

CHARLOTTESVILLE REDEVELOPMENT & HOUSING AUTHORITY

P.O. BOX 1405

CHARLOTTESVILLE, VIRGINIA 22902

TELEPHONE/TTY/711: (434) 326-4672 FAX: (434) 971-4797

www.cvillerha.com



CRHA Deputy ED Report For March 28, 2022, Board of Commissioners Meeting Prepared by Kathleen Glenn-Matthews on 3/23/2022

I. Redevelopment

- A. Please see attached reports for Redevelopment and Section 3.
- B. Continue to attend monthly redevelopment progress inspections at Crescent Halls and South 1st Street with Virginia Housing.
- C. Section 3
 - 1. Section 3 Advisory committee continues to meet on the third Friday of each month at 2:30pm. The committee is helping with outreach, linking program opportunities and working on Action Plan. Please see attached meeting notes.
 - 2. Standing Monthly Section 3 contractor meeting with Breeden and GMA. Please see attached meeting notes.
 - 3. Continue meeting with VCW Piedmont and the Interagency Partnership to see how we can better integrate services into CRHA Neighborhoods.
 - 4. Continue meeting with Network 2 Work, Goodwill and WIOA programs to work on bringing services back into the community.
 - 5. Continue pursuing opportunities for resident trainings, funding and supports to overcome barriers to employment.
 - 6. Continue looking for other opportunities to have interns or perhaps JobCorps staff. We currently have four UVA interns working with Redevelopment and Section 3.
 - 7. Continue working with PVCC, CATEC, N2W, Goodwill and others regarding the planning for CRHA's Maintenance Apprentice Program. Have started Part A Site Beautification and will be working on starting Part B once a new Facility Director is hired.

II. Grants/Development

- A. Non-Profit Development- BOC will be doing some work sessions soon. Some areas to consider are Resident Services, FSS, S3 business incubator, Homeownership and ability to apply for HUD 202 grants.
- B. We continue to explore ways to fundraise for Rental Assistance Fund and welcome board ideas. This will benefit greatly by formation of Nonprofit.
- C. CACF-
 - 1. Continue working with PMT group on increasing partnership with City, PHAR, Residents, and CRHA. We have hired the Part Time Resident Services Assistant this grant funded.
 - 2. We are working on programming our grant funds we received for the Enriching Communities grant and BAMA Works through CACF for a total of \$20K to be used for Section 3 funding



CRHA does not discriminate on the basis of race, color, sex, age, religion, national origin, disability, veteran status, or union affiliations in any of its federally assisted programs and activities.



- D. CDBG CV 3 funding for Eviction Prevention program continues. This may be primarily focused on rental relief.
- E. We have applied for some funding to create the ability to hire two public housing residents into career path training with the CRHA through the Sentara Cares and are awaiting results.
- F. Exploring other options and partnerships.

III. Emergency Operating Plan Draft- Continue work on preparing emergency plans or disaster response plans to prepare staff and tenant households for emergencies.

- A. Will revisit later in the spring with new management team members
- B. Has had some changes to accommodate redevelopment.
- C. Draft to be reviewed by Fire Chief
- D. Then will be going to either Maintenance and or Safety Committee
- E. Once finalized, annual trainings and reevaluations of the plan will be put in place for staff and residents.
- F. Would like to explore partnerships with local groups for resident training and assistance with emergency kits.

IV. Annual/Five Year Plan(s)

- A. Annual plan finalized and sent to HUD January 14, 2022. Annual plan finalized and sent to HUD January 14, 2022 and HUD confirmed receipt. We are now waiting for them to review and send approval.
- B. Please see attached five year plan goals, completed FY 2021- 2022 Plan goals as of 3/31/22 and new FY 2022- 2023 Plan goals as of 4/1/2022.

V. Resident Services-

- A. These meetings are the second Tuesday of every month at 1pm. Please see attached meeting notes.
- B. The subcommittee of this group for Neighborhood Crisis Intervention planning has been meeting monthly. PHAR has put together a service flow chart the group is reviewing. (Please see attached notes.)
- C. Continue to serve on Region Ten's Community Based Recovery and Support Advisory Team which meets monthly and has been focusing on rotating monthly events at sites.
- D. Continue to meet quarterly with Westhaven Clinic Steering Committee
- E. Continue to attend CRHA Safety Committee meetings

VI. Partnership Engagement

- A. Continue to have the opportunity to serve on PHAR Advisory Council.
- B. Attend Weekly PHAR and CRHA team meetings and PHAR resident meetings
- C. Attend monthly CHAACH meetings with other local housing providers and work on projects to benefit low-income community.
- D. Continue with monthly PMT and weekly meetings with city
- E. Continue to attend local Service Provider Council
- F. Continue to attend VAHCDO weekly updates
- G. Quarterly Strategic Partnership Meetings with Piedmont Area Workforce
- H. Monthly Housing Director's Meeting with TJPDC

Residents FIRST!

Residents FIRST! is grounded in the belief that those we serve have the knowledge, experience and power to drive the systemic change needed to sustain healthy communities and build bright futures.

Charlottesville Redevelopment and Housing Authority
Section 3 Advisory Committee Meeting
3/18/2022

Join Zoom Meeting:

<https://zoom.us/j/94625390855pwd=ZDMwTFZ3a3R5UHF5SE9vSFRWNFE0UT09>

One tap mobile: +13126266799,,94625390855#

Dial-in: +1 312 626 6799 Meeting ID: 946 2539 0855, Passcode: 458996

- I. In attendance: Joy Johnson, Brandon Collins, Shelby Edwards, Maddy Green, Dave Norris and Kathleen Glenn-Matthews
- II. New Resident Services Assistant Rika started and has hit the ground running.
- III. Update on Section 3 hires- Breeden still has only one resident hired but he is FT and he is now at another local site. They interviewed several more residents and Joy is helping them work with N2W and other supports around transportation. Crescent Hall still has the two residents and Joy is looking for a carpenter for an upcoming opening.
- IV. Grant news- city did not fund us for Vibrant Communities so we were not able to hire the two residents we had hoped to, but we are pursuing other funds. Unlike the larger organizations that usually get these funds we don't have a development staff who can dedicate their time to grant writing. Please let us know if you hear of any funding that might be a good fit for us.
- V. Have had to pause with initiating Maintenance Apprentice Program as Director of Facilities last day was yesterday. Hope to be able to get things back on track this spring but in the meanwhile, we have started our Site Beautification program.
- VI. Other-
 - A. Set up visit with Dave to start getting integrated into FOC
 - B. Childcare challenges. Need to work on options and for agencies providing supports to meet people where they are at. Expensive and hard to find spots

Thanks for being here with us!

Next Meeting April 15, 2022, at 2:30

CRHA Monthly Section 3 Meetings with Contractors

1pm, March 15, 2022

<https://zoom.us/j/92636458544?pwd=dkpISStxSjN2YVNiaHFVb1p5Y3VDZz099>

One tap mobile: +13126266799,,92636458544#, Dial-in: +1 312 626 6799 Meeting ID: 926 3645 8544

REMINDER: THIS MEETING IS RECORDED AS PART OF THE REDEVELOPMENT RECORDS

- I. In attendance: Jessica Voss, Korbin Bordonie, Brandon Collins, Kelcee Jones, Joy Johnson and Kathleen Glenn-Matthews
- II. Updates and upcoming events such as job fairs:
 - A. CRHA- just hired a PT staff/resident to help
 - B. Breeden- focusing on getting two Breeden emp hired from w/in the community- Joy connecting them to N2W on transportation issues and on getting applications back
 - C. GMA/MH – Did not come to meeting.
- III. Other: looking for more opp. for trainings for S3. CRHA will be focused on relocation happening in August and our staff may need to jump in to help

Next Meeting: **April 19, 2022**

5 Year and FY Plan Progress Reports

CRHA 5 Year Plan Goals and Progress FY 2019- 2024

Mission: The Charlottesville Redevelopment and Housing Authority (CRHA) is resident-centered organization committed to excellence in providing affordable quality housing, revitalizing communities, and promoting upward mobility and self- sufficiency through partnerships in the public and private sectors.

CRHA Progress in Meeting Mission: Ongoing. CRHA through new management has begun to modernize their approach to providing services. Agency will continue to work to meet their missions and fulfill the needs of the people we serve in a rapidly evolving and complex world.

Goal 1. Provide Quality, Affordable Housing

Public Housing Program Goals:

- A.** In partnership with our Residents, Expand and Enhance Resident Engagement Opportunities
1. Partner with residents as equal partners in success of neighborhoods. This includes inviting more resident involvement in maintenance and agency operations planning.
Progress: Ongoing. The CRHA has strived to hire more residents as opportunities become available in the agency. The CRHA board has appointed a member to partner with staff to hold monthly Maintenance committee meetings to hear feedback from residents. These meetings will be primarily virtual during COVID-19 but then transition to rotating meetings at our sites. CRHA continues to participate with the Charlottesville Area Community Foundation Project Management Team (PMT)'s tri-party (City-CRHA-PHAR) collaboration which includes stipends for resident participants and assistance with hiring a Redevelopment Coordinator with funds provided by PMT.
 2. Work to provide community- wide internet access so that CRHA can better communicate with residents in social media and email
Progress: CRHA is working with Ting to incorporate free or low-cost high- speed fiber internet at all CRHA sites, starting with Crescent Halls, South First St. and Riverside Ave. platforms.
- B.** In Partnership with our Residents, Improve Asset Management to increase CRHA's Financial Sustainability.
- Progress: CRHA has analyzed it's current contractual obligations to ensure all contracts are financially beneficial to the Agency. The CRHA has terminated its security contract, reprocured solid waste services and pest control. The CRHA has reinvested in the Maintenance Department to assist with turning the large number of vacancies in the CRHA portfolio. The CRHA has also worked to minimize TAR's Tenant Account Receivables by hiring an Eviction Prevention Coordinator who works with residents who are delinquent in rent.*
1. Strive for HUD High Performer status through ongoing improvements and monitoring of key property management indicators.
Progress: Management team is meeting regularly to ensure they keep on track towards PHAS goals.
 2. Provide ongoing staff training on performance and revised duties as it relates to increasing efficiency in rent collections, rent calculations, income verification, performance standards.
Progress: Increased utilization of HUD industry training companies for these standards in the past calendar year and continued scheduling for Asset Management Team.
 3. Maintain a 98% utilization rate and reduce tenant account receivables to at or below HUD best practices guideline of 3% of tenant revenue.
Progress: Ongoing. Rental Office staff receiving additional training as we work towards this goal. We have begun an Eviction Diversion program that will allow residents who are

behind in rent to enter into an education budget and finance program while crafting and executing a repayment agreement. Please see attachment I for staff training list.

4. Concentrate efforts to improve lease enforcement and unit inspections.

Progress: *Ongoing. Opportunities are being created to do more resident training on CRHA policies. We are currently in the process of creating a maintenance plan which will incorporate a preventative maintenance plan and a housekeeping inspection policy and procedure.*

5. Maximize efficiencies through technology including the Yardi software.

Progress: *Updating Yardi platform and scheduling implementation of their interactive resident and tenant add-on features.*

6. Strategic use of Capital funds.

Progress: *Ongoing. Management Team reviews budget on regular basis and agency has hired a Modernization Manger and Redevelopment Coordinator.*

7. Provide ongoing staff training in customer service.

Progress: *Ongoing for all departments with a focus on continuous improvement.*

- C. In Partnership with our Residents, Institute Policies, Procedures and Practices that improve safety and security on all CRHA sites.

Progress: *The CRHA has enacted a Camera Policy after working with the Safety Committee, and canvassing the neighborhoods to discuss the potential policy. The Safety Committee is comprised of CRHA staff, residents, PHAR and 2 commissioners. The CRHA has now signed an agreement with a firm to install cameras on CRHA sites based upon the Camera policy.*

1. Partner with the Charlottesville Police Department and other organizations to develop and implement strategies to reduce crime.

Progress: *The CRHA will continue to work with their partners at PHAR and residents on strategies to improve the safety of our neighborhoods and partnerships with the local police department.*

2. When appropriate, utilize technology to help improve safety and security on CRHA sites.

Progress: *CRHA is now having Safety committee meetings every two weeks with residents and discussing cameras and other options. A subcommittee of the Resident Services Committee- Neighborhood Crisis Intervention is working with community partners on strategies.*

- D. In Partnership with our Residents, provide efficient, effective Property and Unit Maintenance.

1. Educate residents and staff on pest eradication, particularly roaches and bedbugs.

Progress: *Ongoing. Looking at using video opportunities on website.*

2. Improve curb appeal of properties.

Progress: *CRHA has hired a contractor to assist with landscaping needs.*

3. Achieve a score of 80 or above on the HUD Real Estate Assessment Center (REAC) physical inspection of all public housing communities.

Progress: *We hired full time maintenance technicians, and five Section 3 employees to help us out to increase our REAC score, and to increase efficiency on our emergency requests.*

4. Respond to maintenance requests within 72 hours and complete all emergency requests within 24 hours.

Progress: *By adding more labor into maintenance department we are able to turn vacant units more efficient and drastically reduce turnover time. Also, we are utilizing help from local contractor to lower number of vacant units.*

5. Achieve a vacant unit turn time average of 15 days or better. Reduce turnover time for vacated public housing units by use of CRHA maintenance personnel, special teams/programs and/or outsourcing where appropriate.

Progress: *CRHA has tried several approaches including procuring repair contractor for our vacant units and setting up turn team in maintenance*

6. Develop an active list of business that can be subcontracted for repairs requiring skilled technicians.
Progress: Ongoing and hope to start adding some Section 3 businesses as our Section 3 program grows.
7. Use technology, including the Yardi software, to track work order completions and other projects.
Progress: We are using Yardi system to track work order system.
8. Employ effective maintenance and management policies to minimize the number of public housing units off-line.
Progress: Maintenance department being rebuilt as we hire more staff and work on SOPs.
9. Create online work order creation and tracking system for residents.
Progress: Ongoing. Many improvements to YARDI entry have occurred this year with the Executive Director.
10. Explore partnership with residents to support the creation of a resident-owned maintenance company.
Progress: Ongoing as Section 3 program continues to be developed.

Voucher Program Goals:

E. Obtain “High Performer” rating for HCV Program

1. Maintain 95% or above reporting rate
Progress: We are currently reporting at 100% and will continued to report at 95% or greater.
2. Continued utilization of HUD forecasting tools to optimize voucher utilization.
Progress: We are working with the HUD Field Office and our Fee Accountants to accurately capture our Utilization through VMS which translates to the Two-Year Forecasting Tool
3. Maximize efficiencies through technology including the Yardi software
Progress: We are in the process of updating Yardi to the latest version in order to implement Rent Cafe Resident and Applicant Portals.
4. Process lease-ups within 100 days.
Progress: Vouchers are valid for 60 days with the potential of an additional 60 days in extensions. Once a Request for Tenancy Approval is received the goal is to process all information within 14 days to allow for lease up will occur when the unit is available for move in.
5. Process approvals and denials for tenancy approvals, new admissions and transfer moves within five days
Progress: Approval or denial of Tenancy for moves will continue to be processed within 5 days of all required documents being obtained.

F. Continue to leverage private and/or other public funds to create additional housing opportunities.

1. Work with City of Charlottesville to maintain and possibly increase funding for the City funded housing vouchers.
Progress: Partnership with the City of Charlottesville will continue for the CSRAP program. ** This goal will be separated out when the new five-year plan is drafted as these are not federal funds.
2. Apply for additional HCV units should they become available.
Progress: Addition Voucher Programs have been applied for and new opportunities will continue to be explored.
3. Apply for special- purpose vouchers targeted to families with disabilities, should they become available.
Progress: 40 Mainstream Vouchers have been applied for. This program will assist non-elderly participants where the head of household or a family

member is disabled.

4. Explore managing home ownership vouchers

Progress: *Homeownership program is part of new Admin plan and will be part of discussions with redevelopment efforts.*

- G. Provide Professional, Courteous, Timely Customer Service

Progress: *Continued Customer Service trainings will be provided.*

- H. Create more locally available units through landlord recruitment, education and incentives.

Progress: *Landlord Briefing Sessions being held. A New Landlord incentive program has been initiated this year using CARES funds.*

Goal 2: Revitalize Communities, Especially CRHA Communities, in Charlottesville Redevelopment and Renovation Goals:

- A. In Partnership with our Residents, Plan and execute total renovation of Crescent Halls (AMP 2).

Progress: *Crescent Halls renovation project has begun.*

- B. In Partnership with our Residents, Renovate and/or modernize public housing units at Riverside Dr., Michie Dr., and Madison Ave. (possibly using low-income housing tax credits, if appropriate). Pursue selected demolition to create more public space, parking and to construct replacement units.

Progress: *The CRHA Parallel Track and Maintenance committee is planning to work on a roadmap after some further studies and resident engagement opportunities.*

- C. In Partnership with our Residents, continue to assess and implement options to fully redevelop Crescent Halls, Avon/Levy Ave., Westhaven, South First St. and 6th St properties.

Progress: *Crescent Halls, South First Phase One and Two are in progress. Levy is going to temporarily become a maintenance location. Resident planning has begun at 6th Street and is being planned for Westhaven.*

- D. In Partnership with our Residents, pursue Demolition/Disposition of existing Public Housing properties in AMPS 1, 2, 3, and 4 (i.e.: Crescent Halls, South First St., Levy Ave., 6th St., Westhaven, Riverside Drive, Michie Drive, Madison Ave., and scattered site homes) to improve and increase the number of affordable housing units.

Progress: *Demo dispo has been submitted for Crescent Halls and South First Street Phase One. A demo dispo is being submitted currently for South First Street Phase Two.*

- E. Complete basic Environmental Surveys of CRHA properties.

Progress: *Environmental surveys have been completed for Crescent Halls and South First St. in conjunction with both redevelopment projects. Sustainability study is beginning this fiscal year and will look at all sites. Please see attachment H for the projected timeline.*

- F. In Partnership with our Residents, Scope Rehabilitation and Redevelopment Projects that not only increase affordable housing in Charlottesville but that generate enough income to maintain these properties and provide for the long-term financial stability of the CRHA.

1. Develop necessary legal mechanisms needed to maximize funding for rehabilitation and redevelopment projects.

Progress: *LLCs have been created for Crescent Halls and South First St. to serve as redevelopment vehicles for both projects*

2. Operationalize a sister agency (instrumentality) that is a non-profit community development corporation.

Progress: *Charlottesville Community Development Corporation has been established as an instrumentality of CRHA to serve as Developer for upcoming redevelopment projects.*

3. Investigate and potentially use funding/redevelopment tools including LIHTC, mixed finance, Rental Assistance Demonstration funding, other HUD funding mechanisms, municipal bonds, grants, and private loans.

Progress: CRHA is utilizing mixed-finance development for the Crescent Halls and South First St. redevelopment projects, with a mix of LIHTC funding, City bonds, grants & donations, private loans, etc. **We do not envision utilizing RAD as a funding source for future projects.**

- G.** Provide Enhanced relocation and new development services for the Elderly and Disabled
1. Explore, and if appropriate implement, designation of public housing for the elderly.
Progress: Once fully renovated, Crescent Halls will continue to serve as public housing & project-based HCV housing for the elderly and disabled
 2. Explore, and if appropriate apply for, special-purpose vouchers targeted to the elderly, should they become available
Progress: CRHA has successfully applied for mainstream vouchers to increase housing opportunities for vulnerable populations

Goal 3: Promoting upward mobility and self-sufficiency

- A.** In Partnership with our Residents, Advance Resident Independence & Stability.
1. Re-build the Family Self Sufficiency program in both Public Housing and HCV.
Progress: The HCV Program is exploring Self Sufficiency Programs to include FSS.
 2. Continue to support the Nursing Clinics at Westhaven and Crescent Halls
Progress: Ongoing. The Clinic at Crescent Halls will be under renovation for the next year or so as work continues at Crescent Halls.
 3. Provide or obtain partnerships to provide supportive services to increase lifestyle and economic independence for both the elderly and for families with disabled family members.
Progress: Ongoing. Staff have been focusing on increasing communication and partnership opportunities with local programs through DSS and other agencies.
 4. Explore, and if appropriate, implement a HUD Moving to Work program.
Progress: To this date the agency has not seen support from this program from PHAR and may consider removing this goal as we focus instead on building our Section 3 program.
 5. Provide or obtain partnerships to provide enhanced youth engagement/ youth activities.
Progress: Ongoing. As sites are redeveloped staff and resident partners are focusing on programing opportunities in community spaces.
 6. Provide or obtain partnerships to provide enhanced senior activities.
Progress: Ongoing. Exploring ways to continue and enhance services during social distancing.
 7. In partnership with the Legal Aid Justice Center and HUD, draft and adopt policies that support practices in public housing designed to serve those who are re-entering society
 8. following periods of incarceration.
Progress: Ongoing. The RAB is working with CRHA staff as we redraft the Admin and ACOP policies.
- B.** In Partnership with our Residents, Develop a Section 3 oriented Economic Opportunities office
1. Build a CRHA workforce development/ Economic Opportunity program
Progress: CRHA has hired a Section 3 Coordinator, adopted a Section 3 plan and Section 3 hiring goals, and implemented a Section 3 training program in conjunction with the City's Office of Economic Development. Unfortunately, the city program has been on hold this past year and currently the Section 3 Department is working on other community partnerships to increase training opportunities.
 2. Provide or obtain partnerships to provide supportive services to improve recipients' employability.
Progress: CRHA entered into an MOU with Piedmont Virginia Community

College whereby the CRHA Section 3 Coordinator worked closely with PVCC's Network2Work program to help Section 3 participants secure employment-related support services. CRHA is also a partner with several local agencies in the establishment of a new Financial Opportunity Center for Charlottesville.

3. Provide or obtain partnerships to provide training and support for resident-owned businesses

Progress: Currently the CRHA is working with UVA Occupational Services, Goodwill, Network to Work and several other community partners.

Goal 4. Agency Governance and Management

A. Annual Board Retreat

Progress: Ongoing. The new Executive Director is working with the board as they have several new members.

B. New Board member orientation

Progress: The CRHA attorney has held several trainings with the board of commissioners, and more are scheduled.

C. Annual ACOP review and update

Progress: Members of the CRHA management team have been working with the RAB on an ACOP revision.

D. Annual HCV Admin Plan review and update

Progress: HCV Admin Plan will be continuously updated to include new PIH Notices and Federal Regulation changes

E. Review and Update By-laws

Progress: Executive Director is working with board to assist with education and review of Bylaws.

F. Annual Review of personnel policies and procedures.

Progress: Ongoing. Personnel Committee will be exploring redrafting the Personnel Policies over the next year.

G. With a transformational goal of becoming a Resident managed organization, develop and implement processes by which CRHA Residents are strategically recruited, employed, trained and mentored in the management of CRHA.

Progress: Ongoing. CRHA continues to focus on hiring staff with lived experience in public housing and voucher.

CRHA Annual Plan Goals and Progress FY 2021- 2022

AGENCY WIDE GOALS	
1. Re-establish CRHA's FSS program following HUD "best practices" and guidelines. Report out to the Commission at Board meetings. Engage the FSS program with a Financial Opportunity Center.	CRHA does not qualify for the HUD NOFA for the second year in a row as it is renewal only. CRHA will continue to look at other funding opportunities.
2. Continue a process where CRHA will be responsible for producing an annual report with a summary of CRHA's financials.	CRHA has hired a Finance Director who will be updating reporting systems and SOPs
3. Improve customer service skills of all who work with CRHA (including staff and contractors) to ensure professional dealings with Residents and Public.	CRHA has purchased a resident portal, Yardi Rent Café. This portal will provide the participants and vendors real time access to their accounts, ability to communicate electronically with staff, submit work orders, and ease of electronic payments. Portal will go live beginning of 2022.

<p>4. Support the goals and efforts of the Residents for Respectful Research.</p>	<p>CRHA staff have been assigned to this important committee.</p>
<p>5. Improve rent collections to improve financial viability. Reduce Tenant Accounts Receivable to less than 5%. Develop Eviction Prevention Program to assist participants in public housing with individual and family stabilization.</p>	<p>Received grant to hire Eviction Prevention Coordination</p>
<p>6. Revamp our website, social media, calendar and communications plan. Explore partnerships with IT organizations and non-profits. Create methods to enable Recertifications to be done online. Implement method by which rental payments can be received on-line.</p>	<p>Rent Café will assist with the goal of calendar and communications. Staff will be able to send bulk emails with all important information or select to send individual, or community specific messages. Staff will implement training program for staff, PHAR, board and residents as they roll out the Rent Café program.</p>
<p>7. Quarterly “Report-out” on HCV and Public Housing waiting list status in such a manner that increases the public’s understanding of wait list function and scope.</p>	<p>Rent Café will provide real time access to applications and waitlist status.</p>
<p>8. Work to develop strong partnerships with the City of Charlottesville Council, Departments, and staff.</p>	<p>PCRHA Executive and Deputy Executive Directors continue to work on Project Management Team as part of Strengthening Systems grant at CACF with City and PHAR staff.</p>
<p>9. In conjunction with PHAR, establish and manage a Section 3 program that provides job training and seek out employment opportunities for CRHA Public Housing residents, Voucher holders and other eligible individuals in our Community.</p>	<p>Rent Café can help with bulk mailing and email</p>
<p>10. Implement a complete revision/update to CRHA’s Admissions and Continued Occupancy Policy in conjunction with the RAB/RC and Legal Aid Justice Center. These changes should be compatible with redevelopment goals and seek to “sync up” with policies affecting residents post-redevelopment.</p>	<p>Revision of the Admin plan is expected to be completed late September to early October and will be posted for public comment.</p>
<p>11. Increase efforts to acquire funding through grants and other resources to enhance CRHA programs.</p>	<p>Nonprofit, use third party grant writing companies as a method to apply for grants</p>
<p>12. Set up non-profit arm to assist in accessing more funding streams to help build more resident service opportunities.</p>	<p>CRHA Board of Commissioners are setting up work sessions to pursue this option. CRHA consul has submitted paperwork for a 501c3.</p>
<p>PUBLIC HOUSING PROGRAM GOALS</p>	
<p>13. Continue with the implementation of a comprehensive maintenance plan.</p> <ul style="list-style-type: none"> ● Improve the policy and procedure for 	<p>The Rent Café will allow residents to submit and receive notice of completed work orders in real time.</p>

<p>reporting maintenance issues.</p> <ul style="list-style-type: none"> ● Continue to renovate or modernize existing public housing units with specific consideration on air quality improvement. ● Improve the bi-annual inspection process. ● Landscape management improvements including common areas. ● Ensure that Maintenance training is provided and made available to staff. ● Develop, publish and implement a comprehensive Property Maintenance Plan for all CRHA communities. 	<p>Preventative maintenance and housekeeping inspections will be scheduled on a quarterly basis.</p> <p>Landscape contracts are being procured.</p>
<p>14. Continue to improve on integrated pest management: (IPM) A broad-based approach that integrates practices for economic control of pests. IPM aims to suppress pest populations, particularly bed bugs, giving careful consideration of all available pest control techniques and subsequent integration of appropriate measures that discourage the development of pest populations and keep pesticides and other interventions to levels that are economically justified and reduced or minimize risks to human health and the environment.</p>	<p>Training materials are being obtains to share with residents. Virtual information sessions will be added to the CRHA FB and Website.</p> <p>Housekeeping inspections with follow through will be continued.</p>
<p>15. Reduce public housing vacancies with a goal of 98% or better. Bring currently “off-line” units back in service within 6 months.</p>	<p>CRHA is working to decrease our vacancies across all sites. A turn team has been created to ensure turns are done timely. Current vacancy rate is WH 84%, Amp 3 93%, Amp 4 100%. Crescent Halls will be offline for Mod Rehab.</p>
<p>16. In line with HUD’s Mission, continue to improve lease enforcement and ensure the safety and welfare of our residents.</p> <ul style="list-style-type: none"> ● Enforce Lease provisions. ● Promptly notify Residents of Lease changes. ● Regularly update and publish the CRHA Barment list. ● Provide Barment training for staff and police personnel. ● Conduct workshop on Barment Policy with residents. ● Implement public housing security improvements. 	<p>Progress</p> <p>Safety Action Plan</p> <p>Worked with Residents on the Safety Committee to create a Camera Policy that was then passed by the Board.</p> <p>Neighborhood Crisis Intervention Team</p> <p>Installed Security cameras</p> <p>Completed a Security Site Assessment to determine ways to improve safety.</p>

<ul style="list-style-type: none"> • Maintain a working relationship with the Police Department. • Pursue Security through alternative technology and security staffing. • Develop a recorded digital content policy. • Provide support for community safety initiatives to improve resident involvement. • Address supplemental lighting issues 	
<p>17. Allow capital funding for Emergency Items, Deferred Maintenance, Sinks, Commodes, Faucets, Doors/Windows and related hardware, Shower pan/tub replacement, Vehicles, Bed Bug Treatment Equipment, Vacancy Reduction / off-line substantial rehab, other capital equipment needs/materials/services, support for Section 3 program.</p>	<p>Improving outside lighting on the properties, purchasing a couple of vehicles and boom truck, purchasing kitchen cabinets, flooring, plumbing fixtures and appliances for extensive remodeling apartments on Madison Ave, Michie dr, and River side. Parallel tracking for 6th street and West Haven. Procurement for electrical, plumbing, and Mechanical contractors as support services</p>
<p>18. Hire and train residents in the management of their public housing authority. Explore on- the-job training and development opportunities.</p>	<p>This goal has now been plugged into CRHA’s Section 3 program which partners with the maintenance department to maximize opportunities.</p>
<p>19. Pursue relationships through which community center and computer lab usage can be enhanced.</p>	<p>Impact by redevelopment and covid. Will be pursuing opportunities to increase funds for soft costs.</p>
<p>20. Increase CRHA’s Administrative Office staff presence within CRHA communities.</p>	<p>CRHA PH staff is in the community on a daily basis. Staff door knocks for flyers, visits homes to assist in collecting recertification documents, walks the property to assess damages, and visits homes to hand deliver notices. CRHA staff has worked one on one with the residents of CH during the flood displacements and the relocation process.</p>
<p>21. Enhance sense of community within CRHA neighborhoods through the facilitation of organized activities and community improvements. Services/activities for youth are key concern. Further, during times of relocation and construction, community activities should be increased.</p>	<p>Neighborhood Crisis Intervention Team has been meeting which is composed of CRHA staff and community partners.</p>
<p>22. Bring services to each site by exploring various service providers offered through partnerships between CRHA and Resident Services Committee. Improve partnerships and cooperative programming opportunities to enhance services provided</p>	<p>Hired Self Sufficiency Coordinator who is primarily focused on Section 3 but working on also setting up Resident Services programs with staff. Westhaven Clinic Advisory Team is meeting quarterly. Resident Services Committee is meeting monthly.</p>

at CRHA's medical clinic facilities.	
VOUCHER PROGRAM GOALS	
23. Continue to administer the City-funded Rental Assistance voucher- based program (CSRAP).	HUD has asked us to remove this goal as these are not federal funds being used for this program.
24. Arrange Board/public/staff training on HCV program. Provide trainings on the HCV Admin Plan in such a way that understanding is increased by HCV Participants, Board, Staff, Landlords and Community Partners.	Add goals: Think about TPV and Mainstream and anticipation of HCH payments instead of paper checks
REDEVELOPMENT AND RENOVATION GOALS	
25. CRHA anticipates that we will intensify the on-going redevelopment effort within the next year and our intent is to explore/implement the various areas of this process.	CRHA is currently undergoing active redevelopment efforts with Contractors at Crescent Halls and Phase I of South 1 st Street. The CRHA has begun meeting with residents at 6 th Street to begin planning for that community and will soon begin meetings at Westhaven.
a. Relocation planning and operations.	Revising CH and SFS P2 working on 6 th ST for 707 building and possibly Westhaven 802 and 806. Relocation planning is now managed by our Housing Manager and will move under housing goals.
b. Complete the implementation of all required demolition and disposition activities and HUD applications needed to facilitate a redevelopment of Crescent Halls (Amp 2) and facilitate new development at AMP 3 (South First St/6 th Street). Consider and if appropriate submit demolition and disposition applications for remaining CRHA AMPs (1 & 4).	Ongoing, the CRHA had successfully submitted demo Dispo for Crescent Halls and South 1 st P1 and is now working on South First PII.
c. Plan for re-development of CRHA owned undeveloped parcels with re-development construction to begin by the close of calendar year 2021 (Avon-Levy site).	After careful thought he CRHA decided to push this project further down and focus on 6 th Street and Westhaven first while utilizing the garage at Avon/Levy for Maintenance as their shop at South 1 st has been torn down.
d. Initiate pre-development activities including entry into necessary MOUs and contracts with development firms/entities for AMPs 1 & 3.	Ongoing. The CRHA has worked with a panel of resident and community partners to interview and retain Architects and Engineers for projects.
e. Complete renovation of Crescent Halls	The completion date has been pushed back due to challenges with needing to replace more piping then originally estimated and COVID .

<p>f. Assess all existing Public Housing stock to determine which communities should undergo either redevelopment or modernization.</p>	<p>The CRHA has contracted a firm to do a Sustainability study for all sites.</p>
<p>g. Add redevelopment skills to CRHA staff either through staffing or consultant services. Open such trainings to residents.</p>	<p>Ongoing trainings with PBV, LIHTC and property management. To include training for PHAR, board and residents.</p>
<p>h. Work in conjunction with and in support of the Charlottesville Community Development Corporation (CCDC) to facilitate CRHA's redevelopment activities.</p>	<p>Ongoing as CRHA continues to ramp up redevelopment activities.</p>
<p>i. Explore, and where appropriate, convert Housing Choice Vouchers to Project Based Vouchers to support CRHA's redevelopment plans and objectives. Seek additional vouchers to support PBV purposes (VASH; Mainstream).</p>	<p>Ongoing. The CRHA continues to pursue opportunities to increase their voucher stock.</p>
<p>j. In conjunction with PHAR continue to educate residents about redevelopment opportunities.</p>	<p>Ongoing, CRHA and PHAR have partnered this year in creative meeting planning to meet the challenges of safe meetings during COVID.</p>
<p>26. In partnership with local agencies explore home ownership options and provide individual support for residents in accordance with the Resident's Bill of Rights for Redevelopment. Explore and implement a homeownership program utilizing a "land trust" model.</p>	<p>Ongoing, the CRHA plans to start conversations around homeownership programs this coming year.</p>
<p>27. Continue working with TING to implement roll-out of internet access at sites.</p>	<p>Ongoing first work beginning at CH and South 1st Street P1.</p>
<p>28. Continue to explore the development of Single Room Occupancy units at CRHA sites.</p>	<p>CRHA is considering removing this and adding senior developments financed through Section 202 with nonprofit arm.</p>

2022-2023 Annual Plan Goals and Objectives

Goal	Tie in # with Five Year Plan	Mark if Ongoing From Previous Year
AGENCY WIDE GOALS		
1. Continue to pursue funding to re-establish CRHA’s FSS program following HUD “best practices” and guidelines. Report out to the Commission at Board meetings. Engage the FSS program with a Financial Opportunity Center.	3	X
2. Continue a process where CRHA will be responsible for producing an annual report with a summary of CRHA’s financials.	4	X
3. Improve customer service skills of all who work with CRHA (including staff and contractors) to ensure professional dealings with Residents and Public.	1	X
4. Support the goals and efforts of the Residents for Respectful Research.	1	X
5. Improve rent collections to improve financial viability. Reduce Tenant Accounts Receivable to less than 5%. Develop Eviction Prevention Program to assist participants in public housing with individual and family stabilization.	1	X
6. Continue to revamp our website, social media, calendar and communications plan. Explore partnerships with IT organizations and non-profits. Create methods to enable Recertifications to be done online. Implement method by which rental payments can be received on- line.	1	X
7. Quarterly “Report-out” on HCV and Public Housing waiting list status in such a manner that increases the public’s understanding of wait list function and scope.	1	X
8. Continue to work to develop strong partnerships with the City of Charlottesville Council, Departments, and staff.	1, 3	X
9. In conjunction with PHAR, continue to promote a Section 3 program that provides job training and seek-out employment opportunities for CRHA Public Housing residents, Voucher holders and other eligible individuals in our Community.	1, 3	X
10. Implement a complete revision/update to CRHA’s Admissions and Continued Occupancy Policy in conjunction with the RAB/RC and Legal Aid Justice Center. These changes should be compatible with redevelopment goals and seek to “sync up” with policies affecting residents post-redevelopment.	1, 4	X
11. Continue to increase efforts to acquire funding through grants and other resources to enhance CRHA programs.	2	X
12. Set up non-profit arm to assist in accessing more funding streams to help build more resident service opportunities.	2	X
13. Bring services to each site by exploring various service providers	1, 3	X

<p>offered through partnerships between CRHA and Resident Services Committee. Improve partnerships and cooperative programming opportunities to enhance services provided at CRHA's medical clinic facilities.</p> <ol style="list-style-type: none"> a. Strive to increase resident involvement in Resident Services Committee b. Survey resident as to what services they want to see in their neighborhoods. c. Pursue relationships through which community center, computer lab, green and garden space and other shared community spaces can be enhanced. 		
HOUSING PROGRAM GOALS		
<p>14. Continue with the implementation of a comprehensive maintenance plan.</p> <ul style="list-style-type: none"> ● Improve the policy and procedure for reporting maintenance issues. ● Continue to renovate or modernize existing public housing units with specific consideration on air quality improvement. ● Improve the bi-annual inspection process. ● Landscape management improvements including common areas. ● Ensure that Maintenance training is provided and made available to staff. ● Develop, publish and implement a comprehensive Property Maintenance Plan for all CRHA communities. 	1	X
<p>15. Continue to improve on integrated pest management: (IPM) A broad-based approach that integrates practices for economic control of pests. IPM aims to suppress pest populations, particularly bed bugs, giving careful consideration of all available pest control techniques and subsequent integration of appropriate measures that discourage the development of pest populations and keep pesticides and other interventions to levels that are economically justified and reduced or minimize risks to human health and the environment.</p>	1	X
<p>16. Reduce public housing vacancies with a goal of 98% or better. Bring currently "off-line" units back in service within 6 months.</p>	1	X
<p>17. In line with HUD's Mission, continue to improve lease enforcement and ensure the safety and welfare of our residents.</p> <ul style="list-style-type: none"> ● Enforce Lease provisions. ● Promptly notify Residents of Lease changes. ● Regularly update and publish the CRHA Barment list. ● Provide Barment training for staff and police personnel. ● Conduct workshop on Barment Policy with residents. ● Implement public housing security improvements. ● Maintain a working relationship with the Police Department. ● Pursue Security through alternative technology and security staffing. ● Develop a recorded digital content policy. 	1	X

<ul style="list-style-type: none"> • Provide support for community safety initiatives to improve resident involvement. • Address supplemental lighting issues 		
18. Allow capital funding for Emergency Items, Deferred Maintenance, Sinks, Commodes, Faucets, Doors/Windows and related hardware, Shower pan/tub replacement, Vehicles, Bed Bug Treatment Equipment, Vacancy Reduction / off-line substantial rehab, other capital equipment needs/materials/services, support for Section 3 program.	1, 2	X
19. Hire and train residents in the management of their public housing authority. Explore on- the-job training and development opportunities.	1, 3, 4	X
20. Increase all staff including CRHA's Administrative Office staff presence within CRHA communities.	1	X
21. Enhance sense of community within CRHA neighborhoods through the facilitation of organized activities and community improvements. Services/activities for youth are key concern. Further, during times of relocation and construction, community activities should be increased.	1	X
22. Relocation planning <ul style="list-style-type: none"> a. Work with residents at sites undergoing redevelopment on relocation plans to submit to the board. b. Work in partnership with local service providers to coordinate resident Advisory Board and focus on needs of residents undergoing relocation. 	2	
VOUCHER PROGRAM GOALS		
23. Arrange Board/public/staff training on HCV program. Provide trainings on the HCV Admin Plan in such a way that understanding is increased by HCV Participants, Board, Staff, Landlords and Community Partners.	1, 4	X
24. Landlord briefing and outreach every 6 months.	1, 4	
25. Implementation of the Homeownership Program in 2022.	1, 4	
26. HCV Program to seek resources with the Homeownership Program with Down Payment Assistance with VHDA, CBDG funds, Habitat for Humanity and other resources.	1, 4	
27. Contact Banking Resources for the HCV Program for Outreach for lending qualifications and network with VHDA.	1	
28. To obtain certification of Homeownership Counselor Certification	1	
29. Have the annual recertifications and inspections biannually. The year of the annual recertification will be conducted, and the next following year will be the annual inspection as a supplement of the continued assistance.	1, 4	
30. Elderly and Disable household communities, network with the family and property manager to prevent the hardship of new change with the software Rent Cafe with Training with Tax Credit Properties.	1, 4	X
REDEVELOPMENT AND RENOVATION GOALS		
31. CRHA anticipates that we will intensify the on-going	2	X

<p>redevelopment effort within the next year and our intent is to explore/implement the various areas of this process.</p> <ul style="list-style-type: none"> a. Complete the implementation of all required demolition and disposition activities and HUD applications needed to facilitate a redevelopment of South First Phase II and facilitate LIHTC application for new development at 6th Street b. Begin process of engaging Westhaven Community for future LIHTC application. c. Complete renovation of Crescent Halls d. Assess all existing Public Housing stock to determine which communities should undergo either redevelopment or modernization. e. Continue to add redevelopment skills to CRHA staff either through staffing or consultant services. Open such trainings to residents. f. Continue to work in conjunction with and in support of the Charlottesville Community Development Corporation (CCDC) to facilitate CRHA’s redevelopment activities. g. Explore, and where appropriate, convert Housing Choice Vouchers to Project Based Vouchers to support CRHA’s redevelopment plans and objectives. Seek additional vouchers to support PBV purposes (VASH; Mainstream). h. In conjunction with PHAR continue to educate residents about redevelopment opportunities. i. Either independently or in partnership with local agencies explore home ownership programs and options. Explore and implement a homeownership program and consider utilizing a “land trust” model. j. Continue working with TING to implement roll-out of internet access at sites. k. Research possibilities with HUD Section 202 Supportive Housing for the Elderly Program potentially for future redevelopment. 		
<p>32. In partnership with local agencies explore home ownership options and provide individual support for residents in accordance with the Resident’s Bill of Rights for Redevelopment. Explore and implement a homeownership program utilizing a “land trust” model.</p>	<p>2, 3</p>	<p>X</p>
<p>33. Continue working with TING to implement roll-out of internet access at sites.</p>	<p>1</p>	<p>X</p>

CRHA Resident Services Committee

March 8, 2022, 1pm

Via Zoom: <https://zoom.us/j/95147780948?pwd=YUEXymZCOVBQUkQ3cy9zZ1NVYkg2UT09,+13126266799,,95147780948#>

JUST A REMINDER THESE MEETINGS ARE RECORDED SO WE CAN SHARE THEM WITH FOLKS WHO CAN NOT MAKE IT

- I. In attendance: Alice Washington, Cecilia Barber, Asia Green, Crystal Darcus, Emily Dreyfus, Joe Ray, Judy Sandridge, Micelah Coles, Paola Covarrubias, Perpetue Moubossy-Lamou, Richard Morris, Roy Fitch, Todd Niemeier, Shelby Edwards, Joy Johnson, Michael Coles, Maddy Green and Kathleen Glenn-Matthews
 - II. Residents for Respectful Research- Cecilia Barber from PHAR (see attached presentation)
 - III. Conversations around gardening opportunities at CRHA sites and opportunities we can share. Richard Morris- Cultivate CVille. Will look at some small-scale opportunities at 6th street until redevelopment starts. Crescent Halls residents expressed interest in some raised beds (especially on wheels) or container garden opportunities they could start now and take with them.
 - IV. Update on planning for the resident satisfaction surveys
 - A. If you have not already, please feel free to edit at the link below: We will be sharing all feedback for final approval by our Executive Director at the end of March.
https://drive.google.com/drive/folders/1_SnuXL5Gvi4RaB5CowNVaLNDI9raVuEF?usp=sharing
 - B. Aiming to start getting postings and flyers out late Spring early summer.
 - C. Still sorting out:
 1. Who will be door knocking and assisting residents complete surveys.
 2. What options will residents have to take it such as online, on tablets, at specific locations, etc. May be some scenarios where paper is used and then manually entered.
 3. Determining if it will be google survey or another online tool.
 - V. Feedback from Residents
 - Challenges some residents have with virtual meetings, consider having more options at locations such as the Westhaven community center to safely space and see on large screen. Joe Ray shared: Emergency number is same as regular number: 972-1800
 - Residents from Crescent Hall spoke about being eager and ready to move back.
 - PHAR asked Region Ten to come to sites after instances of emergencies. Asked for follow up on how community can get support after events in person with feet on the ground. Resident asked for them to at least flyer with links for support.
- Other: Joy gave an update on the residents working with a stipend in the Site Beautification program as well as opportunities for folks to come sign up with her for Section 3 and some of the current openings with Breeden and GMA. Asked for a meeting with Roy to connect some resources to help residents get employed. Roy shared: Home To Hope phone line - 434-970-3601 and email HomeToHope@charlottesville.gov
- VI. Items for Next Meeting: Look at final draft of survey and talk about survey process

Next Meeting: Tuesday, April 12, 2022 at 1pm via Zoom:

<https://zoom.us/j/95147780948?pwd=YUEXymZCOVBQUkQ3cy9zZ1NVYkg2UT09,+13126266799,,95147780948#>

Residents for Respectful Research (R3)

Public Housing Association of Residents (PHAR)

Cecilia Barber



R3 is a Community Based Research Review Board. It is:

- A Resident-led partnership between PHAR, the Institutional Review Board for Social and Behavioral Sciences (IRB-SBS), and UVA's Equity Center (EC)
- Funded by the Equity Center
- Overseen by the R3 Coordinator, and advised by a council consisting of
 - UVA Faculty and Students
 - Charlottesville City Employees
 - PHAR Staff, Board, and Advisory Council Representatives
 - Community Members and Residents of Public Housing
 - Equity Center and IRB Representatives
 - Resident Research Proposal Reviewers
- Governed by a Memorandum of Understanding (MOU) detailing its funding, capacities, and operations

Research projects often exploit and harm Black and Brown, low-wealth participants, sometimes without their knowledge or consent

Data collected by researchers should be shared with the community. Without proper protections, it can be used to their detriment by justifying exclusion and discrimination

Federal research regulations rarely recognize the specific needs of low-wealth families and People of Color. Protections are often geared toward the needs of researchers and their institutions, not the participants in a study.

Residents of Public Housing have no say in who does research in their communities or what they study. Researchers learn about marginalized folks when they ought to learn from them.

R3 exists to shift the balance between researchers and Residents of Public Housing.

Why R3?

EVERYDAY RESEARCH

The University of Virginia and other institutions often perform research on Residents of Public Housing.

EXTRACTING KNOWLEDGE

Researchers must learn from and with marginalized folks, not about them.

EXPLOITING PARTICIPANTS

Research projects often exploit and harm Black and Brown, low-wealth participants, sometimes without their knowledge or consent.

UNJUST REGULATION

Legal protections for human subjects in research often protect researchers and institutions, not the study's participants.

MISUSE OF DATA

Data collected by researchers should be shared with the community.

Our Structure

1. Resident Reviewers

- Residents of Public Housing trained to review research proposals
- Serve as point of contact with community and discuss their needs and perspectives

2. Advisory Board

- UVA Faculty and community members with long-term commitments to socioeconomic justice
- Residents of Public Housing and PHAR Advisory Council Members

3. Partner Institutions

- Institutional Review Board for the Social and Behavioral Sciences at the University of Virginia
- The Equity Center at the University of Virginia

Our Goals

Shifting Power Imbalances

Putting power in the hands of Residents by holding researchers accountable for ethical engagement with the community.

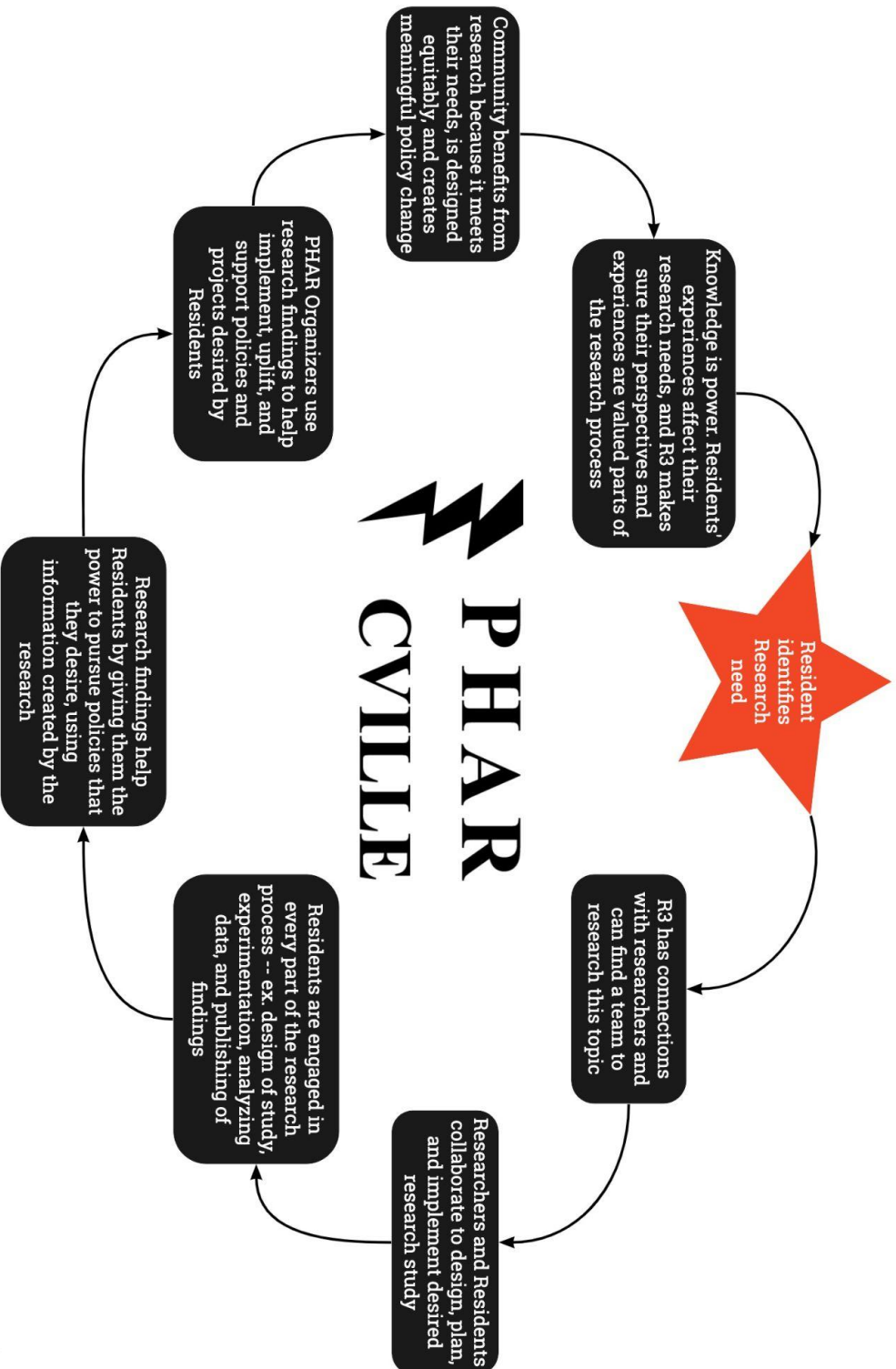
Helping Residents to Protect the Community

Sharing power with the community by regulating research and making knowledge accessible to the public.

Changing Research

Revolutionizing research in Charlottesville by focusing on the impacts of research projects on marginalized communities.

PHAR's Research-Organizing Cycle



Want to learn more?

Monthly R3 Roundtable

Wednesday, March 16th, at 4 PM

Zoom Info

Meeting ID: 889 7377 6824

Password: 813 023

Dial In: +1 301 715 8592



Contact Information:

Cecilia Barber (she/her/hers)
Residents for Respectful Research Coordinator
cecilia@pharcville.org | 434-218-3252

Public Housing Association of Residents (PHAR)
1000 Preston Ave Suite B, Charlottesville VA 22903
434-984-3255



CRHA Neighborhood Crisis Intervention Team

March 21, 2022, 11:30am Virtual Meeting

<https://zoom.us/j/99668911556?pwd=Tkw4UEY0QjYra0V5UVR5QkxKck13QT09>

One tap mobile: +13126266799,,99668911556#, Dial-in: +1 312 626 6799

Meeting ID: 996 6891 1556. Passcode: 211381

- I. Welcome! Todd Niemeier, Meaghan Gordon, Neta Davis, Joy Johnson, John Sales, Mi'celah coles, Deidre Creasy Quirindoongo, Anna Mendez, Aiyana Marcus, Perpetue Moubossy and Kathleen Glenn-Matthews
- II. Crisis Intervention updates from the group-
- III. 10th and Page group-
 - Well Aware Tracy Cooper
 - Meaghan working on a graduate project and shared some helpful links:
<https://whitebirdclinic.org/cahoots/>
<https://jri.org/services/behavioral-health-and-trauma/boston-trauma>
 - Rika PT RS staff- plus site beautification
- IV. What's Next?
 - A. Continue group work on Neighborhood Crisis Intervention Planning- Flow Chart Exercise with PHAR,
 - B. Work on response chart-
 1. Meaghan can help- she has been looking at models and saw such as Boston and shared links above
 2. Deidre had met with Paola and 6th St resident who shed a lot of light on areas we needed more focus on
 3. Anna would like to be part of this primarily listening. She said city is working on intercept map. Interception of MI and justice system up until release. Most important is intercept zero (what happens before arrest). Just starting and last time was 6 years ago.- If interested please contact Anna at anna@partnerformentalhealth.org- looking at what other areas are doing such as the 988 number that connects to lifeline and mobile crisis team. There was legislation this year in the general assembly to undue Marcus alert. What is happening instead is most likely that it will become optional in some locations. What it will look like is still up in the air.
<https://www.google.com/search?client=firefox-b-1-d&q=richmond+times+dispatch+mendez>
-what it takes to do differently than just CPD.
 4. Todd HRC will go into strategic planning soon
 5. Neta-working with years of was things have been done in the past -huge number of open positions that require Masters and certification
 6. Joy- Important to know what our team will look like and who will be on it.
 - C. Discussion items:
 - With huge funding deficit is there any way funds saved from unfunded positions could be rerouted to areas in immediate need? This funding could be really helpful if we can get it to PHAR and Peer Support groups.
 - Help develop crisis response models- what resources do we have work with?- Aiyana said Aiyana- CACF would like to be part of these conversations around funding of resident led initiatives.- Makes since to invest as areas would save money long term investing in prevention.

- Large number who can't participate due to not being able to access Medicaid. Matter of Medicaid including more services, no needing masters degree to provide and changes to fee and reimbursement rate.
- Not reasonable that peer providers can respond to all crisis some need a license d professional to respond appropriately delusions, paranoia, suicidal and need to sit down and find out what are the things contributing to this such as eviction. Don't need a licensed psychologist to resolve and can utilize other people in the community who are already doing this work in a lot of ways.
- CPD happened to stop by Westhaven Community Center during the meeting and recommended Corporal Eric Thompson to join our group.
- Flow chart MHFA, TIC then where you need more goes to i.e., 911great as we can also name individuals who can be on the ground so we don't get to ECO or checking into UVA. Flow chart may also be frustrating but also a visual demonstration of the hole sin the system we can put in red showing no one is doing and get this in front of council and ID training needed to fill gaps. Also shed some light on formal and informal procedures and things that may have quietly changed.
- Want to get police out of MH care as do they but right now we don't have a lot of options. So probably good idea to reach out to Chief Durette.

V. Next meeting:

- A. Need to find volunteers to take charge of:
- B. Taking recommendations from small group meetings meet with residents and start working on a pilot
- C. Get google group with synopsis on group ask who wants to be involved and work on questions to ask
- D. Find ways to have stipends

Next meeting: **Monday April 18th at 11:30am**

**CRHA Section 3 and Resident Services Report
For March 2022, Board of Commissioners Meeting
Prepared by Joy Johnson on 03/23/2022**

I. Partnership Engagement:

- A. Attend Weekly PHAR and CRHA team meetings
- B. Continue with PMT
- C. Quarterly Strategic Partnership Meetings with Piedmont Area Workforce

II. Section 3

- A. Number of individuals currently in databank: 138
Number of Individuals Served this month: 5
- B. Number currently providing supports for in employment
Number newly employed this month and where: 0
- C. Other Activities:
 - 1. New policy and forms in place after being approved at last month's meeting.
 - 2. Section 3 Advisory committee continues to meet on the third Friday of each month at 2:30pm. The committee is helping with outreach, linking program opportunities and working on Action Plan.
 - 3. Still waiting to hear back from Economic Development to work with us on MOU.
 - 4. Standing Monthly Section 3 contractor meeting with Breeden and GMA (see attached).
 - 5. Continue meeting with VCW Piedmont to see how we can better integrate services into CRHA Neighborhoods.
 - 6. Met with UVA Occupational Services and working to build partnership with their programs.
 - 7. Continue meeting with Network 2 Work, Goodwill and WIOA programs to work on bringing services back into the community.
 - 8. Continue pursuing opportunities for resident trainings, funding and supports to overcome barriers to employment. One current barrier is that we have been told workers at CH need abatement training, so we are working to find a way to set this up.
 - 9. Looking for other opportunities to have interns or perhaps Job Corps staff.

III. Resident Services:

- A. Number of Individuals Served to date: 317
Number of individuals assisted this month: 31
- B.** Staff Resident Services Committee: These meetings are the second Tuesday of every month at 1pm. *Once you have a staff we can have them help with minutes to attach*
- C. The subcommittee of this group for Neighborhood Crisis Intervention planning has been meeting monthly. Please see attached report.
- D. Continue to serve on Region Ten's Community Based Recovery and Support Advisory Team which meets monthly and has been focusing on rotating monthly events at sites.
- E. Continue to meet quarterly with Westhaven Clinic Steering Committee
- F. Continue to attend regular CRHA Safety Committee meetings

CHARLOTTESVILLE REDEVELOPMENT & HOUSING AUTHORITY

P.O. BOX 1405

CHARLOTTESVILLE, VIRGINIA 22902

TELEPHONE/TTY/711: (434) 326-4672 FAX: (434) 971-4797

www.cvillerha.com



3/23/22

CRHA Redevelopment Coordinator Monthly Report Prepared by Brandon Collins on March 23, 2022

I. General Updates

The past month has been busy with much of my time spent on site engaging with residents one on one and in group meetings around S. 1st St relocation and decision making, Crescent Halls decision making, Capital Fund input and Parallel Track. The LIHTC applications for Sixth Street and South First Street Phase 2 were submitted March 10 and we have self-scored in a fairly good position. The 5 Year Capital Fund Program, prepared with residents and our PHAR partners, is in front of the Board tonight. We are still awaiting approval of the demo/dispo application for S. 1st Phase 2. Value Engineering for S. 1st St is being conducted with our owner's representative Downy and Scott. To bring significant costs down, a decision was made to construct S. 1st St. Phase 2 in one phase rather than in 2 phases. We continue to develop a resident planning curriculum. I have had the opportunity to communicate in Spanish and Arabic in the past few weeks and look forward to utilizing our Engaging English Learners more and more. The meetings schedule for Redevelopment Committee and sub-committees has been revised as follows:

1st Thursday of Month
3:30 pm Redevelopment Committee

2nd Thursday
3:30 pm S 1st St Phase 2

3rd Thursday
1 pm Redevelopment Admin Committee
3 pm Vision Keepers (CH and SFSP1)

4th Thursday
2:00 pm Westhaven (called as needed)
3:30 pm Sixth Street

A brief list of duties performed:

- Redevelopment Meetings including Vision Keepers (Crescent Halls and South 1st Phase 1), South First Phase 2, Sixth Street, Redevelopment Committee, and Redevelopment Admin Committee.
- PHAR Positive Vision Workshop Westhaven
- SFS Relocation Resident Meeting x 2 and Fact Sheet
- Significant door knocking, telephoning, and one on one outreach at S. 1st St. and to Crescent Halls residents on multiple occasions.
- Redevelopment Newsletter
- Owner Architect Contractor (OAC) meetings S 1st St and Crescent Halls
- PHAR/CRHA Weekly meetings
- CFP input and presentation to CRHA, presentation and input from PHAR
- Furniture selections, countertop replacement, signage, relocation S. 1st St. input gathering
- VHDA inspections



CRHA does not discriminate on the basis of race, color, sex, age, religion, national origin, disability, veteran status, or



- Crescent Halls Working Group meetings (now weekly), and outreach
- Parallel Track resident meetings at Madison, Riverside, Michie (no show)
- 6th St team meetings with Grimm and Parker
- Downy and Scott on-boarding meeting
- Value Engineering meeting
- Monthly resident meeting with Breeden
- Section 3 contractors meeting
- Section 3 advisory group
- Relocation Assessment Team
- Davis-Bacon wage check interviews
- Intern check-ins

In the coming month more resident engagement will be underway for Crescent Halls and South First Street Phase 1 to solidify furniture choices, relocation, design a gazebo, and engage residents and partners more fully in gardening and gardening programming. We have established a weekly meeting of the Crescent Halls Working Group to move through some final decision making. The Sunday Planners group at S. 1st St. will be holding virtual a meeting with outreach in between meetings to explore material and finishing options. Parallel Track outreach and meetings will occur with follow up on playgrounds, siding, and other improvements focused on the outsides of the sites. We will be re-engaging 6th St resident planners for a much-needed update. I will continue to utilize the Engaging English Learners (EEL) plan. I have established a monthly schedule for Davis-Bacon Wage checks and am looking forward to a HUD training regarding Davis-Bacon.

II. Site Updates

- A. Crescent Halls: Drywall is beginning to go up on the 7th and 8th floors! We have some work to do with GMA on the new schedule, but we are confident that an early re-occupancy of floors 7-8, and 2-6 on the west side along with significant 1st floor completions and site work can happen by mid-August. Completion is still targeted for early November. We have worked with residents to determine furniture choices suitable for Crescent Halls residents, signage, and will be making sure that bathing rooms on the 3rd and 5th floor will continue to be useful for residents after renovation.
- B. South First Street Phase 1: Construction continues on buildings 1 and 2, some site work is being carried out to get ready to begin on building 3. Breeden has submitted a new schedule with a completion date in December, We are confident that an early move in for buildings 1 and 2 can happen in mid-August. The furniture selection and layout process is still underway, decisions have been made on some substitutions and signage. The Relocation Coordinator and staff held 2 community relocation meetings in March accompanied by a fact sheet regarding relocation.
- C. South First Street Phase 2: All partners are working to find ways to bring the cost down from a \$44 Million estimate without impacting quality or the vision of resident planners. This includes switching to a one phase construction approach. Downy and Scott have started work as our Owner's Rep. With their help we will continue to "value engineer" to bring costs down. In addition, they are helping to draft a request for Qualifications to vet potential project bidders. BRW has re-started Resident Planners meetings with meetings being held virtually and having time in between meetings to engage planners and other residents on materials selections for the insides of homes and finishes. The Demo/Dispo application to HUD was submitted 11/23/21 and we still await their approval. The submission has 20 Public Housing units, 38 Project Based Vouchers and 55 non-subsidized LIHTC compliant only units. We will be able to push rents down on the 55 non-subsidized units as far as we can. A LIHTC application was submitted March 10 to provide additional funding to the effort.
- D. 6th Street: The team submitted the LIHTC application on March 10 and is competitive if just looking at the self-scoring. The team is working through additional comments on the site plan submitted to the

City. The effort is envisioned in 3 phases. I hope to be able to update 6th Street residents in the near future and look forward to resuming work on designing the next phases of the site. Our PHAR partners have held a Positive Vision workshop with Jeff Meyer from VCDC to go over LIHTC funding and other issues.

- E. Westhaven: The team is targeting early August for a “launch” of the resident planning process. We continue to work on developing a Resident Planners curriculum. Our PHAR partners continue to host Positive Vision workshops.
- III. Parallel Track: Parallel Track planning is moving forward at Madison Ave and Riverside Ave, we hope to develop more resident involvement at Michie Drive. The CFP has been explained and based on current and future priorities we are working with residents to present some options and details for site improvements including playgrounds, siding, and fencing. CRHA will continue to partner with PHAR to host resident meetings and gain resident direction and approval. Major renovations to homes will be able to be funded and underway under the new CFP, if approved, and under resident direction and decision making.
- IV. Resident Engagement:
- A. S. 1st St Doorknocking- relocation, furniture, signage, and replacement countertops and backsplash.
 - B. S 1st St Resident Relocation Meetings
 - C. Parallel Track Meetings
 - D. Crescent Halls Working Group Meetings resumed and one on one outreach.
 - E. Engagement Curriculum being drafted.
 - F. Engaging English Learners Plan being utilized.
- V. Upcoming Decisions/Activities
- A. S. 1st St. Furniture
 - B. Capital Fund Plan Approval (tonight!)
 - C. Crescent Halls Gazebo, use of bathing rooms, garden spaces and more
 - D. Programming and Partners
- VI. Committee Updates and Minutes: Please see attached minutes for:
- A. Redevelopment Committee 3/3/22
 - B. S. 1st St. Phase 2 Committee 3/10/22
 - C. Vision Keepers (Crescent Halls and S 1st. St Phase 1) 3/17/22

CHARLOTTESVILLE REDEVELOPMENT & HOUSING AUTHORITY

P.O. BOX 1405

CHARLOTTESVILLE, VIRGINIA 22902

TELEPHONE/TTY/711: (434) 326-4672 FAX: (434) 971-4797

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CRHA South First Street Planning Committee
3:30 pm, Thursday, March 10, 2022
<https://zoom.us/j/9588556349>

Agenda

- I. Welcome and Introductions- Brandon Collins, Ashley Davies, Alex Ikefuna, Emily Dreyfus, Kelcee Jones, John Sales, Kathleen Glenn-Matthews, Joy Johnson, Kevin Fallin, Jeff Meyer, Karim Habbab, Kurt Keesecker, Moriah Wilkins, Lisa Draine.
- II. Updates/Presentations/Issues
 - a. Relocation Update- Brandon reported we are relocating in one phase, hope to allow for savings. \$ and 5 bedrooms not as hard as anticipated most have agreed to move to other public housing.
- III. Action Items
 - a. Pricing/RFP- Got Harkins pricing and was beyond expectations- direction from last conversation was that we should start on putting together an RFP with a RFQ piece on the front end. Just getting started, need process.
Ashley had follow up with Breeden, old pricing was with GMA/Breeden asked Breeden for a gut check haven't gotten anything back. Parameters for bidders: Kevin is building a list for RFQ includes: Mark Turner, Canterbury, Faulconer, GMA, Martin Horn, Breeden, Harkins, Peacock Holladn, Hourigan, SRC, Lee.
Section 3 gets mentioned in RFQ but details come in RFP.
Time frames- started to put together- will need time to finish first draft, from there it's a little tight to be at a point to start construction in July if that is the target- not much time to do RFQ, turn around RFP and then do notice to proceed. Probably old documentation. **Use September as start date.**
How do we ask for bonding capacity without showing price? Have form that asks for total bonding capacity and also per project capacity and available bonding capacity because they might have enough individually but not in their total.
Value Engineering- Kevin has spreadsheet of items from Harkins, added a few of his own will compile into one document and share with the group and go through/explain. Some may be non-starters. Then pass on to residents. BRW will send their list to Kevin which also includes some commentary on some Harkins items (some are no good because LIHTC requirements), Kurt outlines them as 3 levels of VE intensity- 1. radical design changes would require a lot of work but high dollar impact, 2. some requiring redo but not super impactful, 3. low hanging fruit low savings but insignificant changes- not endorsing anything just getting ideas out.
Some items can be included as "add/alternate" instead of making changes to the plans, market is changing and getting better.
Go over VE on 3/18 at 9 am



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b. Resident Planners Schedule and Strategy- Karim and Kurt reviewed draft schedule- virtual meetings with kits and kiosk outreach in between. Need to be mindful of spring break and easter. Includes room for extra meeting if needed. Karim will send draft document to all. **Will target to begin 3/27 virtual followed by 4/10 virtual.**

IV. Other- Food Co-op in design? Thought Shelby and Audrey would be working on that? Residents have not had any discussion. CRHA space needs to be used for staff etc, if there is space left then we can have discussion. Zoning is an issue because SUP currently limits the kinds of uses/sizes (Phase 2), Phase 3 doesn't have anything. Possible to utilize the flexible spaces already included in design will not to work with residents. Put Lisa in touch with Audrey.

V. Next Agenda

a. Meeting loan officer

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P.O. BOX 1405

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TELEPHONE/TTY/711: (434) 326-4672 FAX: (434) 971-4797

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CRHA Vision Keepers Meeting

March 17, 2022 at 3 pm

<https://zoom.us/j/9588556349>

Minutes

I. Attending:

CRHA: Brandon Collins, Kathleen Glenn-Matthews, John Sales, Joy Johnson, Crystal Darcus

Residents: Asia Green, Alice Washington, Audrey Oliver

PHAR: Shelby Edwards, Kelcee Jones

AHG: Jeffery Meyer, Ashley Davies, Jay Kessler

Other: Colin Arnold (Arnold Design Center)

II. South First Fire Safety- Jay reviewed fire and safety related plans for SFS. Fire rated construction, fire walls between apartments, between floors and ceiling roof, fire rated exterior wall (not required but provided). Fire alarm system: when detectors go off fire dept. is alerted and sprinkler system activated.

Egress, there are two means of egress as well as bedroom windows which meet compliance for egress size so fire dept. can access if need be.

Jay spoke with Steve Walton and reviewed plans and sprinkler drawings. Strongly recommends against ladders and comfortable with the fire code. Life safety, first thing would be to use their (CFD) ladders vs. arriving on site and having to assist people partly out of a window on a rope ladder, ties up resources in an emergency.

At the ranges/stoves there are range hood canisters, if a fire on stove top it provides protection/suppression.

III. Crescent Halls 3rd and 5th floor tubs/shower. Need to inspect lift (if we are to keep)- make sure updated, do the tubs have issues with leaks? Ask Mr. Coles- BC find out if leaks in bathtubs, can get someone to check on the tubs.

IV. Crescent Halls Updates- Jay gave updates. Site work starts next week, will impact street and transit. CAT met with GMA. Jay ran down old schedule. Joe Riley informed Jay that they are running a few weeks behind because of issues passing testing, have it solved now but took longer than thought. A little late starting on drywall, had some issues. Those are contractor expectations, new schedule shows they are behind, it is our expectation they work to get back on track. Get back to Aug. and Sept. occupancy dates. Will make sure that is our expectation. The plan is to re-occupy whole floors at a time- west end 4,5, and 6 will be done, but better to wait a few weeks and occupy the whole floor at one time. Need to reply to Joe in writing- that is still our planning. Able to be ready by end of August, another 30 units in early September.

Realistically is the time difference between east and west a few weeks or months? According to



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schedule it's a few weeks and seems reasonable, however it is construction so they would potentially need to rethink. With 4th floor open that's 60 units.

Emergency generator still not ready until Sept., but if needed can we substitute temporary generators. Fire devices unavailable until Sept- concern that may not be needed, there was a miscommunication. Setting up a meeting to figure out.

Other highlights- meeting with Suntribe, now Tiger Solar. Contract signed next week, exciting to have underway July 1. Design need to address bathing rooms, waiting for a sketch from Scott for bus stop at front of building, proper curb. Will review with the team.

Landscape coordination going on with future garden on flat hill, patio size and landscaping.

Discussion on cutting back planter beds on patio- really want to avoid a change to impervious surface because it requires a site plan amendment. Kathleen found 2011 drawing for 3rd and 5th floor bathing rooms.

Gazebo, meeting on the 25th with architect, start conversation with Pye this Friday.

Still need to work on bigger laundry machines, it is on the list.

GMA has hired a second superintendent to help push the project- Frank (lives in the valley).

V. Crescent Halls Decision Points/Action Items

- a. Early move in- addressed
- b. Engagement schedule (Fridays @ 11 am)- starting tomorrow!

VI. SFS P1 Updates- Jay gave updates. Breeden has solved bottle neck on procurement issues, temporary apartment doors, year lead time for the doors we want, will swap out later. Patio doors are received and installed in bulding 2, building 1 by tomorrow.

85% building 2 drywall, 50% building 1 drywall. Brick work can be completed now that we have patio doors, will finish up soon, end of March brick will be done. Then move on to site work, decks, electrical. Will have power by April 8, working to make sure that happens. Get started on building 3 schedule shows April 21, about 2 weeks behind on that. Still pushing for December 16 completion of building 3. Some wet weather, soil issues, site work driving the 2 weeks behind- expecting to pave week of April 11. Dominion underground electric easement, we had issue with right of way, but because of phase 2 decision on one phase we do not need underground electric coming up First Street, so we'll get credit back from Dominion, vacate, instead feed through CRHA easement, Ting will reroute how they serve the property service by August when we want it. Talked to Rev. Edwards as well. Solar- Tiger Solar get moving as well before occupancy.

Decision has been made to start occupying buildings 1 and 2 in August 2022. Need to talk to NDS to make sure that everything is good. Should be fine.

VII. SFS P1 Decision Points/Action Items

- a. Replacement Counters- Brandon reviewed resident input. Decision made on granite.
- b. Signage- Brandon reviewed resident inuot, will request a third signage option and poll residents again.
- c. Playground Surface- John had decided on poured in place.

VIII. Other- Discussion of bedroom unit mixes and when and how decisions were made. Bedroom counts and placement were determined a long time ago and were included in LIHTC application. A lot of changes have been made. We can try to pull out past engagement notes. Will schedule time to meet with Audrey.

IX. Next Meeting Items – April 21 at 3 pm