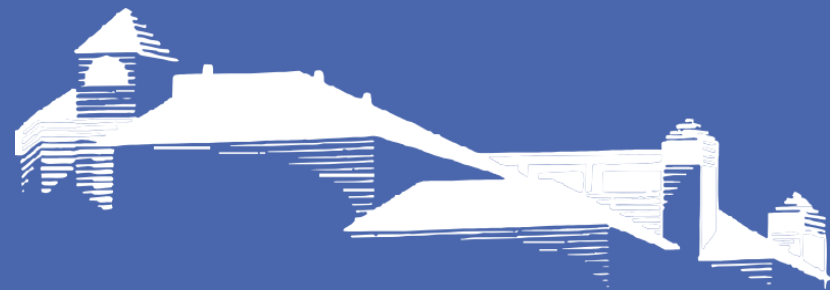


OVERVIEW OF THE HOUSING AUTHORITY OF THE CITY OF ALAMEDA

October 15, 2019



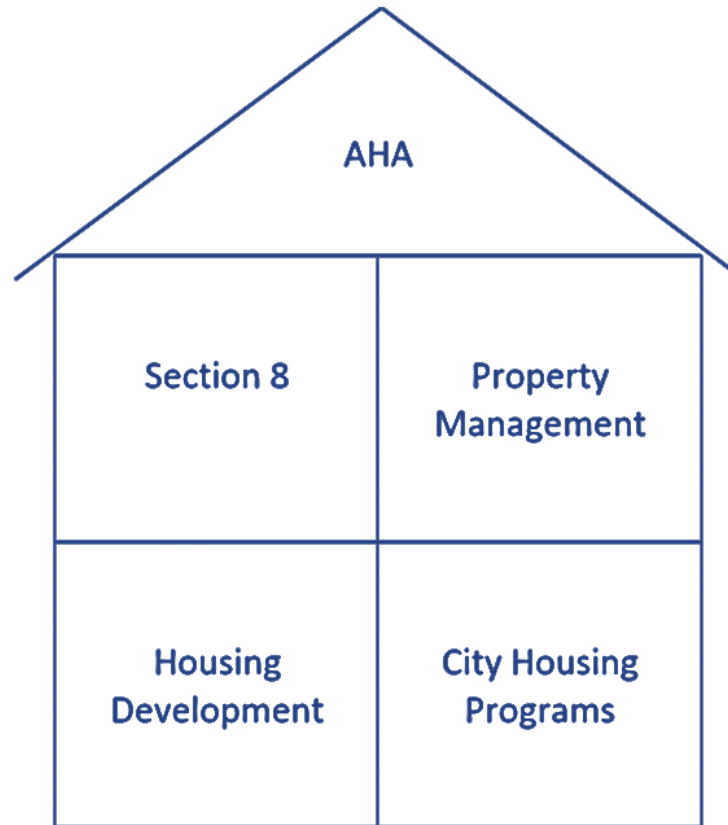
About the Housing Authority

- Created in 1940 as an independent government agency, authorized by the Health and Safety Code
- Governed by the Board of Commissioners
 - 7 Alameda residents, 2 of whom are tenants
 - Appointed by the Mayor, approved by the City Council
- 56 FTEs and a summer intern program
- Budget of \$45M

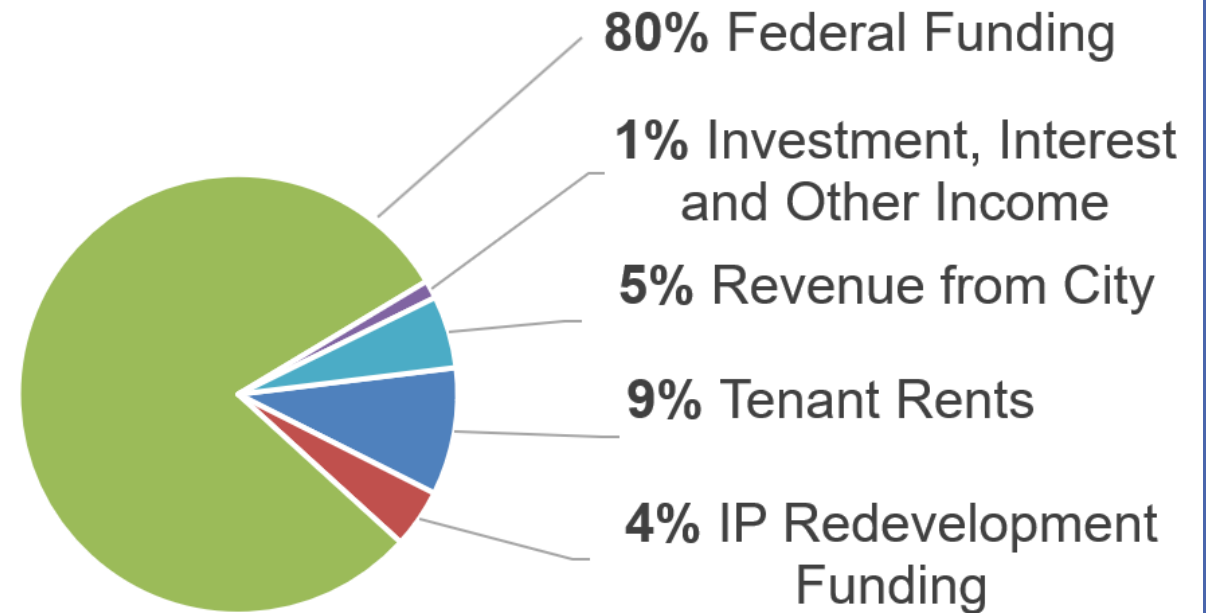
Mission Statement

The Housing Authority of the City of Alameda, in partnership with the entire community, advocates and provides quality, affordable, safe housing; encourages self-sufficiency; and strengthens community inclusiveness and diversity in housing.

Four Business Areas



Sources of Funding



Key Achievements Since 2012

- HUD “High Performer” rating for 5 years
- Received multiple national housing awards
- Along with the City, developed and administered the Rent Program, e.g. resolving over 300 landlord/tenant disputes in 2018-2019
- Developed 51 new units of affordable housing at a cost of \$38M
- Secured 12 acres at North Housing and completed community outreach
- Expanded Section 8 funding by 40%, an increase of \$12M
- Established the VASH Program to serve homeless veterans in Alameda

Key Achievements Since 2012 (2)

- Issued over \$3M in new Project-Based Section 8 Subsidy, including Site A
- Established free, voluntary social services for all tenants
 - Over 600 households served in a year
 - Over 11,000 engagements: 5,000 in education; 4,900 in case management
- Family Self Sufficiency Program - 17 graduates earned over \$200,000 in funds for school, work or other household needs
- Formed partnerships with AUSD to house school district employees at Rosefield and Everett Commons
- >89% Customer Satisfaction over last 7 years per landlord/tenant survey

Resident Services

- 
- Alameda Food Bank on-site delivery
 - Alameda Family Services – mental health care, counseling, health screening
 - Alameda Meals on Wheels
 - Alameda Boys & Girls Club afterschool programming
 - Legal Services
 - AC Transit Passes
 - Contracted City Police Services
 - Service Coordination & Case Management
 - Educational Curricula for Seniors & Families
 - Rental Assistance & Budgeting
 - Weekly Socialization and Educational Events
 - International Children's Reading Room
 - Gardening Plots

Alameda Residents Served



Section 8 Program

- 1,500 households, ~3,250 individuals
 - \$22,516 average annual household income
 - 64% headed by a senior and/or person with a disability
 - 7.6 year average tenure on program
 - Significantly more diverse population than the City of Alameda or County at-large

Housing Authority Owned Units

- 628 units, over 1000 individuals
- 8.3 years average tenancy
- 39 households for more than 20 years at AHA properties

AHA Accountability & Partnerships

- US Department of Housing and Urban Development (HUD)
- State of California, Department of Fair Employment and Housing (DFEH)
- State of California, Department of Housing and Community Development (HCD)
- State of California, Tax Credit Allocation Committee (TCAC)
- State of California Department of Real Estate (DRE)
- County of Alameda
- Office of Congresswoman Barbara Lee
- City of Alameda – citizens, staff, and elected officials
- AHA Board of Commissioners
- Resident Advisory Board (RAB)
- Participants & Tenants
- Section 8 Landlords
- Investors, Lenders and Bond Trustees for AHA affordable housing properties
- IRS (tax credit properties)
- Alameda Nonprofit Partners, including Alameda Boys & Girls Club and Alameda Food Bank
- Fair Housing agencies (ECHO) and legal services agencies

Protections for Participants and Tenants Include

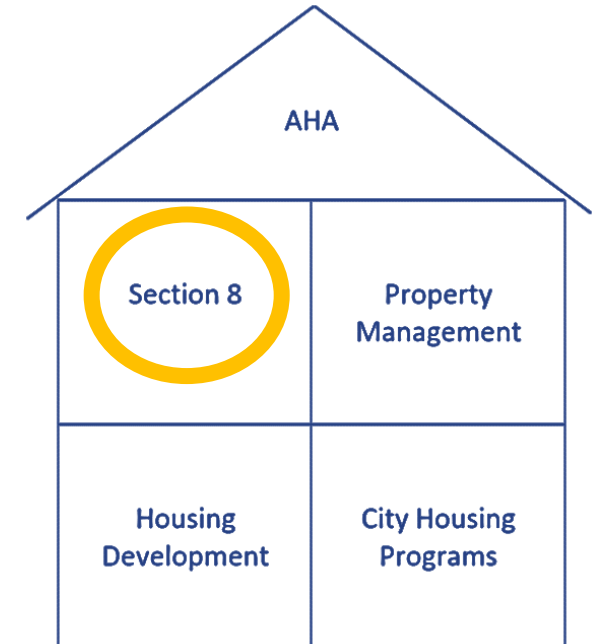
- Fair Housing Laws
- Privacy Laws
- Free Translation Services
- Disability Reasonable Accommodations/Modifications
- Victims of Domestic Violence Accommodations
- Appeal and Complaint Processes through AHA, Board, HUD and DFEH

Public Reports and Outreach Activities Include

- HUD's 5 year and Annual Plan
- Section Eight Management Assessment Program (SEMAP)
- Strategic Plan
- 2-Year Work Plan
- Monthly Board Packet and Meetings
- Annual Financial Audit
- Annual Town Hall Meetings at Properties
- Annual Customer Survey
- Regular Landlord and Tenant Workshops
- Newsletters & Website

Section 8 Housing Choice Voucher Program

- AHA's largest program, partnering with landlords and tenants to provide affordable housing
- 1,500 households currently served
 - 1,000 served in the private Alameda market
 - 75 voucher holders currently seeking housing
- Waitlist last opened in 2015 - 32,000 applications in one week



Section 8 Housing Choice Voucher Funding

- Federally funded program providing ~ \$30 million in annual housing subsidy
- Subsidy increased from \$964 per unit in 2012 to \$1,639 per unit in 2019
- HUD has underfunded administrative fee for decades; currently, HUD funds 80% of program cost
- Funding challenges
 - 2018: AHA was underfunded and subject to HUD Budget Shortfall
 - 2019: AHA managed government shutdown to ensure no financial impact to clients or landlords

What does affordable housing mean to me?

Section 8 participant responses

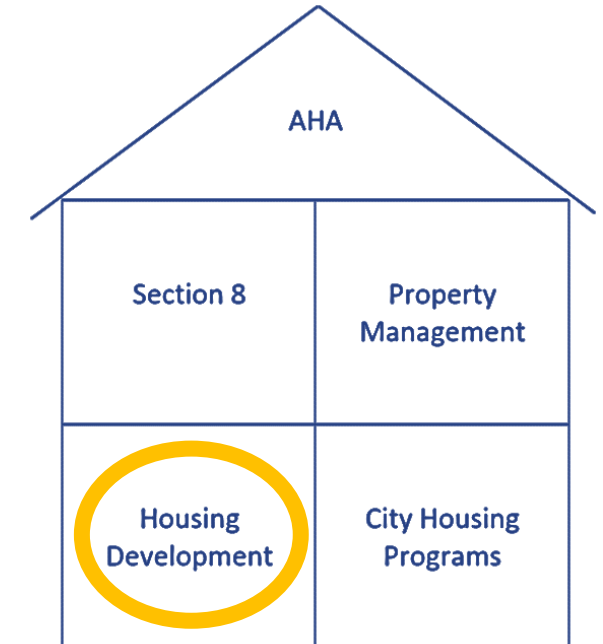
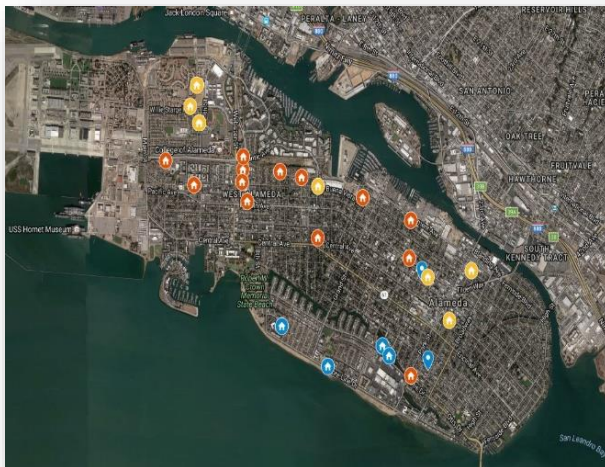
New hope. My 5 kids are flourishing like the spring blossoms. They are doing extremely well at school. They have a space to study, to sleep, to relax.

It preserves my dignity; I live like a decent human being.

Affordable housing has improved our standard of living. It has even improved the relationship between the people in our family.

Affordable Housing Development

- Creating quality neighborhoods and affordable communities that serve households at a range of incomes
- AHA owns 29 parcels in Alameda



Littlejohn Commons

- 31 units
- Opened August 2018
- Serves low income seniors
- \$20M total investment



Everett Commons

- 20 units
- Opened December 2018
- Serves low income families and formerly homeless veterans
- \$19M total investment



Independence Plaza

- 186 units
- Built in 1990
- Serves low income seniors
- \$2.5M in rehab capital improvement work



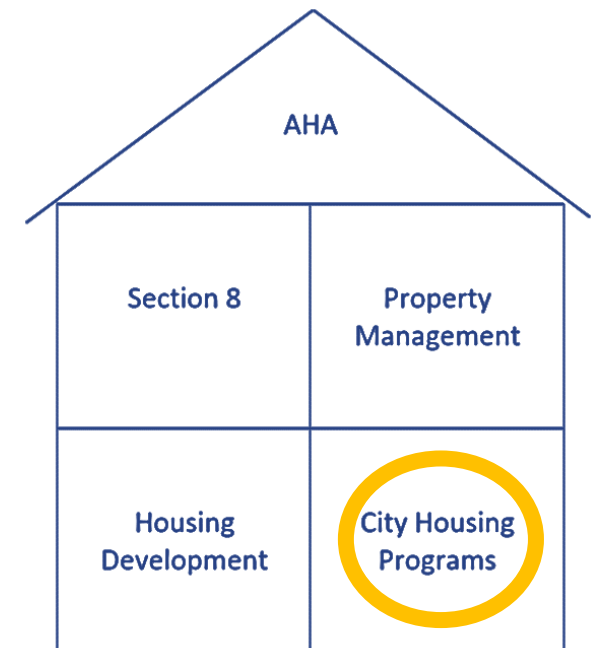
Rosefield Village

- 92 new, affordable multi-family units will replace 53 units built around 1975
- Housing will serve families and AUSD employees
- Construction expected to begin 2020



City Services Agreements

- Managing housing-related programs on behalf of the City of Alameda
- Under contract since 2009



City Housing Programs Include:

- **HOME Program**
 - Funding of ~\$150 K/ year
 - 88 HOME funded, low income units created to-date
- **Community Development Block Grant**
 - Federal funding of ~\$1.1 M/ year
 - 5,033 residents served
- **Inclusionary Housing Ordinance**
 - Fees provided by private developer
 - 143 affordable units built to-date
- **Rent Ordinances 3148/3249**
 - Landlords pay annual fee
 - ~14,500 rental units covered
- **Lease Management**
- **First Time Homebuyer**
- **Homelessness Liaison**



Property Management

- Provision of services that help preserve housing stability and quality of housing
- Onsite property management
- In-house maintenance services
- After-hours live-answer call line for maintenance emergencies
- Income certification
- Lease enforcement



Current Portfolio

AHA Owned Properties

- 628 units
 - Some managed by AHA
 - Some managed by John Stewart Company (JSCo)

Partnerships Properties

- 210 units
 - Breakers at Bayport
 - Jack Capon Villa
 - Park Alameda
 - Shinsei Gardens
 - Stargell Commons

PARTNERS:
Satellite Affordable
Housing Associates
& Resources for
Community
Development

Continuum of Housing Options for Affordable and Private Market Tenants

INDEPENDENT LIVING

Able to live independently

Additional services include:

- In Home Supportive Services
- Adaptations of the unit
- Extra bedroom for live-in aide
- Service animal
- Case management & referrals
- Section 8 Program

Available to low-income AHA residents and Section 8 voucher holders.

ASSISTED LIVING

Needs assistance with activities of daily living e.g.

- Bathing, dressing, cooking
- Medication management

Onsite, 24/7 care staff

Costs \$5-6,000/month
State **does not** provide funding.
AHA not licensed or funded to provide this level of care.

SKILLED NURSING FACILITY

Provides full service medical environment for eligible individuals with 24/7 medical staff onsite

State provides funding for low income tenants. Section 8 is not eligible.

Lease Requirements for Independent Living Include

- Pay rent on time
- Annual household income recertification
- Submit maintenance requests
- Maintain housekeeping
- Allow access to unit for inspections and repairs
- Allow only approved residents to live in the unit



Lease Violations Can Include



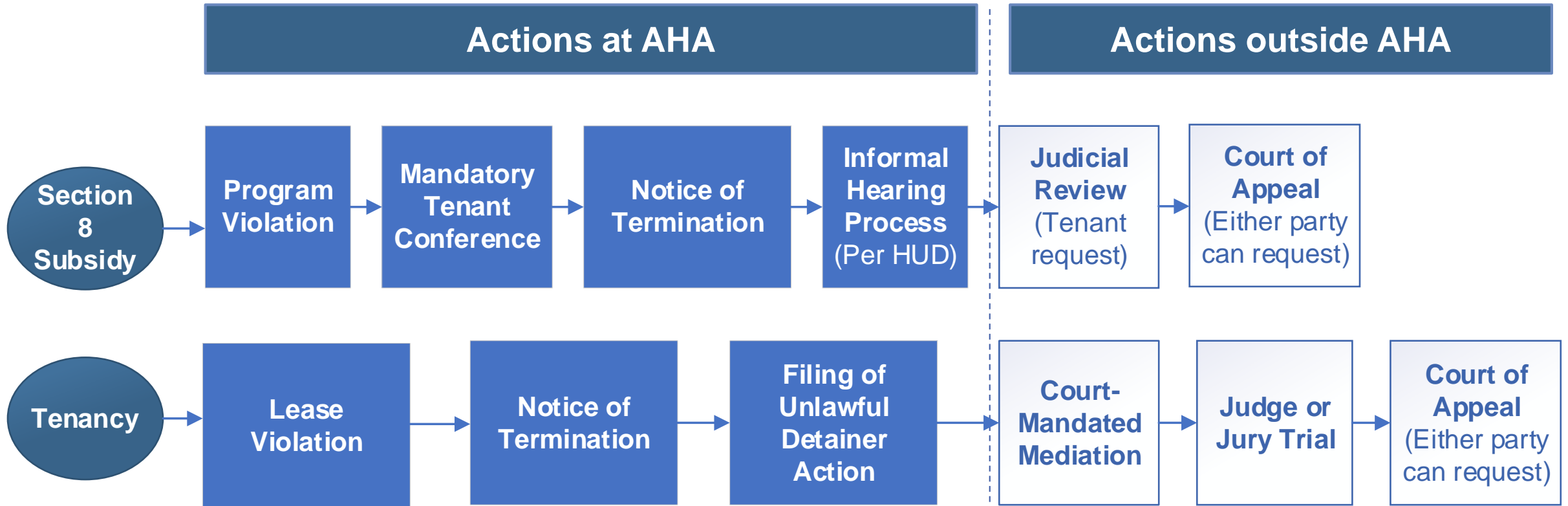
- Non-payment of rent
- Damage to unit, including smoking
- Repeated habitability issues, including hoarding
- Denying access to units for pest control, maintenance and inspections
- Threatening behavior towards staff, residents, guests or vendors
- Unauthorized guests, unauthorized or uncontrolled pets
- Illegal activity

Section 8 Program Violations Can Include

- Misreporting of income and assets
- Failure to complete the annual income recertification
- Additional persons living in the unit
- Not living in the unit
- Non-compliance with Housing Quality Standards
- Lease violations



Appeal Process



At any time, a participant may submit a complaint to HUD/ DFEH/ Board

Additional Efforts by AHA

- Social worker referrals for lease violations and terminations
- Meetings with supervisors to review violations
- Mediation with neighbors where issue is impacting other neighbors
- Welfare checks with assigned City police officers
- Calls, where appropriate, to Adult Protective Services (APS)
- Referrals to free legal services
- Staff work with legal aid representatives once appointed
- Referrals to other service providers
- Internal review of terminations of tenancy and hearing outcomes
- Offers of alternative housing

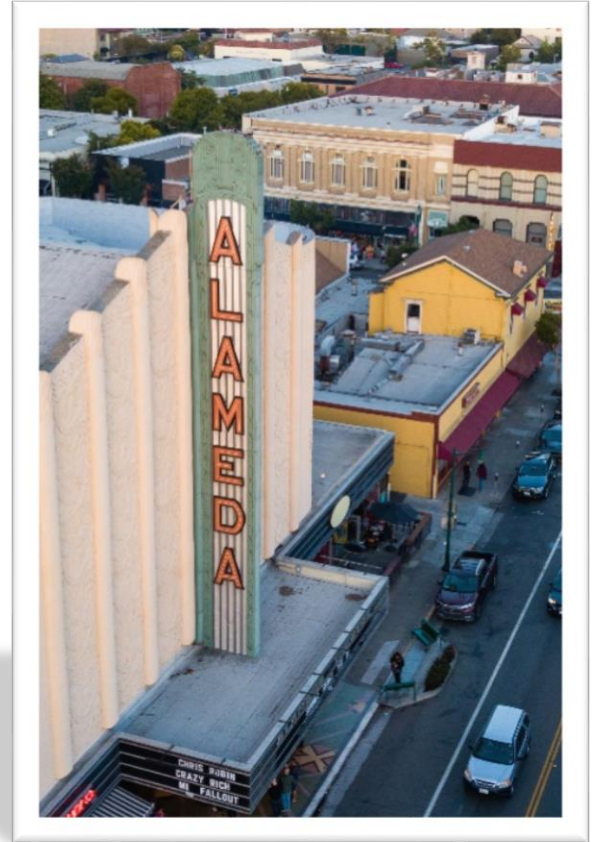
File Requests

- Files are held electronically
- Public records under the Public Records Act (PRA), with additional privacy restrictions
- Can be viewed onsite for free; Paper copies are 10 cents/page (per PRA)
- Can be supplied electronically for free but there are some size and privacy limitations
- If the file is being released to a third party, a release form is needed
- AHA cannot control further dissemination of information released to a third party



Ongoing Challenges for AHA

- **Overwhelming unmet need** for housing and homeless services
- **Increasing regulation** by HUD and State of California
- **Uncertain HUD funding levels** for 2020 and beyond
- **Underfunded for administrative costs**
- **Increasing need for social services** to allow tenants to live independently
- **Aging housing stock** with capital needs that exceed \$20 Million
- **Tough competition for state and federal funding** for new developments, including North Housing
- Growing **CalPERS** pension liability and **staff turnover** due to retirements



Opportunities For Involvement Include

- Sign up for the newsletter at www.alamedahsg.org
- Speak at monthly Board of Commissioners Meeting
- Attend AHA's Annual Plan Public Hearing
- Provide feedback through customer survey
- File complaints through website or at office
- Attend workshops
- Join the Resident Advisory Board (RAB)
- Volunteer with Boys & Girls Club, Food Bank, AFS, Meals On Wheels



The Future of AHA

Delivering and expanding affordable housing solutions for low-income, disabled, senior and homeless households in Alameda

