

**Minutes of the Regular Meeting of the Mansfield
Housing Authority held via GoToMeeting on
Wednesday, May 6, 2020 at 7:00 PM**

The Members of the Mansfield Housing Authority met in Regular Session by video conference at 7:00 PM.

The Meeting was called to order by Chairman Kevin Doyle at 7:00 PM and upon roll call, those present and absent were as follows:

Present:

Kevin Doyle
Debra Tatum
Mary Kate Flynn
Olivier Kozlowski
Elizabeth Dye

Absent:

Also present was Executive Director, Andrea McDougall, and one caller.

A copy of the Notice of Meeting, pursuant to Section 23A of Chapter 39 of the General Laws, with the Certificate as to Service of Notice of Meeting attached thereto was read and ordered spread upon the Minutes of the Meeting and filed for record.

NOTICE OF MEETING

Notice is hereby given in accordance with Section 23A of Chapter 39 of the General Laws that a Meeting of the Mansfield Housing Authority will be held online via GoToMeeting at 7:00 PM on May 6, 2020.

CERTIFICATE AS TO NOTICE OF MEETING
(Section 23A, Chapter 39, General Laws)

I, the undersigned, the duly appointed qualified Executive Director of the Mansfield Housing Authority do hereby certify that on April 29, 2020 I caused to be filed, in the manner provided by Section 23A, Chapter 39, General Laws, with the Clerk of the Town of Mansfield, Massachusetts, a Notice of Meeting of which the foregoing is a true and correct copy.

IN TESTIMONY HEREOF, I have set my hand this 20th day of March 2020.



Andrea McDougall, Executive Director & Acting Secretary

The Chairman referred to Agenda Item #1, Approval of Warrant #383 for the Month of March 2020 in the amount of \$212,254.06.

A Motion was made by Ms. Flynn and seconded by Ms. Dye to approve Warrant #383 for the Month of March 2020 in the amount of \$212,254.06.

Upon Vote, the Motion passed by a Vote of 5 to 0.

The Chairman referred to Agenda Item #2, Approval of Warrant #384 for the Month of April 2020 in the amount of \$221,798.31.

A Motion was made by Ms. Dye and seconded by Ms. Flynn to approve Warrant #384 for the Month of April 2020 in the amount of \$221,798.31

Upon Vote, the Motion passed by a Vote of 5 to 0.

The Chairman referred to Agenda Item #3, Approval of Minutes of the March 4, 2020 Regular Board Meeting.

A Motion was made by Ms. Flynn and seconded by Mr. Kozlowski to approve the Minutes of the March 4, 2020 Regular Board Meeting.

Ms. Dye requested that a typographical error found in agenda item #1 be corrected to read "A Motion was made by Mr. Kozlowski and seconded by Ms. Flynn to approve Warrant #382 for the Month of February 2020 in the amount of \$169,192.78."

A New Motion was made by Ms. Dye and seconded by Ms. Tatum to approve the Amended Minutes of the March 4, 2020 Regular Board Meeting.

Upon Vote, the Motion passed by a Vote of 5 to 0.

The Chairman referred to Agenda Item #4, Executive Director's Report.

A Motion was made by Ms. Flynn and seconded by Ms. Dye to accept the Executive Director's Report.

The Chairman asked the Executive Director if there had been any complaints from the residents regarding how the Housing Authority has responded during the Pandemic. Ms. McDougall stated that there have been no complaints filed and that the Residents had been very accommodating to all that we have asked of them.

Upon Vote to accept the Executive Director's Report, the Motion passed by a Vote of 5 to 0.

The Chairman referred to Agenda Item #5, Balance Sheets, and Financial Reports as of February 29, 2020.

A Motion was made by Ms. Flynn and seconded by Mr. Kozlowski to accept the Balance Sheets and Financial Reports as of February 29, 2020 as prepared by the Fee Accountant.

Upon Vote, the Motion passed by a Vote of 5 to 0.

The Chairman referred to Agenda Item #6, Balance Sheets, and Quarterly Reports as of March 31, 2020.

A Motion was made by Ms. Flynn and seconded by Mr. Kozlowski to accept the Balance Sheets and Quarterly Reports as of March 31, 2020 as prepared by the Fee Accountant.

The Chairman asked the Executive Director if there was anything in the report that needed to be remarked upon. Ms. McDougall stated that there was an increase in the Housing Authority's utility expense.

Upon Vote, the Motion passed by a Vote of 5 to 0.

The Chairman referred to Agenda Item #7 Approval of Change Order #1 in the amount of \$0.00, Approval of the Certificate of Substantial Completion, and the Approval of the Certificate of Final Completion in the amount of \$975.00 for the Roof Replacement Project at 41 Dean Street FISH #167082.

A Motion was made by Ms. Flynn and seconded by Ms. Tatum to approve Change Order #1 in the amount of \$0.00, Approval of the Certificate for Substantial Completion, and the Approval of the Certificate of Final Completion in the amount of \$975.00 for the Roof Replacement Project at 41 Dean Street FISH #167082.

Upon Vote, the Motion passed by a Vote of 5 to 0.

The Chairman referred to Agenda Item #8, Approval of Maintenance Wage Rates Effective 4/1/2020.

A Motion was made by Ms. Dye and seconded by Ms. Tatum to approve the Maintenance Wage Rates Effective 4/1/2020.

Commissioner Kozlowski asked if the state dictated the wage rates. Ms. McDougall stated that they did with the exception of the hourly rate for the Supervisor which has the flexibility to increase the wage to \$3.00 more per hour. The Housing Authority Supervisor position's proposed increase was based on performance.

Upon Vote, the Motion passed by a Vote of 5 to 0.

The Chairman referred to Agenda Item #9, Approval of the COVID-19 Pandemic Procedures.

A Motion was made by Ms. Dye and seconded by Ms. Flynn to approve the COVID-19 Pandemic Procedures.

Commissioner Dye had stated that the language in various parts of the procedure seemed to be outdated. Mr. Kozlowski agreed that the pandemic information rapidly changes. The Executive Director explained that the procedure was drafted in order to provide guidelines for the administration to follow during unprecedented times. Ms. McDougall agreed that there were areas that may need to be modified due to the rapidly changing environment and reviewed for current information made available. Mr. Kozlowski expressed concern that if the Housing Authority procedures were to become outdated or they may conflict with current state guidance. Ms. Flynn asked if the Executive Board has the right to set policy for the Housing Authority employees. Ms. McDougall answered by saying that the Board does have the authority to create policy. Ms. McDougall stated that she is looking for authorization to act in response to COVID-19 situations and would be more confident knowing that she is acting with the support of the Board. Mr. Kozlowski felt that there could never

be a comprehensive policy where every situation would be covered by the current information. Ms. McDougall suggested that there has been conflicting guidance and was hoping that the Board could approve a procedure or plan that could be followed by the housing authority administration.

Discussion continued pertaining to the obligation of the board and the ability of the Housing Authority to enforce any procedure implemented by the Board.

Ms. Flynn stated that the Board should allow the Executive Director the leeway to follow best procedures for the employees.

Mr. Kozlowski stated that he is reluctant to approve the procedure as presented, but he would be okay to provide a general statement that the Executive Director be empowered to do whatever she needs to do for the health and safety of the employees and the tenants based on the then, current information.

Ms. Dye suggested that the Executive Director separate the procedure in to two different policies, one including general recommendations supported by the CDC or the local Board of Health for the residents, and a policy that is more specific for the employees.

The Executive Director requested the agenda item be withdrawn.

A New Motion was made by Mr. Kozlowski and seconded by Ms. Dye to Withdrawal Agenda Item #9.

Upon Vote, the Motion passed by a Vote of 5 to 0

The Chairman referred to Agenda Item #10, Approval of the Resident Service Coordinator Job Description.

A Motion was made by Ms. Tatum and seconded by Ms. Flynn to Approve the Resident Service Coordinator Job Description.

The Resident Service Coordinator job description was presented as follows:

Department: Resident Services Reports to: Executive Director and the Housing Coordinator

Position Overview: This position is responsible for assisting MHA residents, which depending on property composition may either be seniors, families, adults with disabilities, or a combination of one or more, with the ability to thrive in their community and age in place. The purpose of the position is to improve the viability of the housing development and improve the quality of

life for residents. This is accomplished by increasing residents' access to services and by facilitating their participation in programs that enhance their physical, social, and mental well-being.

Primary Duties and Responsibilities include but are not limited to the following:

- Refer and link residents to supportive services available in and provided by trusted partners/resources in the general community. Such services may include, but are not limited to, case management, personal assistance, homemaker services, meals-on-wheels, transportation, counseling, visiting nurse, preventive health screening/ wellness training, and legal advocacy. Coordinate and follow up on services rendered.
- Provide general assistance and advocacy related to supportive and social services to all residents; provide current information and regulation regarding programs such as Medicare, Medicaid, entitlements, and formal supportive and social services.
- Maintain confidential and accurate documentation on all resident demographics, issues, requests, statistics, incidents, interactions and outcomes.
- Identify individuals who would benefit from services, recruit volunteers, and identify service gaps.
- Act as a liaison for other local service providers and represent the Housing Authority on various task forces and community groups.
- Oversee and provide crisis intervention, case management, and follow-up services to referrals from the Housing Authority, residents, or other agencies.
- Assist other department staff in understanding and participating in the goals and programs initiated by resident services.
- Review and submit all billing and program reports required by funding sources, monitoring entities, and Housing Authority.
- Promote a positive social climate that fosters residents' psychosocial well-being by developing, implementing, and monitoring a wide range of educational, recreational, and therapeutic programs for resident participation. Empower resident to meet their own needs through education, training, or accessing services.
- Establish constructive relationships with residents and their families, community agencies, volunteer organizations, and LHA staff.
- Publish building activities and events through flyers, newsletters and a monthly calendar. Update information on the Housing Authority website.
- Build resources for program referral and growth.

- Prepare reports and update service plans in accordance with governing bodies. Develop annual and program specific surveys,
- Maintain all necessary information regarding services to residents in a confidential manner adhering to LHA and State guidance. Remain current on Fair Housing, mandated reporting, and other pertinent State regulations.
- Other duties as assigned by the Executive Director or Housing Administrator.

Upon Vote, the Motion passed by a Vote of 5 to 0.

The Chairman referred to Agenda Item #11, Approval of the Public Housing Coordinator Job Description.

A Motion was made by Ms. Flynn and seconded by Ms. Tatum to Approve the Public Housing Coordinator Job Description.

The Resident Service Coordinator job description was presented as follows:

Department: Public Housing and State Programs Reports to: Executive Director

Position Overview: This position combines Receptionist duties along with the duties of a Public Housing Coordinator a total of 37 ½ hours per week. The person in this role reports directly to the Executive Director. The two main functions of this position are serving the community and identifying housing needs and available resources, and the competent administration of Housing Authority programs. The purpose of the position is to provide management, leadership, and oversight to the State Public Housing and other State subsidy programs. This is accomplished by adhering to State government regulations and Housing Authority policies and procedures.

Primary Duties and Responsibilities include but are not limited to the following:

- Answer telephone direct calls and take messages for staff.
- Time/day stamp incoming correspondence and distribute.
- Manage the walk-in and scheduled appointment traffic at the front desk.
- Respond to calls from tenants and general public for tenant related issues and general questions about the housing application process.
- Monitor CHAMP waitlists by performing the proper screening for applicants, updating applicant information.
- Responsible for determining and documenting eligibility of the MRVP, Public Housing, and all state funded program applications, process housing applications, and tenant selection for occupancy.

- Manage the leasing and continued occupancy process for all Housing Authority properties.
- Maintain accurate records both manually and computer based. Prepare all necessary files and documentation for annual audits.
- Required to perform all new lease ups and oversee the process of move outs and vacancy reporting.
- Follow state regulations and the procedures set forth by the Executive Director to ensure accurate and complete annual and interim re-certifications.
- Oversee the proper maintenance of all Public Housing files including updating information, purging and storage.
- Prepare well written notices and letters to other agencies and tenants.
- Adhere to regular scheduled office hours, breaks, and time off for lunch.
- Make the Executive Director and Resident Service Coordinator aware of all tenant complaints. Document anything pertinent to the situation.
- Consistently enforce resident leases and requirements.
- Coordinate administrative and maintenance staff for annual apartment inspections. Follow up on work orders and failed inspections.
- Ensure that work order requests are entered and completed in a timely manner. Produce monthly report of the number of workorders entered and the number of workorders outstanding.
- Maintain a professional working relationship with the residents, co-workers, the public, and other social service agencies.
- Demonstrate a commitment to follow established policies and procedures.
- Other duties as assigned by the Executive Director.

Upon Vote, the Motion passed by a Vote of 5 to 0.

The Chairman referred to Agenda Item #12, Correspondences.

The Chairman referred to Audit by Gary L. DePace CPA for the Agreed Upon Procedures for fiscal year ending September 30, 2019. Ms. McDougall stated that there were no findings noted.

The Chairman acknowledged correspondence from the Department of Housing & Community Development Award regarding the Resident Service Coordinator Initiative funding.

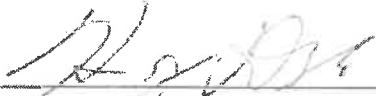
The Chairman referred to Agenda Item #13, Questions and Comments.

The Chairman noted that the Housing Authority and its employees were doing a tremendous job and that he is very proud to be a part of this committee. Mr. Doyle expressed his gratitude to the Executive Director.


There being no further business to come before the Board, a Motion was made by Mr. Kozlowski and seconded by Ms. Dye to Adjourn at 8:04 PM.

Upon Vote, the Motion passed by a Vote of 5 to 0.

Approved on June 3, 2020 - Board of Commissioners:



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Elizabeth Dye
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