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THE DISTRICT OF COLUMBIA HOUSING AUTHORITY

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THE DISTRICT OF COLUMBIA HOUSING STABILIZATION
AND REFORM BOARD MEETING

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WEDNESDAY
MARCH 12, 2025

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The Board met via Videoconference, at
1:00 p.m. EDT, Melissa Lee, Vice Chair,
presiding.

COMMISSIONERS PRESENT:

MELISSA LEE, Vice Chair
DENISE BLACKSON, Commissioner

LEROY CLAY, Commissioner
JAMES A. DICKERSON, Commissioner
RONNIE HARRIS, Commissioner
KATRINA D. JONES, Commissioner
CHRISTOPHER MURPHY, Commissioner
THERESA SILLA, Commissioner

STAFF PRESENT:

KEITH PETTIGREW, Executive Director
NICOLE WICKLIFFE, Deputy Executive
Director
ALETHEA MCNAIR, Chief of Staff

COMMISSIONER(S) ABSENT:

ROSA BURBRIDGE, Commissioner
RAYMOND SKINNER, Board Chair
JENNIFER REED, Commissioner

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P-R-O-C-E-E-D-I-N-G-S

1:02 p.m.

VICE CHAIR LEE: Good afternoon. My name is Melissa Lee, vice chair of the DC HA Stabilization and Reform Board, I call this meeting to order. This is the regular monthly meeting of the District of Columbia Housing Authority being held today, March 12th, 2025. This meeting is being held via Zoom videoconferencing, and the Board is here in person.

The time is 1:02 p.m. I would now like to ask for a moment of silence and reflection on this historic date. Today's agenda is our regular agenda, we have invited members of the public to sign up to speak via our website, or those would just like to view the meeting can do so live via the DC HA website linked to Facebook live.

The Board of Commissioners welcomes constituent input on matters of public concern,

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and offers you today an opportunity to express your views during the public testimony portion of every meeting. However we require that members of the public who attend our meetings abide by certain rules of decorum to allow the Board to complete the business before it.

For this virtual meeting DC HA asks that you remain muted until you are instructed to speak. Members of the public cannot engage in any disruptive conduct, or allow threatening, or abusive language during the Board meetings. This includes loud outbursts, or shouting during times when you have not been invited to speak.

Anyone who violates these rules will be removed from the virtual meeting immediately. Serious or repeated violations of the rules may result in you being barred from speaking at future Board meetings. We appreciate your interest in the matter before us today, and thank you in advance for abiding by these rules of conduct. At this time I would ask for a roll

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call to determine a quorum.

MS. HARDEMAN-JONES: Denise Blackson?

COMMISSIONER BLACKSON: Present.

MS. HARDEMAN-JONES: Thank you. Rosa
Burbridge? Leroy Clay?

COMMISSIONER CLAY: Present.

MS. HARDEMAN-JONES: Thank you. Jim
Dickerson?

COMMISSIONER DICKERSON: Present.

MS. HARDEMAN-JONES: Thank you.
Ronnie Harris?

COMMISSIONER HARRIS: Present.

MS. HARDEMAN-JONES: Thank you.
Katrina Jones?

COMMISSIONER JONES: Present.

MS. HARDEMAN-JONES: Chris Murphy?

COMMISSIONER MURPHY: Present.

MS. HARDEMAN-JONES: Jennifer Reed?
Theresa Silla?

COMMISSIONER SILLA: Present.

MS. HARDEMAN-JONES: Raymond Skinner?

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And Vice Chair Melissa-Lee.

VICE CHAIR LEE: Present.

MS. HARDEMAN-JONES: You have a quorum.

VICE CHAIR LEE: I would like the commissioners to consider the minutes of the February 12th, 2025 Board meeting. Are there any comments or changes? Motions?

COMMISSIONER MURPHY: So moved.

COMMISSIONER JONES: Second.

VICE CHAIR LEE: All in favor please say yea, and opposed, nay.

(Chorus of aye.)

VICE CHAIR LEE: The minutes are approved. Next we'll have the executive director's report provided by our executive director Keith Pettigrew.

MR. PETTIGREW: Thank you, Vice Chair Lee. Wow, what a week to say the least, but things continue to push along. We've had an opportunity to sort of reflect on the past year in terms of

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staff and the work that we've done, and I must admit it's been quite a bit of work. I'll share the six month report with you guys, likely to spend the time reading.

But as you can see the staff is working extremely hard since we've gotten here in order to be able to sort of build that foundation for us to now take this to another level, and pivot a little bit in certain areas, and sort of tweak things in order to improve. So, hopefully over the next couple of months you're going to see performance improving, number one.

But also a couple a changes in how we deal with certain programmatic activities, including new staff members coming on board, just so you know. But with that, obviously the utility utilization rate for public housing is at 84 percent now, and we're looking to continue to increase that.

We did an inventory review at the end of the year, which brought it down a little bit

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because we had to link up the systems between PIK (phonetic) and the Yardi system. So, I know that that spurred some questions early on, but it was just a cleanup effort that we would normally do at the end of the year anyway.

Because HUD sometimes gets stuff wrong too and we wanted to make sure the systems were working, but we're back on the right track, feel good about where we are. We've been doing about maybe 20 to 15 lease-ups a week over the last couple weeks. If you notice, which you may take a look at the table of the leasing summary, our number of units went down from 79 to 77, and that was because of the RAD conversions for the Henson Ridge, as well as Arthur Capper.

So, it wasn't like the units just vanished, it's just a subsidy swap, so they come out of the ACC count. But other than that, I think --

COMMISSIONER MURPHY: Can I ask a question on that? Just want to make sure I --

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MR. PETTIGREW: Yes, sir.

COMMISSIONER MURPHY: So, those numbers then, are they reflected in the voucher chart under RAD? Is that where those units go?

MR. PETTIGREW: They should be.

COMMISSIONER MURPHY: Because I think that number did go up, and I assumed that was the case, but I just wanted to make sure.

MR. PETTIGREW: Correct, yes.

COMMISSIONER MURPHY: All right, thank you.

MR. PETTIGREW: In terms of the voucher program, we're at 90 percent utilization right now, and we're heading north. Continue to see quite a few people in the Chinatown office, the number dropped a little bit, but still the fact that we're making ourselves available. Also just so you all know, we do a monthly meeting with advocates to talk about concerns, and they bring specific individuals to us so that we can solve their problems.

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We do it once a month, and ironically we do it the day before the Board meeting to make sure that we try to get some problems out of the way. But more importantly, like I told some of the advocates yesterday, I said listen, we do it because the best thing I can do right now until we get better at being more effective and efficient is to make ourselves available to people so that we can help them as best we can.

I know that we get some concerns, and issues, and complaints about we're still not servicing everybody the way that we should, and we're going to improve, but we are servicing people, and I just want people to understand that. And if I could solve everybody's problems at one time, I really would, but we are working hard to get there.

One of the highlights is the apprenticeship program for this year started in February, so the cohort has 21 participants, which is a good thing. We hired all of the

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candidates from last year, last class, so it's a wonderful opportunity for our residents to become employed.

Also C3 Cares, I've got to highlight those guys because they did a youth hygiene huddle, and people understand about hygiene these days -- well, they understand about hygiene, but it's important to be able to help our young kids understand the importance of it, number one.

And in fact the C3 Care is branching out more not only with just the medical services they provide for our seniors, but also reaching the youth now. And then there was something I wanted to highlight. So, we created a police substation in Greenleaf because Chief Reese is looking at the numbers, and the crime rate, they agreed to work with MPD, and we created a substation there.

And it's allowed us to have better police presents, especially as it starts to get warm, because Greenleaf tends to have -- a lot of

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our properties have some activity, let me knock on wood here, I don't want to jinx anybody, but so Chief Reese is proud of that, and he wanted me to announce that, because that's the kind of guy that he is. With that, I know you guys may have some questions for us. So, yes.

COMMISSIONER SILLA: Lots of them, well actually not lots of them. First and foremost, great appreciation for the monthly report and the details. I noticed that we switched up how we're reporting out on voucher utilization, whether that's the federal vouchers or the local LRSP vouchers.

I appreciate the tables, the level of detail that you're providing for us, I love it.

Now --

MR. PETTIGREW: Well, let me just wipe my brow, you chewed me out a couple of months ago about that, you were like director I am not happy.

COMMISSIONER SILLA: Well, let me keep going --

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(Simultaneous speaking.)

COMMISSIONER SILLA: Yes, accolades first. Now, there are some critical pieces of data that you are providing on the HCVP side that I want to see on the LRSP side. And I'm walking through these so that we are all on the same page about them, okay? So, on the HCVP side, I love that you are accounting for rent reasonableness, and the impact of that on the voucher side of things.

So, I would like to see, because you are also doing rent reasonableness for the LRSP side as well, I want to make sure I'm understanding what rent reasonableness looks like on the LRSP side as well. So, I'm assuming that data that's provided under the federal program housing choice voucher for rent reasonableness is specific to the vouchers, right?

So, I want that same data for LRSP, because you're doing rent reasonableness for LRSP as well.

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MS. WICKLIFFE: So, just really quick, just to clarify, because I see rent reasonableness under the local stat.

COMMISSIONER SILLA: Do you?

MS. WICKLIFFE: On page 151.

COMMISSIONER SILLA: Then I must have missed that, I'm sorry, okay, my apologies about that. What I don't see that I see on the HCVP side is also related to the application for families exiting FRSP. So, you walk us through each of the application steps that you are responsible for, and you walk us through how many you are doing, and processing for those different steps week by week, so that we have a sense of what's happening for the month.

I think that's actually very critical for LRSP as well. We need to understand how those applications are being processed at D.C. Housing Authority, how many of them are getting to you, so that we can understand the rate at which they are moving through your process, and the piece

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that you are responsible for, does that make sense?

MR. PETTIGREW: Yes.

COMMISSIONER MURPHY: Theresa, can I ask, you're looking for -- I'm sorry, I'm on page 149, I'm at the top of that box, you're saying in addition to what's here you're asking for a few other pieces of information?

COMMISSIONER SILLA: No, I'm asking for this table to be replicated for local.

COMMISSIONER MURPHY: Got it.

COMMISSIONER SILLA: And I've said this several times, if nothing I'm consistent, I'm especially concerned about the DHS MOU, the 43 percent utilization on that front, I might be getting the numbers wrong, but I think they're actually up to 48 percent utilization. I want to understand from the D.C. Housing Authority side when are you receiving applications, how quickly are you processing them?

I like the chart that's on the HCVP

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side, and I'm assuming that replicating that is the easiest thing for y'all to do, if that's a fair assumption. And if it's not, if you want to visualize that data, or present that data, that's fine too, I'm open to that, but I would like to see the application data.

Now, the other piece that you are responsible for after you process the application is the RFTA processing pieces. So, I wanted that same level of detail for the LRSP applications as well. I think those are the two components that the housing authority is responsible for. I think if you all had an opportunity to my performance oversight hearing, Council Member Robert White was calling for a summit.

And my contention to him is the fact that we have processed families exiting FRSP with the kind of speed that we have ultimately, because it was a slow beginning, but we are rocking and rolling, you have knocked it out of the park at this point. And so I've told him, I

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don't think we need a summit.

We just need to focus in on the data points, make sure that DHS is responsible, and accounting for the steps that they're responsible for, and make sure you are accounting for the steps that you are responsible for, and processing the applications, and the RFTA package, as well as rent reasonableness.

Those are three areas that I think are most important for us to focus in on. So, I am requesting you give us the exact same data for LRSP as you are for HCVP.

MR. PETTIGREW: And one thing you should know, commissioner, so Nicole and I met with Acting Director Pierre and Jenna Cevalasco, we've met with them twice over the last month to talk about us meeting more to make sure that we're involved, particularly when I hear that people say that my staff are not holding up their end of the bargain, or doing what they're supposed to do in a timely manner.

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So, we're going to start meeting every two weeks to make sure that we're involved too, and clear up any bottlenecks that we have just so you know.

COMMISSIONER SILLA: I appreciate that. Right now it feels like there is a lot of finger pointing, it's not mine, it's the other agency, and vice versa. And so, I think it's very important to be clear about what the data says relative to the steps that you're responsible for.

MR. PETTIGREW: Sure, okay.

COMMISSIONER MURPHY: My turn. Can I just ask a couple of questions just about the FRSP transition program, and Anton, maybe these are best for you. But from what I'm seeing here, it seems like there's a lot of success here, so can I sort of tell you what I'm seeing, and you tell me if I'm reading it right?

What I'm seeing is 1095 applicants, sort of people who were in FRSP who needed to

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transition out, and we had -- can you remind me, was it 1200 vouchers?

MR. PETTIGREW: 1300.

COMMISSIONER MURPHY: 1300 that we dedicated for this, so already that's good news, we can meet everybody's need. Of those, I think this is saying that 911 of those applications were fully considered and approved, which I'm no mathematician, but that's a pretty high percentage, so that's impressive. And I can only imagine how much work went into that on your side, and on the DHS side, and on resident side.

And then starting to make real good progress with of those, I guess roughly 911 approved, 162 were actually leased up, and job done. 206 are in the process of leasing up, the bigger issue perhaps not a surprise, because it's consistent with how we see on the other side of the vouchers is the number of vouchers that are out there but have not yet identified a unit, and that's 664. Did I get that right, am I telling

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that story the right way?

MR. PETTIGREW: Right.

COMMISSIONER MURPHY: All right, that's great progress. Then, so I guess the follow up question, and this was the first time I noticed the Nan McKay wait list initiative, I think this is maybe good news. So, we've now opened up, we're now going back to the voucher waiting list? No, not yet, okay.

MR. PETTIGREW: Yeah.

COMMISSIONER MURPHY: Okay, that was the first ones that we had opened up before we did this. So, I guess the question then is when is the right time to consider whether we are ready to reopen the waiting list, or to -- yeah, to reopen the waiting list?

MR. PETTIGREW: You mean to do another from the waiting?

COMMISSIONER MURPHY: To do another pull, yes.

MR. PETTIGREW: Wow, so how do I

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explain it. So, it really depends on the lease up success rate, so we're constantly watching it. I tell Anton all the time, because you've got a lot of moving parts, you've got the vouchers, and then you've got your EOPs, people that come off the program, which we average about 55 a month, and then you have ports that port out.

And I was telling Anton, I was saying listen, you've really got to watch where we are monthly, because the balance is to try to end up at 100 percent by the end of the year, which we probably won't. But still, what you don't want to do is either under lease or over lease, and the ports are important because they tend to get absorbed every year at the end of the year by whoever the Housing Authority is where they are, because that increases their numbers.

And then you've got the EOPs, so the long and short answer is we probably won't know, I would probably say until maybe about May or June. And the other thing too, commissioner,

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we've got to figure out what HUD is going to do with funding. So, we've really got to be careful, I told him, I said keep your eye on this number moving.

So, we're probably not going to touch anything in terms of that other batch at least until May or June, once we figure out what HUD is going to do, number one, and making sure that we don't over lease, number two.

COMMISSIONER MURPHY: Yeah, that makes sense to me. And I think at one point I had seen that it was a pretty complicated model trying to figure out how do you stay within the right number. You probably understated how complicated that model is, so yeah, okay, that makes sense, I think that's a good decision, responsible decision. Okay, thank you.

MR. PETTIGREW: You're welcome.
Commissioner Lee, I'm good, if no more questions.

VICE CHAIR LEE: Okay. Any questions for our commissioners who are remote? Okay, then

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I think we'll transition to resident testimony and non-resident testimony. The comment period permits residents, housing choice --

COMMISSIONER DICKERSON: I'm sorry, can I ask a question? This is Jim Dickerson. Director Skinner and anybody else, I'm just curious as now we're struggling with a billion dollar hole in the District budget coming, I know I don't want you to get way into the weeds of that, but I just wonder what you see as the challenges that the Department is going to have as we go down the road here if the Senate holds up what the House has done?

MR. PETTIGREW: So, if the Senate holds up, you mean if the Senate approves it, or if they don't?

MS. WICKLIFFE: So, if the Senate happens to approve, we have no idea because we don't know if the cuts are going to affect us or not.

MS. GLASSMAN: Right, it would cut a

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billion dollars from the D.C. budget potentially, but we don't know how that will get implemented.

MR. PETTIGREW: Yeah.

VICE CHAIR LEE: Any other questions, comments? The comment period permits residents, housing choice voucher participants, and public witnesses who have signed up to present for the Board for three minutes. If you have both general comments and comments on the resolution, you will have three minutes to complete your full testimony. Then we will move to the non-resident public testimony. We are ready.

MS. HARDEMAN-JONES: So, first we're going to call on former Commissioner Kenneth Council.

MR. COUNCIL: Good afternoon, can you hear me everyone?

MS. HARDEMAN-JONES: We can, you have three minutes.

MR. COUNCIL: Good afternoon everyone, I wanted to speak on last week's oversight

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hearing. Everyone took an oath that they would tell the truth, but I find it not to be truthful. Director just said something about the vouchers, but right now as we're speaking factually, there is a problem over at Arthur Capper with their plumbing, and the seniors are asking to be removed in that area, and no one has helped them as of yet.

The oversight hearing of last week, I sat through the whole entire thing, and I heard everyone tell lies. I've never seen general counsel literally take over a meeting and speak on things, and when questions was asked specifically for their shop, they had not even the answer for it.

These are people's lives that you all are supposed to be helping, and it seems like the money again is not reaching the public as it should. Again, I'm hoping that you all would do the right thing, the honest thing, and there should be an audit done on the budget ASAP. Thank

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you.

MS. HARDEMAN-JONES: Thank you. Next we'll move on to Shonta' High.

MS. HIGH: Hello, can you hear me?

MS. HARDEMAN-JONES: We can, you have three minutes, Ms. High.

MS. HIGH: Okay, thank you. Sorry, I'm doing this from my phone, so please give me a moment to pull up my testimony. Palms 127:1, unless the Lord gives a house, its build is toil in vain. Unless the Lord watches over the city, the watchman keeps watch in vain. Good day to everyone, I am Ms. Shonta' High, for the people and two term president of the Council at Park Morton.

Like Candyman, if you speak my name, I shall appear. Although I haven't given testimony as of late, I've been watching and listening from the shadows, and Mr. Pettigrew spoke my name when speaking to Ms. Patricia Malloy. I'd like to address the fact that Mr.

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Pettigrew not only said to me and my equity team that you will keep the resident councils in place so that families who have been relocated will still have representation.

He has made this promise to other resident councils as well. We the people are tired of the rhetoric. We the people are tired of not being treated in the capacity that you yourselves wouldn't tolerate for you or your family. Stop fast talking and speaking jive out of the side of your neck because to me, right now, your word holds as much weight as a bucket of water with holes in it.

Lastly, DC HA needs (audio interference) any and all HCVP voucher residents who would like to own a home, especially including the handicapped, disabled, senior, and veteran community. Housing security starts with home ownership, and this is why the Park Morton equity plan was created, to support the people.

And as I close out, I want to make

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sure that you all understand that the fight does not stop because I have left Park Morton. The fight will continue until the day that all of my Park Morton residents return home, and those who want to own a home put their signed name on that dotted line. Thank you, I am Ms. High, president of the Council at Park Morton.

MS. HARDEMAN-JONES: Thank you. Next we have Sandra Banks. Sandra Banks? As a reminder, star six to unmute yourself once you're promoted. Moving forward, Margaret Morton? Margaret Morton?

MS. MORTON: Yes, can you hear me?

MS. HARDEMAN-JONES: We can, Ms. Morton, you have three minutes.

MS. MORTON: I'm sorry. Good afternoon everyone. My name is Margaret Morton, and I'm a former resident of Barry Farms. I have been denied the right to return, and I just think that it's so unfair how I've been treated through this whole process. It's been a long wait, I've

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been waiting almost eight years to return, I've been going to all the meetings, as many as I could go to.

And in the seven year process or eight year process if I missed four meetings that was it because I was worried trying to follow the process because I have heard what has happened to many. So, now I'm being denied the right to go back based on additional funds that I received from my job, the main thing is additional money because of COVID.

I recently, I was told that I could enter a grievance and appeal my lease like a month and a half ago by my property manager, Ms. Mack at James Creek. My granddaughter came home for spring break, because this was her first year of college, and we put it in, I added her to the lease and all of that. Three days later they called and said I can't add her to the lease.

And the reason I wanted to add her to the lease, because when she was currently staying

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with my daughter, the place has mold, it's mold infested, it's been all on the news and everything, and I have medical records saying that the mold gave her bronchitis. So, I was told with my granddaughter that I would be able to return, I would be able to live at the Ashburn (phonetic), that I would qualify then.

There's just been so much lies, and people passing the buck. I want to know what's going to happen to me. I deserve to live somewhere nice too, I've been waiting, I want to go back, I want to have somewhere nice to live, and this is so unfair, and it hurts me to my heart that when it was time for me to go home all doors are closing.

And now no matter where I turn the door is closing, so I don't have much understanding with how it is now that even when it comes to this eRAP stuff, they awarded me 8,500 something dollars. By the time I got that money, I had made arrangements myself and paid more than

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half of that, but they still took the whole 8000 something like I owed them all of it.

The rent ledgers are horrible. If you look at my rent ledger, it looks like I didn't live there for a whole year. I moved in 2017, there's no history at all for 2018, but I have rent receipts for all of 2018, it's horrible. I believe people are stealing, I believe that. And I'm 61, and I'm barely keeping up, so I know people older than me are getting taken advantage of.

And like somebody said before, human beings deserve to be treated fairly, and people, I want to go back home. That's what I was told, there was nothing -- all the documentation that I have, there's nothing that income was going to be a requirement for me to go back. That's not what --

MS. HARDEMAN-JONES: Ms. Morton, I'm so sorry --

MS. MORTON: I'm sorry.

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MS. HARDEMAN-JONES: No, no, we want to hear the rest of your story, we're going to have someone get back in contact with you, but thank you. I'm sorry.

MS. WICKLIFFE: Ms. Morton, staff has been trying to reach out to you on numerous occasions, Carmen Thomas. So, she sent you a couple of emails and voice mail messages in reference to this. I also personally reviewed your file, so not to go into anything personal, but the COVID funds are not in the income.

And just to clarify, you're not denied from going, you're allowed to go back into a non-subsidized unit, right now the income is just over income for subsidized. But again, Ms. Thomas has been trying to reach out to you on numerous occasions about adding your granddaughter. So, if you could please give her a call back, or email back, then we can hopefully get this remedied.

VICE CHAIR LEE: Thank you, Ms.

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Morton.

MS. HARDEMAN-JONES: Next we have Donna Townes. Donna Townes? I'm moving forward with non-resident testimony. Next we have Kelly Sweeney-McShane.

MS. SWEENEY-MCSHANE: Hello, can you hear me?

MS. HARDEMAN-JONES: We can, you have three minutes.

MS. SWEENEY-MCSHANE: Great, thank you. So, good afternoon, I'm Kelly Sweeney-McShane, and I'm the CEO of Community of Hope, which is a fully qualified community health center, and a provider of services for families and individuals across the homeless continuum. In 2024 we served almost 1600 unique households, including 339 families in market rate housing, and 296 families, and 122 individuals in permanent support housing, almost all who have housing at least through the D.C. Housing Authority.

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I have heard from clients, my staff, and other care providers, the process from match to lease up is confusing, has too many barriers, and takes too long, both for LRSP, and for the housing choice voucher program. The last number I've seen from October is that it's taking 380 days to get people leased up for LRSP.

When most of the meetings with providers in the Housing Authority, while there has been some progress, there do continue to be challenges, and I'd like to propose some solutions where we can all work together to have a more efficient process to serve the clients, and we need to be using resources that we have while they're available, and make sure we're being very efficient.

So, there are three different components that I would propose, and I think you've been hearing from other providers as well, with the goal of getting people leased up within 90 days of being matched to a voucher, whether

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it's federal or locally funded. So, first of all I'm really continuing to work on a sprint to review and approve all family applications for both LRSP and the housing choice vouchers.

My staff reported that we're seeing improvement in the application process of families in market rate housing, which may be a result of increased staffing. So, what can we learn from that process to speed up the LRSP process? And I believe the director just talked about that earlier in this meeting.

Secondly, with the help of an external facilitator, I think it would be very helpful for the Housing Authority, DHS, representatives from homeless services providers, and people with lived experience to have an in person in depth review of the process. It just feels like we keep getting stuck on multiple steps within the process, and how do we streamline it, and have the different perspectives?

I think it would be helpful to look at

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lessons learned from recent improvements, and have the right people in the room. I don't think this needs to be a big meeting, but having a smaller with alike voices and perspectives for perspectives on the work flows, and we'll share in just a minute one of the examples.

And then thirdly, just have leadership at the Housing Authority and DHS to follow up with recommendations, and have metrics to monitor. Everything from how many applications are pending, approving, withdrawn, or denied. And just note that we have found that applications can vary from 13 weeks to 14 months to get approved.

And that those are withdrawn sometimes, because we haven't met the ten day mark, that then clients have to restart all over again. One example of why I think this end process review is important is that documentation of lack of income for LRSP vouchers is a huge barrier.

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The Social Security Administration recently changed their process, so you have to wait ten days to get an in person appointment, and the online system is cumbersome. The Housing Authority only gives ten days to respond, and so the process just doesn't even work at this point. We've often gotten a notice from the Housing Authority it required documents after the due date, or within days of the due date.

Again, if the documents are not in time, it's withdrawn, and people have to start all over again. I believe DHS is taking on this process right now to verify non-receipt of child support, but it would be great, and go quicker if the Housing Authority could do this. And just with a note, my staff say this information is not required for the federal vouchers, so why is it required for the local vouchers?

MS. HARDEMAN-JONES: So, I'm sorry, Ms. McShane, your time has expired, but if you can go ahead, I believe we will have someone get

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back in contact with you regarding what you've presented today.

MS. SWEENEY-MCSHANE: Great, thank you.

MS. HARDEMAN-JONES: Thank you. Next we have Alondra Cain. Alondra Cain? So, I'm going to move forward. Next we have William Jordan.

MR. JORDAN: Good afternoon.

MS. HARDEMAN-JONES: Good afternoon, you have three minutes.

MR. JORDAN: On February 27th Council Member Nadeau issued a release concerning Park Morton NCI phase one project based in distortions and even outright lies. Her release continued a pattern of which officials happy talk while the lives of Park Morton residents are negatively impacted and harmed.

Lives which this Board and the agency are bound to protect. Council Member Nadeau claimed that the 142 building includes family

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supporting three bedroom units when the project does not include such units. As a substitute for the three bedroom units, the project includes studio units, which were not designed to support the needs of Park Morton families, a fact that the council member covered up in her release.

In her release, the council member spoke of providing tour of the units, something Park Morton residents have been denied by the housing authority and the developer. Indeed, instead of the typical process in which residents are able to tour a property, pick their top unit choices, residents are being denied this right.

Instead, the developer will pick the units for residents sight unseen until move in. The only truthful thing in the council member's release is that she admits that for her, this phase one project is a vanity project, and it's for her. The needs and rights of current and former Park Morton residents are secondary at best.

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It should also be noted that at this time, residents were told move in date for the project was August '24, sending residents into a stressful scramble for paperwork, only to be told never mind. And then later hurry up again for this end of March initiate move in. While Council Member Nadeau has the legal right to happy talk, this is a vanity project without regard to the actual promises made to Park Morton residents, this STAR Board has a different responsibility.

It has responsibility to fulfill Resolution 22-19, as well as to go and find Resolution 23-53, and bring it in line with 22-19. Now this Board has a choice to make, it's either going to face the problems head on, and honestly, or it's going to continue to be part of this political game that harms residents.

You have to make a choice, you cannot allow this process for one person, one agency to mislead residents, and this Board sit idly. Thank you.

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MS. HARDEMAN-JONES: Thank you, Mr. Jordan. Next we have Andy Wassenich.

MR. WASSENICH: Hi, can you hear me?

MS. HARDEMAN-JONES: We can hear you, you have three minutes, Mr. Wassenich.

MR. WASSENICH: Great, thank you. My name is Andy Wassenich, policy director at Miriam's Kitchen, the homeless service providers with the mission of ending chronic homelessness here in the District. Before I begin I would again like to express appreciation to Director Shaw, Deputy Director Alissa Jones, Hammere Gebreyes, and Alison Burdo and all of the leadership at DC HA who continue to be responsive and gracious in their communications.

At last week's oversight hearing in front of the Committee on Housing there was a lot of testimony, including my own, on the length of time it takes for voucher applications to be approved, and for folks with vouchers to get leased up. A lot of folks, including myself cited

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a 380 day time line from voucher match to lease up.

The same issue and number were brought up many times as well by me and others at the oversight hearing for DHS. And as I stated in my testimony before this Board last month, and at the DHS and DC HA oversight hearings last month, that number, and the problem in general does not just solely fall on DC HA.

It also falls on DHS, and it falls on the 23 permanent supported housing providers. This is why Williams Kitchen, Community of Hope, and several other provider agencies are urging DC HA and DHS to conduct a sprint as Ms. McShane said, to approve all pending applications. As of last week we understand there to be roughly 250 pending for more than 60 days.

And then also with the help of an external facilitator, appropriate local program staff from DC HA and DHS, along with representatives from the homeless service

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providers and people with lived experience conduct a two day in person in depth process review to identify ways to improve and streamline the process.

And then three, that leadership at DC HA and DHS commit to implementing recommendations from the process review, and to monitoring progress as a result of recommendations from the process review, including developing benchmarks and metrics to be reported on. At the past two DC HA oversight hearings, I centered my testimony around a Williams Kitchen client who as of the hearing in October had been waiting four months for a voucher extension.

The last time I think I touched about how it was another four months before that was resolved, and that it wasn't resolved at all until I had followed up on it just a few weeks ago despite being put in touch from DC HA by Council Member White's office in October. There was no movement, and in both instances the ball

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was in DC HA's court, and it got dropped.

Now, I'm just using this as an example, not to point fingers. Because I'm also perplexed on the DHS side as to why they aren't following up on cases that are so long delayed themselves. I know our DHS team was consistently asking for updates and not getting them, so how does it happen that there is no movement on a case for four months?

At a minimum we have communication issues, but again, I'm not here to point fingers, I'm here to call for solutions, and solutions that are not simply made unilaterally by DC HA or DHS, but that include the input of direct service providers and people with lived experience. And I appreciate that the folks at DC HA are working hard, and have hard jobs, I appreciate the communication that is happening at DHS.

But when it comes down to it, we're also trying to serve the folks who are most visibly homeless in our system, the folks living

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outside, and in our shelters, and I don't know that any of our jobs are harder than the daily realities that they face. Thanks very much for this time, and if you have any questions, I'll be happy to answer.

MS. HARDEMAN-JONES: Thank you. Next we have Daniel Del Pielago.

MR. DEL PIELAGO: Good afternoon. My name is Daniel Del Pielago, I work with Empower D.C., we work with public housing residents and voucher holders, people in the voucher process around the city. This afternoon I want to bring your attention, and we've heard this, and this is how the universe works, but we've heard quite a few issues related to the new communities initiative.

This past week, I received a message from one of our members who received a letter, they reside at Richardson Dwellings and they received a letter offering them a unit at the legacy -- let me get that name right, the Legacy

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at Temple Courts. And they weren't sure what this meant.

I looked at the letter, and it has somewhat of a cryptic line in there that says your right to return to your original NCI property once redeveloped will be satisfied. All of this is very confusing for folks. Ms. Morton testified a little bit earlier, she was promised from the very beginning you're going to come back to this wonderfully redeveloped property.

And I understand there may be some misunderstandings and some issues, but nonetheless, she was promised that she would be able to return, and things have changed, and that has stopped her and others from returning. So, I think it's time that something happens around the New Communities Initiative, at the very least an update on where we are, who is responsible for what.

Clarification on that, I know there is some confusion around, for example at Lincoln

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Heights, because there is some choice neighborhood stuff happening there as well. So, I think the tenants who were told some 20 years ago that their properties were going to redevelop, and that they were going to be able to come back are owed more than what is happening right now.

People need to know what is happening, have some real expectations of what will happen, and for those who were promised that they will come back, we need to make sure that they are able to come back, and figuring out a way to make that possible, because that was the promise. I think that was one of the tenants of the new community initiative. So, with that, I want to say thank you, and have a good day.

MS. HARDEMAN-JONES: Thank you. Vice Chair Lee, that concludes your resident and non-resident testimony.

VICE CHAIR LEE: Thank you. Next we will have committee reports. We can start on, if

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you want to start with operations, Commissioner Jones? Okay.

COMMISSIONER JONES: All right, so the Committee on Operations met on February 28th, and during that meeting we had a very good conversation about everything administrative with the Housing Authority, and it concluded with two resolutions being put forward. One, the first resolution is 25-05, which is to authorize the execution of contracts for management of the Capper Carrolsburg Parking Lot. And I believe it's Sheila that will talk about that one, and present it? Go ahead.

MS. SUMMERVILLE: Good morning commissioners, and staff.

COURT REPORTER: Is she able to come to the table?

MS. SUMMERVILLE: Sure. And it's afternoon, so correction, good afternoon commissioners and everyone. The purpose of this resolution is to authorize the execution of

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contracts for the management of the Capper Carrolsburg Parking Lot for a period of one year. The proposed gross rate is 1.3 million, the expenses totaling 514000 resulting in a net revenue of around 798000.

All of those net funds will go to DC HA, and I will turn it over to Sheila kind of to give us some context around the background.

MS. MILLER: As Gene just stated, the Capper Parking Lot has been in our portfolio for a while, and it's been operating without a property manager. So, last year we went about the process to solicit a property manager to oversee the parking lot. There's a lot of interest for use of the parking lot, but we don't have a manager, and so we're kind of managing it ourselves, so it just made sense to bring someone on board. So, Warren, anything to add?

MR. CAMPBELL: So, I guess just very briefly. So, we've got three lots, we have 110 spaces on Lot T, 110 spaces on Lot U, and then

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187 spaces on Lot W. And so this lot, if the operation on the other one is able to accommodate public parking for some sister agencies, but it's also able to service the businesses in that area.

And in addition there's also an agreement with the National Capital's baseball team to be able to use that game day.

COMMISSIONER JONES: Open the floor for questions.

VICE CHAIR LEE: Any commissioner questions for our remote commissioners?

COMMISSIONER CLAY: Have there been any other uses for the lot, or it's always been just used as parking, and are there any specific things that the revenue generated from the lots go towards, or does that just go broader to the agency itself?

MR. CAMPBELL: So, it's used just for parking, but eventually the spaces will be redeveloped for new house. So, right now this use is an interim use.

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COMMISSIONER CLAY: Okay.

MS. MUELLER: So, right now we've just kind of been building that in a separate bank account, whatever we get, and so we've got 4.6 million right now sitting there, that's just sitting there earning interest.

MS. GLASSMAN: It needs to be used for affordable housing purposes, it's not federally restricted in the same way that our public housing funds are, but we have to use it for agency mission purposes.

COMMISSIONER CLAY: Sure, okay.

COMMISSIONER SILLA: And I think in this time a source of income is always a good thing.

MS. GLASSMAN: Unfortunately, yes.

VICE CHAIR LEE: Is that it for operations?

COMMISSIONER JONES: That's that motion, we have another one.

COMMISSIONER MURPHY: You're right, we

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have another one.

VICE CHAIR LEE: We'll do the committee report out --

(Simultaneous speaking.)

COMMISSIONER SILLA: I think one point of feedback was that the updates were very robust, greatly appreciate the use of the template, the opportunity to provide feedback, and get additional information. I think the HR related tables were very interesting to review. Maybe this is a part of the story as well, but a lot of the vacancies are in the HCVP, or the voucher shop.

And so hopefully as we staff up, that will also ameliorate some of the negative complaints or the concerns that have been voiced both by me and the constituents. But the updates, thank you so much, they have improved greatly, they are very robust, exactly what we need for our committee.

VICE CHAIR LEE: I'll pivot to

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Commissioner Blackson, would you like to do a share out for resident services?

COMMISSIONER BLACKSON: Yes, thank you. Good afternoon everyone, my name is Denise Blackson, and I'm the chair of the Resident Services Committee. The committee first term meeting for this year will take place on March the 27th. That will include resident leaders on that actual committee meeting.

It's kind of focused around Resolution 25-07, residents are going either to learn about the upcoming ACOP (phonetic) plan and how come when we keep pulling on it, they might know when will the information come out, which is next year, sometime maybe early April will come out.

So, that's currently what my committee is focused on, and I started an initiative under the Resident Service Committee maybe about six months ago, and this committee has been focused on safety, as well as resident engagement. So, it's called Block by Block, I know you've heard

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me share about it in the past meetings that I have been able to attend.

So, I just wanted to let you know that it's well received, leaders are educated, and trained for this things they can take back to their community, and many of the leaders have taken some of those trainings back into their communities. Some of the members you have heard from have shared about the Block by Block in the Housing Committee meeting.

So, that's currently where we are, and again my name is Denise Blackson, I'm a very active commissioner, and I'm going to share my phone number, 2122500451. Feel free to reach out to me, or get my email off the website. Thank you.

VICE CHAIR LEE: Does anyone have any questions regarding resident services for Commissioner Blackson? Thank you Commissioner Blackson.

COMMISSIONER BLACKSON: Thank you.

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VICE CHAIR LEE: Commissioner Clay, finance annuity?

COMMISSIONER CLAY: Yes. So, we actually held our meeting yesterday, March the 11th, and we had one of the items that came up in discussion is a resolution that I guess we'll present later, but we'll talk about that later. Other than that we talked about some achievements of the Office of Financial Management during the report, as well as some upcoming things that we expect to happen this year as well.

As you all know, the director had laid out his plan, and so we went through the Office of Financial Management, some of the items related to the recovery plan for the Office of Financial Management, and some of the things that have been achieved thus far, including the fact that the FY '21 through FY '23 financial audits were completed.

There was a launch of an online system for vendor payments, financial training to

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enhance staff efficiency, so a number of achievements that took place in Q3, as well as some Q4 achievements. Finalized implementation of the improved payroll system, streamlined accounts payable, so a number of achievements that were brought out during the meeting.

We also spoke a little bit about the financial audit that was contracted by the OIG, that audit is nearing completion, so we're expecting to have a meeting with some of the members of the committee, and the auditors to hear about the report. What we understand thus far is that there were some things that were noted, some challenges noted in the report, but those are things that we kind of know.

The Office of Financial Management has been saying that they have stepped into a lot of issues, and have been working feverishly to address a lot of those issues. And so, we expect to see a number of those issues highlighted in this audit, but really our position is that we

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know we have issues, and we are working to clean those up.

And I think this audit will also help kind of direct our attention so that we know where some of these issues are, and we know where we may need to also look into having some contract resources also come in and help. So, those were the majority of the things that we discussed in the meeting, again, along with the contract that we'll be speaking about later.

VICE CHAIR LEE: Any questions for Commissioner Clay? Thank you.

COMMISSIONER BLACKSON: Thank you.

VICE CHAIR LEE: Commissioner Murphy, capital projects?

COMMISSIONER MURPHY: Capital projects. We will not have any resolutions to present this month, and so at our last meeting about two weeks ago we spent, and had been talking for some time about Greenleaf, which as folks know is a large project that we've been eager to

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move on for quite some time, predating pretty much everybody in this room.

And the project is a little bit stuck, the team is looking at really creative solutions, and I know is eager to speak soon, I think on the soon side with the resident council, and begin to update them, and get their feedback, and make sure that they're aligned, because I know that that's an important voice that we want to make sure that they are supportive of the direction we want to go.

But I think the idea is just to find a creative way in this challenging market to finally begin to make some progress there. So, hopefully we'll be coming with more information on that, and eventually a resolution on that in the months to come.

VICE CHAIR LEE: Any questions for Commissioner Murphy? Okay, thank you, that concludes the committee reports. Next we'll consider the resolutions. And so, our first

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Resolution 25-05, to authorize the execution of a contract for management of the Capper Carrolsburg Parking Lot.

We just heard the overview from the team, unless there are any additional questions or information needed, I think we can transition into a motion.

COMMISSIONER JONES: Motion.

COMMISSIONER MURPHY: Second.

VICE CHAIR LEE: Roll call?

MS. HARDEMAN-JONES: Sure.
Commissioner Denise Blackson?

COMMISSIONER BLACKSON: Yes.

MS. HARDEMAN-JONES: Commissioner
Chris Murphy?

COMMISSIONER MURPHY: Yes.

MS. HARDEMAN-JONES: Commissioner
Ronnie Harris?

COMMISSIONER HARRIS: Yes.

MS. HARDEMAN-JONES: Thank you.
Commissioner Katrina Jones?

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COMMISSIONER JONES: Yes.

MS. HARDEMAN-JONES: Commissioner
Theresa Silla?

COMMISSIONER SILLA: Yes.

MS. HARDEMAN-JONES: Commissioner Jim
Dickerson?

COMMISSIONER DICKERSON: Yes.

MS. HARDEMAN-JONES: Thank you. And
Vice Chair Lee?

VICE CHAIR LEE: Yes.

MS. HARDEMAN-JONES: The resolution is
approved.

VICE CHAIR LEE: Our next resolution
is 25-06 to authorize the execution of contracts
for DC HA financial audit for fiscal year 2024,
'25, and '26.

MS. MUELLER: Good afternoon,
commissioners, Heather Mueller, CFO. So, this
one is a little bit of a unique situation, we
actually took this to two committees, we took it
to operations, and the we took it to our Finance

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Committee, who has been working with me. And so, we put the solicitation in late last summer, we kind of held off on it a little bit until we got through this OIG audit.

And so, we have a draft in already to select our auditors, so we can move forward with our single audit phase of the audit that's required by HUD. And so, we had two respondents, who we selected this SBA company, and elected to do one year with two option years, and so we'll engage them for one year, see how it goes, and determine over the summer if we need to put this back out basically.

So, I'm happy to answer any questions, or Director Pettigrew, anything you want to add, anything else?

MR. PETTIGREW: Who, me? I'm good.

COMMISSIONER MURPHY: Heather, can I just -- sort of I think it just might be helpful to get a couple pieces of information on the record, because you can see people wondering

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about this. Because my understanding is this is the same firm that has done the OIG audit.

MS. MUELLER: Correct.

COMMISSIONER MURPHY: When we put the solicitation out, they applied like anybody else, right? I mean, there's nothing we can do to prevent them from applying. So, they applied, we only received two applications you said. Do you have any sense of why this one scored higher than the other?

MS. MUELLER: So, of course I didn't see the scores, I don't know if Gene did.

COMMISSIONER MURPHY: Yeah, maybe it would make more sense to Gene.

MS. SUMMERVILLE: So, we scored technical, and we also scored cost, and so their technical proposals were the highest, as well as the cost proposal scored the highest of the cost for points because of the dollar amount, and so that is what put them as the highest ranking for this.

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MS. MUELLER: And I'll just add too that they had actual single audit experience with other housing authorities. The other respondent only worked with one housing authority, and it was only for an HR benefits audit, so did not have the same audit experience.

COMMISSIONER MURPHY: Okay. I mean I think, is it fair to say that we were somewhat maybe surprised and disappointed that we didn't get more than two applicants? We would have preferred lots --

(Simultaneous speaking.)

MS. SUMMERVILLE: At least three.

COMMISSIONER MURPHY: Yeah.

MS. MUELLER: We were very disappointed.

COMMISSIONER MURPHY: Yeah, and that probably, I'm surmising that probably says something about the people having questions about the state of our turn around, which I think it's --

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VICE CHAIR LEE: Correct.

MS. SUMMERVILLE: And Commissioner Murphy, if I could add?

COMMISSIONER MURPHY: Yeah, please.

MS. SUMMERVILLE: So, we also do an outreach when receive such a small amount of proposals, we do an outreach just to inquire why, more of a survey type to understand why. So, we did reach out to other firms, and unfortunately no other firms --

COMMISSIONER MURPHY: They declined, okay. And a couple more questions. One, this firm didn't know -- this process has been kind of on hold, right? So, while the firm was finishing their OIG audits, just let's make it very clear, they didn't know where the process stood here, right?

MS. MUELLER: Correct, unless they're listening to this meeting they actually still don't know.

COMMISSIONER MURPHY: Right, so this

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would be the first time, yeah.

MS. SUMMERVILLE: We do not send out any notices to let them know who was awarded or anything.

COMMISSIONER MURPHY: Yeah.

COMMISSIONER CLAY: We wanted to give either the committees a chance to talk everything out, make sure you guys were comfortable with the decision.

COMMISSIONER MURPHY: Yeah, I think that's important to get on the record. And the other thing is, you've mentioned this before, but we have deadlines with HUD coming up, so this is something we don't really -- we need an outside auditor.

MS. MUELLER: So, the single audit is due to HUD by June 30th, so it must be approved by the Board in either May or June at the latest for us to submit to HUD by June 30th.

COMMISSIONER MURPHY: Okay, and this is a three year audit with a one year and a two

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year option, right?

MS. MUELLER: Correct.

COMMISSIONER MURPHY: So, if for some reason it didn't look like we were making progress we could, for any reason we could say we're going to rebid this.

MS. MUELLER: Correct, it would be at the summer, and we still have time to get someone in for next year if they respond.

COMMISSIONER MURPHY: All right.

COMMISSIONER SILLA: And I think despite how it looks it's actually a good thing that they supported us with, and they are so familiar with our work, and our books.

COMMISSIONER MURPHY: Because they're behind already because of the time.

COMMISSIONER SILLA: Yeah, we're behind already, yeah.

COMMISSIONER MURPHY: All right, thank you, that's all I have.

VICE CHAIR LEE: Are there any

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additional questions for Resolution 25-06? Okay,
I think we're ready for a motion.

COMMISSIONER JONES: Motion.

COMMISSIONER SILLA: Second.

VICE CHAIR LEE: Roll call?

MS. HARDEMAN-JONES: Sure.

Commissioner Jim Dickerson?

COMMISSIONER DICKERSON: Yes.

MS. HARDEMAN-JONES: Commissioner

Denise Blackson?

COMMISSIONER BLACKSON: Yes.

MS. HARDEMAN-JONES: Thank you.

Commissioner Theresa Silla?

COMMISSIONER SILLA: Yes.

MS. HARDEMAN-JONES: Thank you.

Commissioner Chris Murphy?

COMMISSIONER MURPHY: Yes.

MS. HARDEMAN-JONES: Thank you.

Commissioner Katrina Jones?

COMMISSIONER JONES: Yes.

MS. HARDEMAN-JONES: Thank you.

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Commissioner Ronnie Harris?

COMMISSIONER HARRIS: Yes.

MS. HARDEMAN-JONES: Thank you. And
Vice Chair Lee?

VICE CHAIR LEE: Yes.

MS. HARDEMAN-JONES: The resolution is
approved.

VICE CHAIR LEE: Okay, next we'll
consider Resolution 25-07 to authorize
publication of the eighth emergency proposed
regulations of the District of Columbia Housing
Authority's administrative plan.

MS. GLASSMAN: So, Amy Glassman,
general counsel. So, as folks know, we've been
in the process of revising both the ACOP for the
public housing program, as well as the
administrative plan for the voucher program.
During that time we've been extending the
existing regulations, the emergency, so the
current regulations are lasted to expire
tomorrow.

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So, we are looking to extend them one more time, I will say that -- and we are getting ready to issue both the proposed ACOP, and then the admin plan shortly. The ACOP should be published on Friday, and we've agreed, the advocates made a request that we stagger the issuance of these for public comments, and that they and others have adequate time to really review.

So, the updated admin plan would be scheduled to go in approximately a month so that we've staggered those periods. But this request to extend emergency regulations for the existing admin plan unchanged is being presented to the Board today. But the next time we come to the Board on the admin plan, it will be with the updated regulations.

VICE CHAIR LEE: Any questions for general counsel?

COMMISSIONER MURPHY: What's your degree of confidence?

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(Simultaneous speaking.)

MS. GLASSMAN: And I see Commissioner Silla's face, so I'll say --

COMMISSIONER SILLA: I wasn't going to jump on, I was going to jump on a different line of thinking.

MS. GLASSMAN: I mean we have been meeting very regularly for months on this, so it is --

COMMISSIONER MURPHY: At some point we were still waiting on HUD, at this point we can't wait anymore.

MS. GLASSMAN: Right, and then we made a decision a couple months ago, had basically said we're not going to be issuing you anymore comments, and so we said okay to the races, and so, we're going to go. So, no, it really is going to come out. We have -- it started out as 400 something pages, it's shorter now, maybe like 395.

But no, it is going to come out. I

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mean, I think one of the real challenges here is that to comply with D.C. regs and the HUD regs, it is going to be a bit of a process to -- when we issue the new admin plan, as well as the ACOP, because essentially with respect to both of them, we're going to put them out for a minimum of 30 days for what I'll call the HUD public comment period.

After that, after we review the comments and incorporate them as needed, we will come to the Board and ask for the Board to approve the new policy as emergency and proposed regs so that we can go ahead and start to implement it. That will start a new 30 day public comment period.

We will then consider those comments that are received, and then come back to the Board to ask them to approve the policy as final. And then we will be out of the emergency phase. I will confess, I don't know if this number is -- when we come back, if that's the ninth emergency,

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or if it's sufficiently changed, I don't know the answer, but it's going to be policy.

COMMISSIONER MURPHY: If there is a nine, if we have to renew these again it will be because we're just not quite to the finish line on the new ones, it won't be that we haven't started the regs.

MS. GLASSMAN: It's because we're in the public comment period, and frankly if we get a ton of comments, we need to be thoughtful about it, and consider them. And we've been --

COMMISSIONER MURPHY: And I mean I know you've been working with residents, you've been getting a lot of feedback.

MS. GLASSMAN: We've been working with the advocates monthly on this. There is going to be, as part of the roll out of the proposed ACOP, and as well as the admin plan, we will be meeting with the residents, we're going to look to get on the resident council meetings to really meet with every single resident council, we meet with the

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city wide, there's a public hearing, we're working on materials that will be not 399 pages, that are more comprehensible in terms of the key changes, that sort of thing.

So, there will be a lot of -- there will always be a lot of lively discussion, I'm sure, because there's a lot in both these documents.

COMMISSIONER MURPHY: Great.

COMMISSIONER SILLA: So, can I? Sorry, I'm chomping at the bit, my apologies. So, you already know that a homeless preference is really critical, and this is not just for the vouchers, but I would like to ensure that we have a conversation around a homeless preference for the public housing that's also -- the public housing wait list.

For homeless services right now the consolidated RFP is focused on preserving affordable housing because of the state of affordable housing in the District. That means

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that we are not going to be seeing a future pipeline of site based housing for people experiencing homelessness.

The District is pivoting to support D.C. Housing Authority, and to prioritize D.C. Housing Authority as part of the rental omnibus, the Rental Act. And so that means as the city is pivoting its development dollars, and really focusing on the D.C. Housing Authority portfolio, the opportunities for site based housing that's dedicated to homeless services is narrowing.

And so, this -- and then in terms of local vouchers and LRSP, future allocations of LRSP with the federal government threatening a one billion dollar cut, and our future for our budget is looking very tight, I don't know what that's going to look like for people experiencing homelessness.

So, I cannot emphasize enough that people who don't have housing are not going to have future options for dedicated housing

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resources. We really need to collaborate to think about what it means to have a homeless preference, including for public housing. Amy, I don't know what the legality around that is, whether there's a precedent for that, what kind of considerations are needed.

I'm pretty sure the residents for example have to be on board, and we have to engage them. So, I would like as part of thinking about homeless preference, understanding what it would take to ensure that we also have the homeless preference for public housing units, not just for the federal voucher wait list.

MS. GLASSMAN: I mean, do you want to talk about that now, or are we --

COMMISSIONER SILLA: I mean, if we can talk about it in committee, there is a way in which you can engage the homeless services continuum of care, the ICH as part of those conversations, so that you're not just meeting with the advocates that are coming to you, but

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you are also coming to our planning table, and talking to our community about that, I would greatly appreciate that.

VICE CHAIR LEE: Any additional commissioner questions, feedback? Okay, I think we can move to a motion.

COMMISSIONER JONES: So moved.

COMMISSIONER SILLA: Second.

VICE CHAIR LEE: Roll call?

MS. HARDEMAN-JONES: Sure.
Commissioner Ronnie Harris?

COMMISSIONER HARRIS: Yes.

MS. HARDEMAN-JONES: Commissioner
Denise Blackson?

COMMISSIONER BLACKSON: Yes.

MS. HARDEMAN-JONES: Commissioner Jim
Dickerson? Commissioner --

COMMISSIONER DICKERSON: Yes, I'm
sorry, I was muted.

MS. HARDEMAN-JONES: Not a problem.

COMMISSIONER DICKERSON: Usually you

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don't mute me.

MS. HARDEMAN-JONES: Commissioner
Katrina Jones?

COMMISSIONER JONES: Yes.

MS. HARDEMAN-JONES: Commissioner
Chris Murphy?

COMMISSIONER MURPHY: Yes.

MS. HARDEMAN-JONES: Commissioner
Theresa Silla?

COMMISSIONER SILLA: Yes.

MS. HARDEMAN-JONES: And Vice Chair
Lee?

VICE CHAIR LEE: Yes.

MS. HARDEMAN-JONES: The resolution is
approved.

VICE CHAIR LEE: Okay, I think we are
now ready for commissioner time, where the
commissioners will have the opportunity to
highlight thoughts and concerns. Do we want to
start with our commissioners who are remote?

COMMISSIONER DICKERSON: I would like

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to say on a very positive note here, I am over at the George Avenue area where Park Morton is, and it really looks good with the rebuild, the renovation, and I go by there almost every day, and I've been doing that for a long time. But I want to give everybody on the Housing Authority staff that's involved in it, and others, I'll be looking forward to a ribbon cutting soon, I guess, I don't know.

But it's really a big, big improvement, and it really looks great, it blends in right with the neighborhood, et cetera, and it's exciting to see that newness there. And I want to congratulate the staff, and the director, and everybody who worked on that, it's a very good thing, so thank you.

COMMISSIONER HARRIS: This is Commissioner Harris, I'm not sure, but I've recently been receiving phone calls from rapid rehousing recipients who have not received acceptance letters for the vouchers. They have

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gone through the process of an appeal, and there has been no communications sent.

Do we have a contact that will be able to be forwarded to them so that they can at least get some clarity on regards to if this appeal is going through, or they'll be considered for a voucher?

MR. SHAW: Commissioner Blackson?

MR. PETTIGREW: It's Harris.

MR. SHAW: I'm sorry, Commissioner Harris, Anton Shaw, I'll reach out to you after this and I'll give you the contact for those individuals.

COMMISSIONER HARRIS: Thank you, I appreciate it.

COMMISSIONER BLACKSON: This is -- were you done, Commissioner Harris?

COMMISSIONER HARRIS: Yes, ma'am, I'm done, thank you.

COMMISSIONER BLACKSON: This is Commissioner Blackson, I just wanted to send a

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shout out to Keith and his team for their support in our missions here, and being there for the residents to be able to answer questions that they are concerned about. And I also want to recognize our Office of Resident Services with Bashar, Tyler, and Mr. Harris for their support also for my initiative.

And special shout out to Mr. Anton Shaw, who I call almost every day with some concerns, and he is able to assist me.

MR. SHAW: Thank you very much.

COMMISSIONER BLACKSON: Mr. Shaw, I know you're one person, but I definitely appreciate your response in a timely manner, I appreciate that, thanks.

MR. SHAW: Thank you.

COMMISSIONER BLACKSON: You're welcome.

VICE CHAIR LEE: Okay, Commissioners here in the room, do you want to start on this side of the table? Commissioner Jones, do you

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have any feedback?

COMMISSIONER JONES: I don't have anything to say, no.

VICE CHAIR LEE: Commissioner Silla?

COMMISSIONER SILLA: First and foremost thank you to the ombudsperson, Wayne Waller. Thank you to Hammere Gebreyes for representing D.C. Housing Authority at yesterday's ICH Full Council Meeting. It was great to meet our ombudsman in person, and it was great to catch up with him, and to recognize that it worked very well to have both DHS and DC HA supporting clients, and able to answer questions in real time, and coordinate between one another to make sure that clients were taken care of.

I think seeing both DHS and D.C. Housing Authority in the same space, having consumers walk up who were confused about what part of the process that they were in, having Wayne Waller immediately be able to triage with the DHS team, and to resolve that in real time,

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I think maybe speaks to what some of what Kelly McShane, what Andy, and I'm going to butcher his last name because I'm so bad with names.

What to me Kelly and Andy are looking for a summit, when they are looking for representatives from providers from DHS, from D.C. Housing Authority to come together and think through the process is how do we build this connectivity that allows for answers in real time to clients' concerns.

And so, Chris, I know earlier you said when it came up, maybe this is something good to discuss in commissioner time, so I'm reflecting on the interaction, and how wonderful it was to have both D.C. Housing Authority and DHS there in real time to problem solve. Because clients don't necessarily know what part of the step they're in, and why something is stuck.

And it feels like our providers are also saying they don't know where something is stuck and why. And so, it feels like this is why

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people are calling for a summit, how can we better understand the process, how can we resolve some of the unnecessary and extra steps in the process?

COMMISSIONER MURPHY: Yeah, can I go out of turn?

VICE CHAIR LEE: Sure.

COMMISSIONER MURPHY: Yeah, I think a lot of us in this room have known Kelly for a long time, and she has been around the city, she's a reasonable voice, she's not someone who says irresponsible things, and so when she says those things, I'm thinking something seems a little off here. And I guess I just wonder -- I don't know what the answer is, I'm not trying to micro manage anybody.

But I guess I just would love your thoughts, Anton, Wayne, but I mean some kind of -- some way to identify some of these pain points that people are feeling that identifies -- I mean, she threw out some very specific ideas, I

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don't know the regs well enough to know when she says HUD requires it, but D.C. doesn't, why would we require it?

I think it's a fair question it also may be that we have one system for both that requires it, and so I mean I can see there being some issues that at least an explanation could address. But I guess, not meaning to put you on the spot, but I guess do you have any thoughts on ways that we could, whether it's getting ready a room, or some way to address some of that feedback? Because I think it's worth us hearing that, that's not somebody being melodramatic.

MR. PETTIGREW: So, after the oversight hearing, you're there for eight hours, you've got to listen, right? And I even said to Robert White, I said listen, I need you to do more outreach with the advocates directly, because they come to the hearing, and they deal with staff.

But sometimes it's good for me to hear

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what their concerns are, and what their ideas are, so that then we can incorporate it, and it will just trickle down. I mean, I know the staff works hard, and I've heard their version of it. And even when we met with acting Director Pierre the first time about a month ago.

She comes to us to say my understanding is that you guys are holding 600 applications over there. So, when we go back to our staff, it's like no, it's only 300, because the other 300 are incorrect, or incomplete, and they send them back.

COMMISSIONER MURPHY: And what would be great is everybody is in the room and having that conversation live, and then saying why does my system say 600, and your system says that's not the case, where are we going wrong?

MR. PETTIGREW: Yes, so that's the plan. The plan is that's what we're going to start meeting every two weeks, and we're going to deal with this at a high level, and make sure the staff

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understands that they need to be a part of this fix. Because you're right, at the end of the day we should be able to solve this, I mean to the point where people can truly understand it, and they don't.

And I'll take some of that blame, because I try to give the staff their room to grow, and develop, and figure it out. And we had a meeting when I first got here with some of the DHS staff, and I remember it clearly, and I did the opening, I talked about it, I heard the concerns, and I wanted them to get in the room, and all of them to figure it out.

And I thought this would work, but then as time goes on, I've got to tell you, the older I get, I remember my grandfather with all these sayings, he's like fatigue makes cowards of us all, and he's like so as I brought staff back, and the mad rush comes, I think people sometimes they revert back to bad habits.

And they stop doing certain things

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because they start getting overwhelmed, is what I sort of saw it as. But here we are now, and we're going to fix it.

COMMISSIONER MURPHY: I appreciate that, I also think there's just more banal explanations where people aren't empowered. When somebody says why do we do it that way? And somebody says because we do, right? And you kind of need somebody in the room to say do we have to? And the answer may be yes, but the answer may be no.

MR. PETTIGREW: Let me tell you, I hate it, I told staff when I first got here, don't tell me that you're doing something because you've always been doing it that way, I hate that answer.

COMMISSIONER JONES: So, I was going to save this until after the meeting, but I think what I heard from Kelly and from Andy is the need really for a facilitator to lean six sigma the whole process.

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COMMISSIONER MURPHY: Yes.

COMMISSIONER JONES: So that everybody walks away with doing exactly what they need to do, and only what they need to do to make it more efficient and effective. So, before you guys go and have this big summit, I think you really need to make sure that you have a facilitator there that will be able to weed out some of those unnecessary steps so that when you walk away everybody knows this is what you're going to do, and this is what you're going to do.

And this is how we will get it done in 3 steps opposed to 20 steps, and that's just my recommendation.

COMMISSIONER MURPHY: And you mentioned data, I think it would -- sometimes we have in our heads why things are the way they are until we get data, I mean it turns out that they're not often the way they are, right? So, I just think if we had more data around time lines, and I don't know how good our systems are,

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but if we can actually be spitting out -- conventional wisdom is this, but that's not what our data says, right? For good or for bad.

MS. WICKLIFFE: I'll just add as the director said, we've been meeting with DHS, and the team also meets with them more frequent than I. So our last meeting is we're information sharing to get the data from beginning to end, so where is the breakdown, how much average days here, there, then we'll show is it our side, is it their side, wherever, and then we'll work closely.

But also getting in the room exactly as you said, I heard someone talk about the income verification. Federal actually does require income verification for child support, but maybe it's not to the magnitude that we're asking on the local side. So, we need to look at that, and maybe if it's a notarized paper, we need to get rid of it.

So, we'll look at that, but it does

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ask for verification of income of that as well. But hopefully working with Jenna and our director, Pierre, soon we should be able to have that time line of average days down from beginning to end. Because right now their system has one thing, our system has what we do, they have what we do, and then we can dismantle.

COMMISSIONER MURPHY: Maybe next meeting can you guys just sort of give us a short we've been meeting, here's how it went, here's where we'll still going. I'm not saying we have to solve it in a month, but just some kind of update on where that's going.

COMMISSIONER SILLA: For our committee, I really would appreciate your data on just like the requested, everything that you're already providing for HCVP that we can and should be looking at for LRSP I think is a good start. Another piece that's really important to understand is your process steps, right?

Because then we also know whether

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we're looking at the right metrics or not. Because if we don't have metrics for all the process steps, that tells there's gaps in our data, and there's potentially places where there are delays that we're not aware of.

MS. WICKLIFFE: Yeah, and we have flow charts, we'll have Hammere provide you the flow charts, because we do have that.

COMMISSIONER JONES: I would rather see this thing worked out, mapped out, and then see that process opposed to seeing all the steps that you are doing now, because I don't think all of them may be necessary. So, that's why I really encourage you guys to think about having somebody to come in and look at that whole process, and figure out what you really need to do.

Lean six sigma that process, and then you go walk away with these other major steps that we need to do, this is all we need to do, and this is what we should be doing, opposed to everything.

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VICE CHAIR LEE: Commissioner Clay?

COMMISSIONER CLAY: The only thing I was going to bring up, Director Pettigrew mentioned it, and I said awesome when he said it, but I do want to just stress again, I really do think it's great to hear when everyone from the apprentice program is actually hired, and placed at a job. I think it's great when you have these training programs.

I think it's even better when these training programs can actually translate into employment, so I really do want to commend you on that. I think that's something that should be pointed out, and really recognized, so congratulations on that, absolutely.

MR. PETTIGREW: They're happy too. I can come in there and say you all got jobs, it's like yeah, the room erupted.

COMMISSIONER CLAY: That's awesome, congratulations on that.

VICE CHAIR LEE: Director, thank you

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to you and your team. There are so many different moving pieces, so many different activities that you all are working on, and I just want to commend you for moving the ball forward on the things that you are, and continuing to work on the things that still require a lot of work.

It's not easy work, it's fatiguing, I think just to piggy back on I think what you were alluding to, Keith, Director Pettigrew, when you're doing so much all at the same time, just an acknowledgment of how fatiguing the burn out. We're all humans, we need sleep, we need water, we need food, we need rest.

And so, I just want to acknowledge, and just say thank you to you and the entire staff here at the agency. It's not easy work, and again it's burn out level work. So, thank you for what you do. And I also want to piggy back off of Commissioner Jones' recommendation for six sigma.

I think sometimes what happens, you do a summit or some activity, and people struggle

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with execution. And I think that the process could benefit from a facilitator identifying what the steps are, and who the owners are, the roles and responsibilities. Because or else it's just another thing on that list of all the things you have to do dealing with burnout and fatigue.

It's an important thing that needs to be done, along with the two million other important things that need to be done. So, I just want to acknowledge those two things.

MR. PETTIGREW: Thank you. And just for the record, my staff don't sleep, because I'm calling them in the middle of the night. I'll text, call, and email.

(Simultaneous speaking.)

MR. PETTIGREW: Thank you.

VICE CHAIR LEE: Any other comments, questions, feedback before we move into adjournment? Okay. The next Board of Commissioners meeting will be held Wednesday, April 9th, 2025 at 1:00 p.m. via Zoom.

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Information regarding the viewing, or participating in the meeting live can be found at www.dchousing.org. And this meeting is adjourned.

(Whereupon, the above-entitled matter went off the record at 2:31 p.m.)