



Monthly Performance Report

Minneapolis Public Housing Authority
Board of Commissioners
For the month ending January 31, 2019

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 - The fiscal year 2018 financial close is in process. After the closing is completed, final results will be reported.
3. Performance of Operations
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 - Housing Choice Voucher Programs
4. Building Improvement and Development Projects
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Highlights



Construction is complete, and the beautiful **Minnehaha Townhomes have received the certificate of occupancy.** In March, we expect families will start moving in. To fill the 16 units, Hennepin County refers families from the homeless shelter system. Watch for information on an open-house for MPHA board and staff in early March.

MPHA **welcomed a new Director of Human Resources, Teresa Jepma, and new Director of Information Technology, Lisa Wu.** Teresa joins us with more than 20 years of HR experience, including 13 years most recently with Hennepin County. Lisa comes to MPHA with 20 years of IT management, most recently at Carver County, and five years of software development experience.

MPHA held an **all-staff meeting** on February 6, 2019. Executive staff presented information on the budget, strategic initiatives, HR updates, and recognized employees with long-term service to the agency. Council Member Jeremiah Ellison gave a welcome address and employees were able to ask questions of MPHA leaders.

February has been a brutal winter-weather month so far, with record-setting snowfall and extreme cold. **MPHA operations and maintenance staff deserve a huge shout-out** for their tireless efforts to keep up with snow removal and respond promptly to heat issues at all hours of the day. Their work through this challenging time has kept residents safe, and should make the whole agency proud.

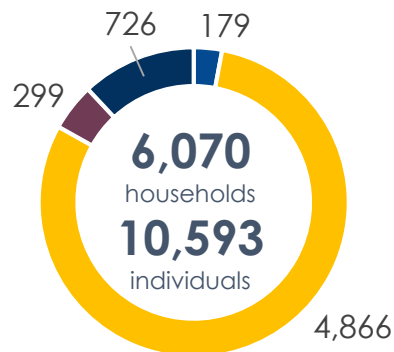
In a crucial vote in February, the **Stable Homes, Stable Schools initiative received a unanimous approval from the Minneapolis City Council** to move forward. MPHA will be implementing the program along with partners from the city, county, and Minneapolis Public Schools (MPS) to provide stable housing to families of elementary students experiencing homelessness.

The **January HCV winners are the HCV Fun Committee members**, who have dedicated time to create opportunities for their fellow co-workers to celebrate holidays, birthdays, anniversaries, and team accomplishments.

Public Housing Programs



Occupied Units*

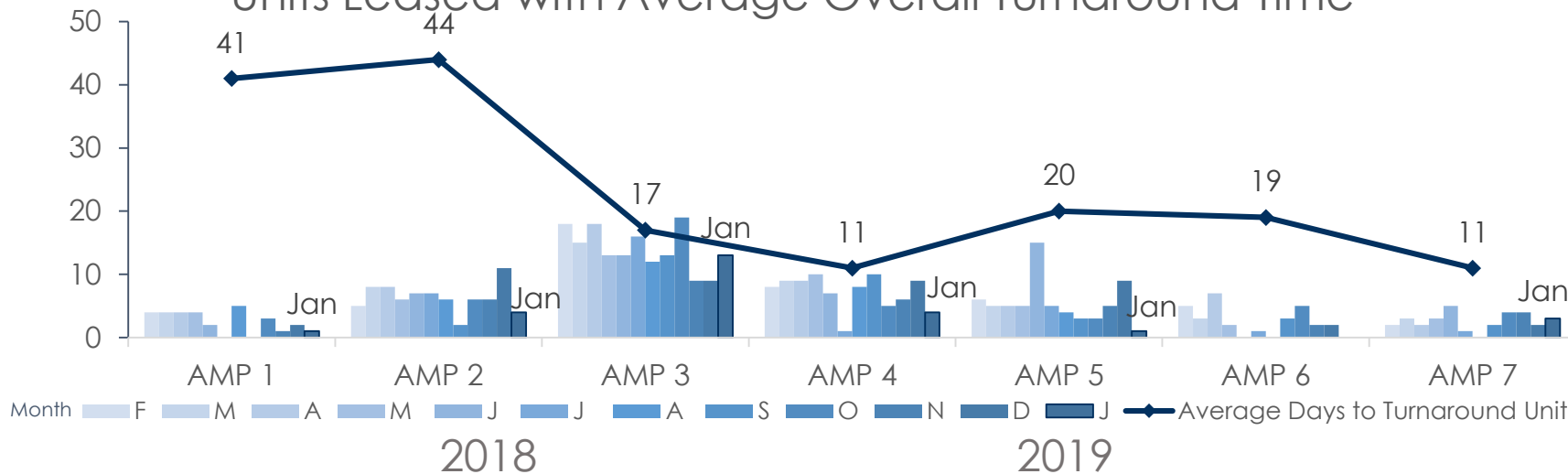


26
new units leased
during month

99.3%
occupancy

■ Glendale ■ Highrise ■ MHOP** ■ Scattered Sites

Units Leased with Average Overall Turnaround Time***



*At any given time, units may be vacant due to normal unit turnaround or because they are undergoing renovations.

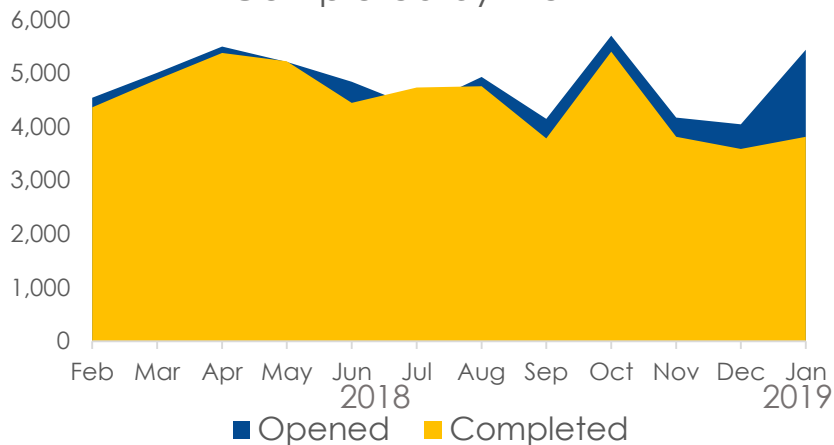
**Metropolitan Housing Opportunities Program (Hollman consent decree units owned and operated by third-parties)

***Excluding unit transfers

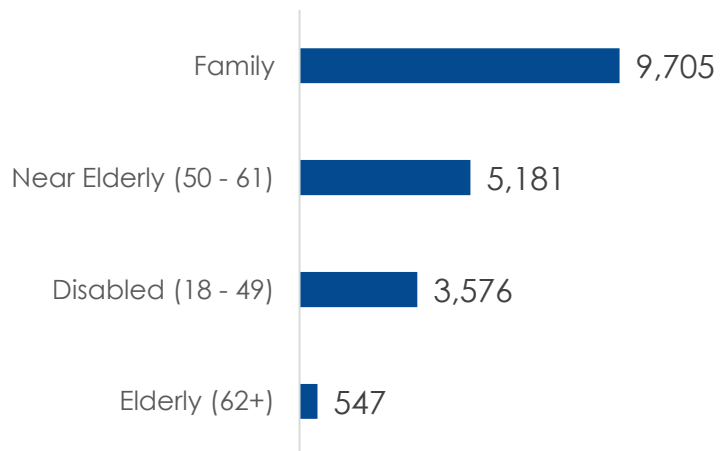
Public Housing Programs



Work Orders Opened and Completed by Month



Applicants on Waiting List

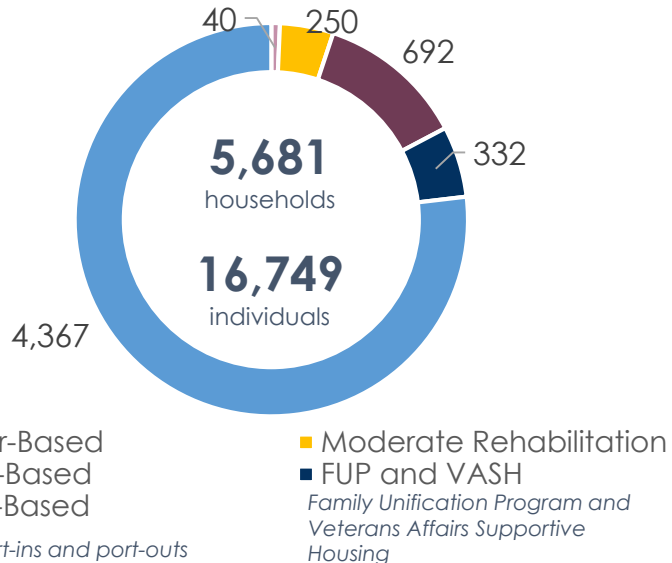


| Goal | Total Completed | % Completed within Goal | Average Days Open |
|-----------------------------------|-----------------|-------------------------|-------------------|
| Emergency: 24 Hours | 59 | 100% | 0 |
| Urgent: 1 Day | 980 | 94% | 1 |
| After Hours Non-Emergency: 2 Days | 35 | 97% | 0 |
| Important: 3 Days | 843 | 84% | 6 |
| Routine: 10 Days | 1,579 | 83% | 9 |
| Non-Routine: 20 Days | 46 | 65% | 25 |
| Pest Control | 273 | 100% | 19 |

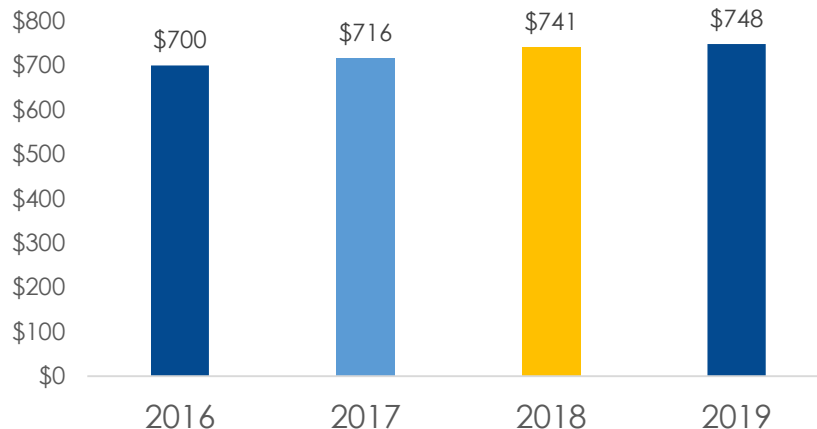
Housing Choice Voucher Programs



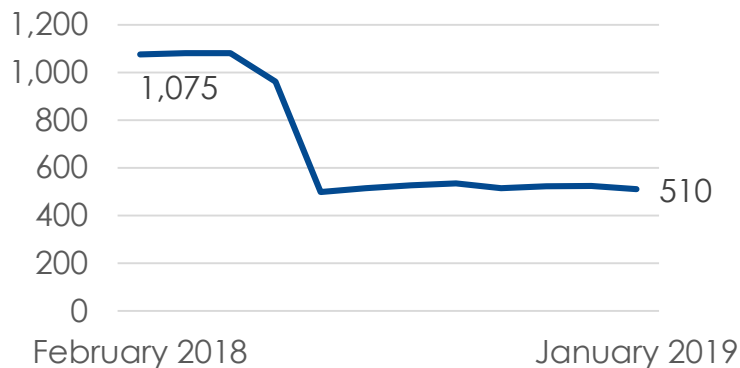
People Served by Program*



Average Housing Assistance Payment per Unit, Year to Date

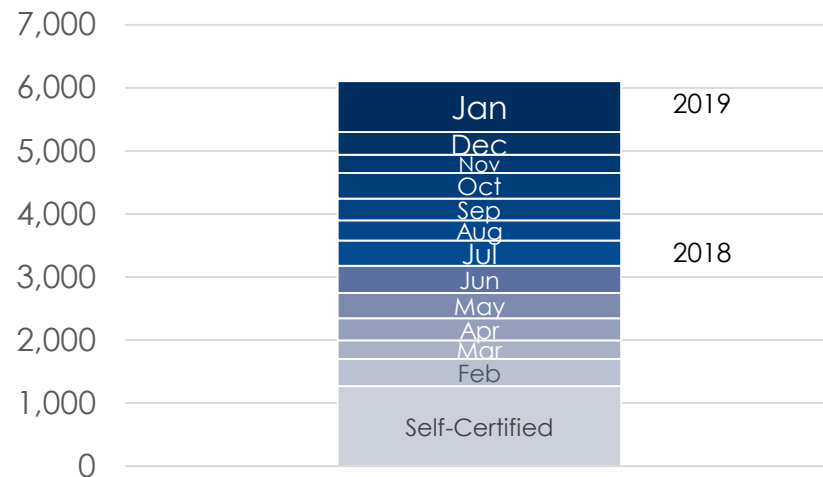


Applicants on Waiting List



HCV staff are currently attempting to contact all waiting list applicants. Those who do not respond are inactivated but will be reactivated if they respond within one year.

Annual Inspections Conducted



Building Improvement Projects - Planning

| ADDRESS | DESCRIPTION OF WORK | STATUS |
|-----------------------------|--|-------------------|
| 2415 N 3rd St | Security pilot | Planning |
| 315 Lowry | Façade repairs | Planning |
| Cedars Lowrises | Roof replacement | Planning |
| 901-1015 4th Ave N | Generator installation | Planning |
| Scattered Sites | Energy pilot projects | Planning |
| Elliot Twins | Comprehensive building modernization | Planning |
| Scattered Sites | 2019 Comprehensive modernization | Planning |
| Hiawatha Towers | Site security upgrades | Planning |
| 311 University Ave NE | Main electrical switch gear & generator replacement | Bidding |
| 2728 E Franklin Ave | Main electrical switch gear & generator replacement | Bidding |
| 2121 Minnehaha | Main electrical switch gear & generator replacement | Bidding |
| 1611 S 6th St | Plumbing & fire alarm system replacement, sprinkler system retrofit, apartment improvements including creation of 6 ADA units; HVAC upgrades | Awarding contract |
| 828 Spring Street NE | Heating system upgrades | Awarding contract |
| Horn Towers & 1627 S 6th St | Elevator modernization | Mobilizing |

Development Projects - Active

| ADDRESS | DESCRIPTION OF WORK | STATUS |
|---------------------|--------------------------|------------------------|
| Minnehaha Townhomes | 16-unit new construction | Substantially complete |

Building Improvement Projects - Active

| ADDRESS | DESCRIPTION OF WORK | STATUS |
|---|---|--|
| 2121 Minnehaha Ave | Plumbing & fire alarm system replacement | In progress |
| 1515 Park Ave S | Plumbing & shower replacement | In progress |
| Horn Towers, 314 Hennepin, 1717 Washington, Hiawatha Towers, Elliot Twins, 630 Cedar | Fire alarm system replacement | In progress |
| 1314 44 th , 600 18 th , 3116 Oliver, 2415 N 3 rd , 710 2 nd , 616 Washington; 1900 3 rd , 809 Spring, 1710 Plymouth | Fire alarm system replacement | In progress |
| Scattered Sites – various sites | 2018 improvements: Roof & garage replacement | In progress |
| 3205 E 37 th St & 3755 Snelling Ave | Plumbing, showers, fire alarm system replacement; HVAC upgrades; apartment improvements | One building complete, one in progress |
| 1001 Washington | First floor lobby/security upgrades | Substantially complete |
| 314 Hennepin, 1710 Plymouth, 1206 2 nd St NE | Elevator modernization | Substantially complete |
| 1627 S 6 th St | Plumbing, fire alarm system replacement; HVAC upgrades, apartment improvements | Substantially complete |
| Cedars Community | Site security upgrades | Substantially complete |
| 2728 E Franklin Ave | Plumbing, showers, fire alarm system replacement; HVAC upgrades; apartment improvements | Substantially complete |

Inquiry Response/Social Media Reporting



59

Formal inquiries
received/addressed
(Channels include media,
social media, and
website contact forms)



11

Posts
18,672
Total reach

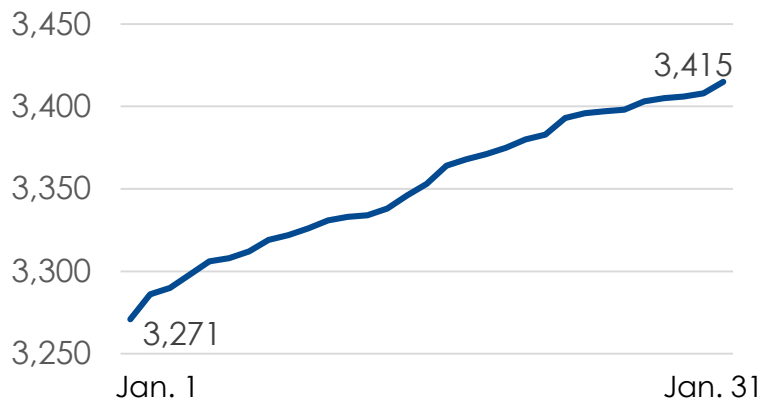


15

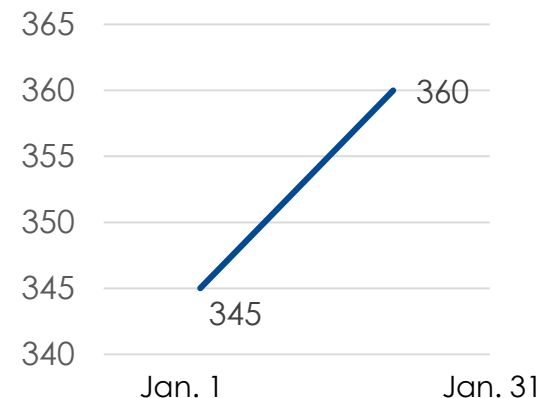
Posts
10,500
Total reach



Facebook followers



Twitter followers



Top Performing posts for January

The federal government shutdown puts a lot of the funding for affordable housing at risk. While MPHA can tap reserves to continue programs and payments past February, it would be a painful and short-term fix. Meanwhile, the urgency for other housing providers is mounting.



FINANCE-COMMERCE.COM

Shutdown could stall affordable housing funds

the partial federal government shutdown is putting nonprofit developers'...

Great way to kick off 2019: Over the past year, 184 families in 28 buildings at Glendale Townhomes received 25K cu ft of insulation, 30 new furnaces & ventilation upgrades. Thanks [@sustainable_RC](#) & [@energyinsights](#) for making this \$1.5m+ investment in energy & comfort possible! pic.twitter.com/gDn2nXMvjU



'Stable Homes, Stable Schools': Minneapolis offers program for homeless youth

 fox9.com/news/-stable-homes-stable-schools-minneapolis-offers-program-for-homeless-youth

MINNEAPOLIS (FOX 9) - When you think about Minnesota's homeless population, a child might not come to mind, but the reality is there are thousands of kids who are homeless in Minneapolis alone.

Now, a new program aims to get kids and their families into stable living situations. It's called the "Stable Homes, Stable Schools" initiative.

It's something Minneapolis Mayor Jacob Frey's office has been working on since last spring.

The goal is to get homeless children attending Minneapolis Public Schools and their families into stable housing by helping pay for their rent and get them back on their feet.

It's a place homeless families can stop and take a breath.

"We want them to feel like this is a respite in the midst of the chaos they may be experiencing or in the midst of a crisis situation," said Rinal Ray, of People Serving People.

People Serving People says it is the largest homeless shelter for families in the region, serving around 350 people per night in downtown Minneapolis.

Many of their guests are kids.

"Two-thirds are children and the average age of kids in our shelter is 6," Ray said.

Ray says everyone has a different story of how they got to People Serving People, but some things are the same.

"A lot of parents try to maintain routines and try to keep things as normal as possible to try to keep a sense of stability," Ray said.

Part of that stability includes making sure the kids stay in their home schools. Minneapolis Public Schools buses the kids to and from the shelters, but Frey believes there is a more permanent solution.

"Housing is a right," Frey said. "Everyone deserves that safe place to go home to at the end of the night."

“Stable Homes, Stable Schools” is a new collaborative effort between the city, Minneapolis Public Schools, the Minneapolis Public Housing Authority and Hennepin County to help homeless families in the school district find affordable housing. Plus, the program will help pay for it.

“That’s about 3,000 students that are experiencing homelessness or severe housing instability,” Frey said. “In the first three years, we have a goal of helping around 320 families and around 640 kids.

Late last week, the Minneapolis City Council approved the money for the pilot program at about \$3.35 million a year.

Frey says the families will be chosen from 15 schools with a higher population of homeless students. The families will pay 30 percent and the program will cover the rest and it will keep the kids close to their schools.

“We want to make sure people have that stability from which they can rise and that stability starts with a place to go home to at night,” Frey added.

Each person in the program will have a case manager and wrap around services will be through that person.



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Voice of the Five Thousand

Residents & MPHA discuss communication at MHRC board meeting



MPHA board members discuss ideas for improving communication between residents and management at their January meeting held at 1015 4th Ave. N.

The #3 priority adopted by the MHRC board in November reads as follows: "Improve communication between management and tenants, among resident leadership, between building councils and the MHRC Board, and with the highrise population as a whole. At their January meeting MHRC board members broke into small groups and discussed their concerns in each of these areas and their ideas for addressing their concerns. MPHA Regional Property Manager Tamika Baskin came to the meeting to hear and respond to what residents had to say.

Continued on page 2



Security, everyone's business



When guard hours were cut in half at 314 Hennepin Ave. seven years ago, Project Lookout volunteers stepped up to fill the void. They volunteer twelve hours daily and register over 1,600 guests entering their building every month. The building's Project Lookout coordinators (pictured above, L-R) JoAnn Montgomery and Naomi Williams appreciate the support of their property manager ShanTia Thompson (pictured, 3rd from left).

MHRC's Security Advisory Committee wants to reach out to all highrise residents to stress the importance of residents taking personal responsibility for the safety of their highrises. All residents are encouraged to:

- ◆ Volunteer some time with Project Lookout—the resident security program operating in 28 highrises across the city. Volunteers provide a variety of functions which vary from building to building. These functions may include registering guests and/or walking around the building in teams to observe and report problems. To join, or find out

Security continued on page 2



**Last chance to sign up to
participate in this month's
cultural celebrations!!**

See page 4 for details

Security continued...

more, talk to your building Project Lookout coordinator, attend a Project Lookout meeting in your building or call the MHRC at 612-342-1330. Training and twice-a-year city-wide recognition events are provided to all volunteers. If you start volunteering now you may even be eligible to attend the ever-popular Project Lookout Cookout coming June 25.

- ◆ Remember to thank your Project Lookout volunteers. They put in countless hours of volunteer time to keep you, your neighbors and your guests safe. Also, please be responsible for your guests and ask them to show respect to Project Lookout volunteers and cooperate with building sign-in requirements;
- ◆ If you choose not to volunteer with Project Lookout, you can still help keep your building safe by reporting crime and disturbances to 911 and to your property manager;
- ◆ Do not intentionally let people into the building who are not your guests (but do not physically try to keep someone out—your safety comes first);
- ◆ Call the Security Command Center at 612-342-1987 to report disruptive or illegal behavior in your building. You do not have to leave your name but it is important you provide as many details as possible.

MPHA seeks input about communicating their capital investment plans to residents



MPHA staff including MPHA Director of Policy and External Affairs Jeff Horwich (3rd from left) recently attended an MHRC Maintenance, Modernization and Management committee meeting to discuss how MPHA can more clearly and effectively communicate with residents about their plans for future capital improvements and redevelopment activities.

In addition to using words that are easily understood, committee members said it is important that MPHA discuss plans with resident council leadership as early as possible in the process and lay out clear and concise steps for how work will happen.

Communication continued...

One of the concerns shared by residents included residents feeling that their reports of disruptive neighbors are not being addressed or taken seriously. They said they would like it if management followed up with them to let them know the report had been received and was being addressed. In response, Baskin said MPHA does have a complaint response form which managers should be returning to residents, indicating receipt of the complaint, whether or not management needs more information and asking residents to contact management if the problem persists. Baskin also urged residents to give as detailed information as possible on the complaint form and to specify that follow-up by management is wanted.

Other concerns raised by residents, and one that is partially related to MPHA budget considerations and constraints, is a lack of management office hours (especially in smaller buildings) and staff not being present or available during posted office hours. Baskin explained that it is a challenge to allocate management hours, sometimes over several buildings, and that there are competing interests on management's time, such as inspections and building emergencies. She said, however, that staff should post notices on their office doors if hours can't be kept.

Another barrier to communication, shared by some residents, is when management is not present at resident council meetings to discuss important building information and respond to resident questions and concerns. Baskin said managers are expected to attend meetings but said sometimes there are conflicting emergency situations a manager may have to deal with. She agreed that if a manager cannot be present, a management representative should attend the meeting.

Baskin thanked MHRC board members for sharing their concerns and also outlined a number of things she is doing in the NE AMP to help improve communication with residents. She said she has been attending resident council meetings to share accomplishments from the past year and goals for the coming year, including improving communication.

Board members made some other suggestions for improving communication with management including management newsletters and MPHA installing large bulletin boards for management postings, office hours, staff information, etc.

The MHRC board will continue its discussion about improving communication at its next meeting in March.



Highrise walking groups on the move!



Lyndale Manor (600 18th Ave. N) residents have found a great way to beat the cold and get in some good exercise. They have started a weekly indoor walking group, making use of the long hallways in their building. With assistance from University of Minnesota Extension SNAP-Ed Regional Coordinator Sharmyn Phipps (photo, left), the group

measured the distance traveled down a hallway and will be posting this information and motivational signs along their route. The group gathers Thursdays at 11:00 am in the dining room.

Walking group coordinator Margaretta Hall-Mims (photo right, L) invites new members to join the group and to spread the word about this indoor exercise opportunity. She has Highrise Walkers tee-shirts and water bottles for newcomers. Other incentives will be offered through the SNAP-Ed program.



Do you need food support? Ma u baahantahay cunto cawined?

The Supplemental Nutrition Assistance Program (SNAP) helps people with low income to buy the food they need for sound nutrition and well-balanced meals. The program issues its benefits electronically on a card that is used to buy food at local stores. Call 612-596-1300 for an application form or for more information, or see your VOA building social worker.

Barnaamijka hilitaanka cuntadda nafaqaysan(SNAP) Barnamijkan wuxuu ka caawinayaa dadka dhaqalahooda hoseeya in ay gadan karaan cunto nafaqo ku dhaylitiran . Barnaamijku wuxuu kalmadda ku bixinayaa si elektaroonik ah ayaa lagugu shubayaa kaar kaasoo oo aad dukamadda cuntada wax oga iibsated ,waxaad carkan ku gadan kataa cunto kaliyah.Arjiga waxaad ka helayaan adigoo soo wacdaa 612 596-1300 ama u taga adeygaha arima bulshadeedka gurigaaga(VOA) wixii faah faahin dheeraad ah.



MHRC Board Meeting Wrap-up

The MHRC Board meeting was held January 17 at 1015 4th Ave. N. Board actions included:

- ◆ Review of MHRC programs and activities which address MHRC Priority #2 regarding improvements in maintenance, management and resident involvement in modernization activities and #3 regarding improving communication between residents and MPHA, between resident organizations and among residents generally;
- ◆ Small group discussions and discussion with MPHA Regional Manager Tamika Baskin about improving communication between residents and MPHA;
- ◆ Discussion regarding VOAMN highrise social services with VOAMN Director of Highrise Social Services Bill Melton and voted to recommended renewal of their contract with MPHA (see below);
- ◆ Discussion of 2019 voter engagement plans including inviting city council members to resident council meetings;
- ◆ Review of plans for the upcoming Area meetings which will include a multicultural event and information about getting ready for resident council elections in May; and
- ◆ Discussion and approval of the 2019 MHRC budget.



Volunteers of America Minnesota (VOAMN) Director of Highrise Social Services Bill Melton discusses VOAMN's role in MPHA highrises at MHRC's January board meeting. VOAMN staff provide onsite social services to elderly and non-elderly with disabilities in 40 highrises including assistance with setting up services, eviction intervention, crisis intervention and informal counseling. The MHRC board voted unanimously to recommend that MPHA renew its contract with VOAMN, which the MPHA commissioners did at their January board meeting.



Share your heritage, culture and pride at this month's Area Meetings!

This is your last chance to sign up to participate in this month's cultural celebrations, held as a part of the Area meetings (note date changes below)! Over the years, hundreds of residents have been able to learn about their neighbors through ethnic dance, storytelling, music, poetry, and delicious multi-cultural refreshments at these events. The success of these events depends on resident participation. If you or a resident you know has some talent in the areas of music, singing, dance, storytelling, poetry or art, which would showcase cultural or ethnic heritage, we definitely want to hear from you. Time is running out so please contact John Stumme at the MHRC right away, at (612) 342-1331 or jstumme@mplshighrise.org.

Area Meeting & Cultural Celebration for Southeast/Southwest residents

Thursday, February 14, 1:30-3:30 p.m.
at 115 W. 31st St. (Horn Terrace)

Area Meeting & Cultural Celebration for North/Northeast residents

Thursday, February 21, 1:30-3:30 p.m.
at 1815 Central Ave. N.E.



There will be a special performance of Aztec dance by Kalpulli Ketzalacoatlícue at this year's cultural celebrations.

The *Highrise Lowdown* is a publication of the Minneapolis Highrise Representative Council, 1015 4th Ave. N., Minneapolis, MN 55405. The Lowdown will print reader responses as space permits; we reserve the right to edit all submissions. Send submissions to the address above or to jstumme@mplshighrise.org. Call 612-342-1331 for more information.

Project Lookout Volunteers, mark your calendar! (more info. to follow)

♦ City-wide Project Lookout Training

Thursday, March 28, 9:30 a.m.—2:30 p.m.
Cora McCorvey Center—1015 4th Ave. N



♦ Project Lookout Cookout (recognition picnic for eligible Project Lookout volunteers only (get your hours in!))

Tuesday, June 25, 3:30—7:30 p.m. at Como Park Pavilion



This Month's Events

Monday, February 4, 2:00 p.m.: Diversity Committee meets at 1015 4th Ave. N

Thursday, February 7, 9:30 a.m.: MHRC Executive Committee meets at 1015 N. 4th Ave.

Monday, February 11, 9:30 a.m.: Active Living Committee meets at 1015 4th Ave. N

Thursday, February 14, 1:30 p.m.: SE/SW Area Meeting and cultural celebration at 115 W. 31st St.

Tuesday, February 19, 1:30 p.m.: Maintenance Modernization and Management Committee meets at 1015 4th Ave. N.

Thursday, February 21, 1:30 p.m.: N/NE Area Meeting and cultural celebration at 1815 Central Ave. N.E.

Friday, February 22, 9:30 a.m.: Security Advisory Committee meets at 1015 4th Ave. N.

Monday, February 25, 12:30-2:30 p.m.: Community BINGO at 1015 4th Ave. N.

Wednesday, February 27, 12:00 p.m.: Resident Advisory Board meets at 1001 Washington Ave. N.;

1:30 p.m. MPHA Board meets at 1001 Washington Ave. N.