and page 6, then corrected that it was pages 8 and 9. Page 8 Operating Revenues and then the total broken down. Mr. Hyde mentioned that the HAP contributions at the bottom of Page 8, the \$681K is the CD and CFP funds that were Capital Signature. Chairman Ceballos mentioned that it brings it up to \$17.1M. Mr. Hyde confirmed and said that it is the \$318K they see in CDG and a portion of the Capital Fund.

Chairman Ceballos mentioned that one of his comments is that he thinks the unclaimed property is a repeat; it is something that was brought up last year and is something that needs to be resolved which has gone on for another year. Attorney De Anda asked what it was about. Chairman Ceballos mentioned that it consists of unclaimed checks, basically, checks that have not been collected by the landlord or utility payments. Mr. Hyde mentioned that they never cashed the check which could be utility checks for \$2 or it could be a check for a vendor. Vice-Chairman Dr. Garza asked how long they wait for them to cash the check, if it is three months. Mr. Hyde stated that it depends on what the check is for and also with the State Comptroller it could be one or three years. Chairman Ceballos asked where the checks would be represented; where they would go. Mr. Hyde responded that it is in the Liability Account for the older checks and the newer ones are left as outstanding checks, if they are too old they move them to the Liability Account. Vice-Chairman Dr. Garza asked why they would be liability because liability means they are liable for it. Mr. Hyde mentioned that it is in the Liability Account because they could come back for it. Mr. Gonzalez stated that they could still cash it; if not it will go back to the State Comptroller's Office and they issue the annual report that says they may have funds for you that are due to people, so everybody, even banks and governmental entities have to submit that to the state and then they try to locate the owners who need to identify themselves and they send them the money, so it is a requirement for public entities. Chairman Ceballos mentioned that he does not want to see it back in the Audit Report because it is the second year or it might be the fourth year it is in the Audit and said that they will make a motion and include that it be resolved in the next 60 days. Mr. Hyde mentioned that it is very important for them to include it because they had past experience with another Housing Authority that had outstanding checks and it was the reason OAG came in and made a big deal out of it and it was pretty messy. Chairman Ceballos mentioned that they are stating it

in Liabilities. Mr. Gonzalez mentioned that it is correctly stated there and said that the amounts are minimum, but they need to be addressed as well. Commissioner Ms. Guerra asked if there were any recommendations on how they can resolve the issue. Mr. Gonzalez stated that it could be with the State Comptroller. Chairman Ceballos asked if the staff needs help doing it. Mr. Gonzalez mentioned that they can get direction to do it. Commissioner Ms. Guerra asked if it could be addressed realistically within 60 days or how long it would be before it gets to the OAG. Mr. Hyde mentioned that it could be a little longer; they might have to figure it out and stated that the OAG's concern is that they are not valid checks and they might go back and find that they have voided that check and it should not be in the list, so it is not just the matter of reporting the check to the State, but making sure that they are valid.

Chairman Ceballos asked if there were any other comments from the Auditors. Mr. Gonzalez stated that he had no other comment, that it was a positive year and mentioned that they appreciate being appointed to do the particular audit and thinks that with management in place and their conscientiousness of addressing the issues and knowing what they need to do next year, along with the new systems that are coming into place, they should have a very good report next time around.

Chairman Ceballos stated that they have two related entities and it seems that they are collecting or grabbing information only when they audit, so they may tweak the audit to include doing somethings with them on the front end because he feels that the staff is not really experienced with those kind of partnerships and even in the audit reports they are not as they should be involved with the contracting of those firms and is sure the Auditors are reviewing those audits because they are represented, so they are going to tweak that and stated that on the Report on page 3, No. 2, there are those interfunds issues the staff communicated to him that they still have some differences on how those are represented in the Audit Report and he would like for it to be cleared out before the next audit starts where they get together with the staff and decide where things belong because they have a Consultant, Mary Gaona, who is involved and he would like to task her with curing that issue and also ask the Auditor to get into curing it so they do not have that **interfund** that could have been a worst type of finding that what they represented and it seems that the staff is not completely in agreement on how it is being represented and stated that everything is accounted for and everything is in order; it is just how they are closing and if they are not closing correctly, it needs to be cured, so that they are not having to tackle how the interfunds deficiencies or decreases and increases because the Board, administratively, wants to make sure that everything is up in compliance and he senses some disagreement, so to speak, and he would like to get that cured before they start on the next Audit.

Vice-Chairman Dr. Garza asked Mr. Gonzalez what recommendations he would make a Housing Authority if they are not posting correctly to make sure everything

is in place. Mr. Gonzalez mentioned that they could get involved in assisting the staff at the onset and that is part of the issues they have brought up in prior years that the accounting was not being done on a timely basis and the Corporations they have continue to exist; they are counted over and over a period and they addressed the issue by closing out which could not happened before; there was no accounting during the year which created a problem when they do the Audit at the end trying to do it. Vice-Chairman Dr. Garza asked if administratively it was resolved. Mr. Gonzalez confirmed and stated that it should be a lot cleaner and easier to perform the Audit the next time around. Chairman Ceballos stated that he has a clear understanding that staff is not doing stuff on a regular basis, but administratively they have to set some safeguards that they are doing it, so that they run some trials perhaps every quarter on interfunds that come to the Board and there is assurance of that which might be the Auditor's function, so that once they train them how to do it, the Auditor would run trial checks on the inner funds and send a report that comes to the Board because if they are not clear in November or December then they hear all these things and they are big numbers, so they need to get the staff trained to do the process so that they do not end up curing the inner funds again and having the Auditors negotiate where they land in the report because ultimately the numbers are accounted for; they are not posting the right non-profit and they are not documenting where they are going and maybe if they do it regularly which is what Chairman Ceballos would like to see at the end of the first quarter which would be at the end of May, that a trail report would come back and look at the inner funds and said that they are still battling that because they have from the present to then to sort it out, so if it is already cured. Mr. Gonzalez mentioned that they could tell them that too.

Chairman Ceballos mentioned that if they trial inner funds and it is off again, they would want to correct it and if the staff is still not posting correctly or documenting correctly, they want to know early and mentioned that folks keep him advised and that those are not new issues and encouraged them as Auditors that if they feel they are right, to challenge it and prove it and if they are not then to adhere to compliance which are the instructions that at least they get from Chairman Ceballos who thinks the Board feels the same way. Mr. Gonzalez confirmed. Chairman Ceballos stated that he does not want repeats and that they should not wait until November or December and mentioned that he appreciates the Auditors working with them to run some trials in between to help them cure things and not wait another year. Mr. Gonzalez stated that they will work directly with Ms. Mata and Ms. Barrientos to get something going so that they get a quarterly report to see where they are at. Chairman Ceballos stated that they may do that and then let the related entity review it and mentioned that they have not looked at it that closely, but he knows they perform really well, so they may ask Mr. Gonzalez to look at it and see if he sees something that should be looked at further and then Chairman Ceballos thanked Mr. Gonzalez for their work and for the presentation.

Daniel Colina, Accountant, presented to the Board in regards to the unclaimed property who stated that the limitations are on payroll checks after one year they

get voided and they need to be sent to the State; on accounts payable he mentioned it is three years and as far as the \$66k, they need to check if they are really checks that should have been issued to the actual tenants and stated that payroll checks has been only one this year and mentioned that he has not looked into some of them for this year and said that the reporting to the State is done only once a year and it is in the month of July. Mr. Colina mentioned that the has dealt with this before where he worked previously; therefore, he knows the procedure and besides finding if they are actual checks owed to either the tenants, employees or the vendors; they need to get all the information if they issue them to the State they need to get the social security number, addresses, where it is going to go to and they will do the reporting online and then they need to issue out the check to the State which is the reason why it goes into a Liability Account. Chairman Ceballos asked if any of that work had been started. Mr. Colina responded that he started doing some of it and mentioned that he started working with the Agency after August, so the July reporting had already passed; for the following year he already has a list of some of the line items that have to be issued; for the \$66K they would be taking about 3,000 line items that they need to go through and said that they could be for a \$1, \$2, \$3, or \$5; he does not think that there are too many checks over \$50. Chairman Ceballos asked how much in time would realistically be to clear the checks and how many would there be, if it could take six months. Mr. Colina responded that it would be about 3,000 checks and that it should take approximately 60 days; it would be just double checking that the check should have been issued and that they were not doubled up in the cashing process with the bank, little things like that to clear up the issue. Chairman Ceballos thanked Mr. Colina for the information.

11. STANDING REPORTS AND PRESENTATIONS (No Action to be taken on these items)

A. Executive Director's Report

Ms. Mata presented to the Board and mentioned that in the Director's Report they have the vacant positions; they have the Administrative Assistant position the Board asked them to fill in 30 days, however, they had to post it in order to get qualified applicants and stated that they conducted interviews earlier in the week and were able to identify someone that will be recommended to the Board; they have some Property Manager positions, the Director of Housing Management and they still have the Project Specific Workforce open for the duration of the construction projects. Ms. Mata mentioned that the new hires for January are San Juana Solorio in Section 8 Department, Assistant for Leasing and Occupancy Technician, Ernesto Garcia as Maintenance Aide and in the month of December they hired Maria Cecilia Sosa for Public Housing.

In regards to the Tax Credit Properties, at Casa Verde they currently have three vacancies and at River Banks they 11 vacancies and stated that the property had some turn over in their management, so they are allocating a visit to that property. Vice-Chairman Dr. Garza asked if it was at Casa Verde. Ms. Mata responded that it was at River Bank. Chairman Ceballos asked if they have the same property management

company. Ms. Mata mentioned that they have the same property management and she will be calling them to ask them to schedule a meeting and will inform the Board about the issues they encounter and said that it has to do with the management company and not the managers on site.

Ms. Mata informed the Board in reference to BiblioTech and mentioned that they have 690 Registered Users for the month of December which was an increase as well as an increase in the Curriculum Registered users, 375.

On Social Media for Facebook Ms. Mata informed that they increased to 3,019 followers, BiblioTech Facebook is at 866 and the Inner City Revival Facebook is at 273; the Likes are at 2,956 for LHA Facebook, BiblioTech is at 851 and Inner City Revival is at 261, so they will see an increase in the amount of promotion for Inner City.

Ms. Mata presented in regards to the dashboard and mentioned that the PIC score for Public Housing is 99.86%; at Colonia Guadalupe they have an occupancy of 97% with 8 vacancies; at Ana Maria Lozano they are at 93.8% occupancy with 12 vacancies; Senior Home is 100% leased; Meadow Acres and South Laredo are at 96% with 5 vacancies; Farm Labor is at 90% occupancy with 5 vacancies as well and Asherton has the highest vacancy, they have 10 vacancies and the occupancy is at 69%.

In reference to Russell Terrace Ms. Mata mentioned that they are still on the reconstruction of the units and are 52% leased with 96 units that are still vacant, part of those are in the reconstruction. Chairman Ceballos mentioned that they have 38 residences that are not part of the conversion and asked how many of those were there before they started converting, if it was more than 30. Ms. Mata stated that it was probably about 30 due to some turnover they had. Chairman Ceballos stated that this is basically the last opportunity because they will be finishing that project next month for them to move back to where they were and he wants to make sure that because it gets real delicate with residents issues he recommends getting something in writing and is considering to go there personally with a few of the residents, particularly the elderly because some of them are choosing to stay in the old units even though the units do not have air conditioning; the new units are in much better shape, but some of the tenants are choosing to stay in those old units and Chairman Ceballos wants to make sure that they document their choice and would like to take them in a tour to see if they can get them to an air conditioned unit where the utility cost is going to be lower, so they want to do their best to try to get them there, but if they still choose to stay, he would like to get it in writing.

Vice-Chairman Dr. Garza asked if they would provide assistance for the elderly to move out because for them to move from one place to another is really a big hassle and if so, he asked if they have been informed. Ms. Mata confirmed and stated that they have been informed and that it could be a misconception they may have as well, so it is important for them to go back and survey those 38 units and stated that they surveyed everybody that moved out initially at the beginning and they did it again three months ago; they asked Chairman Ceballos to go out there and they talked to the tenants that

will go to Section 8 to make sure they wanted to come back and they updated their forms and they should do that for the 38 units as well. Vice-Chairman Dr. Garza asked attorney De Anda if they are allowed to document those surveys. Attorney De Anda confirmed and Vice-Chairman Dr. Garza asked if they had documented the surveys. Ms. Mata confirmed and mentioned that those surveys were also signed. Chairman Ceballos mentioned that he met someone by chance that lives there that is not part of the group that has chosen to move and he almost got to the point of convincing them to rethink that, so he thinks they need to go through that exercise just by answering what they did at the meeting.

Commissioner Ms. Guerra asked if they might have some misconceptions. Chairman Ceballos stated that not the individual he was talking to, but the parents had misconceptions and he offered to take the resident to give her a walk through because there is actually a misconception on utility cost, so they can show them a bill of what the new people are paying in the new section compared to what they are paying because the bigger families have three air condition units which is a \$200 bill a month and stated that the average in the Summer is probably \$110 or \$120 from what they have heard from the residents in the new section, so Chairman Ceballos stated that he wants to make sure they do all they can to give them one last opportunity and if they want to stay, the government provides that option.

Chairman Ceballos stated that it may slow down Ms. Ortiz a little bit; it probably will not if they do the work now. Commissioner Ms. Guerra asked if they could provide a report for next meeting on the outreach, the documentation they have and what the result was. Chairman Ceballos mentioned that they could get that information through Ms. Mata in Russell Terrace.

Chairman Ceballos asked Commissioner Ms. Freeman if she had any insight. Commissioner Ms. Freeman stated that she has spoken to several elderly people since she is at Meadow Elderly, so she has spoken to some of the tenants that are eligible to go back and mentioned that security is the issue because there are no screen doors and they are afraid and stated that it is old school because she used to leave her solid door open and by not having those screen doors at Meadow Elderly is influencing them. Chairman Ceballos stated that those are easy accommodations to make which are not complicated and they are getting the request for screen doors more generally because it is what they are used to. Commissioner Ms. Guerra mentioned that it would give them a sense of peace and security. Vice-Chairman Dr. Garza mentioned that they could open their doors and get fresh air. Commissioner Ms. Guerra stated that especially the elderly if they did not have air conditioning units before. Commissioner Ms. Freeman stated that it will not be necessarily that, but the fact that they live by themselves, so the door is a security and safety issue. Chairman Ceballos stated that they will work on that and will report back how many actually decide to move along and mentioned that the good option is that renovation units look like where they were living except just upgraded.

Chairman Ceballos stated that Ms. Ortiz mentioned they have 300 people in the waiting list. Ms. Ortiz stated that it is 350. Chairman Ceballos stated that they need to know that too.

Ms. Mata mentioned that in Section 8 Department the PIC score for December is 102.86%, the Lease up is 94.57%, HAP utilization is 96.92% which are below the target rates they have at 98% which directly affects the SEMAP score.

In the IT projects Ms. Mata informed that they continue the implementation of the Yardi Program and they will be getting training during the first quarter of the year; they should be implementing the system live on April 1, 2020 and also stated that the Kronos system is time management that the Board approved and informed that they started conference calls with them this week and they will follow the same schedule to implement it April 1, 2020.

Mr. De Anda asked in reference to some numbers the Auditors gave them and asked why the tenant services decreased from \$260K to \$180K. Ms. Mata stated that they have a management agreement for funds for the resident services and they probably had a reduction; the Resident Council will make a request and this year they entered into a contract with whoever managed the funds and stated that she can go back and check to see what the expenditures were. Chairman Ceballos asked what it was that Mr. De Anda was pointing out. Mr. De Anda stated that it was the tenant services that were reduced by 1/3, going from \$260K to \$180K and wondered why it went down so much. Chairman Ceballos asked Ms. Barrientos if she knew whether that was a reclassification and if the Auditors know. Mr. Colina mentioned that it was probably less because people in Russell Terrace were moving out due to the construction when people were moving in and out, so they did not have all those extra expenses. Chairman Ceballos mentioned about a 10% deduction in maintenance. Ms. Mata stated that it is also related to Russell because they do not have the same amount of units leased. Chairman Ceballos asked if the Resident Participation is classified as a contract or if it is Tenant Services. Ms. Mata responded that it is Tenant Services.

B. Unaudited Financials for the month of December 2019

Jennifer Barrientos presented to the Board and stated that she was sorry for the delay which was due to reconciling the books to close the month of December which were the financials they were presenting at the meeting and it was the reason they were not included in the Board packet. Ms. Barrientos stated that for December they have a profit in all the programs and developments and mentioned that for COCC it is \$9K profit, for AMP 1 it is \$345K, Amp 3 is \$90K, Amp 4 is \$27,552 and Amp 6 is \$2K profit; In Section 8 it is \$8K profit and in Farm Labor it is \$21K profit.

Ms. Barrientos mentioned that on the highlights it is showing the annual revenue budget and the year to date budget actuals and it is also showing the expenses for the annual budgeted and also the actuals and mentioned that they had more revenue than they did expenses for the month of December. As for the salary and benefits savings Ms.

Barrientos stated that those were the savings amounts they had projected for nine months from April through December; the savings they currently have is \$619K of savings on salaries which will be decreasing next couple of months since they will be hiring more individuals in different departments and programs.

Regarding the PFC's which Ms. Barrientos mentioned are Russell Terrace and Bernal Sunrise Courts she mentioned the revenues without the Russell Terrace construction is \$1.9M and expenses is \$1.2M and also mentioned that the Laredo Housing Opportunities which is Riverbank and Casa Verde they had \$2.9M and expenses of \$105K and Laredo Housing Development, the O'kane Apartments, is \$2.7M and expenses of \$325K. Ms. Barrientos mentioned that this is the information brought to the Board on the last meeting which is the same information when the obligation started and end date, the disbursement of HUD funding and what is still remaining to expend for the grant. Ms. Barrientos mentioned that Mr. Mendive will be presenting on Capital Fund which is probably the same as her presentation, but more visual so they can follow along.

Ms. Barrientos mentioned that on the 2016 budgeted is \$1.3M; they have expended \$834K and remaining is still \$503K and stated that the Capital Fund items for Colonia Guadalupe they have bathroom renovations, electrical upgrade; for Ana Maria Lozano and Carlos Richter it is the parking asphalt, sealing and landscaping; Senior Home is interior doors and concrete flat work; for Meadow Acres and South Laredo, it is smoke detectors and wall gypsum surface board and for Asherton it is shower renovation, wall gypsum board, exterior storage doors and smoke detectors. Chairman Ceballos asked to go back to Senior Home and said that they are going to have some increase in costs, so maybe they could push back the concrete flat work another year or two and said that they will talk about it because the generator is going to be a six figure investment.

In reference to the 2017 Capital Fund Grant Ms. Barrientos showed the start and end date; the disbursement end date and said that they have to obligate 90% of the items budgeted for that year by August 15, 2019 and mentioned that the disbursement means that they have to use the money by that date, so for the HUD funding it was \$1.3M which is a fairly new grant that they started, so they still have the \$1M to expend. Chairman Ceballos asked if for the Guadalupe project they have until August 15, 2021. Ms. Barrientos confirmed and mentioned that they budgeted \$1.3M and they have expended so far \$328K, so they still have the remaining balance of the \$1M and stated that they have the Colonia Guadalupe electrical upgrade and the Russell Terrace relocation expenses and for Ana Maria Lozano and Carlos Richter they have the vanity cabinets replacement; for Senior Home, the RAD conversion, Meadow Acres and South Laredo they have the medicine cabinet replacements, security lighting and in Asherton they have interior lighting and sidewalk flat work. Chairman Ceballos mentioned that they have a lot of plumbing work to do in Asherton.

For the 2018 Grant Ms. Barrientos stated that the funding is \$1.6M and the remaining is 1.4M; they expended already \$271K and informed that for Colonia Guadalupe they have the HVAC; for Ana Maria Lozano is the kitchen cabinets replacement, HVAC, and

gable siding replacement; at Senior Home they have the sewer line replacement, restroom retrofit and electrical upgrade; for Meadow Elderly they have the RAD conversion and Meadow Acres and South Laredo is the gypsum board replacement; in Asherton they have shower renovations, toilet replacements and the lavatory and faucets. Chairman Ceballos asked if 2018 was environmental clear. Ms. Barrientos confirmed.

Chairman Ceballos thanked Ms. Barrientos for her presentation.

C. Status on FY 2018-2019 Audit

Chairman Ceballos stated that they already know the status of this item.

D. Status on Community Safety and Security (Peace Officer) Program

Ms. Mata stated that at Colonia Guadalupe there was a total of 65 calls and stated that the report has a comparison for the last three months and at the end of the report there are specifications what the other category consists of, so that they have an idea why those are separated and mentioned that there was an increase; at Colonia Guadalupe they have 18 in others, but those relate to 911 hang up calls, EMS requests, loud music and firecrackers, so for Colonia Guadalupe they had 75 in November and they decreased to 65 calls during the month of December; at Russell Terrace they had a total of 25 calls for the month of December; 21 calls at Carlos Richter; at Senior Home they had 11 calls, nine of those were EMS service calls; Ana Maria Lozano had a total of 43 calls; Meadow Acres had 27 calls and South Laredo had 49 calls. Ms. Mata mentioned that she requested from the Interim Director of Housing Management to identify Farm Labor Development as well because they are not receiving that report and they had some cases there that they want to make sure to follow up. Chairman Ceballos stated that he had requested the previous month to set a meeting with the Lieutenant. Ms. Mata stated that she communicated with Ms. Vicharelli and they are scheduling it for next week; they are trying to get the best date available in order to have all the Property Managers and most of the Police Officers that would be available during that time because not all of them would be available. Chairman Ceballos asked if they had reached out to the Lieutenant because it has already been 30 days and it needs to be done. Ms. Mata responded that she had and that the Lieutenant is aware.

Chairman Ceballos asked if anybody had any questions. Commissioner Ms. Guerra wondered about the number of domestic disturbances at the Project with only 56 units and stated that it seemed out of proportion. Ms. Mata mentioned that Ms. Vicharelli asked them to verify the accuracy and they will be following up on those cases. Commissioner Ms. Guerra stated that there might be some need for intervention. Commissioner Ms. Freeman asked about the policy procedure about the drug related cases, if they are asked to vacate or if they would be in probation. Ms. Mata mentioned that once they identify that there is an issue, and if they have a police report that identifies the tenant, they would initiate the termination process. Chairman Ceballos asked Commissioner Freeman is she meant how they keep track. Commissioner Ms.

Freeman asked what they would do with the tenants because some are habitually doing it and getting away with it. Ms. Mata stated that some of the reports they get are not directly tied to the tenants; some of them could be traffic stops about issues that happened within the property and not necessarily tenants, so once they identify those cases they verify if they actually live in the property. Ms. Guerra stated that it does not seem to be too many drug related cases. Chairman Ceballos mentioned that they ask about the information because it is their responsibility to act on it and it is important to follow through; therefore, they need to meet with the Police Officers and get those reports to the Managers and go through the process.

Chairman Ceballos mentioned that there was no action on those items and thanked them for the report.

E. Status and progress of ongoing construction projects

Ms. Mata informed that on Russell Terrace they continue to finalize the project and said that they are near completion; they are at 96% completion. Chairman Ceballos asked if they were insulating restroom walls. Mr. Bulmaro Cruz and Victor Reyes both confirmed. Chairman Ceballos asked if there were any questions for Mr. Reyes and asked him for an update. Mr. Reyes mentioned that they are ready to deliver several houses the day of the meeting and stated that if they wanted to schedule something for Monday they could go ahead and do it and said that they have ready the ones on the left hand side which is at Plum and Springfield which will be delivered next week and it is a total of 10 houses there; they will be delivering six by Monday and by next week on Friday, it will be a total of sixteen units, buildings or duplexes, so it will be six on Monday and next Friday it will be 10 and added that the bumps they had were not related too much to construction; it had more to do with utilities, having to do with water meters, gas and electrical meters, so he made some phone calls two days before; there had been a little bit of miscommunication, but finally they were able to install a lot of electrical meters as of yesterday and they are out today also, so they had some already in the front and also on the back and on the water meters they are moving along. Chairman Ceballos asked if they will make the deadline of January 31 for the new construction. Mr. Reyes confirmed and mentioned that some contractors have been really helpful; they have worked late when asked to work late, so as long as they have the carnes asadas which has been a good incentive as well as getting paid every Friday which has also helped a lot, and stressed that the sub-contractors have been very helpful.

Chairman Ceballos asked Bulmaro Cruz how he was doing with the renovation. Mr. Cruz mentioned they have six units with tile, six units they finished carpentry; they are doing two units with floor tile; they need to pass inspection on the last three or four duplexes they have left. Chairman Ceballos asked how many more duplexes they have after finishing those six units. Mr. Cruz responded that it would be another three duplexes. Chairman Ceballos asked if he will meet the deadline. Mr. Cruz confirmed. Chairman Ceballos asked if anybody else had any more questions or comments and thanked all of

them and stated that he knows it is a team effort and that everybody is helping and they appreciate it.

In reference to BiblioTech Mr. Reyes stated that at Ana Maria Lozano they will be pouring the foundation by Monday and mentioned that Mr. Flores who is installing windows was there yesterday and in regards to HVAC they already did all the wiring they had in question and they should be finished the coming week. Chairman Ceballos mentioned that they community office was turned into the BiblioTech and they added a garage for the shop because they demolished the old shop and the warehouse that was there and converted it, so it will be the only thing that will not be ready by January 31, but it will be ready in time to close with the bank. Commissioner Ms. Freeman asked if it will be accessible to all the public. Chairman Ceballos confirmed and mentioned that there will also be a green area with mostly trees and it will be a pic-nick area and there will be about 12 parking spaces altogether and stated that he prefers for it to be green area; it is where basically they had the warehouse; it opened up about 1/3 of a block and added that they continue to get good feedback on that project.

12. ACTION ITEM

- A. Discussion and possible action to accept into the public record the Audit Financial Statements for fiscal year ending March 31, 2019.**

Chairman Ceballos moved to accept the Audit as presented with the amendment corrections as expressed by Vice-Chairman Dr. Garza to update the report and the public trial on the inner fund issue to be added to their contract regularly and to conduct a review of partnership of the related entities in terms of the Audit requirements for those reporting and in addition to any correction for the final report to be presented back to the Board.

Commissioner Dr. Rodriguez seconded the motion.

Motion passed unanimously.

- B. Discussion and possible action to ratify the issuance of an inter-agency Memorandum of Understanding with Serving Children & Adolescents in Need (SCAN) to provide educational seminars using the Mentors in Violence Preventions (MVP) primary prevention curriculum to identified youth and adult influencers.**

Chairman Ceballos asked if it is the standard partnership agreement. Ms. Mata confirmed and mentioned that in November the Board authorized them to support the program, so they are presenting the MOU.

Commissioner Dr. Rodriguez moved to approve the MOU.

Chairman Ceballos seconded the motion.

Motion passed unanimously.

- C. Discussion and possible action to adopt Resolution No. 20-R-01 and adopt the Utility Allowance Schedules for the Section 8 Housing Choice Voucher (HCV) and Project Based Voucher (PBV) Program effective March 1, 2020, as recommended by staff.

Chairman Ceballos mentioned that he will entertain a motion for this item and next item at the same time and asked if they are annual adoptions, if they had consulted with Nelrod and if there were any highlights. Ms. Melissa Ortiz confirmed and mentioned that they have a 10% in the utility rate change which is \$1 or \$2. Chairman Ceballos asked if she made the adjustments. Ms. Ortiz confirmed and mentioned that they propose to adjust the rates.

Ms. Vicharelli stated that for Public Housing the date is effective April 1, 2020. Chairman Ceballos stated that it is a correction. Ms. Vicharelli confirmed. Chairman Ceballos asked if they have posting requirements. Mr. Mendive mentioned that there is a 60-day notice by regulation which does not apply to Section 8.

Vice-Chairman Dr. Garza moved to adopt the resolutions for items 12C and 12D with the correction on the date for Public Housing from March 1, 2020 to April 1, 2020. Chairman Ceballos seconded the motion. Motion passed unanimously.

- D. Discussion and possible action to adopt Resolution No. 20-R-02 and adopt the Utility Allowance Schedules for the Public Housing Program effective March 1, 2020 as recommended by staff.

This item was adopted along with item 12C above.

- E. Discussion and possible action related to the agency-wide beautification initiative and Farm Labor Housing Development physical condition.

Chairman Ceballos stated that he placed this item on the agenda because he wanted to make the Board aware how important it is to keep track of the beautification, so Mr. Peña presented some pictures and Chairman Ceballos mentioned that along with Ms. Mata and Mr. Mendive, they had made an unannounced visit to Farm Labor and stated that he has concerns over the roofing at that facility which they might want to entertain it or next month because it needs to be replaced. Chairman Ceballos commented on the sketchy repairs and how they secured to prevent animals getting into the office which has been like that for a while, but it needs to be addressed and mentioned that he wanted to present some things that need to get done and stated that they have been instructed in the past not to keep any supplies, refrigerators or water heaters which needs to be adhered to and mentioned that he is taking the time to do it is because it is a reflection on the Agency.

Chairman Ceballos stated that the concern about Farm Labor was brought up to him by a member of the public, so he has kind of keeping track of it and mentioned that there are some things they need to address and for the construction team that will be

completing Russell Terrace they need to come up with a repair standard and they showed some cabinets that have been repainted in a very shabby way and also mentioned about units in the same development with different colors and stated that those are units that take a lot of needy families going in and out; some families last a long time and some do not, so he asked Ms. Mata to make sure to come up with a standard, especially if they will introduce the private sector because then they can get all kinds of paint and stated that the cabinets are solid wood cabinets and asked Mr. Treviño if he remembers they were done by Housing employees. Mr. Treviño responded that they were not. Vice-Chairman Dr. Garza asked if Chairman Ceballos was recommending material for that particular project to be sturdier which might be more pricy. Chairman Ceballos stated that the make readies are very shabby; they are using the wrong paint and they are not sealing and stated that the floor looks like it needs to be repaired, but really it needs to get cleaned and sealed and stated that for affordable housing it is the typical vinyl, resilient flooring, so if they are just cleaning and delivering and turning in the keys to the next tenant, but they have not sealed it.

Chairman Ceballos mentioned that all through the project there is a trim under the windows and it looks that they board it up through the whole property and it needs to be standard in the repairs and when someone puts and air conditioner they should follow right behind and paint and stated that it does not cost money, but just 15 minutes of decent paint and it will look much better because on some of those pictures they presented it looks like an unfinished job. Vice-Chairman Dr. Garza mentioned that there should be consistency with the paint through the whole project. Commissioner Ms. Freeman asked if it was due to the maintenance person being pulled to go do something else. Chairman Ceballos responded that he does not know, but it looks like long term issues. Commissioner Ms. Guerra asked if someone checks the work after they have done a work order. Chairman Ceballos stated that they can see there is some hail damage on the roof; the roof is not very old, it is a 30-year roof that just suffered some hail damage and also mentioned about some parking lot repairs, stuff on top of the roof, landscaping and not doing sidewalks nor stumps and mentioned that they have a brand new stump remover at Russell Terrace they can use, so for Managers he recommended that when they cut a tree, to go ahead and remove the stump and not to say that they will do it in a month because they will get busy and will not do it.

Chairman Ceballos mentioned that for every property, they need to consider that they are the reflection of the entire organization and he thinks that selecting the beautification areas is important and stated in regards to Farm Labor that folks see it and they comment to them, so when they have the Board meetings, he recommended to let them know how they can help them and that it is important to make their needs known or whether it is a matter of resources and stated that a year ago, the item of replacing the windows came up and he thought how they would be replacing windows when the roofs have hail damage and they pushed the item back and they never got the item to come back, so he would suggest that a small team be set up to create standards for make readies and he could give them tons of managerial advice, but to Chairman Ceballos the maintenance person at the project should be keeping up on all those issues and will probably finish in a couple of months; if he just does two or three

of those trims on the windows and stated that they have a lot of expertise in the Russell Terrace team and others that are involved that know which paint to use, which joint sealing to use and they have always painted cabinets; they are experts in those areas.

Maria Teresa Delgado, Property Manager at Farm Labor, stated that she started at that project approximately six months ago and stated that it is only her and Mr. Aleman in maintenance and mentioned that it is a bit hard for Mr. Aleman to take care of everything with broken windows, toilets, sinks and he tries his best because it is only him and they would appreciate some help and if they can fix some of the issues it will help the tenants. Vice-Chairman Dr. Garza asked when they shared those feelings with her that they feel ignored if she had contacted Ms. Mata. Ms. Delgado stated that she had not. Vice-Chairman Dr. Garza stated that she needs to do it so that Ms. Mata would know what is going on.

Chairman Ceballos stated that Senior Management needs to make a rotation and do their own inspection; it should not take the Manager saying they need help and asked Ms. Delgado if she had 40 units. Ms. Delgado responded that they have 48 units. Chairman Ceballos stated that one person for 48 units is sufficient because the standard for one person in Public Housing is 50 and said that he is debating if it should be 50 because the private sector does not operate that way, however, if she needs help and if they have issues with performance, they need to be addressed, but if Senior Management is not doing what Chairman Ceballos did which took 35 – 40 minutes, less than an hour, it needs to happen and mentioned that he will not say much more, but the problem is that if they do not have performance at the property, they will see resistance in other people helping until somebody tells them to go help them and stated that what they saw are shabby repairs and in his eyes whoever did does repairs did a very bad job and the job is negligent. Chairman Ceballos stated that Ms. Delgado is asking for help and said that she is going to get help, but he also mentioned that one person for the number of units at that property is sufficient and in reference to a repair in the office, he stated that no one should make that repair; it is a negligent repair and somehow it is right on top of the maintenance shop, right above the entry to the maintenance shop and they see it every day.

Chairman Ceballos mentioned that they will give that project the resources and will ask the Director and Senior Management to have a routine of going to every property and stated that it should not take a Board member to do it, so that is what administratively he would expect to happen and if people are not performing, they should be made to perform and said that it is an example and also the other pictures and mentioned that it is not about time, but it is about the person's responsibility in doing the job right; a piece of metal and a piece of steel is not any kind of repair and stated that it takes all of them; it takes him going to that project; it takes Management managing and it takes Ms. Delgado asking for help and stated that they have sprinklers on their front system which have not been turned on in two or three years and wonders how that happened since they had a working sprinkler system for the office. Mr. Alfonso Treviño mentioned that they had sprinkler system in the front and also that the siding on those units were changed 10 years ago. Chairman Ceballos thanked Mr. Treviño for his information.

Commissioner Ms. Freeman mentioned that it is an inherited issue for Ms. Delgado who is playing catch up. Chairman Ceballos mentioned that Ms. Delgado is saying that one guy cannot do it, that they need support for him. Chairman Ceballos mentioned that they are not going to get to the personnel issue; it is the support to Ms. Delgado because she has her hands tied up and is not going to go do the job, she needs somebody to do it, a team to do it, but also he mentioned that they have construction standards and suggested Ms. Delgado to get together with Jessica Martinez to create a small team that can identify how they will fix the cabinets, how they are going to treat the floor and Ms. Martinez will get her the construction help and said that they learned it at Tiny Homes because they painted the cabinets with the wrong paint and then they changed the paint and they learned from it, so they are going to take that learning experience and help her at Farm Labor. Chairman Ceballos mentioned that it is inherited, but if they just send a crew of five and get it done in a month and if they still have the lack of maintenance and care and repair they will end up the same way again and again, so Management still needs to look at it and stated that they are not short of resources because that property has resources to achieve it.

Chairman Ceballos asked if Ms. Mata had any comments. Ms. Mata stated that she had met with Mr. Herrera, Facilities Specialist, and asked him to make time to go with her to visit all the properties to make a plan and identify and better guide them as to what repairs are needed and put a timeline so that they can report back to the Board and also mentioned that she wanted to commend the staff in South Laredo for taking the initiative to do the fascia because they started the painting in the storage room; the property looked that it needed repair and they did it on their own. Chairman Ceballos asked if they can bring pictures for next meeting.

Vice-Chairman Dr. Garza asked if they have a senior maintenance person that is in charge, if it would be Juan Mendive. Ms. Mata responded that the person is Mr. Herrera who is the Facilities Coordinator. Vice-Chairman Dr. Garza asked if Mr. Herrera will be walking along with her and also asked who will be in charge of sending the crew to Farm Labor. Ms. Mata confirmed and mentioned that Mr. Herrera will coordinate it based on the deficiencies he identifies at the facilities. Vice-Chairman Dr. Garza asked whom Mr. Herrera will be coordinating it with. Ms. Mata responded that it would be with the Interim Director of Public Housing Management Ms. Vicharelli. Chairman Ceballos mentioned that Ms. Vicharelli is the Lead Director, who has inherited a lot of it and she was asked to play an interim role. Commissioner Ms. Guerra asked how many full time employees they have in maintenance. Ms. Vicharelli mentioned that every Amp has a certain number of staff members and stated that in maintenance they are getting ready to hire; they will hire three more persons who will be sent to wherever they are needed and it is in the process.

Chairman Ceballos mentioned that he wanted to make a comment because he did not agree with everything Ms. Vicharelli stated and said that he has mentioned to Mr. Mendive that there is this idea that maintenance people belong in an Amp and mentioned that they belong to the Agency, so if they need them at Farm Labor, South

Laredo or Meadow, they should be assigned there and cost allocate it to the Amp. Ms. Vicharelli mentioned that they want to follow that, but they are not over staffed to do that and when she mentioned that they have a certain amount of staff per amp it means it is what has been allocated at the particular Amp and yes they can use them somewhere else and they usually never complain and said that she was talking to Ms. Mata about the staff sometimes being out, on sick leave, on vacations or whatever; they never have enough people to circulate, so with the three other people they will get they will be able to send somebody else when someone is missing at a particular Amp and stated that she is aware that they work for Laredo Housing and not for a certain Amp.

Ms. Mata stated that she asked Ms. Vicharelli directly to make sure that if they have issues at any Amp for her to send the resources that are needed regardless of which Amp the staff is allocated which seemed to be very fruitful at Russell Terrace following the exercise they had over the weekend, so they directed Ms. Vicharelli to do it with the Amps as well. Commissioner Ms. Guerra asked if it was the employee mentality that they just belong to a particular Amp. Ms. Vicharelli responded that the mentality is there because some maintenance staff have been there for 20, 15, or 10 years and she stated that she stresses the fact that they are just employees because when they were asked to go to Russell Terrace they were kind of hesitant to go, so she personally went to the maintenance staff in Colonia Guadalupe and she addressed it and told them to remember that they work for Laredo Housing and not just for Colonia Guadalupe and, of course, they had a good turnout; they went and they were able to do it and maybe they will have to do something like that with all the Amps on Saturdays and Sundays because she does not think they have enough time with the staff they have right now to be able to do it during the week. Ms. Vicharelli stated that it is the same thing with the Managers; if she sees that the Manager needs to be moved, she will move the person somewhere else.

Commissioner Dr. Rodriguez stated that she did not know the details of what was going on managerially and related to her experience dealing with facilities; she would consider if they have all the tools and resources, not necessarily people, but inventories, internal and external and the maintenance schedule where it is understood that for smoke alarms they would check every so many months and the personnel are trained to understand the schedule whether dealing with one project or the other, so a lot of times it has to do with organization and really understanding that when you prioritize projects, safety is always first, so whenever there is a safety violation, that needs to be addressed immediately and not put the blame on not having enough staff which is an immediate when they move staff around and address that safety concern and said that the next thing will obviously be functionality.

Ms. Vicharelli mentioned regarding inventory that she started it October 29 and stated that she had been helping out for a couple of months and she is trying her best; she is learning as she goes and apologized that she does not know a lot of the stuff they are asking, but she can find out and stated that she is making different recommendations to change and getting information in regards to inventory because she does not even

know how much worth some of the Amps have and when approving an improvement she thinks they had a tractor and they say they are getting another tractor and wonders what happened to the other one and things like that, so she is getting inventories lists of maintenance and setting up for what they will hire, so hopefully together they will be able to accomplish everything. Commissioner Ms. Guerra asked if it would something she would add to what Chairman Ceballos wants regarding establishing some maintenance standards and also have a maintenance schedule like Commissioner Dr. Rodriguez is recommending and a yearly inventory like Vice-Chairman Dr. Garza asked and also if they will sign for the tractor when they use it. Ms. Mata mentioned that it is assigned to a property and if a property does not have one, they will borrow it. Vice-Chairman Dr. Garza asked that in that case, if there is a paper trail as to who is using it and when it is returned. Commissioner Ms. Freeman asked if there was a Central Tool Room. Ms. Mata stated that it is for larger equipment, but most of the Amps have the tools and equipment they need to run their operation. Commissioner Ms. Guerra recommended a master list for each Amp and to update it every year and when they get another tractor, they can just add it to the master list inventory. Commissioner Dr. Rodriguez stated that once they establish their processes sometimes they have to go through contract services if applicable, but the bottom line is that the problem cannot be ignored because they would keep worsening the problem. Chairman Ceballos mentioned that about a year ago they created the Facilities Specialist position just for that purpose, to be the coordinator they are asking, to be the Facilitator between the Crews, the Maintenance people and the Managers, and to assist in scheduling, so they need to see it through.

Commissioner Ms. Guerra asked Ms. Mata if she has an idea as to the timeline for them to do the Truant Officers list. Ms. Mata responded that she had requested Mr. Herrera to be available so that they would do it within next week. Commissioner Ms. Guerra asked if Ms. Mata thought they could do it in a week. Ms. Mata confirmed. Commissioner Ms. Guerra asked when Ms. Mata thought they could have a report back, if it would be by next meeting. Ms. Mata confirmed. Commissioner Ms. Guerra mentioned that maybe at least a progress report. Chairman Ceballos stated that Ms. Vicharelli has been a great help and he is very thankful for her role and they appreciate it and stated that Russell Terrace is winding down, but is going to consume everybody. Commissioner Ms. Guerra emphasized to focus on Colonia Guadalupe because it is the one she received citizens comments that it used to be so beautiful and she thinks it is because it is on Clark and off of IH-35, it is the one they notice the most. Chairman Ceballos mentioned that now he gets comments as to when they will do what they did at Russell Terrace. Chairman Ceballos asked to bring back Farm Labor for next meeting with action items to be funded, particularly the roof, and stated that he does not think the window siding requires contract work; he thinks that it is an internal job, so they can separate the windows and said that they can probably work with some local vendor and mentioned that the windows are not energy efficient, but they do not have to be energy efficient and there is no requirement that they be energy efficient.

Chairman Ceballos stated that there is no action on this item.

- F. Discussion and possible action to adopt Resolution No. 20-R-03 and finalize and adopt the Public Housing Agency Plan and the 2020-2024 PHA Five Year Action Plan, as presented by staff and in consideration of all public input, to become effective April 1, 2020.

Mr. Juan Mendive, Planning and Systems Administrator, mentioned that before they go into Jessica's presentation he wanted to show a timeline he created and would have wanted to have it approved, but there is still some work that is needed and he just wanted to bring it to the Board to see what they think and stated that the Board wants it in the website as well, but he wanted to present it to the Board for their input and stated that it was just timelines with a lot of overlapping things within years and he broke it in years for a better understanding. Mr. Mendive mentioned that he had discussed it with Jessica Martinez as to when the work will be completed, so it shows when the work items will be completed and also shows the Amp that it applies to and then he gave the example about the CFP Grant of 2016 and stated that the obligation end date is April 2019; they already passed that obligation date, so they need to finish that out; the Grant has been extended, so they need to finish it by the expenditure date of April 2021 and showed all the work items that need to happen like the electrical upgrade at Colonia Guadalupe and mentioned that they had a conversation with the Architect, Mr. Jasso, about the feasibility of that which is going to be a complicated venture and might not be feasible to complete which he mentioned is phase 1 and then phase 2 will be following and they still have to do some things by April 2021 to be able to move forward.

Mr. Mendive stated that on 2017 as he had mentioned, the years overlap and for 2017 they have to obligate it by August 2019 which happened already and the expenditure end date is August 2021 which is the dateline he had mentioned of August 2021 and said that he wanted to present it to them and stated that there are other items he can add to it, but if he tries to put it all in one timeline it gets very cluttered and it can have the work item, start date, the finish date, and the inner connections which he wonders if they want to go into that detail by work item, so he would like some directions from the Board as to what they visualize and mentioned that he will ask staff that is more graphically inclined to help him.

Chairman Ceballos asked if he planned work for Russell Terrace in 2021. Mr. Mendive mentioned that the colored area Chairman Ceballos was referring to is for Asherton and the other area Chairman Ceballos was referring is for relocation expenditures. Chairman Ceballos mentioned that it seems enough info for the Board and asked if the Commissioners think it would be sufficient. Vice-Chairman Dr. Garza confirmed. Mr. Mendive mentioned that they can also add expenditures like Ms. Barrientos is reporting and said that he would like to show them like a timeframe by 2019-2023, but it becomes very cluttered and there is a lot of overlap, however they would like to see it and he will continue updating it.

Mr. Mendive mentioned on 2019 Grant they are finalizing environmental review; they received the environmentals from Asherton and they are finalizing the City

environmentals so that they can send them to HUD and start on those work items and mentioned that the end date would be April 2023 for that Grant and the Annual Plan they are going to present is 2020-2024 and they will have four years to complete the work. Chairman Ceballos asked if they involved the residents. Mr. Mendive confirmed and stated that along with Jessica Martinez they met with the Resident Council and met again on Tuesday; they met with the Managers and Maintenance Staff and also with Bulmaro Cruz and Alfonso Treviño to discuss the items, both have experience with CFP.

Chairman Ceballos asked if they allocated money for BiblioTech. Mr. Mendive responded that they made the amendment in 2019 and stated that it is not finalized; therefore, they can make the change if necessary or they can come back and make an amendment too; it is just the Five-Year Plan and stated that the work items they see have already been approved and are working on them and are part of the Annual Plan they are presenting and also stated that they will find out about the funding probably by April or May and they will need to start the environmentals to be able to commence the work items.

Chairman Ceballos asked about the BiblioTech for Carlos Richter. Ms. Jessica Martinez mentioned that it is in 2019 and said that the line item has the initials for AMLCR. Mr. Mendive mentioned that he thinks it was just for Ana Maria Lozano. Chairman Ceballos asked if they have funds designated for BiblioTech in Colonia Guadalupe. Mr. Mendive stated that they do not, but maybe they could add or update and mentioned that in the past, in 2019 they put \$330K for Ana Maria Lozano and Carlos Richter and it is all being allocated to Lozano, but they had put it for both in last year Annual Plan. Chairman Ceballos asked Mr. Mendive what he needed the Board to do. Mr. Mendive responded that they already closed the Public Hearing, so it would be only to review the 2020-2025 Plan and just accept the Annual Plan so that they can submit it to HUD. Vice-Chairman Dr. Garza asked Mr. Mendive how he would base the numbers for 2023 and 2024. Mr. Mendive responded that there is a development fund that depending on previous years funding, they look at that and it is how they work it and they also cost estimated some of the work and if they need renovations in a number of units they sat down with Mr. Cruz and Mr. Treviño to help them through the cost estimation. Vice-Chairman Dr. Garza also asked how they estimate on the timeline. Mr. Mendive mentioned that the Residents and the Amp Managers told them what they wanted and what their needs were and there are somethings they need to do now and they can pay them with Reserves or through the Amp money instead of through the Annual Plan or the CFP funding.

Vice-Chairman Dr. Garza asked if they use Reserve money if they will replace it with the grant monies. Mr. Mendive mentioned that it would be separate because there are some things they might want to address now with the money they have in the Amps instead of through the grant, so it would not be reimbursed. Ms. Mata mentioned that it will not be reimbursed because there were some items that were requested that related to REAC inspections which need to be handled now for them to get REAC points, so they need to be handled through the Operating Budgets. Chairman Ceballos stated that they need to study it closely because there are some properties that are really

making money and they are accumulating a lot of money and mentioned that they made \$1.3M as per the Auditor last year, so they are making money in Public Housing, but they are not pulling anything out from Capital and yet the Capital Fund is not enough, so he recommended to look at the REAC items that could serve similar purposes in the Capital Fund and encouraged to look closer at the properties to let them use some of those Reserves because they are just sitting there building the assets and meanwhile they have those needs in the properties, so they need to look at it closely, particularly with BiblioTech which is not a REAC issue, but encouraging them to work with HUD to see if they allow some release of those Reserves to be able to do the BiblioTech projects and the other improvements they are going to do in the Administrative Building because Colonia Guadalupe does very well and Russell Terrace will begin doing very well too; they are making money, but they are not using it and the property needs that.

Mr. Mendive mentioned that the work items they are requesting have been approved and have funding for them; they made the expenditure and they reimbursed them through the grant, but if they decide to not go through the grant for another item, it hits the Amp and mentioned the example they have on the cost estimation; they had requested for 2020 exterior color replacement at Colonia Guadalupe and they moved it up to 2020 because they followed a safety concern, so they determined how many units needed it, all the two story units and then they multiplied with some cost estimates they had that the construction staff helped them with and stated that it has been a learning process for him as well as for Jessica Martinez because it is the first time they do the Five Year Plan, so it has been a big learning process and they better understand the CFP program now and said that they will be taking a CFP training in January 21 and 22.

Chairman Ceballos mentioned that he is concerned of the \$.5M on the 2017 grant for electrical upgrade in Colonia Guadalupe and asked if they would be able to meet that or what Mr. Mendive would propose. Mr. Mendive responded that he was not sure what action they could take based on this Annual Plan and the Five Year Plan and said that the Annual Plan they are presenting is 2020 and the Five Year Plan is 2020-2024 and that was the 2017 Grant, so they can either move it if they want to wait longer and for those previous years they can ask to use that money for something else so that they can actually accomplish it and said that they spoke to Mr. Jasso to go over some concerns that he had and he also talked to Jessica Martinez.

Ms. Martinez stated that she followed up with Mr. Jasso in regards to the electrical upgrade for Colonia Guadalupe and mentioned that he had a lot of concerns in reference to the need they have for the Amps and the way the need was reflected in the RFP; the items that were given to the vendors in the RFP did not reflect the as built for the buildings so a lot of it were mismeasurements and some of the items that were received Mr. Jasso said that if he looked at a four-bedroom he gave that pricing across the board or the same Amp or voltage across the board instead of a two bedroom needs something different than a three bedroom than a four bedroom and he found several gaps where there could be some cost difference and the way they asked the electrical

vendor to start working was like they were going to have big chunks of houses available for example 10 and 20 houses at a time that they can work on, but when she started talking about the plan they have, Developer Juan Gonzalez said that with that plan, having five units available and rotating families, with that plan and the timeline they have it was not feasible, at least for the 2016 electrical service and he also mentioned that the money they have can possibly cover all the electrical upgrades, but they need to reconsider to add all the relocation expenses that were probably not added when they were working the numbers in the past.

Chairman Ceballos asked what Ms. Martinez would advise from the standpoint of that particular item. Ms. Martinez mentioned that she knows for a fact that they can either push it for another year; she knows that there are a lot of upgrades that need to happen within Colonia Guadalupe; she knows that cabinets have not been done in a lot of years and have exceeded the lifespan, so they can work on the cabinets and the storages which have also exceeded the lifespan. Chairman Ceballos mentioned that the issue is time. Ms. Martinez confirmed and stated that they can move forward and allocate money and said that she had an oversight as far as BiblioTechs and apologized for it and stated that maybe they can reconsider and move things around. Chairman Ceballos stated that given the information she presented, he would suggest for them to adopt it and then come back between now and before the next meeting and work out a plan specifically to address it and also to look at BiblioTech funds and consider any other improvements that could be made; it is not going to extend the time, but it may be an easier work item and stated that, unfortunately, this should not have been started this year; they do not have enough time and said that it is the only thing they can do at this point which would be to adopt the plan. Commissioner Ms. Guerra mentioned that they can come back later with an amendment. Chairman Ceballos confirmed and stated that they need to post any amendments in 45 days. Mr. Mendive confirmed and stated that it would be a 45 day notice. Chairman Ceballos stated that he would hate to notify HUD and stated that they should discuss it as a team and notify them if it is going to change because it is a substantial amount. Chairman Ceballos mentioned that they saw it at Russell Terrace that even with 10 units every month they are not done and stated that there is some electrical work they can do that will resolve some of the concerns that forced them to look at the electrical which are washer and dryer and some commodity in the restroom like ventilation, so there are some things that can be done without getting folks out of the house which is the issue and also recommended to study that with the construction people, with Mario Jasso, so that they get help.

Mr. Mendive stated that now that he understands the process better he said that the Annual Plan is required every year and the Five Year Plan they can bring it up every five years or do it in a rolling basis like they do it and said that he mentioned in the communications that HUD mentions it is a very good management practice and that is what they have been doing and now that they are more familiar with it they now know to anticipate those issues they are discussing and whether something is not going to be realistic, then they would need to change it or bring up another. Commissioner Ms. Guerra asked if they can do a walk through with Mr. Jasso and other people they need to before next meeting. Vice-Chairman Dr. Garza mentioned that they did the walk

through already and that is why they are telling them of the need for the electricity at this point. Ms. Martinez stated that they sat down and envisioned all the information procurement has acquired in regards to the electrical upgrade and Mr. Jasso did a walk through and also sat down with the electrician and also with AEP to discuss the electrical upgrade and stated that he has not received anything official, but he had all those conversations. Mr. Mendive stated that he was not sure if originally when they decided on the work item years ago if Mr. Jasso had been involved or not, but recently he has been involved.

Commissioner Ms. Guerra asked if BiblioTech is switched out, if they would have sufficient time and suggested to at least do some of it, what is doable in the meantime and said that she was not sure about the timeframe on the different construction projects. Mr. Mendive stated that he was not sure if Chairman Ceballos had been involved or the Board in the planning process or doing workshops. Chairman Ceballos stated that last year he was not and mentioned that there was a Central Resident Council Workshop they hosted two years ago when the item came up and said that they actually toured some homes to verify that the item needed to be addressed. Mr. Mendive stated that it would be helpful to have workshops leading up to the plan and workshops with the Board and the Council.

Commissioner Ms. Freeman stated that she had several questions on the plan which will be in reference to Meadow Elderly because she knows how many units they have there and mentioned that for 2021 they have \$37K for smoke alarms. Chairman Ceballos stated that it is a particular item that they could very easily handle from Reserves and mentioned that he asked to handle smoke detectors and monoxide detectors upfront if they did not get a grant, that they do it and they are putting it back to 2021 and stated that it is an example they can tackle now and did not have to put it in CFP. Commissioner Ms. Guerra mentioned that they have to consider what Commissioner Dr. Rodriguez mentioned about safety. Chairman Ceballos confirmed and asked if that was Commissioner Ms. Freeman's point. Commissioner Ms. Freeman confirmed and stated that it is so large an amount and asked how many units they have at Meadow Elderly. Ms. Mata mentioned they have 30, but it also included Senior Home. Commissioner Ms. Guerra asked how many they have at Senior Home. Ms. Mata responded they have 100 units. Mr. Mendive mentioned that he wanted to clarify that now it should only say Senior Home because it has been converted to RAD and stated that he thinks the last money they can use is 2018.

Commissioner Ms. Freeman asked about the bathroom vanities, whether they will be built in house or if they will buy them. Mr. Mendive mentioned that it is something very important and something they can look at, that sometimes they buy the supplies, but there is labor that is calculated into the work items and how the staff is paid, but it is an option. Commissioner Ms. Freeman stated that she prefers them be made on site because what she has seen maintenance people working in the shop, next to the office, is very high quality and if they purchase them it would be masonite or not true wood like the one they were using. Vice-Chairman Dr. Garza mentioned that it would be such and expense. Chairman Ceballos stated that anything over \$15K will need to come to

the Board. Vice-Chairman Dr. Garza asked if they were not using poplar board which was what they had recommended not to use. Chairman Ceballos stated that it was the standard they had said for Russell Terrace; not to use poplar board and asked if they were not using it anywhere. They confirmed that they are not. Vice-Chairman Dr. Garza mentioned that it is a beautiful job, but if they were to build 128 of them and they have other things to take care of at the projects.

Commissioner Ms. Freeman stated that at a time they actually had a crew that was doing nothing but cabinets. Commissioner Ms. Guerra asked Chairman Ceballos if that was still the case. Chairman Ceballos stated that there are some people still with us that have the cabinet making ability and asked Mr. Treviño how many cabinet makers they still have. Mr. Treviño stated that they have three. Chairman Ceballos mentioned that the Tiny Home cabinets were made by that team. Vice-Chairman Dr. Garza asked how long it takes to build the cabinets and if the kitchen will be the same standard kitchen for everybody across the board. Ms. Mata and Mr. Cruz mentioned that it depends on the bedroom size. Vice-Chairman Dr. Garza asked that if it would be four bedroom, then it would be a larger kitchen. They confirmed. Chairman Ceballos asked if it would take about a week. Mr. Treviño responded that it would take about six days, seven days installed. Chairman Ceballos stated that it is a financial decision and that they will consider the standard; they are not using any pressed wood, but if it makes more sense to do it in house which often does not make more sense because they will have to keep three people working full-time. Commissioner Ms. Guerra stated that it would be doing something that they could just go and buy at Lowe's. Chairman Ceballos stated that unfortunately that is true, but they did at Tiny Homes because they cared because it was their pilot, but they could have done the same they did at Russell and order it because they had enough time and said that they should be convinced that what is in place is satisfactory which is important.

Chairman Ceballos moved to adopt the Resolution to finalize and adopt the CFP Plan for 2020-2024 with the contingency that the item related to the Colonia Guadalupe electrical item of 2016 and anything related to future years be brought back to the Board on a work plan being developed to achieve full expenditure by the timeline allowed by HUD which is required to be brought back to the Board.

Commissioner Ms. Freeman seconded the motion.

Motion passed unanimously.

Commissioner Dr. Rodriguez asked if they need to add BiblioTech to the motion. Chairman Ceballos stated that he would amend the motion.

Chairman Ceballos moved to amend the motion on Item 12F to bring back any item that will make a financial impact on any one year of the plan to be brought back to the Board.

Commissioner Ms. Freeman seconded the amendment.

Motion passed unanimously.

Chairman Ceballos thanked Mr. Mendive, Jessica Martinez and everybody else involved.

G. Discussion and possible action related to the Section 8 Housing Choice Voucher Program calendar and fiscal year performance including end-of-year use of budget authority, lease unit utilization, and SEMAP indicators.

Chairman Ceballos mentioned that in regards to the Russell Terrace Report he was hoping it would have a final Russell Terrace snapshot on the first page and stated that they are not ready with numbers due to a lot of work that needs to get done and encouraged them to read Ms. Gaona's notes and report on pages 1-3 and he wants to make sure it is clear that any information Ms. Gaona is requesting that it gets furnished to her timely and recommended that people make time to meet with her while she is performing the work that the Board has asked her to do on Russell Terrace.

Chairman Ceballos referred them to the last page of the Section 8 Report and stated that it is a tough job to balance Section 8 Program, essentially, they have Revenues coming from HUD with units being administered and people moving in and out of the program, so the job of the Executive Director, the Administrator of Section 8 and everybody else involved is to balance that inflow of cash and the outflow depending on the losses and the tendency changes in rent and, as stated earlier, there are certain points that are given to them that keep them at a high performance status, unfortunately, when they underutilize the funding; they are balancing that and also balancing the number of units; therefore, they have a budget they are balancing to keep at a certain level and then they are balancing the units too, so ultimately it is how they manage it that provides HUD the assurance that the money they are giving us is what we need, so we do not utilize ourselves at a percentage of 97% or above, in this case 98%, they run the potential that the following year and stated that, Section 8 is run on a calendar year, so they will look at the last quarter and come up with an average and they project you and then they look at the actual utilization, so unfortunately the staff was not looking at using the tool that needs to be used for Section 8 to manage it on a monthly basis and as a result they have to do a hard press to lease up to use as much of the budget to get to that balance and they did not do enough of that early enough; it was not managed early enough to be able to keep themselves in decent range, so as a result according to Ms. Gaona's numbers, any Budget Authority not utilizing \$300K is underutilized which means that next year HUD will say that if they did not use it, then you do not need it, so they are recapturing \$162,089K for future use and stated that the balance is an average of \$1,227 on a unit; every assisted household per unit is one month, so ultimately they can do the math and figure out how many households would be affected.

Chairman Ceballos stated to rest assured that he already pressed on the Director and everybody else that the work needs to get done. Commissioner Ms. Guerra asked the reason the tool was not being used. Chairman Ceballos stated that there is really no good reason that he heard and mentioned that he knows everybody is trying the hardest, but there are some managerial gaps represented and it cannot reoccur because in the end they are affecting people because less people get assisted and stated that they are not going to be perfect, but they also do not want to underutilize more

than one quarter million dollars; they are going to lose future money and said that it is ok to try their best and it happens, the market is so messed up and that is fine, but when it is because they did not look at the tools; they did not use the tools because they did not set the administrative trials like he had said every quarter or every month, so his point is that management needs to set the safeguards on a monthly basis because right now there is nothing they can do now and said that they pushed very hard last ninety days; the department and everybody involved worked really hard, but it is too late.

Chairman Ceballos mentioned that it is the same thing with the grant; it is too late, they ran out of time and stated that the report is there and they need to be advised and he understands that HUD had an inquiry with the staff this week over their concern and asked if anybody wanted to make any comments as to what was discussed or what transpired because he was not part of it. Ms. Mata stated that the inquiry was that they were trying to verify the numbers they had for the year until December, so that they could project what the offset would be for the coming year and stated that it happened during the time Ms. Gaona was there for her site visit during the week, so she assisted them and then they put together the forms in the packet; they put that information together to better reflect where they are and said that tab 1 is a two-year tool application to calculate and project. Commissioner Ms. Guerra asked if now they are using the tool. Ms. Mata confirmed. Chairman Ceballos asked if they can get an assurance from Ms. Mata and the Staff that it will be done every month. Ms. Mata confirmed and stated that it is already scheduled to be done on a monthly basis. Commissioner Ms. Guerra asked if it is something they need to add to the standing reports. Chairman Ceballos stated that it needs to be looked at, but ultimately it looks like sometimes she micromanage and said it is her job and they cannot have HUD recapturing their money because he would understand \$30K and stated that it is really frustrating because they have a hard push and truly in that management planning the lower staff "la llevan", they pay the price because they are going to push them through 90 days of trying to lease up because they did not start leasing up April 1; everybody pays for it; Finance goes through scrutiny and the same thing in Public Housing with the job they did not do in Farm Labor; they are going to push it on the staff that had nothing to do with it and mentioned that they are all a team, but it starts at the top and it starts with them too, so if they are asking for more accountability and he thinks that at this point they would be negligent if they did not ask for more accountability and confirmed that Commissioner Ms. Guerra can certainly request a report to reflect that.

Mr. Mendive stated Ms. Mata was mentioning about the dashboard and said that they report some indicators on the SEMAP and said that it is important they set targets aligned with the SEMAP and it would be like the lease up 98%, so it will be coming to the Board every month, so they will be able to see it and also for them as the Management Team, they will be tracking it every month as well, so they will do a better job managing it and seeing it monthly. Chairman Ceballos mentioned that part of it is FSS and they have some folks that are supposed to be working on their self-sufficiency and asked if they are going to meet the goal. Ms. Mata confirmed and mentioned that Tab 2 of the report shows a projected calculation of the SEMAP score given the point that they are not meeting the threshold, but they are meeting the points for FSS, so

right now they stand at 90% to be high performer, but they have not pushed to get those amounts increased to get some points, an additional five points. Ms. Ortiz mentioned that they are getting 10 points, so for FSS they will be at 130 out of 150 and will be at 93.3. Chairman Ceballos stated that they are very close and that without FSS they will be a standard performer. Ms. Ortiz confirmed and mentioned that she printed the reports for FSS and printed one in October and then one this week and it shows that they are getting the five points and stated that she provided that information to Ms. Gaona and Ms. Mata and added that they have been addressing it for a while; it is just that a lot of things happened and they are down to 75 people on the waiting list and stated that it has been a lot of work all year and mentioned that she sent a memo to Ms. Mata, she believes it was in August in regards to needing help with leasing and she needed to open the waiting list, so she mentioned that she addressed those issues early enough.

Ms. Mata mentioned that in April they did not have anybody on the waiting list, so that directly affected because during the first quarter of the year they were not leasing out and then the list depleted, so they had to bring up their efforts. Chairman Ceballos asked why they were not using the tool. Ms. Ortiz mentioned that they were using the tool. Mr. Mendive mentioned that Ms. Ortiz started in May and that he started in January and said that he did not know about the tool until March or April when he found out about the tool. Chairman Ceballos stated that now everybody understands how long it takes to correct not having a waiting list situation because Mr. Mendive is saying since May they had 100 people on the waiting list. Ms. Ortiz mentioned they had 459 people in the waiting list and in July they sent about 150 letters and then in August they sent another 150 letters. Chairman Ceballos asked Ms. Ortiz what happened after she made that request. Ms. Ortiz responded that she was given temporary staff and then she did not have anybody until just this week she got a new hire. Chairman Ceballos asked if it was since August. Ms. Ortiz mentioned that she had been requesting help. Mr. Mendive mentioned that they had some temporary staff because the person handling the waiting list had been terminated and they just have someone permanent that is going to help and also mentioned that they have been pretty busy with the Russell Terrace relocation and said that hopefully it will help next year. Chairman Ceballos stated that they will make it a standing report until they reach the end of the fiscal year. Commissioner Ms. Guerra mentioned that it would be a separate report from the dashboard and asked if they had been trained in the tool and if the new hire had also been trained in the tool. Chairman Ceballos mentioned that the tool is really meant for management. Mr. Mendive mentioned that the field office provides resources and they can actually sit down and show them how to better use the tools as well. Commissioner Ms. Guerra asked if they can do that before the next meeting and also if they can report on it at next meeting. Mr. Mendive confirmed.

Chairman Ceballos mentioned that there is no action on this item.

- H.** Discussion and possible action to adopt the Public Complaint Management Policy. This item may be addressed in executive session pursuant to Texas Government Code Section 551.071 (consultation with attorneys).

Chairman Ceballos mentioned that they all know they take complaints and stated that Mr. Poneck first takes a look at the complaints and stated that the policy is very comprehensive and simple and the idea is to have some guidelines expectations for everybody involved; there is an online portal where people can file a complaint and it will go to general counsel and they in turn forward it to him and the Executive Director and then if there is action it occurs after that, so they are setting some parameters, unfortunately, there was no immediate follow up or closure of some complaints the way they would like to, so it will set some parameters for anyone that touches a complaint which he was reading at the bottom of page one of the information included in the packet and stated that the preamble kind of tells the spirit of it and mentioned that the public has the right to expect high standards of integrity and conduct of Commissioners and employees and will adhere to the Code of Conduct which has already been adopted and mentioned that for public complaints they created a process for it to occur which he thinks it works really well from the standpoint of the public; it is really easy to use and it works well.

Chairman Ceballos mentioned that they maintain the portal, but unfortunately they are still not updating the solutions to that portal which they need to complete in case they have not yet. Chairman Ceballos mentioned that the Director of Information Technology and himself created the separation which is not currently in place, so the Director of Technology shall record the daytime and number sequence for each complaint which means that the Director of Technology will actually post the time, date, stamp it and then give it a sequence and record it on the website; LHA will address all complaints immediately in less than 30 days; LHA responsiveness should be within 24 hours, so Chairman Ceballos stated for everyone present and the Commissioners that often times people that complain, also complain to the City and to the Mayor which happens semi-regularly and although it may take time for the complaint to get to him through the Mayor's office, Chairman Ceballos immediately gets it when it comes through the portal and the complaints as they may be aware are usually tenant related and said that he does not think they have had any HR related complaints, but they are tenant related, so that kind of sets the clock and assures that people are looking at it and stated that general counsel's function is to be the gate keepers, but only on receipt; they did not have a function until they asked them to help; staff will ask them to get involved on something that sensitive and that is when they get involved so the first thing is the separation, it goes to a third party or general counsel and it goes back to the staff and stated that the different role now for the general counsel, going to the last page, is that they will standardize the content.

Chairman Ceballos mentioned that he worked with Ms. Mata and Christy to standardized some of the content which means who filed a complaint, whether it is anonymous, what the date was, what the subject property was, what the description of the complaint is and a summary of it, things that if it went to the Commissioners, they will have it readily available and if it is procured, whether it is active or resolved, so the general counsel will work with the staff to finalize it and also said that the kicker for him is assurance that things get done and the general counsel will likely provide that report

on a monthly basis now which basically will assure the Board that nothing is aging unless there is a good reason, so if something has gone over 45 or 60 days, it overtakes the policy he thinks it requires executive session, then it will take them there and if it has been resolved it will tell that it has been resolved, so they are leaning on the counsel to be that third party.

Chairman Ceballos stated that the only thing he added is that a report will come to them once a year when they will look at what has been filed with the City and if they do not want that they can pull it out, so whatever is there that they would like to discuss or change, it is the time to do it, so they just need the opportunity to look at the complaints and learn from them and to see what is happening and said that most of the complaints are Section 8 Program related and mentioned that he does not want to burden the Board with anymore work, but they may want to look at last year and see if there are any sustaining issues they would like to hear.

Commissioner Dr. Rodriguez asked in regards to the visual presented on the summary of public complaint history if that is supposed to contain the status reports, if page 3, 1-4 should be reflected on the visual. Ms. Mata responded that the visual was only added for historical purposes. Chairman Ceballos stated that it is a current Excel spreadsheet with columns showing the date of complaint, party and address and mentioned that they have a format, which he mentioned is all sensitive. Commissioner Dr. Rodriguez mentioned that she did not know what the purpose of it was and then on the summary, she mentioned that when she first read it she felt that it did not really represents and asked in 2018 why were not the other five addressed or whether they were even addressed because they only indicated that nine were resolved. Ms. Mata mentioned that in regards to the remaining of them there was a lapse in resolving them and said that they are in the process of finalizing. Commissioner Dr. Rodriguez states that they do not have to put all the details, but another bar that would identify that it was reviewed, addressed; something that shows that it was paid attention because by just looking at the visual she wonders what happened, whether they are under review or if they were frivolous claims or what was the deal, there is a gap, or if they just threw it away, but why. Commissioner Ms. Guerra asked if it was pending due to extenuating circumstances. Chairman Ceballos mentioned that all of them need to be resolved. Commissioner Dr. Rodriguez mentioned that the visual makes it seem that they were ignored and for the record, recommended that it be fixed so that it does not look like they were ignored.

Chairman Ceballos asked the Commissioners whether they would like to adopt it, read it or bring it back. Commissioner Ms. Freeman mentioned that if they would accept it those numbers would be obsolete because it has to be addressed within 30 days. Chairman Ceballos stated that the Executive Director has directive from them to work on all of them and clear them one way or another and mentioned that some are repeats from the same person having five or six. Commissioner Ms. Guerra asked if there would be a way to reflect those when it is the same person. Chairman Ceballos asked that for next time to show the report when it is the same party complaint and asked Robert Peña if he had prepared the visual. Mr. Peña responded that he did not. Chairman

Ceballos mentioned that they were given assurance that they were being done and they are not, so they need to be cleared. Vice-Chairman Dr. Garza suggested that when they have the same person complaining to shade the information which will show it is the same person instead of making more bars. Commissioner Dr. Rodriguez mentioned that in education when there is a claim they will show if it is legitimate and whether it was resolved or whether no action needed to take place, like it was reviewed, but no action took place and would recommend a blue color would show that action took place because it was legitimate and mentioned that one had a resolution and the other they did not have to do something about it, but overall they addressed all the claims that came in.

Chairman Ceballos mentioned that the point is that it is public record and it looks incomplete. Commissioner Dr. Rodriguez mentioned that when she read it she wondered whether they were ignored or reviewed. Chairman Ceballos mentioned that the Executive Director may not delegate the overall management of the complaints to any other staff so when it comes back the Executive Director will present the data; they do not need anybody else handling it; it needs to be the Director that is accountable for it and stated that the Director may assign the duty as needed to address a particular complaint with director level staff, so no administrative assistance will handle it, nevertheless the Executive Director will issue a weekly review of the ongoing complaints and stated that the reason for it was based on historical issues managing it.

Chairman Ceballos asked the Board if they want to read it and bring it back; it was decided to bring it back, so Chairman Ceballos asked Ms. Mata to act on the spirit of the document in general as they work to apply a policy.

- I. Discussion and possible action to update the agency organizational chart and fringe benefits associated with full time employees. Specific administrative and staff positions may be addressed in executive session pursuant to Texas Government Code Section 551.074 (personnel matters) and Section 551.071 (consultation with attorneys).

Ms. Mata stated that at the last Board meeting she was asked to bring back the organizational chart for the Community Development Department. Chairman Ceballos asked if she wants to take it in executive session. Ms. Mata confirmed.

Chairman Ceballos moved to go into executive session to discuss potential personnel matters and then asked if they would want to consider the Corporations before going to executive session; it was agreed to consider the Corporations first.

Chairman Ceballos moved to recess as Laredo Housing Authority at 4:05 p.m.
Vice-Chairman Dr. Garza seconded the motion.
Motion passed unanimously.

Chairman Ceballos called the meeting back to the Laredo Housing Regular Board of Commissioners Housing Meeting of Friday, January 10, 2020 at 4:12 p.m.

13. EXECUTIVE CLOSED SESSION IN ACCORDANCE WITH THE TEXAS GOVERNMENT CODE

The Board of Commissioners for the Housing Authority of the City of Laredo reserve the right to adjourn into Executive Session at any time during the course of this meeting to discuss any of the matters listed on the posted agenda, above, as authorized by the Texas Government Code, including Sections 551.071 (consultation with attorneys), 551.072 (deliberations about real property), 551.073 (deliberations about gifts and donations), 551.074 (personnel matters), 551.076 (deliberations about security devices), and 551.086 (economic development).

Chairman Ceballos moved to go into executive session and take Item 12I.

Vice-Chairman Dr. Garza seconded the motion.

Motion passed unanimously.

Chairman Ceballos stated, for the record, that the Commissioners, the Attorneys, the Executive Director and Juan Mendive, Planning and Systems Administrator, and possibly some other Directors would join him in executive session.

Commissioners went into executive session at 4:12 p.m.

Commissioners reconvened from executive session at 5:16 p.m.

14. ACTION ON ANY CLOSED ITEM

Chairman Ceballos stated that no action was taken on Item 12I and no action will be taken on the item and asked the Executive Director and the Planning Systems Administrator to come back and schedule a meeting for February 8, 2020 for a workshop to address the organizational structure for the entire agency, from 9 a.m. – 12 noon, February 8, and to work on assembling an evaluation metric that creates fairness for everybody in the organization, not just one or two departments, and work with our HR expert Director to create it and to send any information five days ahead of the meeting to the Board with the recommendations and anything that the Board might be interested in seeing before the workshop.

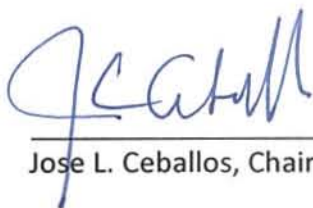
15. ADJOURNMENT

Chairman Ceballos moved to adjourn the meeting.

Vice-Chairman Dr. Garza seconded the motion.

Motion passed unanimously.

Meeting adjourned at 5:17 p.m.



Jose L. Ceballos, Chairman



Alma D. Mata, Executive Director