

**DISTRICT OF COLUMBIA HOUSING AUTHORITY
BOARD OF COMMISSIONERS**

**DRAFT Meeting Minutes
Committee on Resident Services
Executive Director's Conference Room
Thursday, March 2, 2017**

(Full meeting minutes will be published once approved by Committee)

Commissioner Aquarius Vann-Ghasri, Chairman
Commissioner Kenneth Council
Commissioner Shelore Fisher
Commissioner Bill Slover
Commissioner Nakeisha Neal Jones

**COMMITTEE
COMMISSIONER
MEMBERS
PRESENT**

Commissioner Frank Lancaster

**COMMITTEE
COMMISSIONER
MEMBER ABSENT**

Chairman Vann-Ghasri opened the meeting at 12:09 pm and read the function of the Committee of Resident Services.

**BRIEFINGS: RESIDENT
SERVICES STRUCTURE
AND FUNDING**

Commissioner Slover stated that there were three inquiries the Committee made; the first an organizational chart for the Office of Resident Services, the second request was the budget for the Office of Resident Services and the third request was for a tracking tool to follow the flow of work of items coming out of the Committee meetings as a way of communicating to the full Board as well as to ensure that a status is provided for various topics. Director Todman explained how items are captured from the Committees using both the minutes and a master follow up list and said that she was open to suggestions for tracking follow up items. She also provided the Committee with a draft follow up chart. There was discussion regarding the follow up chart and Commissioner Slover added that he would like to see greater detail in the status column as a way of efficiently recording what the Committee is doing.

**COMMITTEE ON
RESIDENT SERVICES
POLICY UPDATES**

**COMMITTEE
TRACKING TOOLS**

The Office of Resident Services provided their Organizational chart to the Committee with an explanation of the positions and if there were any vacant positions. Director Todman provided the Committee with the budget for the Office of Resident Services and explained what specific line items represented and how the funds are used. She further explained that HUD does not fund resident services and fortunately DCHA is a Moving To Work Agency which allows HAP funding to be used for resident services. There was discussion regarding some HUD funding received for FSS Coordinators and discussion regarding resident participation funds and rules.

There was a request for DCHA subsidiary reports, specifically for CVI to be provided. Commissioner Slover referred to a document from 2008 he had with service providers that were on DCHA sites and stated that he would like to see a comparison performed with the current listing of services

providers to map growth. There was discussion regarding service providers that are no longer on properties due to lack of performance and service providers that have been successful for residents. Commissioner Neal Jones added that results and outcomes are important to track as well as supporting progress and sharing progress with the residents.

There was a discussion regarding the global RFP for services providers. A request was made to track the progress of the RFP process to understand the chronology. There was a request made for an updated version of an ORS analysis. The Committee discussed the difficulties some residents may face going to sites other than where they reside for services. Director Todman encouraged the Committee to look at the details provided in the monthly report to the Board on the activities of Resident Services.

There was a discussion regarding the resident retreat. Chairman Vann-Ghasri suggested doing a mock meeting at the retreat and reviewing *Roberts Rules of Order*. She also suggested having a panel of Resident Commissioners at the retreat. Chairman Vann-Ghasri requested a listing of all Resident Councils that are not in compliance or are not established before the retreat and asked that more outreach be done for the residents of Kelly Miller. ORS explained how they are serving Kelly Miller and there was a discussion regarding how Community Navigators are assigned.

- Commissioner Council asked why the Office of Resident Services does not employ DCHA residents as a means of connecting with the community in which they serve. It was stated that the Community Navigators are used at the sites to get the needs of the residents communicated to ORS. Residents in the past have volunteered in ORS, Chairman Vann-Ghasri being one of them. Commissioner Council also stated that his request for a specific Community Navigator still has not been addressed. Director Todman stated that there have been other requests from Resident Council Presidents requesting specific Community Navigators and advised that management needed to act cautiously about entertaining such requests given the potential for a conflict.
- Commissioner Vann-Ghasri requested that ORS look into the use of Ameri-Corp members. She also asked when the application process would open for CVI scholarships and the Do Your B.E.S.T. youth employment program. It was stated that the Do Your B.E.S.T. would start the application process at the end of April. Chairman Vann-Ghasri stated that she thought that DCHA staff should not be a part of the scholarship panel for the CVI scholarships. Director Todman indicated that she would check on our procurement responsibilities given the source of funding.
- Commissioner Slover requested the CVI report and stated that more effort should be made to raise revenue and there should be some strategy regarding that.
- Commissioner Neal Jones suggested there be a policy put in place

COMMISSIONERS' ISSUES

on how Community Navigators are assigned to properties to better assist in resolving issues surrounding a selection or a request for a Navigator.

**ANNOUNCEMENTS
AND ADJOURNMENT**

The meeting was adjourned at approximately 1:11 pm.

DRAFT