Keene Housing

Keene Housing
Board of Commissioners
Special Meeting March 27, 2020

Stone Arch Village Senior
Community Garden Program

CONFERENCE CALL ONLY
DIAL 712-432-6110
ENTER PASSCODE: 796108#

Keene Housing

Special Board of Commissioners Meeting
Thursday, March 27, 2020
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Keene Housing

SPECIAL BOARD OF COMMISSIONERS MEETING
FRIDAY, MARCH 27, 2020
2:00 P.M. – 3:30 P.M.
CONFERENCE CALL
DIAL 712-432-6110 AND ENTER PASSCODE: 796108#

AGENDA

I. Call to Order

II. Roll Call

III. Executive Director's Report

IV. Old Business

V. New Business

a. Approval of COVID-19 Changes to Policies and Procedures (Resolution No. 667)

b. Approval of Contract for Roof Replacement at North and Gilsum (Resolution No. 668)

c. Informational Memo: COVID-19 Change in Work Order Protocols

d. Informational Memo: Remote Work for Office Staff

VI. Public Comment

VII. Non-Public Session
Convene to Non-Public Session to discuss:
A personnel matter pursuant to RSA 91-A:3, II (a); and
The acquisition, sale, or lease of land pursuant to RSA 91-A:3, II (d).

VIII. Adjournment

Keene Housing

Resolution No. 667

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item:

   Approval of COVID-19 Changes to Policies and Procedures

2. Date of Board Meeting: Friday, March 27, 2020

3. Proposed Board Resolution:

   That the Keene Housing Board of Commissioners authorizes the implementation of policy revisions and procedural changes in response to the declaration of a state of emergency by Governor Chris Sununu on March 15, 2020; and further that these revisions and changes are urgently needed and being made in the interest of public health; and further that these revisions and changes will remain in effect until the state of emergency is lifted or Keene Housing determines that it is able to reinstate the policies and procedures that were in place prior to the declaration of a state of emergency; and further that Keene Housing request from the U.S. Department of Housing and Urban Development (HUD), and any other regulating bodies, any required waivers related to these policy revisions pursuant to the memorandum dated March 24, 2020 from Denise Pratt, Director of Housing and Services, to Joshua R. Meehan, Executive Director.

4. All Backup Attached? Yes X No ☐

   If no, what is missing and when will it be submitted: _____

5. Department Head Approval Signature _____ Date: _____

6. Statement of availability of funds by Director of Finance

   Funds Budgeted and Available Yes ☐ No ☐ Source _____

   Account #_____

   Director of Finance Approval Signature _____ Date: _____

7. Executive Director Approval Signature _____ Date: 3/26/2020

Keene Housing

MEMORANDUM

To: Joshua Meehan, Executive Director
From: Denise Pratt, Director of Housing and Services
Subject: COVID-19 Changes to Policy and Procedures
Date: March 24, 2020

Pursuant to Governor Chris Sununu's Executive Order issued March 15, 2020 declaring a state of emergency in New Hampshire due to the Novel Coronavirus (COVID-19), this memorandum recommends that the Board of Commissioners adopt changes to policies and procedures to reduce the need for applicants, voucher holders, residents, landlords and staff to come into close contact with one another.

BACKGROUND

On March 15, 2020 Governor Chris Sununu issued and Executive Order declaring a state of emergency. As a result, Keene Housing (KH) has made changes to policies and/or procedures in order to immediately reduce the spread of the Novel Coronavirus while guaranteeing business continuity during the state of emergency. These changes are necessary so that essential processes are disrupted as little as possible and to accommodate the families we serve, while reducing the need, wherever possible, for person-to-person contact.

In some cases, some of the policy changes described below might ordinarily require waivers from the U.S. Department of Housing and Urban Development (HUD). However, in response to the Governor's declaration of a state of emergency, staff has taken these steps without seeking HUD waivers. On a call with HUD staff on March 20, 2020 HUD advised that the Department was seeking broad waiver authority from Congress and that individual PHAs should not submit waiver requests until Congressional action was (or was not) taken. In the interest of public health, and in recognition of the Governor's declared state of emergency, KH has determined that the following steps be taken immediately in anticipation of future HUD approval:

POLICY CHANGES

Annual Recertifications

Current Policy: KH conducts annual recertifications for income-based households participating in the MTW Housing Choice Voucher (HCV) program, the Non-elderly Disabled Voucher program, the Mainstream-5 and 2017 Mainstream programs, the Foster Youth to Independence Tenant Protection Voucher program and recertifications for work-able households participating in the stepped subsidy program when the household moves from one step to another.

Change: KH is suspending the processing of all recertifications until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy.

Interim Recertifications

Current Policy: KH conducts interim recertifications for income-based voucher households participating in the MTW Housing Choice Voucher (HCV) program, the Non-elderly Disabled Voucher program, the Mainstream-5 and 2017 Mainstream programs, and the Foster Youth to Independence Tenant Protection Voucher program when there are household composition changes, fifty ($50) dollar decreases in monthly gross income, or when a household reports zero ($0) income. Work-able households participating in the stepped subsidy program experiencing a loss in income may apply for safety net, KH's hardship program for households participating in the stepped subsidy program. KH verifies changes in income using documentation from third party sources.

Change: KH will only conduct interims related to income loss and will accept verbal verification from employers of decreases in income and self-certification from the household of benefit loss until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy.

Termination from Voucher Programs

Current Policy: KH may terminate housing assistance for non-compliance with program requirements.

Change: KH will not terminate a household's housing assistance for non-compliance with program requirements until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy.

New Voucher Issuances

Current Policy: When KH selects a household from the waitlist, the household is scheduled for an issuance briefing. During the briefing, KH explains the components of the voucher program such as tenant portion of rent, amount of housing assistance, types of eligible housing, tenant/owner/property manager responsibilities.

Change: While the public is encouraged to practice social distancing, KH will not issue new vouchers until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy, as conducting housing searches puts households at risk of contracting COVID-19.

Housing Quality Standards Inspections (HQS)

Current Policy: KH conducts four (4) types of Housing Quality Standards (HQS) inspections:

Initial/move-in,

Regular, conducted on a regular basis according to KH policy,

Special/complaint/Exit, and

Quality Control

Change: Until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy, KH is limiting HQS inspections to initial/move-in and health and safety inspections.

PROCEDURAL CHANGES

Face to Face Appointments

Current Procedure: KH schedules face to face appointments with applicants, residents, and voucher holders for eligibility determinations, voucher issuances, recertifications, interims, informal reviews and informal hearings.

Change: Until the state of emergency is lifted or KH determines that it is able to reinstate the existing procedures, all transactions with applicants, residents, and voucher holders will be conducted by phone, email, mail, and video conferencing during the state of emergency.

Transporting Files To and From the Office

Current Procedure: KH does not authorize staff to transport applicant, tenant or voucher holder files from the office to home.

Change: All Housing and Services staff have executed a confidentiality agreement and are temporarily permitted to work from home and must disclose any sensitive information they are taking in their possession.

The Meals on Wheels Program

Current Procedure: The Meals on Wheels program distributes meals in the Harper Acres community space.

Change: All community spaces are closed to minimize congregating in the space. The program staff are distributing the meals through the side door to enhance social distancing.

TEMPORARY REVISION TO TENANT SELECTION AND OCCUPANCY PLAN

Informal Hearings

Current Policy: KH schedules face to face appointments with applicants and residents for informal reviews and informal hearings. Prior to the appointment, applicants and residents may choose to pick-up any adverse documents KH intends to use at the hearing at the main office.

Change: Until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy, informal hearings will be held by telephone or video conference.

KH will email or mail any adverse documents KH intends to use at the hearing. Applicants and residents may submit documents prior to the hearing by email, mail, or by using the drop box located outside the main office.

Evergreen Knoll Grievance Hearings

Current Policy: KH schedules face to face appointments with applicants and residents for informal reviews and informal hearings. Prior to the appointment, applicants and residents may choose to pick-up any adverse documents KH intends to use at the hearing at the main office.

Change: Until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy, informal hearings will be held by telephone or video conference. KH will email or mail any adverse documents KH intends to use at the hearing. Applicants and residents may submit documents prior to the hearing by email, mail, or by using the drop box located outside the main office.

United States Citizenship and Immigration Services (USCIS) Appeal

Current Policy: KH schedules face to face appointments with applicants and residents for USCIS appeals. Prior to the appointment, applicants and residents may choose to pick-up any adverse documents KH intends to use at the hearing at the main office.

Change: Until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy, informal hearings will be held by telephone or video conference. KH will email or mail any adverse documents KH intends to use at the appeal. Applicants and residents may submit documents prior to the appeal by email, mail, or by using the drop box located outside the main office.

Reasonable Accommodation/Modification (RA) Policy

Current Policy: KH schedules face to face appointments with applicants and residents for RA appeals. Prior to the appointment, applicants and residents may choose to pick-up any adverse documents KH intends to use at the hearing at the main office.

Change: Until the state of emergency is lifted or KH determines that it is able to reinstate the existing policy, informal hearings will be held by telephone or video conference. KH will email or mail any adverse documents KH intends to use at the appeal. Applicants and residents may submit documents prior to the appeal by email, mail, or by using the drop box located outside the main office.

RECOMMENDATION

Accordingly, I recommend that the Board of Commissioners consider this resolution, which states:

That the Keene Housing Board of Commissioners authorizes the implementation of policy revisions and procedural changes in response to the declaration of a state of emergency by Governor Chris Sununu on March 15, 2020; and further that these revisions and changes are urgently needed and being made in the interest of public health; and further that these revisions and changes will remain in effect until the state of emergency is lifted or Keene Housing determines that it is able to reinstate the policies and procedures that were in place prior to the declaration of a state of emergency; and further that Keene Housing request from the U.S. Department of Housing and Urban Development (HUD), and any other regulating bodies, any required waivers related to these policy revisions pursuant to the memorandum dated March 24, 2020 from Denise Pratt, Director of Housing and Services, to Joshua R. Meehan, Executive Director.

Keene Housing

Resolution No. 668

REQUEST FOR BOARD AGENDA ITEM

1. Brief Description of Proposed Item: Approval of Contract for Roof Replacement at North and Gilsum 2020

2. Date of Board Meeting: March 27, 2020

3. Proposed Board Resolution:

That the Keene Housing Board of Commissioners authorizes the 2020 North and Gilsum Roof project be awarded to W.E. Brown Roofing and its funding not to exceed $175,000.00 pursuant to the March 26, 2020 Memorandum from Sandy Clark, Director of Facilities and Assets to Josh Meehan, Executive Director.

4. All Backup Attached?

Yes X No ☐

If no, what is missing and when will it be submitted: _____

5. Department Head Approval Signature Sandra L Clark Date: 3-26-20

6. Statement of availability of funds by Finance Manager

Funds Budgeted and Available Yes XX No __ Source _____

Account # _____

Finance Manager Approval Signature _____ Date: 3/26/20

7. Executive Director Approval Signature _____ Date: 3/26/20

Keene Housing

MEMORANDUM

To: Joshua R. Meehan, Executive Director
From: Sandy Clark, Facilities and Asset Director SLC
Subject: Approval of Contract for New Roof at North and Gilsum 2020
Date: March 26, 2020

This memorandum summarizes the procurement process and requests Board approval to contract for the following project:

Location: North and Gilsum

Project Name: North and Gilsum Roof Replacement

- The scope of work for this project includes: New roofs on all buildings at North and Gilsum
- The budget approved by the Board: $ 205,000.00
- Any additional funding needed? no
- An open invitation was added to the: KH web page, Facebook page, invited roofers directly, Construction Summary of NH, Maine & Vermont, Dodge Data & Analytics
- The Request for Proposals were distributed to contractors on: March 2, 2020
- Number of contractors invited to bid: six (6)
- Number of contractors that showed up to the site visit: Four (4)
- Number of Formal bid packets received by KH: Three (3)
- Lowest or winning bid: $ 163,178.00 *
- Winning bid criteria if not price: price
- Board approval is being requested to award contract to : W.E. Brown Roofing

Additional comments: The bid process was extensive and carried out by our consulting architectural and engineering firm, Stevens & Associates. The three bids received were all under the professional estimate we received prior to the bid process so we recommend moving forward with selection. It was clear that we had done everything we could to ensure a transparent and fair process. It was expected that work would begin by April 13 and end by June 15, 2020 (TBD, due to current circumstances this time line may change)

- Lowest bidder withdrew bid – we are accepting the second lowest bid

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Sandra Clark, Director Facilities and Assets
Cc: All staff and Board of Directors
Subject: COVID-19 Change in Work Order Protocols
Date: March 25, 2020

This informational memorandum outlines the changes in Facilities and Assets Department (F&A) protocols in response to recent guidance from the Centers for Disease Control and Prevention on the precautions the public should take in preventing further outbreak of the Coronavirus Disease 2019 (COVID-19) and Keene Housing Board of Commissioners Resolution 666.

Beginning on March 16, 2020, the Facilities and Assets Department adopted the following protocols:

- All work orders are recorded, but until further notice, only those required to ensure resident health and safety or to prevent significant property damage are completed.
- The Director of Facilities and Assets or her designee determines if a work order meets the above criteria.
- Staff taking work orders are asking callers whether or not anyone in the household has a cough, fever or is experiencing shortness of breath. Callers' responses to these questions are recorded on the work order.
- If the Director of Facilities and Assets determines that work order must be completed in a household that has disclosed that a member(s) has a cough, fever or is experiencing shortness of breath, that household member must be quarantined in a closed room while the Facilities and Assets staff member is in the unit.
- Facilities and Assets staff wear Personal Protective Equipment (latex gloves and facemasks) whenever working in units with someone with a cough, fever or experiencing shortness of breath.
- Facilities and Assets staff wash their hands with soap and water after completing a work order. If soap and water are not readily available, staff use an alcohol-based hand sanitizer.
- All high traffic surfaces in common areas, including handles, railings, buttons and tables at Stone Arch Village Senior, Central Square Terrace, Bennett Block, and Harper Acres are being cleaned three times a day. Once by our cleaning service and twice by F&A staff (please see attached list of F&A staff property assignments).

These protocols will remain in place until further notice.

Property	Staff		
CST	Brett	Patty	Anthony
SAS	Rob	Dave	
Mill	Josh		
105 Castle	Lenny		
Harper hallways	Scott	Chris	Mark
Bennett	Patty		
17-19 Roxbury	Paul		
Ashbrook laundry	Paul		

On Call	
3/16-3/23	Chris
3/23-3/30	Lenny
3/30-4/6	Scott

Keene Housing

INFORMATIONAL MEMORANDUM

To: Joshua Meehan, Executive Director
From: Amy Wright, Director of Administration AW
Subject: Remote Work for Office Staff
Date: March 24, 2020

This informational memorandum outlines the changes in office staff protocol in response to the recent guidance from the Centers for Disease Control and Prevention on the precautions the public should take in preventing further outbreak of the Coronavirus Disease 2019 (COVID-19).

Effective March 20, 2020, Administration, Finance, and Housing and Services staff will work remotely from their homes. Office staff who have access to Remote Workplace will have full access to their workstations from home. In addition, office staff will set up "Find Me, Follow Me" on their office phones which allows them to receive calls and voicemails remotely. All staff are expected to be accessible during regular business hours by phone and/or email. Periodically, staff may work briefly in satellite offices or in Central Office. At no time, however, will there be more than one person on a floor at Central Office or more than one person at a time in a satellite office.

During this time, all staff will record their hours worked and Keene Housing will supplement remaining hours so all staff will continue to receive their full regular pay.

These procedures will remain in place until April 3, 2020, at which time the management team will reassess what is in the best interest of staff, residents and the community.