



PHA Operatings Report to the Board

From the Executive Director's Office

Executive Director Jon Gutzmann

Dear Board members,

We are sending you this report to keep you informed of the efforts that PHA staff have put in place in light of COVID-19.

We have taken the following actions:

- 3/10/20 – Published the first PHA statement;
- 3/11/20 – Directed HR department to order hand sanitizer wall station dispensers; Maintenance staff assisted with site distribution;
- 3/11/20 – RI staff posted Coronavirus posters at W.A. Boss Building and PHA sites;
- 3/12/20 – Maintenance staff ordered 10,000 bars of anti-bacterial soap;
- 3/12-13/20- PHA staff distributed care packages to all hi-rise residents. Care package include three bars of soap and two-sided flyer on COVID-19;
- 3/16/20 – Published PHA COVID-19 Action Plan
- 3/18-20 – Translated in 4 different languages; posted notice for door entry - “Do not enter if you are sick or have flu-like symptoms, call our office”;
- 3/20/20 – Published PHA COVID-19 Action Plan 2.0
- 3/26/20 – Published PHA “Essential” Travel letter; sent to all employees.

Aside from these actions, the following is a summary from each department highlighting what staff are doing to keep our residents safe while continuing to provide affordable and quality housing.

I am following Governor Walz's order and am practicing social distancing by working from home. I am in contact with my direct reports daily either by phone call, email or conference calls. I am proud of what our team is doing each and every day. Thanks to the PHA staff for their continued outstanding performance and dedication especially during this critical time.

Whether working from home or on-site, all PHA staff are performing critical and essential duties for our clients. We will continue to pay all staff during this global health crisis. Leave usage will be voluntary and employee-driven. We are a PHA family and will get through this crisis together.

Jon Gutzmann 4/2/20



Leadership team meeting on COVID-19. 3/16/20. Photo taken before social distancing orders issued. Left to right: Corina Serrano, Jon Gutzmann, Louise Seeba, Meghan Kisch, Kim Nguyen.

Deputy Executive Director/General Counsel's Report

Louise Seeba

Deputy Executive Director/General Counsel Louise Seeba started coordinating a 30 minute phone conference with Department Directors to discuss what they are expecting of other departments, and what they can offer to other departments during this pandemic.

The first call was done on Monday, March 30 and it seemed to work very well. The discussion was focused on Covid related operations topics only. Louise has scheduled another meeting for next week. She will provide an update to Jon following each conference call.

Policy update:

- AI is working on new monthly report formats.

IT update:

- All IT staff are working from home, and the team is rotating the responsibility of covering on-site visits as necessary.
- Everyone who has requested a computer to work remotely has been given a computer.
- Phone system rollovers/roll forwards functioning as expected
- Network is working, we are nowhere near bandwidth capacity
- Remote connection glitches have been worked out and people are able to access their work computers from home
- Security cameras working well; Cell phones working well

Accounting update:

- Staff have been working through processes to establish working from home routines. This is generally going well. Staff are attempting to minimize time spent at the CAO even further (hopefully less than two hours a day). If possible, staff will try and skip some days completely.
- Finance Director is working with the City in preparation of the Rent Supplement program beginning April 1st. Drawdowns for supplement funds will happen shortly after supplement payments to participants. The PHA will submit invoices after the end of each month for the administrative overhead costs. First draw anticipated next week.
- Finance Director is working on the FY20 audit amendment with Kim Schult at Baker Tilly, updating new rates and time frames, and adding components for GASB 84, Fiduciary Activities and GASB 87, Leases. GASB 84 may add a component for pension fund reporting. GASB 87 will add components for all equipment and service leases for the PHA, for both revenue and expenditures (doesn't include RAD PBRA, LIPH or HCV tenant leases, but will include CAO leases).
- Finance Director is going to set up time slots in Neogov.com to allow self-scheduling of interviews for six general ledger coordinator applicants. Ron, Louise and Brent feller will be conducting phone conference interviews.
- Finance Director routed a Recommendation to Hire memo today for the Capital Asset Coordinator position.
- The charging of late service fees for non-payment or late-payment of tenant rent has been delayed until further notice.
- Most Accounting staff are beginning to work on month-end and year-end reconciliations. There are still pieces to sort out from both software and RAD conversions.

Legal highlights:

- 1) As you are well aware Legal is working on numerous **COVID-19** issues including closely working with HR and Executive on employee issues and messaging (e.g., Action Plan, employee travel letter). We are also working with RS, Rental, and Section 8 to deal with issues that have come up as a result of COVID-19. These include things like revising notices, adopting new temporary policies for things like lease signings and applicant intake appointments, and developing other temporary procedures for remote interaction (consistent with the Action Plan). One of the latest issues we've worked on involves allowing new applicants to defer their unit review/new lease signing if they have concerns about COVID-19 without losing their place on the waitlist (basically letting them hold their place on the waitlist until the emergency subsidies). We are advising maintenance on contract issues that have arisen as a result of COVID-19. E.g. The Governor's Order allows construction projects to continue to the extent that contractors are able. We are working with Finance Director on evaluating our leases for commercial tenants at the CAO to determine how our building shutdown impacts other contractual rights, including rent payments and early termination.
- 2) The PHA held its first ever **Board meeting via conference call**. The legal team and IT worked together to get out legal notice and get all of the Commissioners connected. If

the Board chooses to use video conferencing in the future, Legal is working to ensure that ADA requirements for broadcast are met- including Closed Captioning.

- 3) **Tenant Protection Ordinance** – We are working through current draft language and keeping in contact with City Attorney colleagues regarding ongoing developments. It appears the overall process for reviewing, amending, and ultimately approving this ordinance will no doubt be delayed by the current situation with COVID-19.
- 4) Section 8 Items – Sean is working heavily with the Section 8 staff to keep things moving somewhat normally during the HCV Director’s paternity leave. There has been a huge uptick in the amount of Section 8 work that has come to Legal since then and it has given us all a profound appreciation for how much frontline work and filtering he does normally.
- 5) Year End Reporting – As we reach the end of FY20 next week, we will be populating the Legal Annual Report that we will be presenting the Board later in the summer.

Section 8 Housing Choice Voucher (HCV) Program

HCV Director Dominic Mitchell

Corina Serrano - Assistant Section 8 Programs Manager

Below is a brief summary of changes we have implemented due to COVID-19.

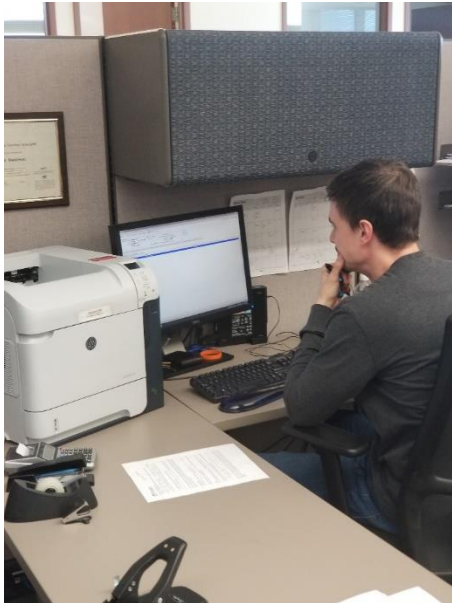
- We have limited staff on the floor to 1/3 of normal staffing levels at any one time.
 - Set up rotating schedule for next two weeks (drafted taking cubicle assignment into consideration to promote social distancing).
 - Staff are welcome to work non-traditional schedules (early morning, late nights, weekends) but are still limited to no more than 7-8 on the floor at one time.
 - Inspectors are testing virtual inspections, only one inspector per day in the field (limit contact and limit safety supplies (PPE) used daily).
 - One inspector in the office assisting working at home when needing things from office scanned/emailed to them
 - When not in office, staff are working at home
 - We have been using the UC client (instant messaging) and that has been helpful for quick responses/check ins
- Working with staff to increase efficiencies in daily work (relaxing internal policies/procedures)
- Still doing waitlist pull of 100
 - Offering applicants to defer for one month if they prefer.

- Weekly conference calls with staff to touch base and evaluate what is working and what isn't.
- Drafting waiver to HUD request to expand biennial and deferment eligibility.

Some staff are taking very well to working at home, others are having a hard time adjusting to change in general but hoping as the next few days play out, we will have some lessons learned that can help them. We have been encouraging them to do what they can and to keep communication with us constant so we can make adjustments as needed/possible. Staff are already missing each other but understand the necessity of limiting people in the office.

Overall I think it is going well given the circumstances and we were fortunate to have a lot of staff with home computers. IT has been great (and fast) with making sure our staff have been set up and prepped for remote access! The other supervisors have been very helpful in brainstorming ideas and Dominic has also made himself available so we can bounce ideas off him and get suggestions.

Thank you for all your support!



Above: Section 8 HCV staff Adam Swenson



Above: Section 8 HCV Assistant Manager Tony Olson

Maintenance Department

Maintenance Director Tim Angaran

- COVID-19 Activities: Maintenance staff continue to focus on additional cleaning measures in the hi-rises. Several maintenance staff from the family areas are assisting their hi-rise colleagues as well. We continue to have our normal absences for non-COVID illness and vacations. One person remains in self-quarantine due to a family member that was near another person who was showing symptoms. This person may return 4/1 if continues to remain symptom free. A few staff are choosing to stay home during the shelter-in-place order, some to care for their young children or parents living in their home. At this moment our projected vacancies appear to be lower, so the current staff absences are manageable. Staff are also utilizing the hi-rise community room closures to strip and wax the community room floors. See attached photo from Dunedin. Maintenance staff also spent time yesterday and today assisting with the delivery of pre-packaged meals to residents. This is a welcome distraction from the constant cleaning. At this moment we have a backlog of 223 non-emergency work orders. Per our COVID-19 plan these non-emergency work orders have been postponed. And, resident calls for non-emergency work orders have decreased. I believe this is a result of our residents making their own choice to reduce visits by guests and PHA staff into their home. The search and acquisition of PPE materials remains a high priority for our staff. Hand sanitizer is unavailable and therefore more hand washing is encouraged. Anti-bacterial disposable wipes are difficult to find and their prices have increased dramatically. We are using disinfectant cleaning solutions with towels or rags. We expect to receive a large shipment of nitrile disposable gloves either today or early next week. Nitrile gloves are increasing in price as well. We may have to transition to latex gloves in the future. We have also issued kitchen gloves that can be sanitized and dried for repeated use. We have approximately 29 cases of 20ct masks and continue to search for more. Additional safety glasses are on order. We have shoe covers. We have been able to acquire some quantities of toilet paper and paper towels. All of our material quantities continue to ebb and flow with distribution and use. Maintenance Managers, Supervisors and Maintenance Contracts staff have remote computer access, are setting up the ZOOM Mobile app on their PHA cell phones and spending less time in the office by doing more inspections, checking on field staff and working remotely on documentation. Staff are staggering their time in the office. More updates below regarding construction work that continues at PHA properties. We are finding less attendance at pre-bid meetings. Pre-bid meetings are not mandatory, so staff are assisting bidders/proposers remotely to answer their questions or provide individual site meetings while practicing social distancing.
- Mt. Airy Homes Modernization, Phase 5: Construction work continues. During the upcoming shelter-in-place order the majority of the work will be performed on the exteriors of the building. The contractor is finishing a few window installations today and have one window to install on Monday. Very little or no indoor work for the next

two weeks. We are finding a considerable amount of rot on the north facing ends of the first few buildings under construction. See attached progress photos.

- Elevator Modernizations: One elevator at Dunedin Hi-Rise has been completed and returned to public use. Protective blankets have been hung. See attached photo. All other work is proceeding well and one elevator will soon be completed at Neill Hi-Rise. The scheduled elevator shut-down at Central Hi-Rise to replace the transfer switch was completed without issue.
- Roof Replacement at Central Hi-Rise: Today the roofing contractor is preparing the site for a crane to arrive on Monday that will lift materials to the roof. The roof replacement will take approximately three weeks to complete, weather permitting. For this project the City of Saint Paul enforced a State requirement to install tie-backs at the roof for any future swing stage equipment. The City held the contractor's permit until we agreed to do the work. A change order was issued in an amount of \$20K for this additional work. No similar requirement enforced yet for the roofing work at Exchange.
- Roof Replacement at Exchange Hi-Rise: This work has been delayed due to a restriction placed upon AT&T by MN State Patrol prohibiting shut-down of this cellular site for their transition from the outdoor equipment to their new equipment inside Exchange Hi-Rise. AT&T is preparing a work-around.
- CAO: Interior painting has been completed. Woodwork repairs have been completed but not to the full extent we hoped for. The previous contractor who performed these repairs, at a very low hourly rate, passed away a few months ago. The new contractor is good and much more costly.
- Cleveland Hi-Rise Elevator Modernization: Bid documents have been issued to retain a consultant to design this elevator modernization. Proposals are due 4/9. The elevator construction work is funded by FHLBDM.
- Seal Hi-Rise Nurse-call Equipment Expansion: This work has been completed and tested with the exception of one apartment as per tenant request not to enter due to earlier COVID-19 concerns. We will return to complete this one apartment at a later date.
- Semi-annual Life Safety Equipment Inspections: These inspections were delayed earlier by two weeks. We will continue to monitor the need for any additional delays.
- Service Contracts: We have received assurances of continued service through the shelter-in-place order from our prime building maintenance service contractors. This year, several contracts for services will be issued for bid. Many of these services for electrical, plumbing, etc., will need to be issued for our RAD portfolio and separately for our PIH portfolio due to required changes in the HUD general conditions between the two portfolio types.

Mt. Airy Homes Modernization, Phase 5: Construction work continues





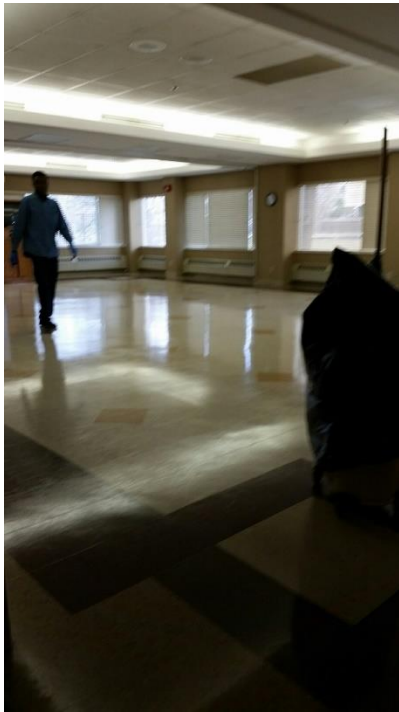
Mt. Airy exterior



Dunedin elevator



Maintenance staff working on site.



Maintenance staff utilizing the hi-rise community room closures to strip and wax the community room floors. Staff are also wiping down surfaces.



Maintenance staff wiping down chairs in a hi-rise community room.

Resident Services Department

Resident Services Director Kim Nguyen

Management Sites:

Resident Services Management staff has been informed that their priorities at this time are the following:

- Interims for rent decreases
- Health & Safety inspections
- Lease signings - using our modified plan (let me know if you would like more details on our modified plan)
- Entering emergency work orders

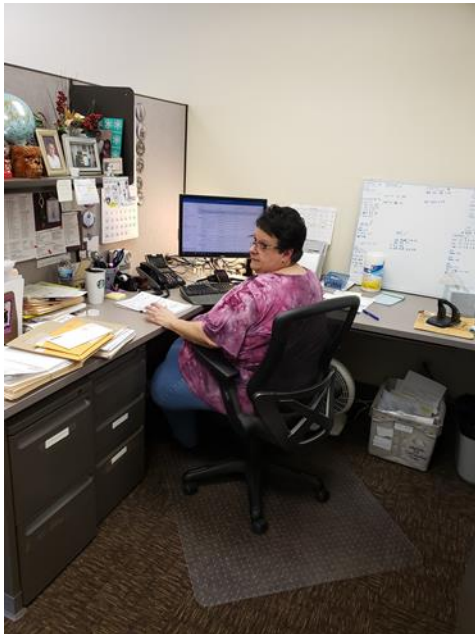
At each management site we have someone answering the phones. In the event that staff is out, IT is able to transfer calls to other management site(s).

At this time, about 70% of RS Management staff are working from home (Housing Managers, Asst. Managers and HSC's). Staff working from home are still coming in for the essential duties listed above. The only group that we have determine cannot fulfill their job duties from home are the Re-Exam Tech's and AST's.

- Scattered Sites – all staff working onsite.
- Valley Re-Exam – everyone except one Re-exam Technician have been present and working onsite.
- Roosevelt Homes – One Asst. Housing Manager is the only staff working onsite; all other Asst. Managers and HSC are working from home. Housing Manager works from home 2 days a week. AST's are onsite.
- McDonough – AST's are taking Mondays off due to COVID-19 childcare issues. All Asst. Managers and HSC are working from home. Housing Manager works onsite on Thursdays and Fridays.
- Mt. Airy – Housing Manager is working onsite three days a week. Two Asst. Managers and HSC are working from home. One Asst. Manager is using leave time indefinitely. AST's are onsite.
- Dunedin – Asst. Managers and HSC working from home. AST working from home (due to quarantine).
- Hi-Rise Management – Two ASTs working onsite; one in quarantine. Five Asst. Managers and two HSC's are working onsite to work. Five Asst. Managers and three HSC's are working from home. One Asst. Manager on FMLA (not related to COVID-19). One Housing Manager is working onsite and from home; One Housing Manager is working onsite.



Scattered site management team.



Hi-Rise AST – Chris Avalos.



Hi-Rise AST – Sotta Sem.

CHSP:

- PSA's and on-call temps are reporting into work to provide the essential services at all four CHSP sites daily.
- Program Manager and Coordinators are working partially from home and some onsite office hours.

- Program Manager and Coordinators are continuing to rotate on call weekend coverage to provide support/backup to PSAs.
- Some staff are choosing to leave early after essential tasks are completed and using leave time. Nonessential tasks are being offered if they would like to stay onsite.

Priorities:

- Deliver CHSP meals to client's apartments (9 meals are being delivered for the entire week). This is the same number of meals normally provided. The meals are being delivered twice a week instead of daily.
- CHSP staff have helped Presbyterian Homes deliver their lunch program meals to both CHSP and non-CHSP clients for the past two weeks. RI and Maintenance staff have also assisted with this.
- Daily wellness checks are completed by phone. Full wellness checks procedures are done (by entering the apartment) if we are unable to connect with the client by phone.
- Essential housekeeping services are done only if requested: trash, sanitize kitchen, sanitize bathroom, dishes, laundry.
- Staff are observing units regularly when doing wellness checks/delivering food to visibly assess health and safety conditions of unit.

Rental Office:

There are 3-4 staff in the Rental Office at a given time; as well as a rotating supervisor.

Priorities:

- Manage wait list
- Approve/deny applications
- Assign unit

Rental office highlight:

I was just reviewing the Vacant Unit Report, and I wanted to flag some good news—our current units that are vacant and not leased is at 70. This may not sound great if compared to how we counted vacancies in the past, but looking at past reports and using the new vacancy calculations, this would actually be very close to our historic norms for units actually vacant on a given date. So in other words, we have a pretty normal level of vacancies right now after catching up from the lease-signing hiatus we took from November-January, which I thought was helpful to know in light of all the uncertainty and delays surrounding our current vacancies.

Best,
Lisa Feidler

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Vacant Unit Report
Report Date: 03/30/2020

Vacate Date	Unit Number	Address	Bed	Activity Type	Activity Date	Current Offer Name	Last Offer Date	Status	Vacancy Days
Totals:		Total Vacant: 111		Total Offered:		73		Total Accepted: 57	
		Leased Vacancy: 41							

Note from Resident

Thank you to PHA Maintenance c/o Samuel Draper

For me, today is Day 15 of self - imposed, precautionary self sheltering at home, not sick, but in multiple high risk groups.

True, the main reason I've only gone outdoors once during that time, and relied on delivery of everything has been the weather.

However, I also feel "safer," in my PHA apartment.

I really appreciate all the visible, extra efforts PHA Maintenance People are putting into taking care of the Cleveland HiRise and have said so when seeing them in passing, on my daily mail runs.

Please convey my gratitude to them.

Cleveland Resident

Human Resources Department

Human Resources Director Alicia Huckleby

Alicia reported that the departments are already doing a good job of letting HR know when staff is sick with Covid like symptoms or have someone in their household with Covid. She laid out the procedure that some directors are already aware of, have the person call MDH and then report to HR what they were told. Then the PHA follows all MDH suggestions. She said that MDH has a 7 day quarantine timeline now in some situations so staff may be hearing that.