



AGENDA
NRHA Commissioners' Meeting and Annual Public Hearing
Thursday, July 15, 2021
555 East Main Street
Norfolk, VA 23501
9:00 a.m.

WELCOME AND REMARKS BY THE CHAIR OF THE BOARD

- I. **APPROVAL OF MINUTES OF COMMISSIONERS' MEETING** **Pg. 3**
June 10, 2021 Board of Commissioners' Minutes

June 24, 2021 Board of Commissioners' Minutes
- II. **REMARKS**
Executive Director's Comments

Commissioners' Comments
- III. **FINANCE AND ADMINISTRATIVE OPERATIONS** **Pg. 14**
1) Previous Month's Activities
 a) Contract Activities
 b) Anticipated Requests for Proposals, Qualifications, or Quotations and
 Invitations for Bids
 c) Cash Advance Report
- IV. **DEVELOPMENT** **Pg. 18**
1) St. Paul's Tidewater Gardens Choice Neighborhood Initiative (CNI) Transformation
 Tidewater Gardens Blocks
 a) Presented by: John Majors
 b) Vice President, Brinshore Development, LLC

2) Development Activities Report
- V. **HOUSING OPERATIONS** **Pg. 30**
1) Hampton Roads Ventures Funding Application
 Presented by: Yilla Smith
 Client Services Director

VI. COMMUNICATIONS AND GOVERNMENT RELATIONS Pg. 42

- 1) Marketing Collateral, News Release & Advertising Report – June 2021
- 2) NRHA Media Coverage Report – June 2021
- 3) Property Management Staff Profiles
- 4) 7-year-old's letter prompt's early reopening of Oakleaf Forest basketball court
- 5) NRHA Public Reopening Strategy

VII. NEW BUSINESS

VIII. COMMITTEE MEETING NOTES Pg. 81

- 1) Housing and Safety Committee minutes and attachments
- 2) HCV Committee minutes and attachments

IX. CLOSED SESSION

- 1) Personnel matters involving the assignment, appointment, promotion, demotion, performance, salaries, or resignation of employees of the Authority, as authorized by Section 2.2-3711(A)(1) of the Act.
- 2) Consultation with the Authority's legal counsel regarding probable or actual litigation requiring the provision of legal advice by counsel as authorized by Section 2.2-3711(A)(7) of the Act."

X. BOARD OF COMMISSIONER UPDATES

FUTURE MEETINGS

BOC Meeting

Thursday, August 12, 2021 at 9:00 a.m.
555 East Main Street

BOC HCV Committee Meeting

Tuesday, July 20, 2021 at 11:00 a.m.
555 East Main Street

BOC Housing and Safety Committee Meeting

Monday, July 26, 2021 at 9:30 a.m.
555 East Main Street

MINUTES OF MEETING

The Commissioners (the “Commissioners” or the “Board”) of the Norfolk Redevelopment and Housing Authority (the “Authority” or “NRHA”) met in a regular monthly meeting at 555 East Main Street in Norfolk, Virginia (the “City”) on Thursday, June 10, 2021.

The meeting was called to order at 9:06 a.m. by Chairman Donald Musacchio. Those Commissioners present and absent were as follows:

Present: Mr. Alphonso Albert (*arrived at 9:24 a.m.*)
 Ms. Rose Arrington
 Mr. Kenneth R. Benassi
 Mr. Joe W. Dillard, Jr.
 Mr. Richard Gresham
 Mr. Donald Musacchio
 Ms. Suzanne Puryear

Also present were Ronald Jackson, Secretary, Delphine Carnes, Attorney, various staff members, and three representatives from TAG Associates, Inc.

Welcome and Remarks by the Chairman of the Board

Chairman Musacchio welcomed the Commissioners and thanked them for their participation in today’s meeting. He announced that there is a full agenda for today’s meeting that includes presentation of the FY2022 Proposed Budget, the Choice Neighborhoods Initiative (“CNI”) Revised Housing Plan and the CNI Economic Inclusion Plan. Chairman Musacchio added that the Board will also be asked to approve and authorize submission of the Authority’s FY2022 Annual and Five-Year Plan for Public and Assisted Housing (the “Annual Plan”). He reminded the Commissioners that the Board received an overview of the Annual Plan and held a public hearing at last month’s Board meeting. Chairman Musacchio also mentioned that there are two items to be discussed during today’s closed session.

Chairman Musacchio noted that he, together with Mr. Jackson, Ms. Carnes, and his fellow Commissioners, had the pleasure of attending the celebration honoring Vice-Chair Alphonso Albert on his retirement from the Gethsemane Community Fellowship Church, for which he served as an administrator from the church’s founding almost 30 years ago until May of this year. Chairman Musacchio noted that it was extraordinary, although not surprising, to hear the many tributes recognizing Mr. Albert for his selfless and tireless support of the church and his mentorship of so many individuals in the community who relied on his guidance. Chairman Musacchio concluded by stating that it is an honor to serve on the Board with Mr. Albert.

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I. Approval of Minutes of Board of Commissioners' Meeting

Chairman Musacchio presented for approval the minutes of the May 13, 2021 Board of Commissioners' meeting. Upon motion of Ms. Puryear, seconded by Mr. Benassi, the minutes of the May 13, 2021 Board meeting were unanimously approved by all of the Commissioners present with the exception of Mr. Dillard who abstained.

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II. Remarks

Executive Director Comments

Mr. Jackson introduced consultant Jeff Lines and his two colleagues from TAG Associates, Inc. (TAG"), Paul Galvin and Samantha Bradley, who are attending today's meeting and will give a presentation for the Board during the closed session. Chairman Musacchio welcomed them on behalf of the Board.

Commissioner Comments

None.

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III. Finance and Administrative Operations

1) FY2022 Proposed Budget Presentation and Public Hearing

Virginia Mack, Chief Administrative Officer, gave a PowerPoint presentation on the FY2022 Proposed Budget (the "Budget"). She noted that she circulated the Budget electronically on May 28 and there have been no changes since that time. Ms. Mack reviewed Slide 2, which is a recap of major Budget items. She highlighted the fact that there have been no reductions in service delivery and also that the Budget incorporates a 2% Cost of Living Adjustment. Turning to Slide 3, Ms. Mack noted that the Budget totals \$111,859,854, which is \$16,000,000 lower than last year's approved budget. She mentioned that Housing, at 64%, still makes up the largest portion of the Budget, which includes Development at 30% and Other Programs at 6%. Ms. Mack indicated that NRHA will use earnings and reserves to balance the Budget as shown on Slide 4. She also explained that the majority of NRHA's resources (61%) comes from U.S. Department of Housing and Urban Development ("HUD") funding; tenant revenue (primarily rent payments) provides 24%. Ms. Mack noted that the City funding received by NRHA includes Capital

Improvement Program (“CIP”) funding and general administrative funds. She added that land sales proceeds are being used by NRHA this year to balance the Development division of the Budget. Ms. Mack reviewed Slide 5, which categorizes the FY2022 proposed expenditures. She indicated that Program Costs, which are 34% of the total, are primarily comprised of Housing Assistance Payments (“HAP”). Ms. Mack then discussed the FY2022 fiscal goals as set forth on Slide 6. She emphasized that NRHA continues to look for ways to mitigate shortfalls.

Mr. Jackson announced that the Budget Workshop, originally slated for June 14, will be rescheduled. He observed that the Board needs to hear the TAG presentation and devise an implementation plan prior to working together on the Budget; this is a time-consuming process and therefore the June 14 workshop has been cancelled. Mr. Jackson stated that the Budget is scheduled to be approved on June 24, but changes can be made after that date as NRHA moves forward with implementation of the recommendations from the TAG report.

Chairman Musacchio opened the public hearing on the Budget at 9:22 a.m. A court reporter was present to transcribe the proceedings. Chairman Musacchio explained that those participating remotely can click the “raise hand” icon on their screens or type a comment in the comment box. He requested that participants provide their names and addresses. He noted that the Board and NRHA will not respond to specific questions during this hearing but staff will provide full responses in the near future. *[Mr. Albert arrived at 9:24 a.m.]*

Chairman Musacchio recognized Raytron White, who was present in person and wished to comment. Mr. White stated that he resides in Grandy Village, where he serves as President of the Tenant Management Council. Mr. White asked the Board members and NRHA staff to revisit the current policy regarding treatment of youth involved in criminal activity. He explained that there were several criminal incidents in his community involving children that resulted in their incarceration and prevented them from graduating from high school. Mr. White also mentioned that these individuals were removed from their respective leases and had nowhere to stay when they were released from custody. He commented that these young people were simply in the wrong place at the wrong time and indicated that the real culprit escaped punishment and is still at large in the neighborhood. Mr. White implored the Authority to revisit the policy so that it would not unfairly impact the lives of these minors. Following Mr. White’s presentation, Ms. Jennifer Moore, Communications and Government Relations Director, checked the hallway to see if there were any other members of the public who wished to speak. She reported that no one was in the hall and no remote participants had raised their hands or commented online. Chairman Musacchio closed the public hearing at 9:29 a.m. and the court reporter left.

2) Previous Month’s Activities

Chairman Musacchio announced that the Previous Month’s Activities Reports are included in the Board Packet. There were no questions from the Commissioners regarding these reports.

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IV. Development

1) **St. Paul's Tidewater Gardens Choice Neighborhood Initiative (CNI) Transformation**

Mr. Jackson introduced John Majors, Vice President of Brinshore Development, LLC, who is attending the meeting virtually and will be reporting on the proposed CNI Revised Housing Plan and the Economic Inclusion Plan. Mr. Majors noted that Todd Lieberman, Brinshore's Executive Vice President, will also participate.

(a) Revised Housing Plan

Mr. Majors began his PowerPoint presentation by reviewing the HUD-approved CNI Housing Plan, which includes 226 Project-Based Voucher ("PBV") replacement units, 232 Low Income Housing Tax Credit ("LIHTC")-only units, 252 market rate units and 83 off-site PBV replacement units. He noted that this plan is outdated because it includes the Snyder Lot and a block configuration that has since been changed to accommodate the current infrastructure schedule. Mr. Majors then reviewed each specific item on the Proposed Changes Slide. He explained that Block 16, Block 3A and Block 3B have been added to make up for some of the units that were lost with the removal of the Snyder Lot. Mr. Majors discussed the details for each parcel, noting that these are still not finalized. He also mentioned that Brinshore is collaborating with a LIHTC expert in Virginia to work through the configuration of those parcels that are not perfect rectangles. Mr. Majors added that the changes did not alter the original unit mix, which still includes 226 replacement units.

Ms. Puryear stated that it is unfortunate that the Snyder lot had to be put on hold. She inquired whether the income mix is still the same as the original plan. Mr. Majors confirmed that the income mix has not changed. Ms. Puryear then asked about the bedroom mix. Mr. Majors responded that the bedroom mix remains the same for the 226 replacement units, but not for the LIHTC-only and market rate units. Ms. Puryear thanked him for providing that information. Mr. Majors acknowledged that the CNI plan is a very complicated model and requires flexibility with the 9% and 4% LIHTC units in order to meet all of the requirements and parameters of the CNI grant and of the LIHTC program. He stressed, however, that every effort has been made to ensure there will be no change to the replacement units. He added that design meetings are ongoing to finalize the details before the plan is submitted to HUD. Mr. Gresham asked about the status of the Block 2 swap and the Catholic church property in Block 4A, which appears to be an "island." Mr. Majors replied that those properties are still under discussion.

(b) Economic Inclusion Plan

Mr. Majors directed the Commissioners to a copy of the draft Economic Inclusion Plan, which is included in the Board packet. He noted that Brinshore's primary goal as a member of the CNI team is to be responsive to the stakeholders. Mr. Majors reported that he met with Mr. Albert,

members of City Council, and staff members from both NRHA and the City. He explained that he gathers input in the community and includes that feedback in the planning process. Mr. Majors stated that, as he discussed with Mr. Albert, the CNI project and its participants will be judged on the project's outcome, rather than the effort or the optics. Mr. Majors wholeheartedly agrees with Mr. Albert's approach and wants to work with NRHA to "change the narrative." He mentioned that this change is already taking place; a database of Minority- and Women-Owned Business Enterprises ("MWBEs") has already been compiled and includes more than 70 businesses. Mr. Majors observed that now it is imperative that the General Contractor be made aware of the MBE contractors for each construction specialty, such as drywall, electrical, etc. He added that it is critical to include MWBEs and community residents as part of this project's goal of wealth creation. Mr. Majors indicated that it is also important to be creative in terms of employing seniors in occupations and tasks that are age-appropriate and not too physically challenging. He reported that Brinshore hired Delceno Miles of the Miles Agency to help with inclusion efforts. Mr. Majors commented that Brinshore recently held a virtual contractor fair that was very well attended. He added that there is a video overview of the event with links to allow other vendors to get involved and the list of participants has been shared with the CNI project's General Contractor.

Mr. Majors reported that Moody Nolan, a minority-owned architectural firm, designed Blocks 17 and 18 and the Norfolk-based Livas Group is working on the design for the Tidewater Gardens parcels. He commented that BBRM Norfolk Partners is being brought in, subject to HUD approval, to partner with the development team to promote wealth creation opportunities. Mr. Majors also reported that Brinshore has committed to donating 10% of the transaction's economics (developer fee and net cash flow) to a resident support fund to help members of the local community. He indicated that the project's economic inclusion goals, which mirror the City's objectives, involve utilization of at least 12% MBEs and 13.5% WBEs for a total of 25.3% WMBEs. Mr. Majors mentioned that Ms. Miles helped craft these inclusion goals.

Mr. Majors observed that Brinshore is including proactive compliance measures to analyze whether its goals are being met. He commented that the City has established standards for outreach efforts, which will be used to measure NRHA's efforts. He added that performance reporting will also take place as well as the implementation of a backup plan in the event of a shortfall. Mr. Majors emphasized that if a shortfall is anticipated, his team does not wait for it to materialize, but instead institutes a remedial plan so that the shortfall never occurs.

Mr. Lieberman thanked NRHA for its support. He observed that Brinshore is committed to the success of the Economic Inclusion Plan and recognized all of the hard work that Mr. Majors has invested in it. Mr. Benassi observed that Brinshore seems to have made a strong commitment. Mr. Albert commented that he has met with Mr. Majors who knows his stance with regard to this initiative. Mr. Albert reiterated that it is critical to keep in mind that actual outcomes, rather than efforts, are the focus, although it is still important to acknowledge, evaluate and give credit for the preparatory work. He added that the results are what count at the end of the day. Mr. Albert thanked Mr. Majors for an excellent presentation. Mr. Gresham noted that this plan should be widely communicated as evidence that NRHA is following through on its commitment to the

community. All of the Commissioners joined in thanking Mr. Majors for his comprehensive and informative report.

2) Development Activities Report

Chairman Musacchio noted that the Previous Month's Activities reports are included in the Board Packet. The Commissioners did not have any questions regarding these reports.

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V. Housing Operations

1) Resolution Approving Norfolk Redevelopment and Housing Authority's 2022 Annual and Five-Year Plan for Public and Assisted Housing and Authorizing Submission to the Department of Housing and Urban Development

Kimberly Thomas, Housing Programs Director, introduced a resolution seeking approval of the Annual Plan. She commented that each year NRHA embarks on this journey to refresh its objectives and planned activities. Ms. Thomas reported that the 45-day review period has ended. She noted that much of what is included in the Annual Plan involves updates to NRHA's Admissions and Continued Occupancy Policy ("ACOP") and relevant information about the Capital Fund spending plan, as well as certain HUD-mandated language. Ms. Thomas explained that the Annual Plan also includes the public comments received and NRHA's responses to those comments. She indicated that, if the resolution is approved, the Annual Plan will be submitted to HUD on June 15, 2021. Chairman Musacchio thanked Ms. Thomas for all of her hard work, especially in light of the challenges imposed by the pandemic.

Upon motion of Mr. Gresham, seconded by Mr. Dillard, the following resolution was unanimously approved by all of the Commissioners present.

RESOLUTION 9465

WHEREAS, the United States Department of Housing and Urban Development ("HUD") requires public housing authorities to prepare a Five Year Plan and Annual Plan for public and assisted housing (PHA Plan);

WHEREAS, the PHA Plan has been prepared with input from the Authority's public and assisted housing residents, has been made available for public inspection and has been the subject of a public hearing held May 13, 2021 at which public comment was invited;

WHEREAS, the PHA Plan is consistent with the Consolidated Plan of the City of Norfolk and the comprehensive housing affordability strategy of the City;

NOW, THEREFORE, BE IT RESOLVED that:

1. The PHA Plan, a copy of which has been exhibited at this meeting is hereby approved; and
2. The Chairperson is hereby authorized to approve the submission of the PHA Plan to HUD and the Executive Director, or his designee, is hereby authorized and directed to take such further actions as may be necessary to carry out the intent of this resolution and to satisfy HUD's requirements in connection with the submission and implementation of the PHA Plan.

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VI. New Business

None.

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VII. Committee Meeting Notes

There were no comments regarding the Committee Meeting Notes included in the Board Packet.

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VIII. Closed Meeting

At 10:04 a.m. upon motion of Mr. Albert, seconded by Ms. Puryear the following resolution was unanimously approved by all Commissioners in attendance with the exception of Mr. Dillard who was not in the room when the vote was taken:

RESOLUTION 9466

BE IT RESOLVED, that the Authority will convene in a closed meeting pursuant to the Virginia Freedom of Information Act, as amended (the "Act"), to discuss the following matters which are specifically exempted from public disclosure by the code section referred to below:

Resolution Convening a Closed Meeting on June 10, 2021 for:

1) "Consultation with the Authority's legal counsel regarding probable litigation requiring the provision of legal advice of counsel as authorized by Section 2.2-3711.A.7 of the Act."

Discussion of ongoing St. Paul's litigation.

2) “Personnel matters involving the assignment, appointment, promotion, demotion, performance, salaries, or resignation of employees of the Authority, as authorized by Section 2.2-3711.A.1 of the Act.”

Discussion of the Operational and Organizational Assessment prepared TAG Associates, Inc.

At 11:55 a.m. upon motion of Ms. Puryear, seconded by Mr. Albert, the following resolution was read by Chairman Musacchio and unanimously approved by all of the Commissioners present.

RESOLUTION 9467

WHEREAS, the Authority has convened a closed meeting on this date pursuant to an affirmative recorded vote and in accordance with the provisions of the Virginia Freedom of Information Act; and

WHEREAS, Section 2.2-3712.D of the 1950 Code of Virginia, as amended, requires a certification by this Authority that such closed meeting was conducted in conformity with Virginia law;

NOW, THEREFORE, upon motion duly made and seconded, BE IT RESOLVED, that the Authority hereby certifies that, to the best of each Commissioner's knowledge, (i) only public business matters lawfully exempted from open meeting requirements by Virginia law were heard, discussed or considered in the closed meeting, and (ii) only such public business matters as were identified in the motion convening the closed meeting were heard, discussed or considered by the Authority.

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Before adjourning, staff checked to be sure that there were no members of the public waiting to speak; there were none. There being no further business, the regular meeting was adjourned at 11:58 a.m.

Secretary

Chair

MINUTES OF MEETING

The Commissioners (the “Commissioners” or the “Board”) of the Norfolk Redevelopment and Housing Authority (the “Authority” or “NRHA”) met at 555 East Main Street, in Norfolk, Virginia (the “City”) on Thursday, June 24, 2021.

The meeting was called to order at 9:08 a.m. by Chairman Donald Musacchio. Those Commissioners physically present and absent were as follows:

Present: Mr. Alphonso Albert
 Mr. Kenneth R. Benassi
 Mr. Richard Gresham
 Mr. Donald Musacchio
 Ms. Suzanne Puryear (*attending virtually*)

Absent: Ms. Rose Arrington
 Mr. Joe W. Dillard, Jr.

I. Opening Remarks

Chairman Musacchio welcomed the Commissioners and thanked them for their participation. He reminded members of the public participating remotely to click the “raise hand” icon on their screens or type a comment in the comment box to be recognized.

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II. Resolution Adopting the Consolidated Annual Operating and Capital Budget for the Fiscal Year Beginning July 1, 2021 and Ending June 30, 2022

Virginia Mack, Chief Administrative Officer, introduced the resolution to adopt the FY2022 Consolidated Annual Operating and Capital Budget (the “Budget”). She thanked members of the Budget office for their hard work, noting that the office is understaffed and therefore the members of that department worked especially hard to complete the Budget. Ms. Mack indicated that the Budget does not incorporate any changes related to recommendations from the report prepared by TAG Associates, Inc. The Commissioners did not raise any questions and Ms. Mack recommended approval of the proposed Budget.

Upon motion of Mr. Albert, seconded by Mr. Benassi, the following resolution was unanimously approved by all Commissioners present:

RESOLUTION 9468

WHEREAS, the expected operating income and capital funding and related expenditures of the various projects and activities of this Authority for the period beginning July 1, 2021 and ending June 30, 2022 have been carefully reviewed and compiled in a consolidated budget document (the “Consolidated Annual Operating and Capital Budget”), a copy of which has been presented to and considered by the Commissioners at the June 10, 2021 Commissioners’ Meeting; and

WHEREAS, the requested funding in the amount of \$111,859,854 is adequate to cover the proposed expenditures as set out in the budget document; and

WHEREAS, a public hearing was held on June 10, 2021 in accordance with mandated state legislature; and

WHEREAS, the funding levels contain costs of certain central office cost centers which provide office facilities and program support; authorizations by the executive office to advance working capital, individual community project budgets at the asset management levels and other products and services necessary to the accomplishment of NRHA’s objectives; and

WHEREAS, during the course of developing the FY2022 Consolidated Annual Operating and Capital Budget all vacant positions remain in the budget; and

WHEREAS, in order for this Authority to obtain required financial assistance from the Department of Housing and Urban Development, the Virginia Housing Development Authority and the City of Norfolk, the Consolidated Annual Operating and Capital Budget must be submitted to the Commissioners of this Authority for approval; and

WHEREAS, the Department of Housing and Urban Development and the City of Norfolk may subsequently approve modified amounts of financial assistance which will require a modification of the presented expenditure levels, revised budget submissions;

NOW, THEREFORE, BE IT RESOLVED, that the Consolidated Annual Operating and capital Budget dated June 24, 2021, for the fiscal year beginning July 1, 2021 and ending June 30, 2022, is hereby determined to be an estimate of the operating income and capital funding to be received and expenditures to be incurred in the prudent operation of the administration and program activities and operation of the central offices of the Authority for the fiscal year ending June 30, 2022 and the Consolidated Annual Operating and Capital Budget, as presented at this meeting, to include any modifications approved by the funding providers, is hereby approved;

BE IT FURTHER RESOLVED, that the Executive Director or his designee is hereby authorized, in his discretion, to expend during the fiscal year ending June 30, 2022, from unobligated funds in previously approved Cumulative Budgets, as shown in the Consolidated

Operating Budget, such amounts in excess of currently budgeted amounts as he may deem appropriate;

BE IT FURTHER RESOLVED, that the Executive Director or his designee is authorized and directed to submit such Consolidated Operating Budget to the Department of Housing and Urban Development, the City of Norfolk, and other federal, state and local agencies, as appropriate for their respective consideration and such approvals as may be necessary.

Following approval of the resolution, Ms. Mack thanked the members of the Board. Mr. Jackson also expressed his thanks to Ms. Mack for stepping up to assist with preparation of the Budget after Ms. Rath's departure.

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Chairman Musacchio once again reviewed the process for public comment. Jennifer Moore, Communications and Government Relations Director, checked and confirmed that there were no members of the public waiting in the hallway or online to comment.

There being no further business, the meeting was adjourned at 9:12 a.m.

Secretary

Chair



COMMISSIONERS' MONTHLY CONTRACT REPORT –
Meeting Date: July 15,2021

As set forth in Resolution No. 8053 adopted January 23, 1995, the below listed contracts, change orders, and bid activities are for the Commissioners' information only, and no vote is required.

June 30, 2021

New contracts issued between \$30,000 and \$99,999:	<i>Contract Ceiling</i>	A	B	C
1. PO-20302 – HAVTECH (Replacement Chassis)	\$38,605.00	G		FF
2. PO-38623 – Delphia Consulting (Benefit Enroller)	\$31,605.00	G		FF
3. F1001 – Continental Flooring (VCT Tile)	\$46,388.16	G		FF
4. F1002 – Unifirst (Uniform Rental Services)	\$30,550.00	O	MW	IF
5. F1009 – PDQ Supplies (Range Parts and Supplies)	\$35,197.00	G		IF
6. F1006 – K-Kontractors (Storm Door Replacement IDIQ)	\$40,000.00	C	M	IF
7. F1007 – Express Junk (Storm Door Replacement IDIQ)	\$40,000.00	C	M	IF
8. F1008 – Power Movement (Storm Door Replacement IDIQ)	\$40,000.00	C		IF
9. F1004 – Escape 2 Eden (Grounds Maint. Bobbitt, Sykes, Huntersquare)	\$47,404.09	O		FF
New contracts issued for \$100,000 and over:	<i>Contract Ceiling</i>	A	B	C
1. PO-37761 – SHI (Microsoft Licensing)	\$106,620.84	G		FF
New task orders issued for \$30,000 and over:	<i>Contract Ceiling</i>	A	B	C
1. None				
New Interagency Agreements for \$30,000 and over:	<i>Contract Ceiling</i>	A	B	C
1. None				
Change orders issued for \$30,000 and over:	<i>Contract Ceiling</i>	A	B	C
1. None				
Options exercised for \$30,000 and over:	<i>Contract Ceiling</i>	A	B	C
1. A1001 – Guaranteed Porcelain (Tub and Sink Glazing)	\$89,000.00	O		IF
2. C1013 – Taylor Enterprises (Carpet Installation Services)	\$80,000.00	O		IF
3. C1057 - Jump, Perry, and Company, LLP (Audit Services)	\$118,000.00	P		FF
4. A0040 – Titanium Productions (Midrise Janitorial Services)	\$105,600.00	O	M	FF
5. A0041 – Titanium Productions (Janitorial Services GVLC & Calvert FIC)	\$36,300.00	O	M	FF
6. C1003 – One Stop Cleaning (Carpet Cleaning Services)	\$37,581.00	O	M	FF
7. Z0031 – Escape 2 Eden (Grounds Maintenance Franklin, Partrea, Cottage Bridge)	\$56,638.36	O	M	FF

A. KEY to contract type:

C – Construction

P – Professional Services

O – Other than Professional Services

G – Goods, Equipment, Materials, etc.

B. KEY to ownership type, new contracts only:

M – Minority owned

3 – Section 3

W – Woman owned

C. KEY to Funding:

FF – Fully Funded

IF – Incrementally Funded

BID ACTIVITY FOR CONTRACTS \$100,000 AND ABOVE

FOR THE MONTH ENDING June 30, 2021

PO-37761 SHI – Microsoft Licensing - \$106,620.84

NRHA is piggybacking on state of Virginia's VITA Contract #200114-SHI for its Microsoft licensing service needs.



Anticipated Requests for Proposals, Quotations and Invitations for Bids July 2021

IFB, Appraisal Support Services	Jul-21	Real Estate Services
RFP , Project Based Voucher (PBV) for Projects within the Boundaries of the City of Norfolk for replacement units for the Tidewater Gardens/St. Paul's Area Choice Neighborhoods Transformation Projects.	Aug-21	Property Management
IFB, Refrigerator Parts - Stock	Jul-21	Property Management
IFB, HVAC Parts - Stock	Jul-21	Property Management
IFB, Printing Services - Checks, Envelopes, 1099s	Jul-21	Finance/Client Services
RFP , Armed Security Guard Services - 6 Communities	Aug-21	Property Management
IFB, Carbon Monoxide Installation Services	Jul-21	Property Management
IFB, Tidewater Garden Demolition Phase 2A, 2B, 2C, & 4A	Aug-21	DCM
RFP , Pleasant Ave Sewer Line Installation	Aug-21	DCM
RFP , Sewer Wastewater Maintenance & Repair	No Response / Rebid	Facilities Maintenance
IFB, Vacant Unit Turnover Services	On Hold	Property Management
RFP , Diggstown Phase I Washer/Dryer Leasing and Maint. Services	On Hold	Property Management

RFP = Request for Proposal (Price + Factored Criteria)

IFB = Invitation for Bid (Price Only Criteria)

RFQ = Request for Qualifications



COMMISSIONERS' CASH ADVANCES STATUS REPORT

As set forth in Resolution No. 9043 adopted November 15, 2010, listed below are
disbursed balances advanced for approved budgeted activities
Commissioner's information only, and no vote is required.

		June 30, 2021						
Outstanding Uses		Drawn, Funding in Transit	To Be Drawn	Other Program Earnings/ Reserves	Total Amount	Projected Repayment Date	Repayment Source	
Development Division Disbursements								
1	Home	\$ 221,430	85,245	-	306,675	a	Jul-21	Reimbursement Request - City Contract
2	City General Fund & Capital Improvement	0	30,097	-	30,097	b	Jul-21	Reimbursement Request - City Contract
3	Coronavirus Relief Funds	163,916		-	163,916	c	Jul-21	Reimbursement Request - City Contract
Housing Division Initiatives								
4	VA Dept of Rail & Public Transportation	-	-	134,590	134,590		Jun-21	Earnings from Other Programs Budgeted
5	Out of School Youth	-	2,894	-	2,894		Jul-21	Reimbursement Request - Hampton Roads Workforce Council
Other								
6	Executive Director Contingency Fund	-	-	279,748	279,748		Jun-21	Earnings from Other Programs Budgeted
7	Core Business Services	-	-	574,273	574,273		Jun-21	Earnings from Other Programs Budgeted
8	Communications & Govt. Relations	-	-	361,289	361,289		Jun-21	Earnings from Other Programs Budgeted
9	CNI	-	187,350	-	187,350		Aug-21	Reimbursement Request - HUD
10	Earnings from other programs	-	-	-1,349,900	-1,349,900			Merrimack & Oakmont
Total Outstanding Advances		\$ 385,346	305,586	0	690,932	d	**	

a Prior & current year contracts for the Home program.

b Prior year & current year contracts for CIP programs.

c Current year contract for Coronavirus Relief Fund program.

d Other temporary advances also exists, ie. A/R Diggs Phase 1 Relocation- \$13,747, A/R Diggs Phase 1 Temp Construction loan 413,225, A/R ROI -\$92,600 , A/R CIP - \$576,064 A/R Pleasant Ave & Pretty Lake Ave - \$1,028,904, A/R Tidewater Gardens \$ 21,500, A/R Hunton YMCA - \$30,830 - **TOTAL \$2,176,870**

Additional commitments totaling \$157,851 have been made for these initiatives.



Agenda Item

NRHA Board of Commissioners

Subject: Choice Neighborhood Initiative (CNI) Housing Plan Update

Executive Contact: Ron Jackson

Date: July 15, 2021

BACKGROUND

NRHA and the City of Norfolk are proceeding with the St. Paul's/Tidewater Gardens Choice Neighborhood Initiative with the transformation of the Tidewater Gardens public housing community. To further the St. Paul's area effort, the City and NRHA applied for and were awarded a Choice Neighborhoods Initiative (CNI) implementation grant for \$30 million from HUD. The grant was awarded May 2019 and all grant funds must be expended by September 25, 2025. Brinshore Development has been selected as the housing lead and is responsible for development of the housing units in accordance with a housing plan approved by HUD.

Brinshore Development is currently in the detailed design work for the Tidewater Gardens blocks. These blocks will include a combination of multi-story apartments and lower density town/row houses. The developer will be submitting two phases for tax credits in 2022 and another two in 2023. Construction is anticipated to begin on the Tidewater Blocks in late 2023 and continue thru September 2025. John Majors, Vice President of Development for Brinshore will present to the board the current work and design concepts for the Tidewater Blocks and discuss input from community outreach event July 10.

TIDEWATER GARDENS NEIGHBORHOOD SITE PLAN

LEGEND

- 1 STORY ACCESSIBLE
ATTACHED BUNGALOWS
- 2.5 - 3 STORY TOWNHOUSES
- CARRIAGE HOUSES
- MANOR HOMES
- 3 STORY WALK UP
APARTMENTS
- 3 - 4 STORY ELEVATOR
APARTMENT BUILDINGS
- COMMUNITY SPACE
- COMMUNITY SPACE



FOR DISCUSSION PURPOSES ONLY

TIDEWATER GARDENS BLOCKS NEIGHBORHOOD DEVELOPMENT
JULY 10, 2021

ST. PAUL'S - TIDEWATER GARDENS
NORFOLK | VIRGINIA

CHOICE NEIGHBORHOOD
IMPLEMENTATION

1 STORY ACCESSIBLE ATTACHED BUNGALOWS & CARRIAGE HOUSES



1 STORY ACCESSIBLE ATTACHED BUNGALOWS



CARRIAGE HOUSES



3 BEDROOMS WITH PARKING BELOW

FOR DISCUSSION PURPOSES ONLY

TIDEWATER GARDENS BLOCKS NEIGHBORHOOD DEVELOPMENT
JULY 10, 2021

ST. PAUL'S - TIDEWATER GARDENS
NORFOLK | VIRGINIA

CHOICE NEIGHBORHOOD
IMPLEMENTATION

TOWNHOUSES & MANOR HOMES



TOWNHOUSES



3-STORY TOWNHOUSE UNITS



PORCH LINED TOWNHOMES FACING TREE SAVES

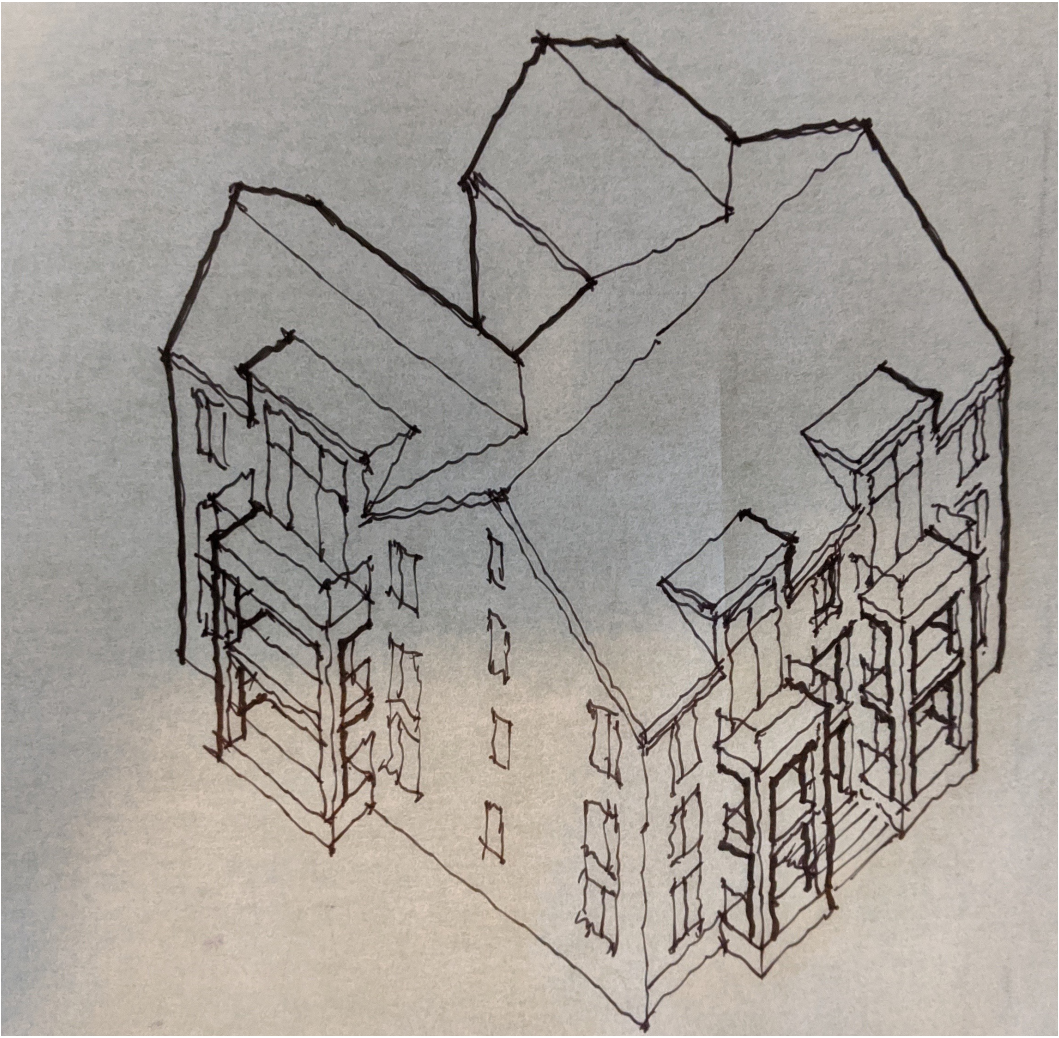


2-STORY TOWNHOUSE UNITS



STREETS WITH VARIED BUILDING EXPRESSIONS

MANOR HOMES



FOR DISCUSSION PURPOSES ONLY

TIDEWATER GARDENS BLOCKS NEIGHBORHOOD DEVELOPMENT
JULY 10, 2021

ST. PAUL'S - TIDEWATER GARDENS
NORFOLK | VIRGINIA

CHOICE NEIGHBORHOOD
IMPLEMENTATION

WALK UP & ELEVATOR APARTMENT BUILDINGS



WALK UP APARTMENTS



DOUBLE HEIGHT PORCHES & CONTEMPORARY STYLE



BRICK, COLORFUL BAYS, SCALE OF SECTIONS



VARIETY OF HEIGHT, BUILDING TYPE, COLORS, AND MATERIALITY

3 - 4 STORY ELEVATOR APARTMENT BUILDINGS



FACETED FACADE - BLOCK 16



BASE, MIDDLE , TOP FACADE TREATMENT



BALCONIES, 1ST FLOOR COMMUNITY SPACE



CORNER TOWER FRAMING THE PLAZA



ARTICULATION OF BAYS



SETBACK STORIES, WINDOWS, POPS OF COLOR

FOR DISCUSSION PURPOSES ONLY

TIDEWATER GARDENS BLOCKS NEIGHBORHOOD DEVELOPMENT
JULY 10, 2021

ST. PAUL'S - TIDEWATER GARDENS
NORFOLK | VIRGINIA

CHOICE NEIGHBORHOOD
IMPLEMENTATION

COMMUNITY BUILDINGS & GREEN SPACE

RESILIENCE PARK



COMMUNITY BUILDINGS AND SPACES



COMMUNITY GREEN SPACE



PUBLIC PLAZA

PLAYGROUND / TOT LOT



FARMERS MARKET

COMMUNITY GARDEN / URBAN FARMING

FOR DISCUSSION PURPOSES ONLY

TIDEWATER GARDENS BLOCKS NEIGHBORHOOD DEVELOPMENT
JULY 10, 2021

ST. PAUL'S - TIDEWATER GARDENS
NORFOLK | VIRGINIA

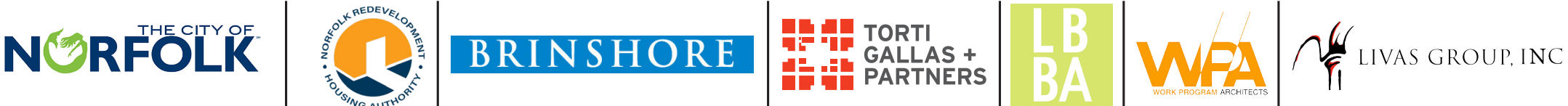
CHOICE NEIGHBORHOOD
IMPLEMENTATION

TIDEWATER GARDENS: AN ACTIVE & SAFE COMMUNITY



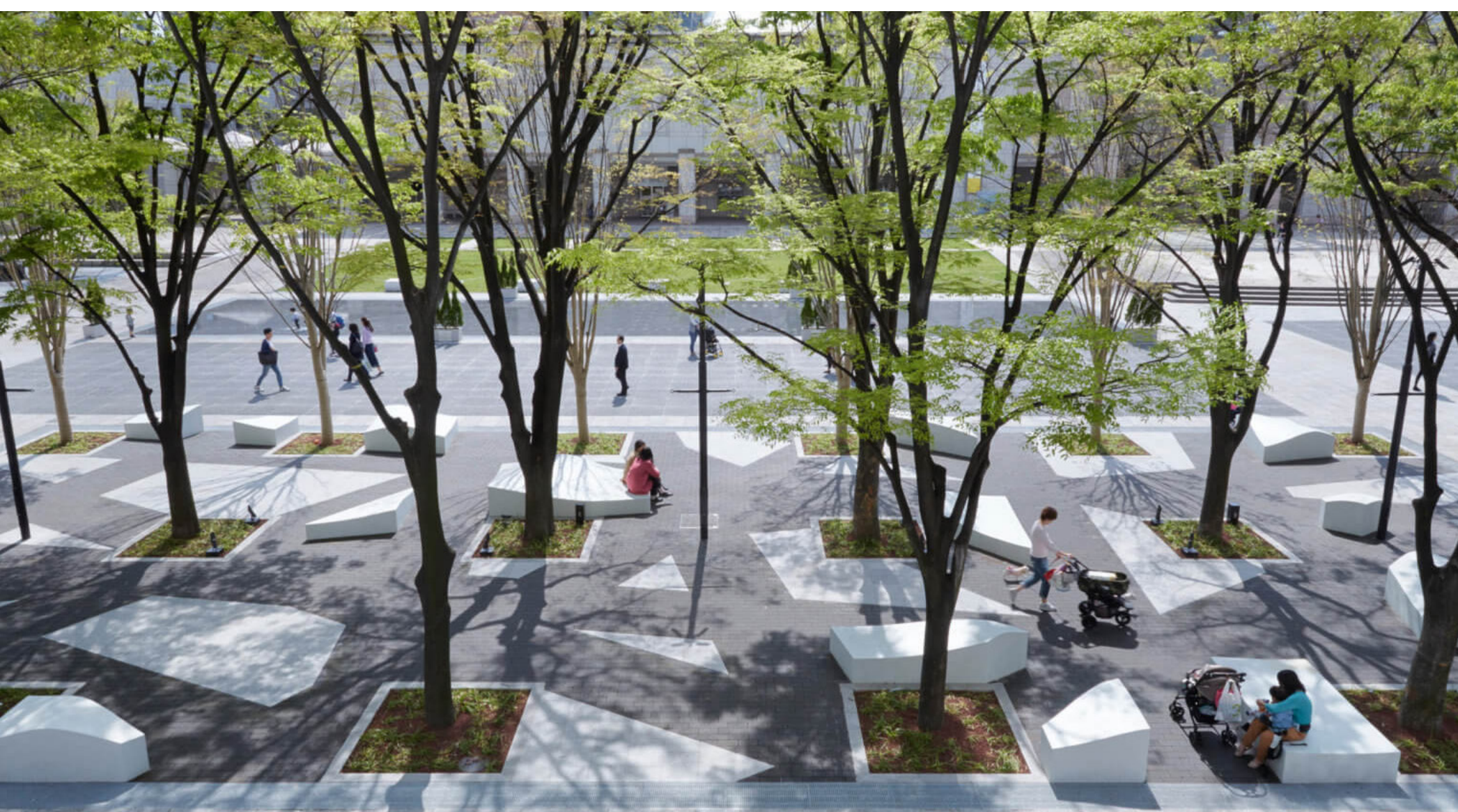
FOR DISCUSSION PURPOSES ONLY

TIDEWATER GARDENS BLOCKS NEIGHBORHOOD DEVELOPMENT
JULY 10, 2021



ST. PAUL'S - TIDEWATER GARDENS
NORFOLK | VIRGINIA
CHOICE NEIGHBORHOOD
IMPLEMENTATION

TIDEWATER GARDENS: A VIBRANT & DIVERSE NEIGHBORHOOD



FOR DISCUSSION PURPOSES ONLY

TIDEWATER GARDENS BLOCKS NEIGHBORHOOD DEVELOPMENT
JULY 10, 2021

ST. PAUL'S - TIDEWATER GARDENS
NORFOLK | VIRGINIA

**CHOICE NEIGHBORHOOD
IMPLEMENTATION**

NEIGHBORHOOD SERVING RETAIL & COMMERCIAL



FOR DISCUSSION PURPOSES ONLY

TIDEWATER GARDENS BLOCKS NEIGHBORHOOD DEVELOPMENT
JULY 10, 2021

ST. PAUL'S - TIDEWATER GARDENS
NORFOLK | VIRGINIA



SALES (DISPOSITIONS)

Date Range: 07/01/2020 - 06/30/2021

Disposition #	Suffix	Address	Developer	Usage	Development Value	Settlement Date	Land Price
Berkley III							
894-3	A	419 S. Main Street	Beacon Light Community Housing Development Organization	Residential SF 3 bdrm (low mod)	210,000.00	09/11/2020	\$10,000.00
894-3	B	421 S. Main Street	Beacon Light Community Housing Development Organization	Residential SF 3 bdrm (low mod)	215,000.00	09/11/2020	\$10,000.00
821	A	503 Craig Street	Howerin Construction Corp	Residential SF 3 bdrm (low mod)	245,000.00	09/10/2020	\$15,000.00
894-4		432 Pendleton Street	Beacon Light Community Housing Development Organization	Residential SF 3 bdrm (low mod)	235,000.00	08/20/2020	\$10,000.00
					Berkley III Total [4] =		\$45,000.00
East Ocean View Conservation							
1441		9603 3rd Bay Street	Classic 3 Group, LLC	Residential/SF det 4 bdrm	475,000.00	06/09/2021	\$91,777.00
1440		2939 E. Ocean View Ave	Asfari Homes, Inc.	Residential/SF det 4 bdrm	430,000.00	06/08/2021	\$80,000.00
					East Ocean View Conservation Total [2] =		\$171,777.00
East Ocean View Redevelopment/East Beach							
7-160		4279 East Beach Drive	East Beach Realty Company	Residential/SF det 3 bdrm	450,000.00	03/31/2021	\$7,250.00
7-123,124,128,132		9630 Shore Drive	East Beach Realty Company	Mixed Use	TBD	08/11/2020	\$60,000.00
					East Ocean View Redevelopment/East Beach Total [2] =		\$67,250.00
Park Place							
152		604 W. 28th Street	Mr. Nicolas Jones	Side Lot (non-buildable lot)	5,000.00	03/05/2021	\$7,000.00
					Park Place Total [1] =		\$7,000.00

SALES (DISPOSITIONS)

Date Range: 07/01/2020 - 06/30/2021

Disposition #	Suffix	Address	Developer	Usage	Development Value	Settlement Date	Land Price
Willoughby							
2313		1208 Little Bay Avenue	Classic 3 Group, LLC	Residential/SF det 4 bdrm	450,000.00	06/09/2021	\$87,777.00
2312		9623 11th View Street	Richardson/Viridian Homes	Residential/SF det 3 bdrm	420,000.00	04/28/2021	\$75,000.00
					Willoughby Total [2] =		\$162,777.00
					Grand Total [11] =		\$453,804.00



ACQUISITIONS

Date Range: 07/01/2020 - 06/30/2021

Block	Parcel Tag	Address	BNO	Owner	Date	Amount
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There are no acquisitions for this reporting period.

Total [0] =

Grand Total [0] =



Agenda Item

NRHA Board of Commissioners

Subject: Hampton Road Ventures (HRV) – NRHA Funding Request (2021)

Executive Contact: Donna Mills, Chief Housing Officer

Date: July 15, 2021

BACKGROUND

Norfolk Redevelopment and Housing Authority is requesting \$700,000 in funding from Hampton Roads Ventures (HRV). The novel coronavirus (COVID-19) pandemic has become an evolving and uncertain public health crisis that has threatened the lives and livelihood of people around the world. As a result, millions of people are experiencing food insecurity, physical and mental health challenges, unemployment and domestic violence. NRHA is requesting HRV funds to support operational costs associated with numerous supportive services programs: adult workforce development, youth services, community engagement, community improvements and staff training.

PROGRAM	AMOUNT
Adult Workforce Development	\$100,000
Youth Programs	\$201,600
Community Engagement	\$ 58,400
Community Improvement	\$315,000
Staff Training	\$ 25,000
TOTAL	\$700,000

Hampton Roads Venture (HRV) 2021 Funding Request and one-page summary are attached.

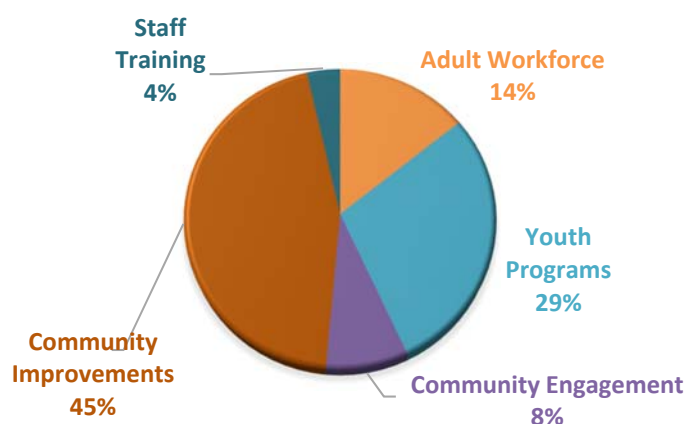


Hampton Roads Venture (HRV)

NRHA Funding Request (2021)

Norfolk Redevelopment and Housing Authority is requesting **\$700,000** in funding from Hampton Roads Venture (HRV). The novel coronavirus (COVID-19) pandemic has become an evolving and uncertain public health crisis that has threatened the lives and livelihood of people around the world. As a result, millions of people are experiencing food insecurity, physical and mental health challenges, unemployment and domestic violence. NRHA is requesting HRV funds to support operational costs associated with numerous supportive services programs: adult workforce development, youth services, community engagement, community improvements and staff training.

Funding Request Summary



PROGRAM	AMOUNT
Adult Workforce Development	\$100,000
Youth Programs	\$201,600
Community Engagement	\$ 58,400
Community Improvement	\$315,000
Staff Training	\$ 25,000
TOTAL	\$700,000

Adult Workforce Development **\$100,000**

- ON-THE-JOB (OTJ) AND VOCATIONAL TRAINING
- STOP-GAP CHILD CARE SUBSIDIES
- TRANSPORTATION
- IDS/BIRTH CERTIFICATES
- EQUIPMENT AND GOODS NEEDED FOR SPECIALIZED CAREERS
- NRHA HOSTED EMPLOYMENT FAIRS
- FSS RETURN TO WORK INITIATIVE
- CONNECTHOME-DIGITAL INCLUSION
- CONNECTHOME-DIGITAL INCLUSION

Community Engagement **\$58,400**

- COMMUNITY ENGAGEMENT INITIATIVES
- ECONOMIC INCLUSION
- ANNUAL PLAN PUBLIC FORUMS,
- NSU MURAL PROJECT (3 OF 3)
- NRHA 501C3 LAUNCH,
- RESIDENT COUNCIL TRAINING AND SUPPORT

Youth Programs **\$201,600**

- YOUTH PROGRAM STAFF SALARY/FRINGE
- YOUTH DISCOVERY PROGRAM AND YOUTH RECREATION CONNECT PROGRAM
- SUMMER CAMP ENROLLMENT
- COLLEGE HERE WE COME
- YOUTH AFTER SCHOOL STEM PROGRAM
- YOUTH WORK EXPERIENCE PROGRAM
- TRANSPORTATION
- YOUTH MENTORING PROGRAM.

Community Improvement **\$ 315, 000**

- SMOKE FREE SHELTERS
- SECURITY SERVICES ,CALVERT SQUARE ENVISION CENTER,
- SCHOLARSHIP OPPORTUNITIES FOR HCV LANDLORDS TO INSTALL UPDATED AND OPERATIONAL SMOKE AND CARBON MONOXIDE DETECTORS IN HCV RENTED PROPERTIES
- GOODWILL FUND
- COMMUNITY BEAUTIFICATION INITIATIVES

Staff Training **\$25,000**



Ronald Jackson, *Executive Director*

Commissioners

Donald Musacchio, *Chair*

Alphonso Albert, *Vice Chair*

Rose Arrington

Ken Benassi

Joe Dillard

Richard Gresham

Suzanne Puryear

Hampton Roads Venture (HRV)

NRHA Funding Request (2021)

Overview

Norfolk Redevelopment and Housing Authority is requesting \$700,000 in funding from Hampton Roads Venture (HRV). The novel coronavirus (COVID-19) pandemic has become an evolving and uncertain public health crisis that has threatened the lives and livelihood of people around the world. As a result, millions of people are experiencing food insecurity, physical and mental health challenges, unemployment and domestic violence. NRHA is requesting HRV funds to support operational costs associated with numerous supportive services programs: adult workforce development, youth services, community engagement, community improvements and staff training.

Adult Workforce Development

Due to the global pandemic, many residents have suffered from the loss of employment or significant reduction in earned income. Workforce Development is a key component in stabilizing households and helping families move towards self-sufficiency. Having robust services and supports for residents seeking to return to work during the post pandemic recovery era is crucial. NRHA is requesting **\$100,000** to support adult workforce development opportunities that work to address immediate and necessary resolutions to barriers that often hinder progressive movement for families living in low income public housing and participating in the Housing Choice Voucher (HCV) program.

For over 20 years, NRHA has secured grant funding from the Department of Housing and Urban Development (HUD) Resident Opportunity for Self-Sufficiency (ROSS) and Family Self-Sufficiency (FSS) program grants. Although both the ROSS and FSS grant provide funding for staff, both prohibit or limit the use of funding to assist with direct, tangible supportive services to include child care, transportation, training and other supportive services. Funding from HRV would allow NRHA to provide the necessary supportive services to address barriers to employment and employment retention through \$36,000 requested for on-the-job (OJT) and vocational training opportunities, \$10,000 requested for stop-gap child care subsidies (until other permanent options are available), \$7,000 requested for transportation-related issues (including bus tickets, gas vouchers and vehicle repairs), \$5,000 requested to help residents obtain state-issued identification cards and birth certificates, \$10,000 equipment and goods needed for specialized careers (such as hand tools and uniforms). \$22,000 for NRHA hosted Employment Fairs and FSS Return to Work initiative, \$10,000 to support ConnectHome-Digital Inclusion initiatives.

Youth Programs

Losses in income, employment, and food insecurity can have both direct and indirect effects on children's social-emotional, cognitive, and academic outcomes. With the average household annual income at \$10,000, these youth are growing up in economically impoverished environments where disposable income for non-essential activities is virtually nonexistent. Research suggest that children who experience



sustained poverty are more likely to drop out of high school, have irregular employment, and experience poverty as an adult. Children in our communities have excessively suffered from the educational effects of the pandemic, as elementary and secondary schools across the nation transitioned to virtual learning. NRHA households continue to confront significant challenges to facilitating a learning environment comparable to school for their children, as a result Norfolk Public Schools reported low enrollment rates and attendance concerns for the school year.

The Youth Services team is committed to helping the thousands of youth living in Norfolk's public housing communities reach his or her greatest potential. The benefit in educating and training at-risk youth for careers would improve the chance of success for many youth; paving the way for the next generation of entrepreneurs, teachers and community leaders. This can only be achieved through enrichment activities, mentoring and exposure to opportunities throughout the city and region. NRHA is requesting **\$201,600** in HRV funding to support the continued operation and expansion of various programs and initiatives managed by NRHA Youth Services division through training opportunities, entrepreneurial endeavors, lifelong learning initiatives, leadership opportunities and all other resources and programs that more affluent youth in other communities are exposed to. The requested amount for youth programs will address the \$106,000 in salary and fringe for Youth Program Manager (75%) and Youth Program Coordinator (100%), \$8,000 for Youth Discovery Program and Youth Recreation Connect Program, \$10,000 Summer Camp enrollment, \$10,000 for College Here We Come, \$20,000 Youth After School STEM Program, \$20,000 Youth Work Experience Program, \$16,000 for transportation, and \$11,600 for Youth Mentoring Program.

Community Engagement

The Family First Initiative was started in February 2017 as the foundation of community engagement and safety initiatives in NRHA public housing communities. The intent is to create fun, participatory events where community engagement is nurtured, safety messages can be communicated and reinforced, and information about community programs and resources is provided. NRHA encourages residents to join us for a little fun, but leave with more; having the information and skills needed to take part in building a safe and health community!

Nurtured by the Housing Operations division, Family First Initiatives continues to build community collaborations that provide effective community engagement events that will be essential in re-engaging and encouraging our residents to seek resources for improve self-sufficiency post pandemic. Past events have successfully gotten residents out of their apartments, conversing with neighbors, law enforcement officials, community partners as well as NRHA. Events are well thought out and planned, providing an effective platform for community dialogue and exchange. Our core objective is to provide an understanding of community needs and resources. From family game nights to social events for our seniors to quarterly newsletters, Families First keeps our communities in the know!

Transparency, community goodwill, the ability to prevent crime, intervening in community issues and enforce our community guiding principles will continue to be the focus of Families First. Community



engagement activities and initiatives will focus on the sustainability of community activities and sponsorship of community partners to include: community mural projects, Tenant Management Council (TMC) Advisory Council (AC) and Resident Advisory Board (RAB) training and recruitment initiatives, community event scholarships, and fees and technical assistance associated with NRHA's desire to form a 501c3. A sum total of **\$58,400** is requested to support these essential community engagement functions to include: \$10,000 for Community Engagement Initiatives, \$3,000 for Economic Inclusion, \$4,000 for Annual Plan public forums, \$1,400 for NSU Mural Project (3 of 3), \$25,000 for the NRHA 501c3 launch, and \$15,000 for resident council training and support.

Community Improvement

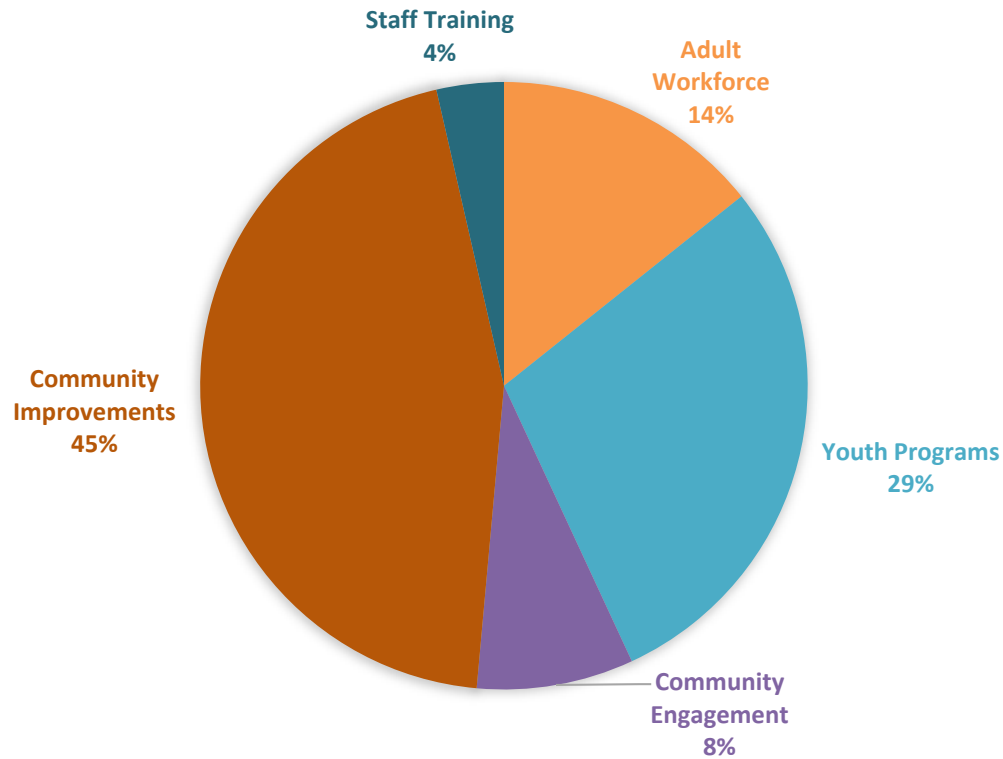
Creating and maintaining healthy and safe communities is reliant on the ability to address unforeseen community issues with urgency. Funding is needed to address efforts to assist residents with curb appeal, safety of NRHA's Smoke Free policy, and community upgrades. In addition, funding is needed to ensure that key safety initiatives related to mold remediation and carbon monoxide are made available to Housing Choice Voucher (HCV) participants via scholarship opportunities for HCV landlords. The requested amount of **\$315,000** would address the \$200,000 needed to install Smoke Free Shelters in designated areas in all six midrise communities (providing elderly and disabled residents with safe and secure options to comply with the HUD Smoke Free mandate), \$60,000 in funding to cover security services at the Calvert Square EnVision Center, and \$25,000 in scholarship opportunities for HCV landlords to install updated and operational smoke and carbon monoxide detectors in HCV rented properties, and \$25,000 to provide 'goodwill' to residents who may be temporarily displaced, responding to tragic events or covering the cost of goods and/or services not covered as eligible expenses in any other funding streams. Lastly, \$5,000 in funding is requested to supplement all assisted housing communities with activities, goods and services that will add to the beautification of our communities.

Staff Training

Providing adequate and timely training to staff is critical to the sustainability of our communities. As many funding streams provide provisions for training, none can address the full capacity needed to get all staff trained. The supplement of \$25,000 from HRV will allow more staff to be trained on key issues. It will also allow the agency to diversify the training portfolio by seeking training from key industry professionals.

Budget Summary

HRV 2021-2022 FUNDING DISBURSEMENT



PROGRAM	AMOUNT
Adult Workforce Development	\$100,000
Youth Programs	\$201,600
Community Engagement	\$ 58,400
Community Improvement	\$315,000
Staff Training	\$ 25,000
TOTAL	\$700,000

Hampton Roads Venture (HRV)

NRHA FUNDING REQUEST (2021)



Hampton Roads Venture (HRV)

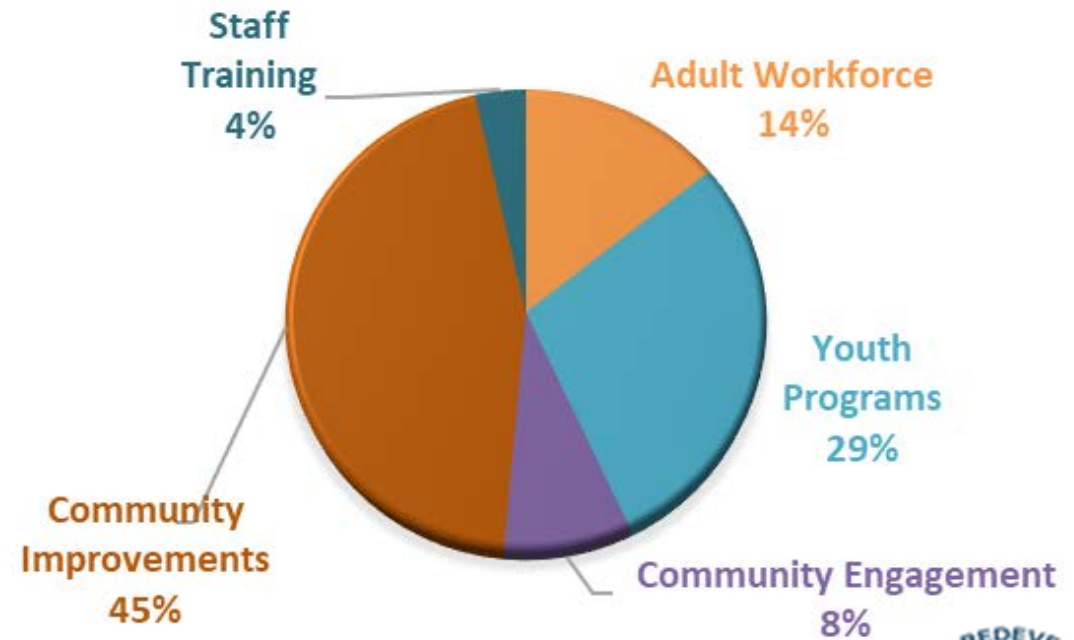
NRHA Funding Request (2021)

Norfolk Redevelopment and Housing Authority is requesting **\$700,000** in funding from Hampton Roads Venture (HRV). The novel coronavirus (COVID-19) pandemic has become an evolving and uncertain public health crisis that has threatened the lives and livelihood of people around the world. As a result, millions of people are experiencing food insecurity, physical and mental health challenges, unemployment, domestic violence, and other challenges. NRHA is requesting HRV funds to support operational costs associated with numerous supportive services programs: **adult workforce development, youth services, community engagement, community improvements and staff training.**



Funding Request Summary

PROGRAM	AMOUNT
Adult Workforce Development	\$100,000
Youth Programs	\$201,600
Community Engagement	\$ 58,400
Community Improvement	\$315,000
Staff Training	\$ 25,000
TOTAL	\$700,000



Funding Request Summary (cont.)

ADULT WORKFORCE DEVELOPMENT

\$100,000

- ON-THE-JOB (OTJ) AND VOCATIONAL TRAINING
- STOP-GAP CHILD CARE SUBSIDIES
- TRANSPORTATION
- IDS/BIRTH CERTIFICATES
- EQUIPMENT AND GOODS NEEDED FOR SPECIALIZED CAREERS
- NRHA HOSTED EMPLOYMENT FAIRS
- FSS RETURN TO WORK INITIATIVE
- CONNECTHOME-DIGITAL INCLUSION
- CONNECTHOME-DIGITAL INCLUSION

YOUTH PROGRAMS

\$201,600

- YOUTH PROGRAM STAFF SALARY/FRINGE
- YOUTH DISCOVERY PROGRAM AND YOUTH RECREATION CONNECT PROGRAM
- SUMMER CAMP ENROLLMENT
- COLLEGE HERE WE COME
- YOUTH AFTER SCHOOL STEM PROGRAM
- YOUTH WORK EXPERIENCE PROGRAM
- TRANSPORTATION
- YOUTH MENTORING PROGRAM.



Funding Request Summary (cont.)

COMMUNITY ENGAGEMENT

\$58,400

- COMMUNITY ENGAGEMENT INITIATIVES
- ECONOMIC INCLUSION
- ANNUAL PLAN PUBLIC FORUMS,
- NSU MURAL PROJECT (3 OF 3)
- NRHA 501C3 LAUNCH,
- RESIDENT COUNCIL TRAINING AND SUPPORT

STAFF TRAINING

\$25,000

COMMUNITY IMPROVEMENT

\$ 315,000

- SMOKE FREE SHELTERS
- SECURITY SERVICES ,CALVERT SQUARE
ENVISION CENTER,
- SCHOLARSHIP OPPORTUNITIES FOR HCV
LANDLORDS TO INSTALL UPDATED AND
OPERATIONAL SMOKE AND CARBON
MONOXIDE DETECTORS IN HCV RENTED
PROPERTIES
- GOODWILL FUND
- COMMUNITY BEAUTIFICATION
INITIATIVES



Thank You!

Yilla J. Smith
Client Services Director
ysmith@nrha.us
(757)314-2068



Commissioners' Update NRHA Board of Commissioners

Subject: NRHA Marketing Collateral, News Release & Advertising Report – June 2021

Executive Contact: Jennifer Moore

Date: July 15, 2021

STATUS

The attached NRHA Marketing Collateral, News Release & Advertising Report provides a summary of the promotional materials designed by the Communications and Government Relations Department for NRHA programs and resident events, text messages sent via CodeRED, news releases submitted to the media, advertising placed during the month of June as well as Communications-related staff training.

We continue to report the entirety of collateral developed by the Communications Department, with materials created in June called out in red.

FUTURE ACTION

NRHA Marketing Collateral, News Release & Advertising Report is provided to the Board of Commissioners each month.

NRHA Marketing Collateral Report for May 2021

Collateral Developed in Response to the COVID-19 Crisis

Communications with residents

Family Communities - Buildings Closed poster
Senior Midrises - Buildings Closed poster
NRHA COVID-19 Resident Newsletter Issue #1
NRHA Staff & Department Directory
A message to our residents regarding COVID-19 ("Coronavirus")
COVID-19 Updates for Residents, Participants & Clients
Stopping the Spread - Social Distancing flyer
Face Mask flyer
Basketball courts closed poster
Playgrounds closed poster
FAQs developed for use with the NRHA COVID Hotline
Social Distancing Sign for Midrises
Face Mask Sign for Midrises
Streaming BOC and public hearing meetings
COVID-19 (Coronavirus) Updates for Residents & Participant Clients
NRHA COVID-19 Update
Remember - Rent Is Due Postcard
Remember - Rent Is Due Flyer
Community Newsletter article: How Does the Eviction Moratorium Affect You?
NRHA COVID-19 Resident Newsletter Issue #2
Notice to All Residents Regarding Rental Payment Obligations Letter
Food Hub Order Ahead Flyer for Young Terrace
Resident COVID-19 Newsletter - March 2021
Flyer: A New Way to Order Free Food Online
Flyer: Family Vaccination Days Mobile Vaccination Clinic
Sign: Playgrounds and basketball courts are open
Sign: Midrise common areas are open

Resources Provided to Residents

Jazz Scott with the Pharrell Williams group provided 100 masks each to Franklin, Hunter & Sykes as thank you for participating in the World Central Kitchen food distribution.

NRHA COVID-19 Hotline - 700 calls cleared from 4/2/20 - 5/30/21

Letters to staff from the Executive Director

- 3/20/20
- 3/23/20
- 3/25/20
- 3/27/20
- 3/30/20
- 4/1/20
- 4/3/20
- 4/9/20
- 4/17/20
- 4/24/20
- 5/1/20
- 5/8/20
- 5/13/20
- 6/10/20

- 6/17/20
- 6/26/20
- 7/2/20
- 7/10/20 - Town Hall Summary
- 7/17/20
- 7/22/20
- 7/24/20
- 7/29/20
- 8/14/20
- 8/18/20
- 8/28/20
- 9/4/20
- 9/11/20
- 9/25/20
- 10/2/20
- 10/9/20
- 10/15/20
- 10/23/20
- 10/29/20
- 11/10/20
- 11/12/20
- 11/13/20
- 11/20/20
- 12/18/20
- 12/21/20
- 12/23/20
- 2/19/21
- 2/26/21
- 5/21/21
- 5/28/21
- 6/1/21
- 6/4/21
- 6/11/21
- 6/29/21

Employee Resources

NRHA Staff COVID-19 FAQs

Working from Home - Instructions for setting up VPN

Working from Home - Instructions for setting up VPN for Mac users

Out-of-Office Telephone Procedures

Safety Protocols for Staff Working On Site

Working from Home Tips

Working from Home Tips - for Managers

GoToMeeting Instructions

Open Voice teleconferencing tool instructions

Employee Rights - FFCRA

Submitting Your Timesheet Electronically

NRHA Automated Telephone Tree Diagram

NRHA Key Staff Directory

Accounts Payable Schedule Changes

Mailroom / Central Files Essential Functions Procedures

Received 1,000 masks provided free of charge by the Council of Large Public Housing Authorities (CLPHA)

Face Masks Are Mandatory

IMPORTANT INFO - Virtual Employee Town Hall
HUMAN RESOURCES: New COVID-19 Prevention Procedures to Begin Week of July 20
HUMAN RESOURCES: NRHA COVID19 Self-Assessment Procedure
HUMAN RESOURCES Our Duty to Our Residents During the Coronavirus Outbreak
Hygiene Reminder
In & Out Door Hangers
Facemask-Flyer
NRHA COVID19 Notification Procedures
HUMAN RESOURCES: COVID-19 Leave Program to End
Flyer: March 7 Vaccine Clinic for Eligible NRHA Employees

Employee Morale

Letter from BOC Chair to all employees
4/24/20 Letter from the Executive Director introducing #OneNRHA with Ron's photo
5/1/20 Letter from the Executive Director with link to #OneNRHA collage
First #OneNRHA event - photo collage on ShareNet
NRHA Virtual Employee Town Hall was held on July 10,2020
"Back to School" - photo collage on ShareNet
Annual Employee Meeting 2020 "Save the Date"
Annual Employee Meeting 2020 "Year in Review" video
"I Care to Keep Us Safe" button for employees as part of the #OneNRHA campaign

Coronavirus-Related Programming

COVID Housing Costs Relief Program Guidelines
COVID Housing Costs Relief Program FAQs
Required Supporting Documentation Checklist
COVID Housing Costs Relief Program Postcard
Housing Costs Relief Program Flyer
Housing Costs Relief Program Document Checklist
Housing Costs Relief Program Step-by-Step Instructions
Housing Costs Relief Program FAQs

Website and Social Media

Continued robust activity with daily posts providing NRHA-related information; information regarding community resources of interest to our residents; community partner cross shares and tips for navigating the "new normal"

News Releases

3/12/20 Annual Plan Public Hearing is Cancelled
3/19/20 NRHA Closes Offices and Provides Updates
3/31/20 NRHA Waives Rental Late Payment Fees, Offers Discounted Online Rent Payment Fees
4/7/20 April Board Meeting Cancelled
4/14/20 NRHA Limits Services During COVID-19 Outbreak, Move to Automated Phone System
8/3/20 End of Eviction Moratorium Means Return of Fees
8/14/20 Eviction Moratorium Extended
8/31/20 NRHA to Help Norfolk Residents Suffering Loss Due to COVID-19 -- Housing Costs Relief Program
11/12/20 NRHA Kicks Off Second Offering of Program Helping Norfolk Residents Suffering Loss Due to COVID-19
5/20/21 Mobile Vaccination Clinic
Media Advisory: Oakleaf Forest Youth Plays Basketball with NRHA Leader to Celebrate Reopening of Community Courts, Common Area:

NRHA non-COVID-related Collateral & Programming

Annual Plan Public Review Period postcard

NRHA Community Map
Calvert Square Fact Sheet
Diggs Town Fact Sheet
Grandy Village Fact Sheet
Oakleaf Forest Fact Sheet
Sykes Fact Sheet
Tidewater Gardens Fact Sheet
Young Terrace Fact Sheet
Diggs Town Relocation Survey
Tidewater Gardens Surveys flyer: Mobility Counseling & Relocation Services and Resident Satisfaction Survey
Tidewater Gardens Tenant Management Council flyer
Right to Return QA & Info Fair postcard
Right to Return QA & Info Fair poster
Right to Return QA & Info Fair yard sign
Right to Return Handout: Question and Answer flyer
Right to Return Handout: Relocation Map handout
Right to Return Handout: Right to Return Policy
Prepared draft Executive Director Letter for the FY2022 Budget Book
Graphic design and layout of FY2022 Budget Book
Community Newsletters: Edited and formatted newsletters for nine NRHA communities
Litter Campaign: Let's talk trash Info graphic
Litter Campaign: The Joy of Clean and Pretty article for community newsletters
[Property Management Team Profile - Tidewater Gardens](#)
[Housing Authority Hiring Event flyer](#)
[NRHA Recruitment sign for hiring events](#)
[Sykes Resident Satisfaction Survey](#)
[Young Terrace Resident Satisfaction Survey](#)
[NRHA Public Reopening Staff Survey and Report](#)

NRHA non-COVID-related News Releases

5/4/21 NRHA Helps Make Resident's Homownership Dream Come True
[6/1/21 NRHA Sets Public Hearing for FY2022 Proposed Budget](#)

NRHA Advertising

Budget Book Public Review Period and Hearing
LIPH Wait Alists Open

CodeRED - Emergency Messaging Service

CodeRED was rolled out to all employees and the Board of Commissioners on July 2, 2020
CodeRED Sign Up Instructions
CodeRED Sign Up Instructions Update
CodeRED Audience Set Up Instructions for Authorized CodeRED Users
CodeRED Groups & Tags List
CodeRED Procedures

CodeRED Text Messages

5/19/21 Active shooter incident in Young Terrace. Staff to shelter in place.
5/19/21 Active shooter incident in Young Terrace. Off-site staff to avoid area until further notice.
5/19/21 Young Terrace is now clear. All staff may resume operations.



Playgrounds and basketball courts are

NOW OPEN!

**BUT ARE NOT SANITIZED
OR DISINFECTED.**

STAY HEALTHY!

Please wipe down area after use, practice
good hygiene and wash your hands.





**Indoor and outdoor
common areas are now**

OPEN

**BUT ARE NOT SANITIZED
OR DISINFECTED.**

STAY HEALTHY!

**Please wipe down area after use, practice
good hygiene and wash your hands.**



**Masks are still required regardless
of vaccination status.**



June 1, 2021

MESSAGE FROM THE EXECUTIVE DIRECTOR

Good afternoon Team #OneNRHA,

I am pleased to announce that today, NRHA puts in place a new telework policy to allow greater scheduling flexibility for certain jobs.

Some of the highlights of the new policy are:

1. Only certain jobs qualify for telework.
2. Only hybrid (you have to be on-site on some days) telework schedules are permitted.
3. All teleworking requires a regular on-site/off-site schedule that is to be followed consistently.
4. You must make a safety assessment of your home office where you work.
5. You must pay all expenses for your home office arrangement; NRHA will not pay for paper, printer ink cartridges, etc.
6. You may be required to appear at work during an off-site day if your supervisor requires it for a business-related purpose, e.g., a presentation.
7. Management may end a telework arrangement if it sees declines in productivity. All NHRA telework arrangements must work towards an improvement in our overall effectiveness.

[Please find attached NRHA's new telework policy and application form.](#) Take a look at the policy. If you have circumstances that indicate that telework may be for you, you're invited to apply. Please email rarcher@nrha.us if you have any questions.

Thanks for all you do,

A handwritten signature in black ink, appearing to read "Ron Jackson", written over a light blue rectangular background.

RON JACKSON
EXECUTIVE DIRECTOR



June 4, 2021

MESSAGE FROM THE EXECUTIVE DIRECTOR

Good afternoon Team #OneNRHA,

As I mentioned last week, our reopening committee is working diligently to prepare our organization to reopen its doors to the public. This will likely be a phased approach, but the target date for in-person service to the public is early July 2021.

With the world slowly returning to normal, I assure you that **employee health and safety in the workplace is a top priority**. Which is why I think it's important to get feedback from staff to ensure that we have addressed concerns and obtained input on resources and equipment you need to perform your duties to best serve our residents, clients and vendors in-person. Please take a few moments to respond to the survey link and submit your response by Wednesday, June 16.

[NRHA Public Reopening Survey Link](#)

I'll share more information on our reopening strategy once it's available.

Have a wonderful weekend. Thanks for all you do.

A handwritten signature in black ink, appearing to read 'Ron Jackson', written over a light gray rectangular background.

RON JACKSON
EXECUTIVE DIRECTOR



June 11, 2021

MESSAGE FROM THE EXECUTIVE DIRECTOR

Good afternoon Team #OneNRHA,

Juneteenth became a permanent state holiday in Virginia on Oct. 13, 2020. This year Juneteenth is being celebrated Saturday, June 19, and being observed as a **NRHA paid holiday on Friday, June 18**. Juneteenth is the **oldest known commemoration of the end of slavery in the United States**. It marks the day in 1865 that enslaved people in Galveston, Texas, the last of the former Confederate states to abolish slavery, finally heard that the Civil War had ended and learned that the Emancipation Proclamation had made them free nearly two years earlier.

“Since 1619, when representative democracy and enslaved African people arrived in Virginia within a month of each other, we have said one thing, but done another,” said Governor Northam. “It’s time we elevate Juneteenth not just as a celebration by and for some Virginians, but one acknowledged and commemorated by all of us. **It mattered then because it marked the end of slavery in this country, and it matters now because it says to Black communities this is not just your history—this is everyone’s shared history, and we will celebrate it together.** This is a step toward the Commonwealth we want to be as we go forward.”

We all should celebrate Juneteenth because it speaks about our **shared belief** in inalienable rights. A **celebration of freedom** for any American is a celebration of the ideals that make our country what it is today. **American identity emerged from shared faith in the ideal of liberty**, not from shared blood. Therefore, any celebration of American freedom is a **celebration for us all**. Juneteenth is about liberty.

Thanks for all you do,

RON JACKSON
EXECUTIVE DIRECTOR



June 29, 2021

MESSAGE FROM THE EXECUTIVE DIRECTOR

Good afternoon Team #OneNRHA,

I'm very happy to inform you that the NRHA Board of Commissioners approved the FY2022 budget at their meeting held last Thursday, June 24th. The FY2022 budget becomes effective Thursday, July 1, 2021.

Let me take a moment to express my appreciation to Virginia Mack, Chief Administrative Officer, and to the staff of the Budget and Compliance department: Laura Rath, Rebecca Burrus, Ronald Hoe, Jr., and Ruby Snow. Coordinating the construction of a balanced budget in a time of turbulent change is a remarkable accomplishment. I thank them all.

You all have worked hard through these challenging times and, despite financial constraints within the organization, we are trying our best to compensate you for your contribution. That's why I'm happy to announce that the FY22 budget includes **an across-the-board two percent increase for all employees**. The pay rate increase goes into effect at the beginning of the first pay period in July (July 3). You will see the effects of the increase in your July 23 pay deposit.

And more good news: **NRHA is absorbing the cost of the 2022 health insurance premium increase**. If you have health insurance and select the same plan and coverage in 2022 as you do this year, your premium will not be raised.

Thanks for all you do.

A handwritten signature in black ink, appearing to read 'Ron Jackson', written over a light blue rectangular background.

RON JACKSON
EXECUTIVE DIRECTOR

Media Advisory

Oakleaf Forest Youth Plays Basketball with NRHA Leader to Celebrate Reopening of Community Courts, Common Areas

Norfolk, Va., June 14 – Norfolk Redevelopment and Housing Authority (NRHA) is slowly reopening to the public as our region's COVID-19 cases continue to plummet. As a part of the first phase in this process, NRHA is opening playgrounds and basketball courts, which is an answered prayer for Messiah Freeman. Recently, the Oakleaf Forest youth wrote a letter to property management asking that the basketball courts be reopened. Thanks to COVID, Freeman stressed that he and his friends have no activities and desperately needed the return of their basketball hoop nets.

NRHA heard him. Not only is the Authority making the reopening of the courts a priority in this first phase, but NRHA Executive Director Ron Jackson is meeting with Freeman to recognize his advocacy efforts and play a little basketball.

Date: Monday, June 14, 2021

Time: 4 p.m.

Location: Oakleaf Forest Basketball Court, 1701 Greenleaf Drive, Norfolk, VA 23523

Notes for Media

NRHA Executive Director Ron Jackson and Youth Programs Manager Julius Norman will be available to the media after the event.

Contact Information

Nealy Gihan, Senior Communications & Marketing Specialist
757-314-2009, ngihan@nrha.us





HOUSING AUTHORITY HIRING EVENT



JULY 1, 2021 | 10 AM - 2 PM
SCOPE ARENA
201 E BRAMBLETON AVE
NORFOLK, VA 23510

**INTERVIEW AND
APPLY ON-SITE!**

**Dress for success and
bring your resume!**

Local Housing Authorities are looking for qualified applicants for the following positions:

- ✓ Accountants
- ✓ Administrative Assistants
- ✓ Building Maintenance Mechanics
- ✓ Grounds Keepers
- ✓ Occupancy Assistants
- ✓ Property Managers

JOIN US VIRTUALLY AT:
<https://bit.ly/3qghp9i>

- 10 am – 11 am CRHA, Chesapeake
- 11 am – 12 pm NRHA, Norfolk
- 12 pm – 1 pm PRHA, Portsmouth
- 1 pm – 2 pm SRHA, Suffolk



SCAN ME!

IN PARTNERSHIP WITH:



AN EQUAL OPPORTUNITY EMPLOYER/PROGRAM

Auxiliary aids and services are available upon request to individuals with disabilities. TDD: VA Relay Center: 711 or 800.828.1120

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration.

The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor.



Norfolk Redevelopment and Housing Authority

Where you have a positive impact on lives daily

Positions available:

- Property Managers
- Administrative Assistants
- Building Maintenance Mechanics
- Grounds Maintenance Workers
- Accounting Positions



Sykes Resident Satisfaction Survey

Norfolk Redevelopment and Housing Authority wants your feedback on the quality of service being provided to you by NRHA staff in Sykes Midrise. Your participation in the survey is voluntary and anonymous. Your responses will be used to improve the quality of our customer service.

NRHA Customer Service

1. In your opinion, Sykes Midrise staff:

	Yes	No	No opinion
Are welcoming, polite and professional toward you at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Return your phone calls and/or emails in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No	No opinion
Are knowledgeable and accurate in providing the information you need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are consistent with the information they give to all residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address your questions and concerns in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Are Sykes Midrise staff responsive and effective in handling complaints dealing with:

	Yes	No	Not Applicable
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rodents or insects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trash or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Destruction of property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or other illegal activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quality of Life

3. Please rate how often the following have negatively affected your quality of life:

	Frequently	Occasionally	Rarely	Never
Noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rodents or insects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trash or litter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug use or other illegal activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Destruction of property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Routine Maintenance Requests

4. Over the last year, have you had non-emergency problems with the following:

	Yes	No
Electricity	<input type="radio"/>	<input type="radio"/>
Water / plumbing	<input type="radio"/>	<input type="radio"/>
Kitchen appliances	<input type="radio"/>	<input type="radio"/>
Smoke detectors	<input type="radio"/>	<input type="radio"/>

	Yes	No
Mold	<input type="radio"/>	<input type="radio"/>

5. Over the last year, how many routine maintenance requests have you made?

- ☐ 1
- ☐ 2 - 3
- ☐ 4 or more
- ☐ No requests

6. If you've submitted non-emergency maintenance requests, on average how long does it take to fix the problem?

- ☐ Less than 5 hours
- ☐ 6 - 24 hours
- ☐ More than 24 hours

7. If you've submitted routine maintenance requests, are you satisfied with the following:

	Yes	No	Not applicable
How easy it is to submit a maintenance request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Yes	No	Not applicable
Overall quality of repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed with which work is completed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How the staff doing the repairs treated you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Are you currently experiencing maintenance issues? If yes. please list them:

If you are currently experiencing maintenance issues, you can either:

- Contact your Property Manager Tonika Cross at 314-1521 or
- Have NRHA staff contact you directly

9. If you would like us to contact you directly regarding your maintenance issues, what is the best way to reach you?

Name

Address

Email
Address

Phone
Number

Emergency After-Hours Maintenance Requests

10. Over the last year, how many times have you requested after-hours emergency maintenance?

- ☐ 1
- ☐ 2 - 3
- ☐ 4 or more calls
- ☐ no requests

11. If you've requested after-hours emergency maintenance, on average how long does it take maintenance staff to fix the problem?

- ☐ Less than 5 hours
- ☐ 2 - 3 calls
- ☐ 4 or more calls

12. If you've submitted after-hours emergency maintenance requests, are you satisfied with the following:

Yes

No

	Yes	No
How easy it is to submit a maintenance request	<input type="radio"/>	<input type="radio"/>
Overall quality of repairs	<input type="radio"/>	<input type="radio"/>
Speed with which work is completed	<input type="radio"/>	<input type="radio"/>
How the staff doing the repairs treated you	<input type="radio"/>	<input type="radio"/>

Thank you for taking the time to complete this survey!

Done

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See how easy it is to [create a survey](#).

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Young Terrace Resident Satisfaction Survey

Norfolk Redevelopment and Housing Authority wants your feedback on the quality of service being provided to you by NRHA staff in Young Terrace. Your participation in the survey is voluntary and anonymous. Your responses will be used to improve the quality of our customer service.

NRHA Customer Service

1. In your opinion, Young Terrace staff:

	Yes	No	No opinion
Are welcoming, polite and professional toward you at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No	No opinion
Return your phone calls and/or emails in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are knowledgeable and accurate in providing the information you need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are consistent with the information they give to all residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address your questions and concerns in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Are Young Terrace staff responsive and effective in handling complaints dealing with:

	Yes	No	Not applicable
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rodents or insects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trash or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Destruction of property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No	Not applicable
Drug use or other illegal activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quality of Life

3. Please rate how often the following have negatively affected your quality of life:

	Frequently	Occasionally	Rarely	Never
Noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rodents or insects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trash or litter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug use or other illegal activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Destruction of property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Routine Maintenance Requests

4. Over the last year, have you had problems with the following:

	Yes	No
Electricity	<input type="radio"/>	<input type="radio"/>

	Yes	No
Water / plumbing	<input type="radio"/>	<input type="radio"/>
Kitchen appliances	<input type="radio"/>	<input type="radio"/>
Smoke detectors	<input type="radio"/>	<input type="radio"/>
Mold	<input type="radio"/>	<input type="radio"/>

5. Over the last year, how many routine maintenance requests have you made?

- ☐ 1
- ☐ 2 - 3
- ☐ 4 or more
- ☐ No requests

6. If you've submitted routine maintenance requests, on average how long does it take to fix the problem?

- ☐ Less than 5 hours
- ☐ 6 - 24 hours
- ☐ More than 24 hours

7. If you've submitted routine maintenance requests, are you satisfied with the following:

Yes	No
-----	----

	Yes	No
How easy it is to submit a maintenance request	<input type="radio"/>	<input type="radio"/>
Overall quality of repairs	<input type="radio"/>	<input type="radio"/>
Speed with which work is completed	<input type="radio"/>	<input type="radio"/>
How the staff doing the repairs treated you	<input type="radio"/>	<input type="radio"/>

8. Are you currently experiencing maintenance issues? If yes. please list them:

If you are currently experiencing maintenance issues, you can either:

- Contact your Property Manager Tonika Cross at 314-1521 or
- Have NRHA staff contact you directly

9. If you would like NRHA staff to contact you directly regarding your maintenance issues, what is the best way to reach you?

Name

Address

Email

Address

Phone

Number

Emergency After-Hours Maintenance Requests

10. Over the last year, how many times have you requested after-hours emergency maintenance?

- ☐ 1
- ☐ 2 - 3
- ☐ 4 or more
- ☐ No requests

11. If you've requested after-hours emergency maintenance, on average how long does it take maintenance staff to fix the problem?


- ☐ Less than 5 hours
- ☐ 26 - 24 hours
- ☐ 24 hours or more

12. If you've submitted after-hours emergency maintenance requests, are you satisfied with the following:

	Yes	No
How easy it is to submit an after-hours emergency maintenance request	<input type="radio"/>	<input type="radio"/>
Overall quality of repairs	<input type="radio"/>	<input type="radio"/>
Speed with which work is completed	<input type="radio"/>	<input type="radio"/>
How the staff doing the repairs treated you	<input type="radio"/>	<input type="radio"/>

Thank you for taking the time to complete this survey!

Done

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[Privacy & Cookie Policy](#)



For More Information:

Nealy Gihan
ngihan@nrha.us
(757) 314-2009

For Immediate Release

NRHA Sets Public Hearing for FY2022 Proposed Budget

Norfolk, VA (June 1, 2021) – Norfolk Redevelopment and Housing Authority (NRHA) will present the proposed budget for FY2022 to its Board of Commissioners at 9 a.m., June 10, 2021, followed by a public hearing on the proposed FY2022 Consolidated Annual Operating and Capital budget at 9:30 a.m.

These events will be livestreamed. Members of the public are encouraged to participate in the virtual public hearing and board meeting by viewing online or calling the toll-free number to listen in an audio-only mode.

To register to watch the live-stream, go to <http://bit.ly/NRHA-FY2022>.

To participate in an audio-only mode, call 1-866-901-6455.

The proposed budget book is available for review online from May 28 at 5 p.m. through June 10 at <http://www.nrha.us/nrha/aboutnrha/budget>. Due to COVID-19, hard copies will be available for review by appointment only by calling 757-314-1620.

The Board of Commissioners will vote on the final budget on June 25, 2021 at 9 a.m.

For more information contact Chief Administrative Officer Virginia Mack at vmack@nrha.us or 757-314-1620.

NRHA provides equal housing and employment opportunities for all persons. NRHA does not discriminate against any applicant, resident, or employee on the basis race, color, religion, national origin, sex, elderliness, familial status, disability, source of funds, sexual orientation, gender identity, or veteran status in the admission, access or operations of programs, services or activities. If you feel you have been discriminated against, you have the right to file a complaint of discrimination with the Fair Housing and Equal Opportunity office by calling toll free 800-669-9777.

Qualified individuals who need communication aids, services or other accommodations to participate in programs and activities are invited to make your needs known to the 504/ADA Coordinator Kim Thomas 757-623-1111, TDD: 800-545-1833. Please give NRHA at least seven to ten days advance notice to meet your needs.

About NRHA



Founded in 1940, NRHA is a national leader in community revitalization and fostering sustainable mixed-income communities. As the largest redevelopment and housing authority in Virginia, NRHA is an important driver of the local economy. www.nrha.us



Commissioners' Update NRHA Board of Commissioners

Subject: NRHA Media Coverage – June 2021

Executive Contact: Jennifer Moore

Date: July 15, 2021

STATUS

The NRHA Media Coverage Report provides information on all mentions of NRHA in the news during June 2021.

FUTURE ACTION

The NRHA Media Coverage Update is provided to the Board of Commissioners each month.

NRHA Media Coverage - June 2021

Date	Headline	Publication	Reach	Sentiment
6/10/21	CRHA getting federal funding for affordable housing	WCAV-TV	116,700	Positive
6/14/21	7-year-old's letter prompts early reopening of community basketball court in Norfolk	Wavy.com	183,000	Neutral
6/14/21	7-year-old's letter prompts early reopening of community basketball court in Norfolk	WRIC TV 8	812,253	Neutral
6/15/21	Demolition of 16 Tidewater Gardens buildings expected to begin soon	Wavy.com	183,000	N/A
6/16/21	Asphalt art project painting entrance of Norfolk's Tidewater Gardens to commemorate Juneteenth	Wavy.com	N/A	N/A
6/17/21	Waterside developer sues Norfolk over Pamunkey casino	Yahoo news	65,369,540	Neutral
6/17/21	Waterside developer sues Norfolk over Pamunkey casino	The Virginian-Pilot	857,381	Neutral
6/17/21	Person shot on Kimball Terrace in Norfolk	Wavy.com	N/A	N/A
6/18/21	Waterside operator sues Norfolk over Pamunkey tribe's resort casino plans	WRIC TV 8	812,253	Neutral
6/18/21	Virginia: Cordish sues Norfolk city over Pamunkeys' approved casino project	Yogonet International	76,061	Neutral
6/18/21	Waterside operator sues Norfolk over Pamunkey tribe's resort casino plans	WRIC TV 8	812,253	Neutral
6/20/21	Cordish Sues City of Norfolk for \$100m Over Alleged Broken Casino Agreement	Vegasslotsonline	411,551	Neutral
6/25/21	CDC extends eviction moratorium through July 31	13newsnow.com	N/A	N/A
6/29/21	Demolition of Tidewater Gardens neighborhood continues in Norfolk	WTKR.com	498,695	Negative
6/29/21	Over half of Tidewater Gardens residents re-located to make way for multi-million dollar redevelopment	13newsnow.com	140,000	N/A
6/29/21	Norfolk Hosts Roundtable on Tidewater Gardens Redevelopment Project	Wavy.com	183,000	N/A



Commissioners' Update

NRHA Board of Commissioners

Subject: Property Management Team Profile – Tidewater Gardens

Executive Contact: Jennifer Moore

Date: July 15, 2021

BACKGROUND

Every day, NRHA property management staff are on the frontlines serving our communities. For our residents, they are both the face of NRHA and often the “first responders” residents turn to for assistance.

Over the coming months, we’ll be profiling the property management teams in all eleven NRHA family and senior midrise communities.

The articles will offer insights into the challenges faced by each property manager as well as the strategies they’ve developed for best serving their residents. We’ll also spotlight some of the managers’ outstanding staff and the positive impact they have on their community.

STATUS

This month’s Property Management Team Profiles focuses on Sheron Jackson and her team in Tidewater Gardens.

Tidewater Gardens

“Once (residents) leave our office, they know they were treated fairly. We come in with a smile on our face, and we do it again and again every day.”



Left to Right: Taekwon Hodges, Josette Watkins, Donta Richardson, Sheron Jackson, Chad Mumford, Aminah Shabazz, William Foster. Not pictured, Wanda Green.

MEET THE TEAM

Led by Property Manager Sheron Jackson, the Tidewater Gardens team also includes two administrative assistants, a maintenance superintendent, maintenance lead, mechanic, mechanic aide, custodian and senior resident services specialist. This team, though small, is dedicated to helping residents.

Tidewater Gardens residents reach out to the community's staff when they need assistance straightening out their finances, fixing something in their apartment or finding a new home.

Senior Resident Service Specialist Wanda Green, for example, helps residents with financial counseling. She also helps unemployed residents find volunteer work and job training, and organizes events to help people find community resources. Green, who has been with NRHA for 29 years, says “it takes time to develop a rapport with residents,” but she enjoys the work she does. “It’s rewarding to help residents improve their credit rating and qualify for a home of their own,” she said.

As maintenance lead, Chad Mumford interacts daily with residents who need help with plumbing, electrical and other repairs. “It’s different every day,” said Mumford, who has worked at Tidewater Gardens for two and a half years. “That’s what I find most rewarding.”

But some days can be challenging. Sometimes residents get upset, but experienced staff members like Senior Administrative Assistant Aminah Shabazz know how to navigate difficult situations. “You have to be mentally ready, otherwise it can throw your day off balance,” said Shabazz, who has been with NRHA for 23 years. “You have to be patient and let them calm down before you can help them.”

“Even though we can’t make all our residents happy all the time, we give them great customer service,” Jackson added. “Once they leave our office, they know they were treated fairly. We come in with a smile on our face, and we do it again and again every day.”

As a mechanic aide for the past two years, Donta Richardson fixes appliances, maintains the property and helps clean up the neighborhood. There’s extra work on Mondays, because litter collects over the weekend. The most unusual thing he’s found while cleaning up is a teddy bear with its stuffing hanging out. “Most of the time it’s peaceful,” Richard said about working on the grounds. “You have to keep your mind free, so the job doesn’t bother you no matter what comes up.”



Tidewater Gardens Maintenance Team



COMMUNITY SNAPSHOT

Tidewater Gardens was named because of its location on Tidewater Drive in an area once known as Mahone’s Lake.

First Occupied: 1955

Units: 618

Acres: 44

Address: 450 Walke St., Norfolk, VA 23504

Rental Type: NRHA Owned/Managed



Property Manager

- Respond to neighborhood concerns
- Notify residents about outstanding certifications and rent
- Oversee staff

Administrative assistant

- Answer phones
- Process work orders
- Help residents with annual paperwork

Maintenance staff

- Plumbing, electrical and other repairs
- Order supplies
- Oversee contractors

Senior Resident Services Specialist

- Counsel residents on a variety of economic, social, personal and other issues
- Plan, organize and conduct workshops and activities
- Perform general social service case management

TEAMWORK

Sometimes residents need help connecting with community groups. One example is when a young man called the management office to ask how he could receive a Thanksgiving food basket for his family. Administrative Assistant Josette Watkins took the call and asked Green to help the resident connect with an outreach group.

“I like that I can reach out and help people,” Watkins said.

“They’re very appreciative and excited,” Green said. “They didn’t have the money to get a turkey and all the fixings, especially last year with the pandemic – a lot of residents lost their jobs.

COVID CHALLENGES

When COVID-19 struck, staff members had to figure out how to process paperwork without coming face-to-face with residents. That meant setting up a system where residents could drop off documents, said Watkins, who has been an administrative assistant for two and a half years.

“It turned things upside down,” said Watkins. She was one of the many parents who had to juggle her work responsibilities while helping her daughter do classwork remotely. “When it started, we wanted to pull our hair out. But we adjusted.”

The pandemic also affected the world’s supply chain, which meant it became harder to get some supplies. Smaller

refrigerators are in high demand nationwide, Maintenance Superintendent Taekwon Hodges said.

“We’re all hurting for refrigerators,” he said. “We reuse the ones we already have in the community. But when a compressor breaks, it’s so expensive to replace – you might as well replace the whole refrigerator.”

MANAGING TRANSITIONS

Staff members are aware of the news media’s negative coverage of Tidewater Gardens, which sits in an area the city is redeveloping to better-serve residents and the community.

“We take pride here in what we do with our residents,” Jackson said about the community, which was built more than 65 years ago in a flood-prone area once known as Mahone’s Lake. Norfolk Redevelopment and Housing Authority is helping residents transition into new homes.

“It hasn’t been easy for residents to move out of somewhere they’ve lived 20 or 30 years,” Jackson said. “My job is to help residents understand the process.”

In addition, the staff at Tidewater Gardens has decreased along with the number of residents.

Hodges said it’s been challenging taking care of the community with less employees. Some staff members left after NRHA announced its plans for Tidewater Gardens.

“Our crew is pretty small,” said Hodges, who has worked for the

CHATTING WITH PROPERTY MANAGER SHERON JACKSON

Housing experience: Worked several years as a compliance manager in private communities from Danville to Richmond to the Peninsula before becoming property manager of Tidewater Gardens in November 2020.

Keys to a healthy neighborhood: Having enough staff and good leaders in place to maintain good curb appeal and to provide checks and balances.

Favorite community spots: A grassy area where children play near Tidewater Drive in the direction of City Hall and at the corner of Charlotte and Fenchurch streets. The way that the sun hits the building at certain times of the day opens up the community.

Favorite lunch hangout: Charlie’s Café, 1800 Granby St.

In her free time: Spending time with family and taking care of her two “babies,” Maltepoos (Maltese poodle mixes).



authority for 20 years. “There used to be nine or 10 of us.”

Storms overload the community’s aging drainage system. Litter blows in from nearby streets, adding to the never-ending challenge to keep the neighborhood tidy. Vandals were breaking the windows of vacant buildings, so staff decided to change how they were boarded up – protecting them from the outside instead of boarding them up from the inside.

Although Tidewater Gardens is going through a lot of changes, Jackson said she’s happy to help residents make a change for the better.

“One of the positive things I hear is residents qualifying for a place they want to live,” she said. “They call me, and they’re happy that they’ve been approved. They’re excited, and that makes me excited.”

Staff is more than happy to help residents, Hodges added.

“We’re here because we love what we do,” he said. “We’re here to help.”

TIDEWATER GARDENS STAFF IN THEIR OWN WORDS

- ▶ **Excellent training:** William Foster recently started at building maintenance mechanic at Tidewater Gardens and said staff members have helped him learn the ropes. “They’re very professional. They’re very detail-oriented when they’re training you. They go through A to Z.”
- ▶ **Opportunities for change:** Many NRHA employees have had a variety of jobs at multiple communities. Senior Administrative Assistant Aminah Shabazz, who started at NRHA 23 years ago as a temporary worker, said she likes the way different opportunities come up, and that “it’s up to you” whether you switch jobs. Some residents recognize her from her previous stint at Tidewater Gardens in 2015. “Some of them are happy because I’m someone they remember from the past,” she said.
- ▶ **Helping colleagues step up:** Maintenance Superintendent Taekwon Hodges speaks highly of his mentor, Timothy Vanfossen, who was carpentry instruction supervisor at NRHA’s central maintenance division before passing away. “He said with my knowledge and skills, I’d be a good superintendent,” Hodges said.
- ▶ **Easing the transition:** “Our residents have an option and a choice of where they want to go. I try to get them to understand that wherever they move, it will become their new home and might have more space and newer appliances. We help them know they’re not alone, they’re not doing it by themselves.” – Sheron Jackson, property manager
- ▶ **For some residents, public housing is all they’ve ever known:** “They deserve to have better. But at the end of the day, residents need to ask themselves, ‘How is it that I deserve better?’ They need to understand that something needs to change to make things better.” – Sheron Jackson, property manager



Commissioners' Update NRHA Board of Commissioners

Subject: 7-year-old's letter prompts early reopening of Oakleaf Forest basketball court

Executive Contact: Jennifer Moore

Date: July 15, 2021

STATUS

After being cooped up for 15 months with nowhere to play outside with his friends, Messiah Freeman, a 7-year-old Oakleaf Forest resident, finally got fed up and decided to do something about it.

I Messiah Freeman
from 1870 Greenleaf Dr.
Would like for the rent
office to please put the
hoops to the basketball
court back up please.
We have no activities to
do out here and now the
basketball hoop nets are
gone. Thank you!
Messiah

Messiah wrote a letter to Oakleaf Terrace property manager Robin Massey asking that the basketball court be reopened. Ms. Massey passed the letter on to NRHA Executive Director Ron Jackson who sympathized with the boy's frustration.

Knowing that Messiah's letter spoke for all the kids in NRHA's family communities who have desperately wanted to get back on the court, Mr. Jackson made reopening all the basketball courts a priority as we move toward reopening our offices to the public.

Mr. Jackson invited Messiah to shoot a few hoops with him to celebrate the reopening. WAVY-10 news covered the event and also posted an article on their website – see attached.



WAVY.com

7-year-old's letter prompts early reopening of community basketball court in Norfolk

by: Andrew Robinson

Posted: Jun 14, 2021 / 10:17 PM EDT / Updated: Jun 14, 2021 / 10:53 PM EDT

NORFOLK, Va. (WAVY) — Since March 2020, a basketball court in the Norfolk Redevelopment Housing Authority's Oakleaf Forest community was closed.

But today, the hoops are up, thanks to an assist from a 7-year-old small forward.

"Hmmm I'm about ... this good," said Messiah Freeman, stretching his arms out to show how good he is.

Messiah Freeman, with a little teamwork from his mother, penned a letter asking his rental office to open up the courts.

“He told me what he wanted to write down, so I wrote it down,” said Stephanie Montanez, Messiah’s mother. “What I didn’t know was that he delivered the letter to the rent office, and a week later actually followed up on it.”

“He was feeling just as a lot of kids were feeling,” said Julius Norman, the youth program manager at NRHA.

Eventually, the letter reached Ron Jackson, the executive director of NRHA, who invited Messiah to a pickup game at the reopened basketball court. He also wanted to meet to applaud him for voicing his concerns.

“Your letter really showed that you’re mature beyond your age. That showed me that you had a lot of courage, and that you’re a potential leader... Now I understand how important having the playgrounds open — how important that is to kids like you,” Jackson said to Messiah.

Not only are the rims open, but the NRHA has brought back other summer programs so kids like Messiah can get outside and release that pent-up quarantine energy.

“We have programs that will sponsor kids to go to summer camp, summer camps to YMCAs, to the Kroc Center, swimming camps, and different places like that,” said Norman.

Norman also asks parents to volunteer and sign their kids up for the summer time activities.



Commissioners' Update

NRHA Board of Commissioners

Subject: NRHA Public Reopening Strategy – Phase 2

Executive Contact: Jennifer Moore

Date: July 15, 2021

BACKGROUND

NRHA Reopening Strategy – Phase 1, launched June 14, 2021, focused on the reopening of NRHA basketball courts, playgrounds and senior midrise common areas.

Phase 2 was prepared to provide direction as NRHA moves to reopen our offices to the public. The strategy is based on feedback from the NRHA Staff Returning to Work Survey (see attached report) and on discussions with key management staff.

STATUS

The Phase 2 Reopening Strategy becomes effective on July 15, 2021.

FUTURE ACTION

In 60-90 days, an assessment will be made to determine the effectiveness of the Phase 2 strategy. Any adjustments made will be rolled out as Phase 3.

NRHA Public Reopening Strategy Effective July 15, 2021

Mask Wearing

- Lift mandatory mask wearing for vaccinated NRHA staff amongst staff
- Unvaccinated staff must continue wear masks in the workplace
- Staff, at any level, is not authorized to question another staff members or visitor's vaccination status as it is a direct violation of HIPAA
- Mandatory mask wearing for staff during in-person meetings with clients
- Mandatory mask wearing for visitors during in-person meeting with staff (provided by NRHA if they do not have one)
- Maintenance staff and HCV inspection staff must continue to wear masks when entering any resident unit

Social Distancing

- Lift all social distancing restrictions
- Lift elevator capacity limits

Meetings and Appointments

- For all in-person meetings and appointments, to the greatest extent possible, discourage walk-ins and encourage appointments be made in advance
- Lift all meeting room capacity limits
- No additional guests allowed to attend scheduled appointments
- To reduce overcrowding in the occupancy/HCV and property management waiting room, visitors must arrive no earlier than 15 minutes in advance of scheduled appointments. Earlier arrivals will be turned away and late arrivals will be rescheduled.
- To reduce waiting room overcrowding, occupancy and property management waiting room capacity to be reduced
- Occupancy to utilize waiting room area as "appointment room" space. Waiting area to be moved to the check-in area corridor with limited seating
- Continue to use plexi-glass partitions as needed for individual work spaces
- Encourage the use of hand sanitizer for guests upon arrival at meeting
- In-person events, both indoor and outdoor, may resume with limited seating when needed

COVID Questionnaire for Visitors

- Mandatory COVID-19 questionnaire for in-person visitors upon entry to the premises or before their appointment (signs will be posted but staff should also ask visitor directly)
- Continue mandatory COVID-19 questionnaire for maintenance calls in units

Dropbox in 555 Lobby

- Continue the use of the drop box in the lobby



Committee Notes

NRHA Board of Commissioners

Committee: Public Housing and Safety Committee	Meeting Date: June 28, 2021
Subject: Monthly Meeting Minutes	Executive Contact: Donna Mills

Committee Agenda and Attendees

Attendees: Don Musacchio, Suzanne Puryear, Ronald Jackson, Donna Mills, Lysandra Shaw, Steve Morales, Karen Rose, Yilla Smith, Contrina Salmond, Maurice Boone

Agenda:

- I. COVID-19 Status – Ronald Jackson
- II. Diggs Town RAD Redevelopment – Lysandra Shaw
- III. St. Paul's Transformation/Choice Neighborhood Implementation Grant – Steve Morales
- IV. Community Engagement Updates – Kim Thomas
- V. Client Services Update – Yilla Smith
- VI. Property Management Updates – Donna Mills
- VII. Significant Events – Karen Rose

Policy Discussion

COVID-19 Status

Ronald Jackson advised that the current focus is on prevention in the workplace and that the COVID-19 team is meeting once a month. Another team has been tasked with developing a reopening strategy and they are working on a phased reopening approach with the upcoming expirations of the Governor's orders. The approach will balance the accessibility to staff for our clients while ensuring the safety of our employees. The team surveyed the staff in order to ensure we are addressing any concerns. In the meantime, we have opened up the common areas in the Midrises and the basketball courts in the communities.

Diggs Town Redevelopment

Lysandra Shaw reviewed the attached construction status report and map showing the buildings that have been completed and re-occupied, under renovation, and those slated for demolition. There are twenty (26) buildings out of thirty-five (35) completed and nine (9) buildings under renovation. The demolition of the offline buildings is slated for Fall 2021. The team is working on some messaging for the residents as it relates to plans for Phase 2. Final payment was made to reimburse NRHA for the stored materials.

St. Paul's Transformation/Choice Neighborhood Implementation Grant

Steve Morales advised that two buildings were demolished last week and there are 16 buildings and 118 units slated for demolition at this time. For the next phase of relocation, we have about 120 residents that are working with USI for relocation. Staff have been working to prepare a PBV RFP to release in early July 2021 and award by Fall 2021. This RFP will assist with on-site and off-site replacement unit needs.

The first two projects, Blocks 19 and 20, are slated to close later this summer or early fall with construction to begin late September or early October 2021.

Donna Mills reviewed the May 31st Tidewater Gardens Relocation Dashboard report and vacancy map – see attached. Ms. Mills highlighted the number of families that moved to areas of opportunities. To date we have 349 vacant units and of those 186 families moved with a HCV and 280 families remain in the city of Norfolk. There has been 581 youth that have relocated from Tidewater Gardens. Staff continue to monitor the vacant units to ensure they remain secure.

Community Engagement Updates

No report

Client Services Updates

Yilla Smith reviewed the attached Hampton Roads Ventures (HRV) funding draft request to assist the department with operational costs of supportive services programs. The funding will assist with post-pandemic needs, such as reengaging residents that are returning back to the workforce, community improvements, mold remediation program, carbon monoxide grant for HCV landlords, smoke free shelters, technical assistance for formation of 501cS status, training and recruitment efforts for TMC/AC, and broadband expansion. The Committee agreed to presenting the request to the NRHA Board of Commissioners at their next meeting. Mrs. Smith reviewed the flyer related to “The Talk” to be held on June 30th at 6:00 p.m. This will be presented by our partners and will be an ongoing series.

Yilla Smith provided updates on our vaccination efforts – second doses were offered on June 15th and 16th at Calvert Square, Young Terrace, and Oakleaf Forest. The events were moved indoors and we had an 85% success rate. Her team will continue to provide education to our resident about the vaccines.

Mr. Don Musacchio noted that Mr. Bob Batchner with PrimePlus wants to ensure that NRHA residents are again afforded the opportunity to participate in their programs. Mrs. Yilla Smith stated that transportation will be a concern for those residents interested.

Mr. Musacchio also shared information he obtained from Westminster Canterbury related to an offer to assist with our 501c3 application process as well as Birdsong tablets that are geared to seniors.

Property Management Updates

Donna Mills provided an update on the current rent delinquencies – 584 have a rent balance in the amount of \$412,639. Twenty-one of those residents have a balance over \$4,000 and three of those have balances over \$10,000. Three hundred forty-five owe the current months’ rent only. The eviction moratorium has been extended through July 31, 2021.

Ms. Mills advised the committee of a Job Fair to be held on July 1st at the Norfolk Scope from 10:00 a.m. to 2:00 p.m. This Job Fair is being held in partnership with other local housing authorities to assist in filling a backlog of vacant positions.

Significant Events

Karen Rose reported and reviewed the significant events report – see attached. There have been six events since our last meeting – 2 in Calvert Square, 1 in Tidewater Gardens, 2 in Young Terrace, and 1 in Grandy Village – all gun related shootings. Mrs. Rose addressed the comments made at the recent public hearing about individuals being forced off the lease and advised that her staff assess all threats and make the best decision that is in the best interest of the community. Information from these assessments cannot be shared with other residents in order to maintain confidentiality of personal information.

Attachments and Handouts

- Agenda with St. Pauls Guiding Principles
- Diggs Town Phase I – Construction Status
- Diggs Town Redevelopment Map
- Tidewater Gardens Relocation Dashboard – 5/31/2021
- Vacancy Tracking Map for Tidewater Gardens – 5/31/2021
- HRV Funding Request
- “The Talk” flyer
- Significant Events 5/26/2021 – 6/21/2021



**BOC Public Housing and Safety Committee Meeting
555 E. Main Street – 16th Floor Board Room
Monday, June 28, 2021 - 9:30 a.m.**

Agenda

- I. COVID-19 Updates – Ronald Jackson
- II. Diggs Town RAD Updates – Lysandra Shaw
- III. St. Paul's Transformation/Choice Neighborhood Implementation Grant – Steve Morales
- IV. Community Engagement Updates – Kim Thomas
- V. Client Services Updates – Yilla Smith
- VI. Property Management Updates – Donna Mills
- VII. Significant Events – Karen Rose

Next Meeting: Monday, July 26, 2021 – 6:00 p.m.
Grandy Village

St. Paul's Guiding Principles:

Annual Plan – it will be essential to respect and recognize the needs of each individual resident. To that end, NRHA will undertake this effort in adherence with the following guiding principles:

- Community redevelopment decisions shall be **family-focused** and family priorities will be paramount in service delivery and relocation decisions;
- **Honoring the housing choices** of families affected by the redevelopment of their communities shall be the highest priority;
- Collaborative partnerships shall be pursued to implement a **human development plan** that will include high quality supportive services in the areas of employment, education, public safety, housing services and health;
- Economic development benefits can mitigate costs but **not outweigh** family-focused decision making;
- Revitalization strategies shall strive to have **positive impacts on surrounding neighborhoods**; and
- Decision making will reflect **continuous input, transparency** and feedback from residents and all other stakeholders.

Peoples First Information Hotline: 314-2000
www.stpaulsdistrict.org



Diggs Town Phase I - Construction Status

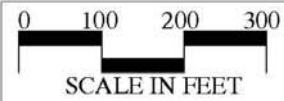
As of June 2021, the construction status for Diggs Town Phase I is as follows:

Project Summary

Total number of buildings:	43	Total number of units:	272
Buildings to be renovated:	35	Units to be renovated:	222 (6 combined)
Buildings to be demolished:	8	Units to be demolished:	44

Current Status:

Buildings completed:	26	Units completed:	154
Buildings under renovation:	9	Units under renovation:	68






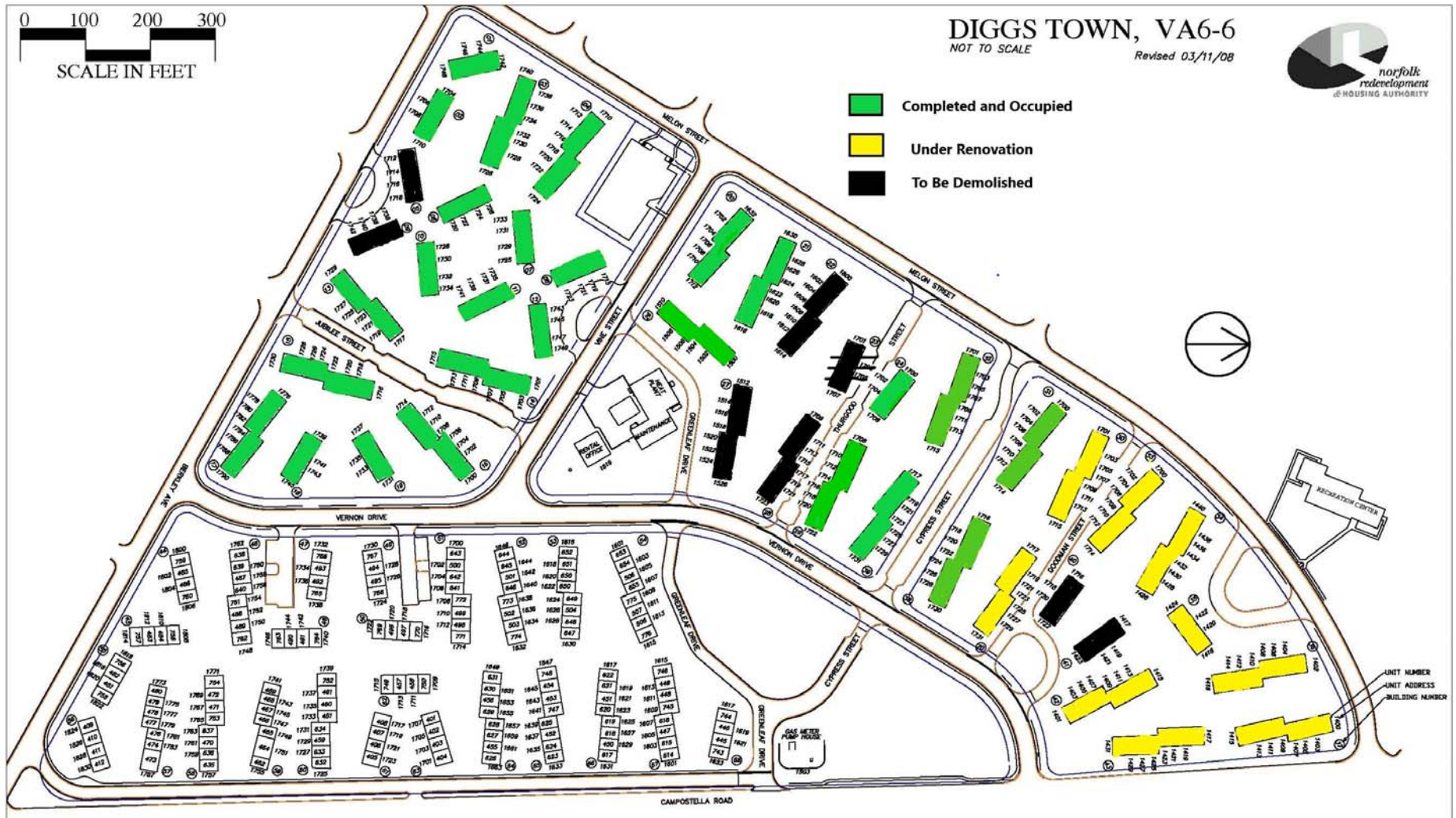
DIGGS TOWN, VA6-6

NOT TO SCALE

Revised 03/11/08



-  Completed and Occupied
-  Under Renovation
-  To Be Demolished





Tidewater Gardens Relocation Dashboard - 5/31/2021

Resident Relocation Choices by Phase

Phases	Total Units	TPV Choice	LIPH/PBV Choice	Total Current Relocation Choices	Change from Prior Report
Phase 1	187	132	47	179	0
Phase 2	262	157	64	221	+7
Phase 3	116	50	4	54	+2
Phase 4	53	27	8	35	+3
Grand Total	618	366	123	489	+12

* Phase 1 = 179 + 4 prior move-outs + 2 deceased + 2 evictions = 187 total units

Residents Desire to Return to St. Paul's Area

Phases	Total Units	Total Choices	Total Residents Desire to Return	Percentage Residents Desire to Return	Change from Prior Report
Phase 1	187	179	82	45.81%	0
Phase 2	262	221	129	58.37%	+7
Phase 3	116	54	31	57.41%	+2
Phase 4	53	35	25	71.43%	+3
Grand Total	618	489	267	54.60%	+12

Vacancy Statistics by Phase

Phases	Total Units	Total Vacant Units	Total Occupied Units	Percentage	Vacant Units	Change from Prior Report
Phase 1	187	165	22	88.24%		+7
Phase 2	262	122	140	46.56%		+9
Phase 3	116	43	73	37.07%		+2
Phase 4	53	19	34	35.85%		0
Grand Total	618	349	269	56.47%		+18

People First Empowered by Urban Strategies, Inc. Case Management

Household Served by Phase		Change Prior Report	Service and Assessments	Total	Change from Prior Report
Phase 1	183	+1	Service linkages in May 2021	90	
Phase 2	229	0	Total number of household assessments completed	487	+11
Phase 3	111	0	Collaborative housing stability interventions	62	0
Phase 4	52	0			
Grand Total	575	+1			

Reason for Vacancy

Reason for Vacancy	Total Count	Percentage by Move Out Reason
Moved to Housing Choice Voucher	186	53%
Unit Transfer	52	15%
Rented Elsewhere	41	12%
Moved to Project Based Housing	38	11%
Purchased Home	3	1%
Eviction	18	5%
Termination	1	0%
Deceased	8	2%
Moved Without Notice	2	1%
Grand Total	349	100%

Relocation by City

Relocation City	Count of City	Percentage by Relocation City
Norfolk	280	80%
Virginia Beach, VA	16	5%
Chesapeake, VA	10	3%
Portsmouth	2	1%
Newport News	1	0%
Arlington, VA	1	0%
Fort Still, Oklahoma	1	0%
Greensboro, NC	1	0%
Pensacola, FL	1	0%
Columbia, Maryland	1	0%
Suffolk, VA	1	0%
Eviction/Termination	19	5%
Deceased	7	2%
No Forwarding Address	5	1%
Deceased	1	0%
Hampton	1	0%
Peach Tree Corners, Georgia	1	0%
Grand Total	349	100%

CNI Areas of Opportunity

Reason for Vacancy	Total	Count
Housing Choice Voucher	186	70
Rented Elsewhere	41	11
Project Based Voucher	39	4
Family Splits	18	5
Purchased Home	3	2
Total	287	92

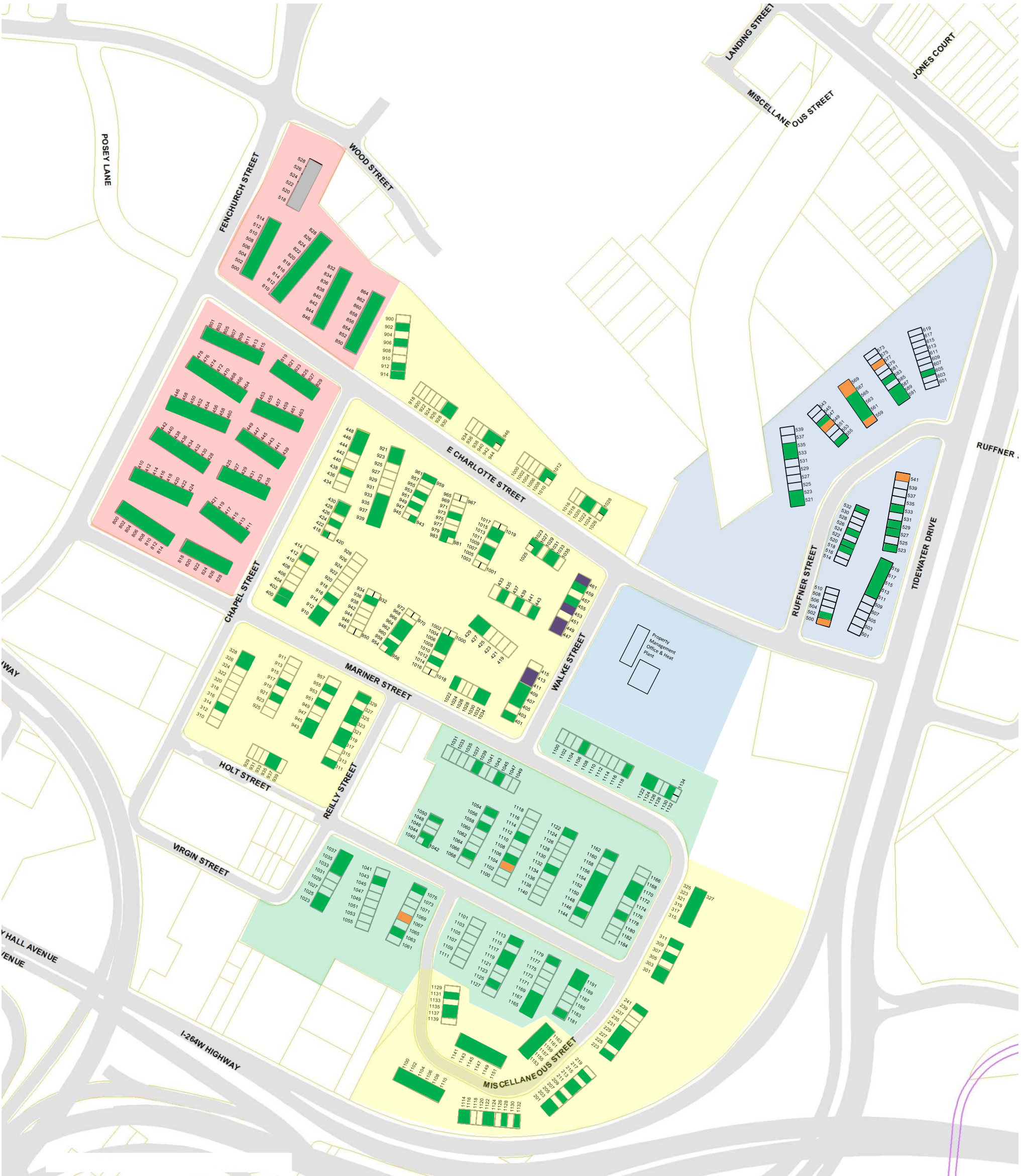
Youth Relocation

Total Youth Relocation	581
Youth Relocated to HCV	341
Youth Relocated to LIPH/Project Based	240

* < 62% mi concentration and <40% poverty 32%
 <40% poverty 235 82%
 <20% poverty 116 40%

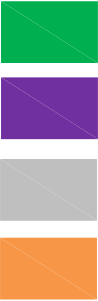
Vacancy Tracking Map

For Tidewater Gardens



Legend

- Vacant Units
- People First Offices
- Demolished Units
- Re-occupied Units



May 31, 2021 Status Update				
Demolition Sequence	Total Units	Vacant Units	Demolished Units	Occupied Units
Demo Seq 1	124	118	6	0
Demo Seq 2	285	147		138
Demo Seq 3	133	46		87
Demo Seq 4	76	29		47
	618	340	6	272

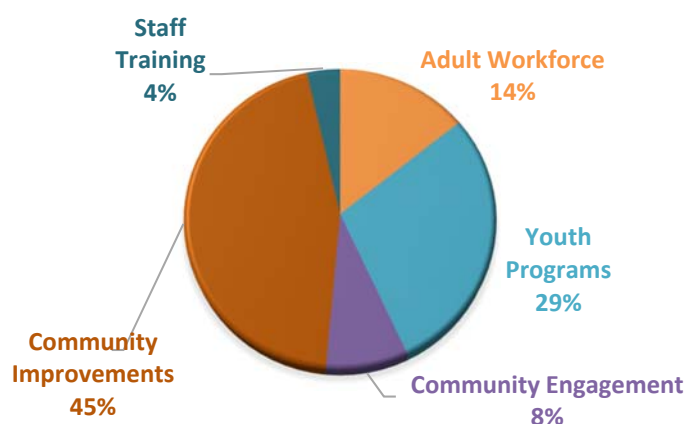


Hampton Roads Venture (HRV)

NRHA Funding Request (2021)

Norfolk Redevelopment and Housing Authority is requesting **\$700,000** in funding from Hampton Roads Venture (HRV). The novel coronavirus (COVID-19) pandemic has become an evolving and uncertain public health crisis that has threatened the lives and livelihood of people around the world. As a result, millions of people are experiencing food insecurity, physical and mental health challenges, unemployment and domestic violence. NRHA is requesting HRV funds to support operational costs associated with numerous supportive services programs: adult workforce development, youth services, community engagement, community improvements and staff training.

Funding Request Summary



PROGRAM	AMOUNT
Adult Workforce Development	\$100,000
Youth Programs	\$201,600
Community Engagement	\$ 58,400
Community Improvement	\$315,000
Staff Training	\$ 25,000
TOTAL	\$700,000

Adult Workforce Development **\$100,000**

- ON-THE-JOB (OTJ) AND VOCATIONAL TRAINING
- STOP-GAP CHILD CARE SUBSIDIES
- TRANSPORTATION
- IDS/BIRTH CERTIFICATES
- EQUIPMENT AND GOODS NEEDED FOR SPECIALIZED CAREERS
- NRHA HOSTED EMPLOYMENT FAIRS
- FSS RETURN TO WORK INITIATIVE
- CONNECTHOME-DIGITAL INCLUSION
- CONNECTHOME-DIGITAL INCLUSION

Community Engagement **\$58,400**

- COMMUNITY ENGAGEMENT INITIATIVES
- ECONOMIC INCLUSION
- ANNUAL PLAN PUBLIC FORUMS,
- NSU MURAL PROJECT (3 OF 3)
- NRHA 501C3 LAUNCH,
- RESIDENT COUNCIL TRAINING AND SUPPORT

Youth Programs **\$201,600**

- YOUTH PROGRAM STAFF SALARY/FRINGE
- YOUTH DISCOVERY PROGRAM AND YOUTH RECREATION CONNECT PROGRAM
- SUMMER CAMP ENROLLMENT
- COLLEGE HERE WE COME
- YOUTH AFTER SCHOOL STEM PROGRAM
- YOUTH WORK EXPERIENCE PROGRAM
- TRANSPORTATION
- YOUTH MENTORING PROGRAM.

Community Improvement **\$ 315, 000**

- SMOKE FREE SHELTERS
- SECURITY SERVICES ,CALVERT SQUARE ENVISION CENTER,
- SCHOLARSHIP OPPORTUNITIES FOR HCV LANDLORDS TO INSTALL UPDATED AND OPERATIONAL SMOKE AND CARBON MONOXIDE DETECTORS IN HCV RENTED PROPERTIES
- GOODWILL FUND
- COMMUNITY BEAUTIFICATION INITIATIVES

Staff Training **\$25,000**



Ronald Jackson, *Executive Director*

Commissioners

Donald Musacchio, *Chair*

Alphonso Albert, *Vice Chair*

Rose Arrington

Ken Benassi

Joe Dillard

Richard Gresham

Suzanne Puryear

Hampton Roads Venture (HRV)

NRHA Funding Request (2021)

Overview

Norfolk Redevelopment and Housing Authority is requesting \$700,000 in funding from Hampton Roads Venture (HRV). The novel coronavirus (COVID-19) pandemic has become an evolving and uncertain public health crisis that has threatened the lives and livelihood of people around the world. As a result, millions of people are experiencing food insecurity, physical and mental health challenges, unemployment and domestic violence. NRHA is requesting HRV funds to support operational costs associated with numerous supportive services programs: adult workforce development, youth services, community engagement, community improvements and staff training.

Adult Workforce Development

Due to the global pandemic, many residents have suffered from the loss of employment or significant reduction in earned income. Workforce Development is a key component in stabilizing households and helping families move towards self-sufficiency. Having robust services and supports for residents seeking to return to work during the post pandemic recovery era is crucial. NRHA is requesting **\$100,000** to support adult workforce development opportunities that work to address immediate and necessary resolutions to barriers that often hinder progressive movement for families living in low income public housing and participating in the Housing Choice Voucher (HCV) program.

For over 20 years, NRHA has secured grant funding from the Department of Housing and Urban Development (HUD) Resident Opportunity for Self-Sufficiency (ROSS) and Family Self-Sufficiency (FSS) program grants. Although both the ROSS and FSS grant provide funding for staff, both prohibit or limit the use of funding to assist with direct, tangible supportive services to include child care, transportation, training and other supportive services. Funding from HRV would allow NRHA to provide the necessary supportive services to address barriers to employment and employment retention through \$36,000 requested for on-the-job (OJT) and vocational training opportunities, \$10,000 requested for stop-gap child care subsidies (until other permanent options are available), \$7,000 requested for transportation-related issues (including bus tickets, gas vouchers and vehicle repairs), \$5,000 requested to help residents obtain state-issued identification cards and birth certificates, \$10,000 equipment and goods needed for specialized careers (such as hand tools and uniforms). \$22,000 for NRHA hosted Employment Fairs and FSS Return to Work initiative, \$10,000 to support ConnectHome-Digital Inclusion initiatives.

Youth Programs

Losses in income, employment, and food insecurity can have both direct and indirect effects on children's social-emotional, cognitive, and academic outcomes. With the average household annual income at \$10,000, these youth are growing up in economically impoverished environments where disposable income for non-essential activities is virtually nonexistent. Research suggest that children who experience



sustained poverty are more likely to drop out of high school, have irregular employment, and experience poverty as an adult. Children in our communities have excessively suffered from the educational effects of the pandemic, as elementary and secondary schools across the nation transitioned to virtual learning. NRHA households continue to confront significant challenges to facilitating a learning environment comparable to school for their children, as a result Norfolk Public Schools reported low enrollment rates and attendance concerns for the school year.

The Youth Services team is committed to helping the thousands of youth living in Norfolk's public housing communities reach his or her greatest potential. The benefit in educating and training at-risk youth for careers would improve the chance of success for many youth; paving the way for the next generation of entrepreneurs, teachers and community leaders. This can only be achieved through enrichment activities, mentoring and exposure to opportunities throughout the city and region. NRHA is requesting **\$201,600** in HRV funding to support the continued operation and expansion of various programs and initiatives managed by NRHA Youth Services division through training opportunities, entrepreneurial endeavors, lifelong learning initiatives, leadership opportunities and all other resources and programs that more affluent youth in other communities are exposed to. The requested amount for youth programs will address the \$106,000 in salary and fringe for Youth Program Manager (75%) and Youth Program Coordinator (100%), \$8,000 for Youth Discovery Program and Youth Recreation Connect Program, \$10,000 Summer Camp enrollment, \$10,000 for College Here We Come, \$20,000 Youth After School STEM Program, \$20,000 Youth Work Experience Program, \$16,000 for transportation, and \$11,600 for Youth Mentoring Program.

Community Engagement

The Family First Initiative was started in February 2017 as the foundation of community engagement and safety initiatives in NRHA public housing communities. The intent is to create fun, participatory events where community engagement is nurtured, safety messages can be communicated and reinforced, and information about community programs and resources is provided. NRHA encourages residents to join us for a little fun, but leave with more; having the information and skills needed to take part in building a safe and health community!

Nurtured by the Housing Operations division, Family First Initiatives continues to build community collaborations that provide effective community engagement events that will be essential in re-engaging and encouraging our residents to seek resources for improve self-sufficiency post pandemic. Past events have successfully gotten residents out of their apartments, conversing with neighbors, law enforcement officials, community partners as well as NRHA. Events are well thought out and planned, providing an effective platform for community dialogue and exchange. Our core objective is to provide an understanding of community needs and resources. From family game nights to social events for our seniors to quarterly newsletters, Families First keeps our communities in the know!

Transparency, community goodwill, the ability to prevent crime, intervening in community issues and enforce our community guiding principles will continue to be the focus of Families First. Community

engagement activities and initiatives will focus on the sustainability of community activities and sponsorship of community partners to include: community mural projects, Tenant Management Council (TMC) Advisory Council (AC) and Resident Advisory Board (RAB) training and recruitment initiatives, community event scholarships, and fees and technical assistance associated with NRHA's desire to form a 501c3. A sum total of **\$58,400** is requested to support these essential community engagement functions to include: \$10,000 for Community Engagement Initiatives, \$3,000 for Economic Inclusion, \$4,000 for Annual Plan public forums, \$1,400 for NSU Mural Project (3 of 3), \$25,000 for the NRHA 501c3 launch, and \$15,000 for resident council training and support.

Community Improvement

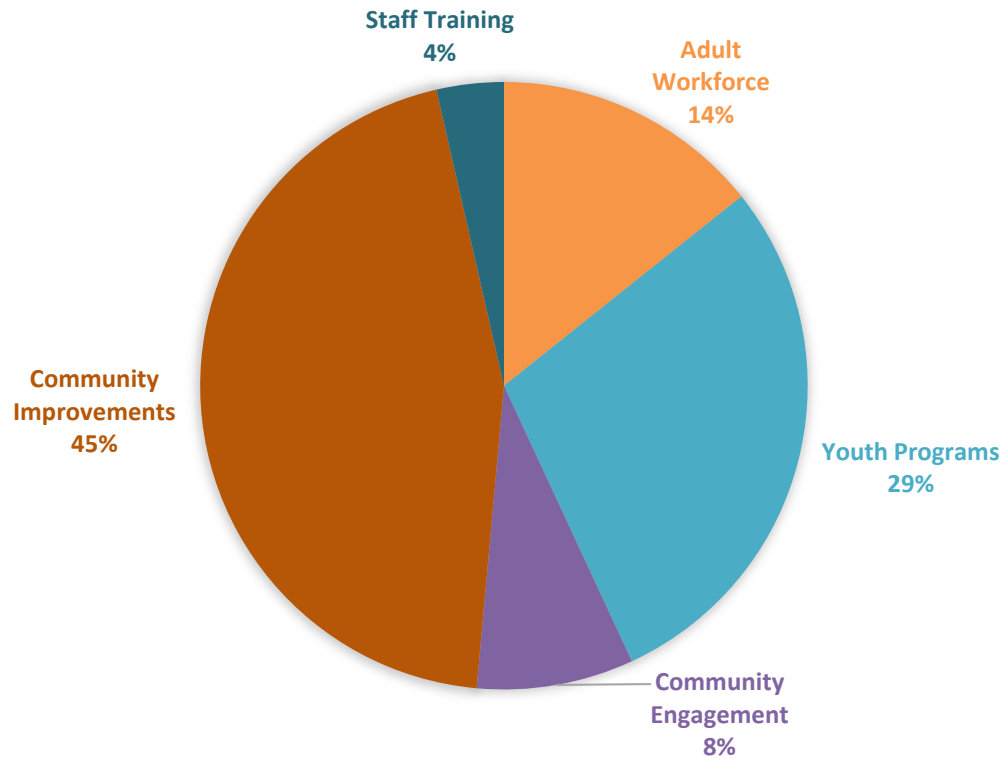
Creating and maintaining healthy and safe communities is reliant on the ability to address unforeseen community issues with urgency. Funding is needed to address efforts to assist residents with curb appeal, safety of NRHA's Smoke Free policy, and community upgrades. In addition, funding is needed to ensure that key safety initiatives related to mold remediation and carbon monoxide are made available to Housing Choice Voucher (HCV) participants via scholarship opportunities for HCV landlords. The requested amount of **\$315,000** would address the \$200,000 needed to install Smoke Free Shelters in designated areas in all six midrise communities (providing elderly and disabled residents with safe and secure options to comply with the HUD Smoke Free mandate), \$60,000 in funding to cover security services at the Calvert Square EnVision Center, and \$25,000 in scholarship opportunities for HCV landlords to install updated and operational smoke and carbon monoxide detectors in HCV rented properties, and \$25,000 to provide 'goodwill' to residents who may be temporarily displaced, responding to tragic events or covering the cost of goods and/or services not covered as eligible expenses in any other funding streams. Lastly, \$5,000 in funding is requested to supplement all assisted housing communities with activities, goods and services that will add to the beautification of our communities.

Staff Training

Providing adequate and timely training to staff is critical to the sustainability of our communities. As many funding streams provide provisions for training, none can address the full capacity needed to get all staff trained. The supplement of \$25,000 from HRV will allow more staff to be trained on key issues. It will also allow the agency to diversify the training portfolio by seeking training from key industry professionals.

Budget Summary

HRV 2021-2022 FUNDING DISBURSEMENT



PROGRAM	AMOUNT
Adult Workforce Development	\$100,000
Youth Programs	\$201,600
Community Engagement	\$ 58,400
Community Improvement	\$315,000
Staff Training	\$ 25,000
TOTAL	\$700,000

****FSS WORKSHOP JUNE 2021****



MYTHS AND RUMORS DISPELLED
“LEARN WHAT TO DO WHEN STOPPED BY THE POLICE”
VIRTUAL EVENT
ATTORNEY ELLIOTT O. MOODY @
MOODY & ASSOCIATES LAW FIRM

Wednesday, June 30th, 2021 @ 6:00 PM

Please join my meeting from your computer, tablet or smartphone

****<https://global.gotomeeting.com/join/629400357>****

You can also dial in using your phone. United States
(Toll Free): 1-866-899-4679 One-touch: [Tel:+1.866.899.4679](tel:+18668994679), [629400357#](tel:+18668994679)

ACCESS CODE: 629-400-357

****Remember-Active participation is a part of your contract obligation****



If an accommodation is needed, please give NRHA at least seven days advance notice to meet your needs. Requests for additional information regarding 504/ADA should be forwarded to Kim Thomas, 504 Coordinator, (757) 623-1111. 9:00 AM - 5:00 PM (M-F), TDD: (800) 545-1833.

“THE TALK”

**Basic Information
and Facts – What to
Do When Stopped
by Police!!!**

**Know Your
Rights!!! This
Workshop Can Save
Your Life!!!**

**How to Protect
Yourself**

**Please RSVP By
June 28th, 2021:
With your FSS Case
Manager
Gwen Williams
@ 757-314-1486.**

**Do not let a
traffic stop end
tragically for
you!**

#	Date	Community	Location	Type of event	Victim PH	Suspect PH	Arrest Info	Status Update History
1	6/3/2021	Calvert Square	900 blk. Bagnall Rd.	shooting into occupied dwelling x2	Y	unk	N	victim sustained damage to her unit after bullets struck her unit; No reported injuries. Vehicles struck by gunfire in the same area.
2	6/9/2021	Calvert Square	800 blk. Tidewater Dr.	shooting into occupied dwelling	Y	unk	N	damage reported to the unit struck by bullets. No reported injuries.
3	6/12/2021	Tidewater Gardens	900 blk. Mariner St.	shooting into occupied dwelling	Y	unk	N	damage reported to the unit struck by bullets. No reported injuries.
4	6/16/2021	Young Terrace	400 blk. Nicholson St.	shooting	Y	Y	Y	neighbor dispute (disposition pending upon receipt of police report)
5	6/17/2021	Grandy Village	3100 blk. Kimball Terrace	shooting	N	unk	N	police response finding a victim shot. No additional information available upon receipt of notification.
6	6/18/2021	Young Terrace	500 blk. Brambleton Ave.	shooting into occupied vehicle	N	unk	N	no injuries to occupants



Committee Notes

NRHA Board of Commissioners

Committee: Housing Choice Voucher Committee	Date: June 15, 2021
Subject: Monthly Meeting Minutes	Executive Contact: Donna Mills

Committee Agenda and Attendees

Attendees: Suzanne Puryear, Joe Dillard, Rose Arrington, Ronald Jackson, Donna Mills, Pamela Jones-Watford, Kristie Stutler, Steve Morales, Scott Pontz, Iyana Pointer and Marcia McGill.

Agenda:

- I. Current Statistics
- II. Landlord Outreach Updates
- III. Financial Conditions
- IV. CNI/Tidewater Gardens Relocation

Policy Discussion

Current Statistics:

Pamela Jones-Watford provided committee members with a statistical sheet outlining current data for the Housing Choice Voucher (HCV) Program as of May 31, 2021. Mrs. Jones-Watford discussed lease up, special purpose vouchers, project-based vouchers, project-based voucher (PBV) obligations, unit availability, SRAP certificates and VASH vouchers, certifications, completed for reexaminations, interims and new admissions during May and end of participations for the month of May. Pamela highlighted the changes in data from the previous committee meeting in May 2021 (see attached). We are currently not pulling any applicants from the HCV wait list and the wait list is closed.

Mrs. Jones-Watford advised that NRHA received 63 emergency housing vouchers from HUD. The vouchers come with service fees to assist families in lease up efforts. We are currently working with our partners to develop a MOU for the process. Mrs. Suzanne Puryear asked if we see any difficulties with using all 63 vouchers and Ms. Jones-Watford advised that we do not since our partners will verify the status and preferences of the applicants. In addition, HUD is granting several waivers under this award.

Landlord Outreach Updates:

Pamela Jones-Watford noted that she sent marketing information to all current HCV landlords to assist in our landlord recruitment efforts. During last month we had 7 new landlords join the program. The HCV committee is also working on the details for our 2nd Annual Landlord Summit to be held in September/October 2021.

Mrs. Jones-Watford introduced Iyana Pointer, our new Landlord Liaison as of June 8th. Iyana previously work with the City of Norfolk's Rent Ready program and was instrumental in the success of our 1st annual Landlord Summit. Ms. Pointer stated that she is excited to be at NRHA and that she is already conducting outreach efforts to increase our number of HCV landlords.

Mr. Ron Jackson advised the committee of his outreach efforts which includes meeting with the various City of Norfolk community Taskforces to promote the HCV program, especially in high opportunity areas. Last week he attended the meeting of the Ocean View Taskforce and the information presented was well received. Next week there is a meeting with the Fairmont Taskforce, followed by a meeting with the Ghent Taskforce.

Financial Conditions:

Scott Pontz advised that we are still waiting to hear from HUD on our applications for three set aside allocations related to increase in our HAP per unit costs. Mr. Pontz discussed a meeting with Steve Morales and Donna Mills to review HUD's two-year tool in order to identify all Tidewater Gardens TPV issuances to predict future funding. Mr. Pontz reviewed the financial tracking procedures – see attached. Scott advised that the tool is to help PHA's maximize the usage of their HCV funding for program participants while maintaining an adequate level of reserves. NRHA is fully utilizing the HCV program and based on the increased PUC are unable to issue new vouchers.

CNI /Tidewater Gardens Relocation:

Steve Morales advised that the second wave of relocation will occur over the summer and early fall. Workers will begin demolition of the 16 buildings in phase 1 this week and we expect to receive from HUD 60 more TPV's later this fall. Marcia McGill discussed the infrastructure plans moving from west to east, including preparation of the plat subdivisions for the four blocks on the west side.

Donna Mills reviewed the Tidewater Gardens Relocation Dashboard and Vacancy Map as of May 31, 2021 – see attached.

Kristie Stutler reviewed the People First dashboard – see attached. Mrs. Stutler discussed their efforts related to workforce development and the coordination of efforts between USI's Family Specialists and Section 3 coordinator to work with families to move to employment of better employment. Efforts include connection to education opportunities including the Dignity to Work program. To date USI have identified 22 employment partners including Norfolk Works and TCC.

Mrs. Stutler advised that Claudia Sparks has joined the USI team yesterday as Senior Project Manager, bringing with her over 21 years of Human Services experience.

Mrs. Suzanne Puryear inquired about whether NRHA will receive other American Rescue Funds outside of the Emergency Housing Vouchers. Ron Jackson advised that at this time no information has come out of HUD regarding additional funding. Mr. Joe Dillard advised the need to reach out to Bobby Scott's office to get more details about both the City of Norfolk and NRHA's funding estimates. Suzanne Puryear stated we should partner with the City of Norfolk to address human service needs utilizing some of these funds upon receipt.

Attachments and Handouts

- Agenda with St. Paul's Guiding Principles
- Housing Choice Voucher Program Current Statistics
- NRHA Financial Tracking Procedure
- Tidewater Gardens Relocation Dashboard – 5/31/2021
- Tidewater Gardens Vacancy Map – 5/31/2021
- People First Empowered by Urban Strategies, Inc. Dashboard



BOC Housing Choice Voucher Committee Meeting
555 E. Main Street – 16th Floor Board Room
Tuesday, June 15, 2021 – 11:00 a.m.
Agenda

- | | | |
|------|--------------------------------|--|
| I. | Current Statistics and Updates | Pamela Jones-Watford |
| II. | Landlord Outreach Updates | Iyana Pointer |
| III. | Financial Conditions | Scott Pontz |
| IV. | CNI/Tidewater Gardens | Steve Morales
Donna Mills
Kristie Stutler, USI |

Next Meeting: Tuesday, July 20, 2021 – 11:00 a.m.

St. Paul's Guiding Principles:

Annual Plan – it will be essential to respect and recognize the needs of each individual resident. To that end, NRHA will undertake this effort in adherence with the following guiding principles:

- Community redevelopment decisions shall be **family-focused** and family priorities will be paramount in service delivery and relocation decisions;
- **Honoring the housing choices** of families affected by the redevelopment of their communities shall be the highest priority;
- Collaborative partnerships shall be pursued to implement a **human development plan** that will include high quality supportive services in the areas of employment, education, public safety, housing services and health;
- Economic development benefits can mitigate costs but **not outweigh** family-focused decision making;
- Revitalization strategies shall strive to have **positive impacts on surrounding neighborhoods**; and
- Decision making will reflect **continuous input, transparency** and feedback from residents and all other stakeholders.

Peoples First Information Hotline: 314-2000
www.stpaulsdistrict.org



NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY
HOUSING CHOICE VOUCHER PROGRAM COMMITTEE MEETING
June 15, 2021
Current Statistics as of May 31, 2021

Overview	Current Month	Last Month	Change
Total Vouchers (<i>As of May 31, 2021</i>)	3,855	3,854	++1
Tenant Based Vouchers	3,087	3,036	+52
Project Based Vouchers (PBV)	270	268	+2
RAD PBV	498	550	-52
Outgoing Payable Portables	95	95	-0-
Vouchers Issued in May	17	16	+1
New Vouchers Searching	89	81	+8
End of participations month May	9	9	-0-

Special Purpose & SRO Vouchers (*included in tenant-based vouchers total*)

Vouchers Totals	Allocation	Current Month Leased	Previous Month Leased	Change
VASH vouchers	168	150	148	+2
NED vouchers	225	209	211	-2
Homeownership voucher(s)	Open	7	7	-0-
SRO (Gosnold Mod Rehab)	60	56	54	+2
Main Stream	40	8	9	-1
Tidewater Gardens TPV		165	164	+1
Foster Youth TPV	10	1	1	-0-

Project Based Vouchers (RAD NRHA Owned)

NRHA Owned RAD Property	Total Units	Current Month Leased	Previous Month Leased	Change
Grandy Village 092	16	16	16	-0-
Grandy Village 032	275	269	275	-6
North Wellington	25	25	24	+1
Franklin Arms	100	99	100	-1
Diggs Town	222	89	135	-46

Project Based Vouchers (Non-RAD)

Project Based Voucher	Total Units	Current Month Leased	Previous Month Leased	Change
Crescent Square (Virginia Beach)	10	9	10	-1
Heron's Landing (Chesapeake)	6	6	6	-0-
South Bay (Portsmouth)	6	6	6	-0-
Cottage Bridge (Norfolk) NRHA Owned	47	46	46	-0-
Banks of Berkley (Norfolk)	5	5	5	-0-
Church Street Station (Norfolk)	70	67	64	+3
St. Paul's Apartments (Norfolk)	13	13	13	-0-
Grandy VI (Norfolk) NRHA Owned	70	68	69	-1
The Retreat at Harbor Pointe (New)	50	50	50	-0-

Project Based Voucher Future Obligations (Non-RAD)

Complex Name	Location	Number of PBV's Obligated
PABP Apartments, L. P. (Cigar Factory)	Norfolk	7 AHAP executed
Riverside Station Apartments (CNI)	Norfolk	23
Wood Street Senior Housing (CNI)	Norfolk	22
Market Heights Apartments (CNI)	Norfolk	20 AHAP executed
Market Heights Apartments 4% (CNI)	Norfolk	21 AHAP executed
Holley Pointe	Portsmouth	5 AHAP executed
Block 20 Apartments (CNI)	Norfolk	37
Woods at Yorktown	Yorktown	6
Broad Creek Resyndication Phase 1	Norfolk	121
Ansell	Portsmouth	5
Cross Creek NC	Portsmouth	8
Woods at Yorktown	Yorktown	8
Block 17 Apartments (CNI)	Norfolk	34
Block 18 Apartments (CNI)	Norfolk	25
Newport Garden Apartments	Norfolk	8
Cross Creek Rehab	Portsmouth	8

Wait List

HCV Wait List (CLOSED)	12,520
Banks of Berkley Wait List (CLOSED)	344
Church St Station Wait List (OPEN)	73 (homeless) 194(not homeless)
Crescent Square Wait List (CLOSED)	402
Gosnold SRO Wait List (CLOSED)	402
Herons Landing Wait List (CLOSED)	404

South Bay Wait List (CLOSED)	334
Cottage Bridge Wait List (CLOSED)	1259
St. Paul's (CLOSED)	1462
The Retreat at Harbor Pointe (CLOSED)	1917

RAD Wait List

Diggs Town Wait List (CLOSED)	497
Franklin Arms Wait List (CLOSED)	216
Grandy Revitalization 032 Wait List (2-4 BR (CLOSED)	1,343
Grandy Revitalization (Phase V 092) (CLOSED)	265
Grandy Village (Phase VI093) (CLOSED)	392
North Wellington (3-4 BR CLOSED)	257

State Rental Assistance Program (SRAP) Certificates

SRAP Referrals Received	51
SRAP Leased	35

LEASE-UP CURRENTLY IN PROCESS

- Mainstream Vouchers,
- SRO's through Virginia Supportive Housing,
- SRAP Certificates,
- VASH,
- Diggs TPV,
- Tidewater Gardens residents,
- Grandy Village,
- PBV's as vacancies occur,
- TPY Foster Youth,
- Scattered Sites.

NEW VOUCHER PROGRAM

- 63 Emergency Housing Vouchers
- Service fees from HUD accompany these vouchers based on lease up dates, which may be used for:
 - Security/Utilities Deposits,
 - Rental Application,
 - Owner recruitment & Outreach,
 - Owner incentives/retention payments,
 - Moving expenses,
 - Tenant-readiness services.
 - Essential household items,
 - Renter's insurance.

- Referrals will come from CoCs, to qualify for vouchers individuals must be:
 - Homeless,
 - At risk of homelessness,
 - Fleeing domestic violence, dating violence, sexual assault, stalking, or human trafficking,
 - Recently homeless

LANDLORD REQUITMENT EFFORTS

- The monthly orientations are temporarily cancelled due to COVID-19,
- Social Media posts have gone out via Facebook and LinkedIn announcing the need for rental properties for the HCV Program,
- Upcoming possibility of doing a video for landlord training and information to be placed on the website; and Facebook live post for recruitment for landlords,
- 7 New Landlords leased to program participants during the month of May,
- Landlord Summit is being planned for the fall.
- New Landlord Liaison has been hired to market the program to landlords, she reported to work on June 8th,

HCV 50058 Certification for May 2021

Tenant Based Vouchers

Count of Certification Type	
Certification Type	Total
Annual HQS Inspection Only	500
Annual Reexamination	360
Annual Reexamination Searching	2
End Participation	1
Expiration of Voucher	1
FSS/WtW Addendum Only	2
Interim Reexamination	139
Issuance of Voucher	33
New Admission	32
Portability Move-in	11
Port-Out Update (Not Submitted)	11
Void	16
Grand Total	1108

Annual Reexamination	360
Interim Reexamination	139
Total	499

NRHA Managed Voucher Properties

Count of Certification Type	
Certification Type	Total
Annual HQS Inspection Only	5
Annual Reexamination	16
Interim Reexamination	19
New Admission	4
Void	2
Grand Total	46

Annual Reexamination	16
Interim Reexamination	19
Total	35





June 2021

Norfolk Redevelopment and Housing Authority
HCVP Financial

An analysis of the HUD two-year tool indicates we are fully utilizing the program from a financial standpoint. We are using and are forecasted to use all the calendar 2021 operating funding and the program reserves available to us. The tool indicates that the increase in monthly per unit cost have stabilized for the time being. A meeting was held to assure that all Tidewater related relocation vouchers are accounted for in the two-year tool.

NRHA has learned that there is additional HAP money in the COVID funding bill recently signed. We continue to await details from HUD regarding this funding.

NRHA was also notified of our prospective eligibility for set-aside funds authorized in the 2021 omnibus funding bill. We have applied under three distinct categories. At this writing we are still awaiting outcomes on these applications.

- The model's forecast continues to indicate that the agency should not be issuing vouchers or absorbing portable vouchers.



Tidewater Gardens Relocation Dashboard - 5/31/2021

Resident Relocation Choices by Phase

Phases	Total Units	TPV Choice	LIPH/PBV Choice	Total Current Relocation Choices	Change from Prior Report
Phase 1	187	132	47	179	0
Phase 2	262	157	64	221	+7
Phase 3	116	50	4	54	+2
Phase 4	53	27	8	35	+3
Grand Total	618	366	123	489	+12

* Phase 1 = 179 + 4 prior move-outs + 2 deceased + 2 evictions = 187 total units

Residents Desire to Return to St. Paul's Area

Phases	Total Units	Total Choices	Total Residents Desire to Return	Percentage Residents Desire to Return	Change from Prior Report
Phase 1	187	179	82	45.81%	0
Phase 2	262	221	129	58.37%	+7
Phase 3	116	54	31	57.41%	+2
Phase 4	53	35	25	71.43%	+3
Grand Total	618	489	267	54.60%	+12

Vacancy Statistics by Phase

Phases	Total Units	Total Vacant Units	Total Occupied Units	Percentage	Vacant Units	Change from Prior Report
Phase 1	187	165	22	88.24%		+7
Phase 2	262	122	140	46.56%		+9
Phase 3	116	43	73	37.07%		+2
Phase 4	53	19	34	35.85%		0
Grand Total	618	349	269	56.47%		+18

People First Empowered by Urban Strategies, Inc. Case Management

Household Served by Phase		Change Prior Report	Service and Assessments	Total	Change from Prior Report
Phase 1	183	+1	Service linkages in May 2021	90	
Phase 2	229	0	Total number of household assessments completed	487	+11
Phase 3	111	0	Collaborative housing stability interventions	62	0
Phase 4	52	0			
Grand Total	575	+1			

Reason for Vacancy

Reason for Vacancy	Total Count	Percentage by Move Out Reason
Moved to Housing Choice Voucher	186	53%
Unit Transfer	52	15%
Rented Elsewhere	41	12%
Moved to Project Based Housing	38	11%
Purchased Home	3	1%
Eviction	18	5%
Termination	1	0%
Deceased	8	2%
Moved Without Notice	2	1%
Grand Total	349	100%

Relocation by City

Relocation City	Count of City	Percentage by Relocation City
Norfolk	280	80%
Virginia Beach, VA	16	5%
Chesapeake, VA	10	3%
Portsmouth	2	1%
Newport News	1	0%
Arlington, VA	1	0%
Fort Still, Oklahoma	1	0%
Greensboro, NC	1	0%
Pensacola, FL	1	0%
Columbia, Maryland	1	0%
Suffolk, VA	1	0%
Eviction/Termination	19	5%
Deceased	7	2%
No Forwarding Address	5	1%
Deceased	1	0%
Hampton	1	0%
Peach Tree Corners, Georgia	1	0%
Grand Total	349	100%

CNI Areas of Opportunity

Reason for Vacancy	Total	Count
Housing Choice Voucher	186	70
Rented Elsewhere	41	11
Project Based Voucher	39	4
Family Splits	18	5
Purchased Home	3	2
Total	287	92

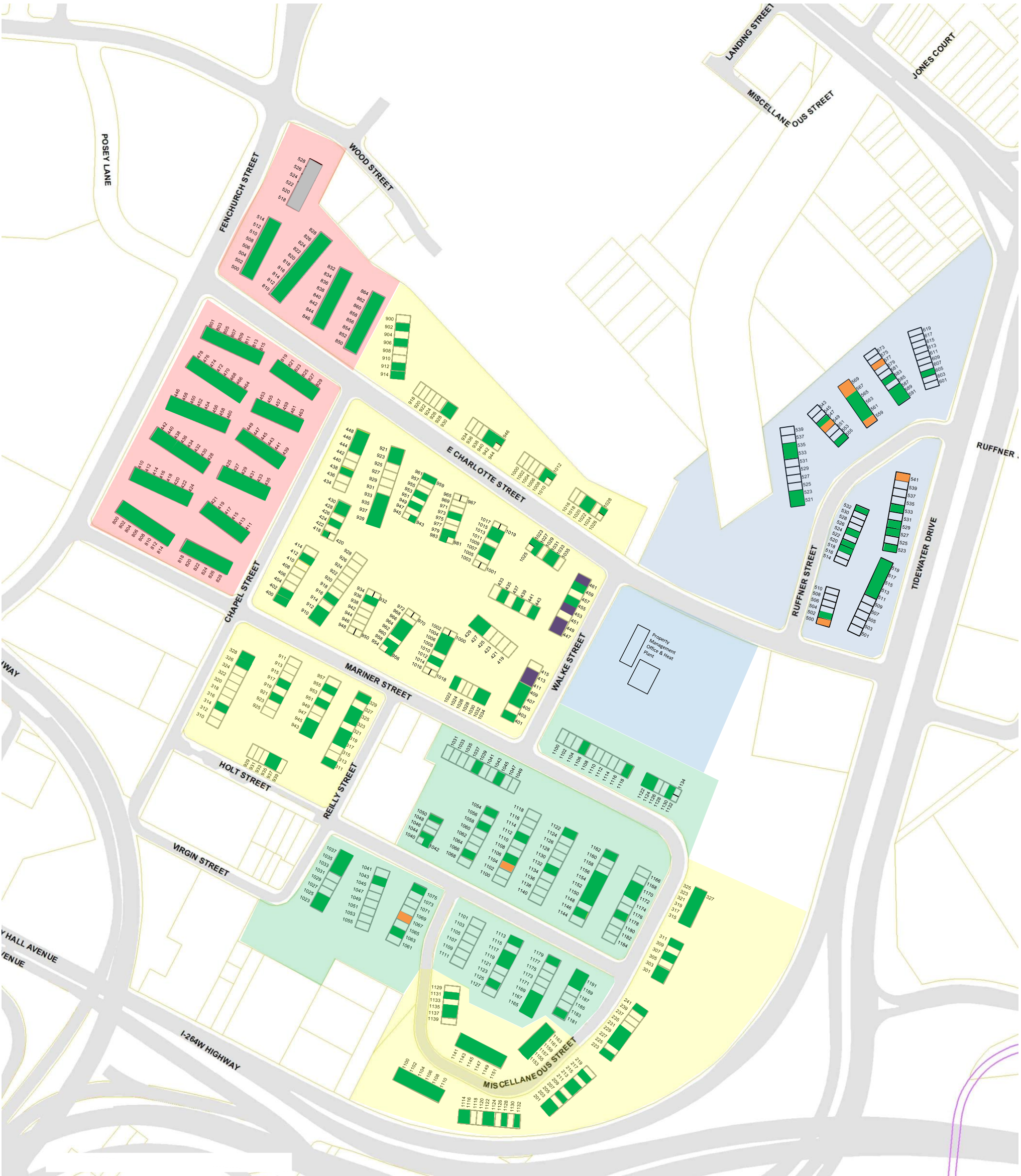
Youth Relocation

Total Youth Relocation	581
Youth Relocated to HCV	341
Youth Relocated to LIPH/Project Based	240

* < 62% mi concentration and <40% poverty 32%
 <40% poverty 235 82%
 <20% poverty 116 40%

Vacancy Tracking Map

For Tidewater Gardens



Legend

- Vacant Units
- People First Offices
- Demolished Units
- Re-occupied Units



May 31, 2021 Status Update				
Demolition Sequence	Total Units	Vacant Units	Demolished Units	Occupied Units
Demo Seq 1	124	118	6	0
Demo Seq 2	285	147		138
Demo Seq 3	133	46		87
Demo Seq 4	76	29		47
	618	340	6	272



Signed up for Services so Far:

1495 People (includes children)

575 Households

Phase 1- 183 Households

Phase 2- 229 Households

Phase 3- 111 Households

Phase 4- 52 Households

HH Change Prior Report +1

Service Linkages in **May 2021:**

90 Total (See Breakdown Below)

NRHA/People First-USI Collaborative Housing
Stability Interventions: **62**

Total number of household assessments
completed: ***487– unduplicated number**
Change Prior Report +11

**(Assessment details on Page 2)*

Regular Activities & Updates: Salient Client Needs and Service Linkages

Based on Overall Needs Assessment : Service Linkages in **May 2021** by Type

- **Adult education: 7 (8%)**
- **Asset Building: 11 (12%)**
- **Basic and Emergency Services: 18 (20%)**
- **Early Childhood Services: 10 (11%)**
- **Employment: 9 (10%)**
- **Health and Family Services: 6 (7%)**
- **Senior Services: 0 (0%)**
- **Youth Services: 29 (32%)**

Adult Assessment - Responses as of 5/31/21 (End Date)

Participants with Adult Assessment	487		
Participants with Adult Assessment, 18+	487		
Younger than 65 with Adult Assessment	438		
18-64, No SSI/SSDI with Adult Assessment	341		
Households with Adult Assessment	483	Percentage	Denominator
Has disability 18-64 (demographic)	78	17.8%	438
Receives SSI or SSDI; 18-64	97	22.1%	438
Limited English language proficiency	0	0.0%	487
Receive food stamps or WIC (households)	329	68.1%	483
Employment, no SSI/SSDI, 18 to 64	233	68.3%	341
Employed, <18	0	n/a	
Employed, SSI/SSDI or 65+	18	n/a	146
Working for the past 6 months, no SSI/SSDI, 18 to 64	189	55.4%	233
Working more than 32 hrs/week, no SSI/SSDI, 18 to 64	150	64.4%	233
Has no HS degree, ages 25+	173	37.7%	459
Enrolled in higher education, 18 to 64	14	3.2%	438
Enrolled in vocational school, 18 to 64	1	0.2%	438
Enrolled in job training or workforce development, 18 to 64	1	0.2%	438
Has health insurance	434	89.1%	487
Has primary care doctor	399	81.9%	487
Has seen a doctor within the past 12 months	399	81.9%	487
Has Medicare or Medicaid	394	80.9%	487
Has a chronic health condition	225	46.2%	487
Connected to appropriate service to manage chronic condition	192	85.3%	225
Has asthma	42	8.6%	487
Reporting stress or psychological distress	164	33.7%	487
Has bank account	251	51.5%	487
Applied for EITC	208	42.7%	487
Feels safe in home	391	80.3%	487
Feels safe in neighborhood	310	63.7%	487
Reporting good physical health	232		
Unable to work due to health restriction, <65 (SSA certified)	97		



Commissioners' Update NRHA Board of Commissioners

Subject: Families First Update

Executive Contact: Donna Mills, Chief Housing Officer

Date: July 15, 2021

BACKGROUND

The Families First initiative continues to evolve and offer a platform for NRHA to provide opportunities for community engagement in our public housing communities. The Families First initiative promotes effective community engagement and collective impact programming that fosters and supports safe and healthy communities. Access to resources and community collaboration are key elements for the successful implementation of this initiative.

STATUS

"The Talk"

The Family Self-Sufficiency (FSS) Team partnered with Attorney Elliott O. Moody with Moody & Associates Law Firm to host the first of a series of virtual workshops titled "The Talk." The first virtual workshop "Learn what to do when stopped by the police" was hosted on Wednesday, June 30th and provided participants with information on what to do if stopped by the police. Attorney Moody gave professional advice on how to conduct yourself if stopped in a general traffic stop, along with legal advice to cover searches of your home, as well as; what rights minors have if stopped by the police or school security officer.

The workshop was interactive as Attorney Moody was great at relating to the participants, encouraged questions, and was very transparent with thought provoking scenarios. Participants felt empowered as they gained more knowledge of their rights and some even stated that they would definitely research other laws that were being implemented as of July 1, 2021. It was stated that the discussion was not anti-police, but actually pro-safety and accountability. Participants were thrilled to be able to have a conversation with an attorney and definitely gained knowledge for themselves as well as vital lifesaving information to share with family members and the community at large.

National Night Out

After over a year of restrictions as a result of COVID-19, we're starting to come back together with our "new normal". This year National Night Out (NNO) will be celebrated on August 3rd. The City of Norfolk will not be having a community sponsored event this year; however, we will celebrate NNO in our communities and mid-rises. The recent acts of violence give new importance to this initiative. As we have in the past, events will be scheduled during the week of National Night Out (August 3rd-6th). This will also provide an opportunity to have our agency partners participate at different sites to strengthening our neighborhoods and promote engagement. While we want to have fun-filled events, we must not forget the reason we celebrate NNO (1. Strengthen police-community relations, 2. Increase a sense of belonging, & 3. Share crime prevention information & resources). These ideals will be incorporated into our events. Dates of events are forthcoming pending confirmation. We hope to see you there.

Keeping Your Kids Safe

We're experiencing an increase in reports from the police department of unattended youth engaging in negative conduct in our communities. We all want to make sure our communities and children are safe. We have provided information in our community newsletters to provide parents/guardians with an understanding of the City of Norfolk's "Curfew for Minors" regulation to solicit their assistance in addressing curfew violations in their communities and families. (ongoing initiative)

Security Project Install Updates

- Calvert Square Envision Center & fiber network install (in progress)
- Tidewater Gardens (pending quote review)
- Oakleaf Forest "hot spot" locations (pending 2nd quote for fiber, infrastructure, etc.)
- Completed Projects:
 - ✓ Young Terrace
 - ✓ Calvert Square & Calvert Square "hot spot" locations
 - ✓ Diggstown
 - ✓ Oakleaf Forest
 - ✓ Oakleaf Forest FIC
 - ✓ Grandy Village
 - ✓ Grandy Village Learning Center

FUTURE ACTION

It is the commitment of the Families First Initiative to provide programming and services that render documented outcomes and results. Staff continues to strive to deliver programs with tangible outcomes in exchange for soft-target outputs. We want to offer opportunities to work with our residents in our communities in the areas of prevention, intervention and enforcement as it relates to fostering safe and healthy communities. Some anticipated outcomes include:

- a reduction in crime
- a better quality of life
- a greater sense of security, responsibility, and personal control
- building community pride and unity
- helping others and ourselves in our community
- providing law enforcement agencies with volunteer support year round
- becoming the extra "eyes and ears" of law enforcement personnel and therefore reducing law enforcement burden physical well-being, mental health, or stress levels
- emotional and social well-being such as self-esteem, social interaction, empathy for others, and self-confidence
- a reduction in deviant behaviors
- life skills such as educational attainment, acquisition of knowledge, problem solving ability, and cognitive processing