

# Pacific Currents



## Multifamily Housing News

U.S. Department of Housing & Urban Development — San Francisco Multifamily Hub

**Hawaii**

**Northern California**

**Nevada**

**Arizona**

Volume 5, Issue 5

June 2003

### Inside this Edition Of Pacific Currents

Service Coordinator Conference	—	1 & 2
Hub Director Message	—	2
How to Guide - Service Coordination	—	3 ~ 9
FY2003 SuperNOFA	—	10
Eyes and Ears Meeting	—	10
Terrorism Insurance	—	10
Action Partners Performance System	—	10
Pamela Stroud Award	—	11
Reporting Changes	—	11
Deployment of Military Personnel	—	11
Under 60 REAC Inspection Scores	—	11
Rent Comparability Studies	—	11
Development Corner	—	12
Top 10 Ways Agents Can Assist HUD	—	13
Issuances	—	14
Comings & Goings	—	14
Production Spotlight	—	15
Calendar	—	16

### San Francisco Multifamily Hub's First Service Coordinator Conference Shares Resources and Promises Collaboration Opportunities

#### First Annual Conference

On April 15, 2003, the San Francisco Multifamily Hub Office sponsored an all-day regional conference for Service Coordinators from HUD family and elderly subsidized properties. The conference proved to be a great success with over 200 coordinators and property management staff in attendance. The conference, the first of what will be an annual event, turned out to be a creation in the making. What was initially planned as a mere two-hour training workshop on HUD guidelines propelled into an ambitious training and information-filled program. The agenda included presentation of HUD policies on program certification requirements and funding guidelines, a roundtable of experienced service coordinators, a panel of six national service-providing programs and agencies, and presentations on Neighborhood Networks and the Faith-Based Initiative.



Community Program Provider's Panel — L to R: Steve Malliaras, Dept. of Labor, One Stop Center; Jacqui Gordon, FDIC, Money Smart; Melissa Daigle, Dept. of Agriculture, Food Stamp Program (hidden from view); Janet Van Deusen, Health Insurance Counseling Advocacy; Nguyen Stanton, Women in Community Service; and Angela Chan, Youthbuild USA

#### HUD National Web Site:

<http://www.hud.gov>

San Francisco Multifamily Hub:

<http://www.hud.gov/local/sfc/mfamily/sfcsg1.html>

#### Industry Meeting - Note Date Change

The next HUD property management industry meeting will be held on July 24th, 2003, at 10:am at 450 Golden Gate Avenue, 2nd Floor, San Francisco. To add topics to the agenda contact Betty Wang at 415-436-8465

The audience was invigorated by the keynote speaker's inspirational presentation. Mr. Keith Axtell, a former HUD Interagency Resource Specialist, Co-Chair of Federal Regional Council's North Richmond Task Force, and former HUD Regional Housing Director, recounted the Task Force's revitalization efforts for the community of North Richmond. Mr. Axtell's description of the growing sense of empowerment that the North Richmond community experienced resonated with many of the service coordinators who see it as their job to not only link residents to services but also to provide support and training opportunities to help residents move toward self-sufficiency.

*Continued on Page 2*

## Multifamily Hub News Staff

Multifamily Hub Director — Janet L. Browder  
Director, Operations — J. Patrick Goray

Editor-In-Chief — Christine Day  
Design, Layout, Advisor — Al Chauvet  
Hub Lines Contributor — Jeri Henson

The Multifamily Hub News is distributed to Hub clients as well as other interested parties.



Comments may be directed to Christine Day at (415) 436-8476 or Christine\_J.\_Day@ HUD.GOV

**Subscriptions:** The San Francisco Multifamily HUB, USDHUD "Pacific Currents" newsletter is published on a quarterly basis and distributed free of charge to registered subscribers. To subscribe please send your name and complete mailing address to:

Larry\_A.\_Chauvet@HUD.GOV

**Disclaimer:** This publication provides general coverage of its subject area. It is distributed with the understanding that the publisher is not engaged in rendering legal, accounting, or other professional advice or services. If legal advice or other expert assistance is required, the services of a competent professional should be sought. The publisher shall not be responsible for any damages resulting from any error, inaccuracy, or omission contained in this publication.

### Hub Lines . . .

**Just to do what must be done.  
This may not be happiness, but  
it is greatness.**

~ George Bernard Shaw

**Sharing is something more  
demanding than giving.**

~ Mary Catherine Bateson

**Everything that is not given is lost.**

~ Indian Proverb

### **First Service Coordinator Conference, continued...**

In addition to providing valuable resource information to the service coordinators, it became quickly apparent to everyone that the event also succeeded in ensuring continued collaboration and future information-sharing efforts. Virtually all of the respondents who filled out the conference assessment survey, reported that the event was very helpful not only due to its program but also as a networking opportunity. At the encouragement of Multifamily Operations Director, Patrick Goray, one of the participants even volunteered to establish an online chat room for service coordinators to facilitate information-sharing.

The vision, hard work and enthusiasm of Angela Morrison and Chris Day, HUD Project Managers, with the assistance of Irene Pertsovsky, Program Analyst, and other HUD staff, helped to make the conference a success. Also thanks to Keith Axtell, the service coordinators and service providing presenters, as well as all the attendees for making the conference a good learning event.

### **Janet Browder on Housing & Service Coordinators**

There is a tremendous need for service coordinators in affordable housing. The development, provision and realization of the benefits of service coordinators lag far behind the demand. Indeed, the demand for affordable housing is often just one part of a package of needs. In fact, the evidence overwhelmingly demonstrates that when affordable housing is paired with social services such as healthcare access, food programs, education, employment training, and childcare, that individual empowerment and self-sufficiency are more likely to occur.

As we have become more sophisticated in our understanding of the needs of residents of affordable housing, we have begun to see proactive and highly effective strategies to better meet those needs. One such approach, that owners and management agents are beginning to integrate into the operations of their properties, is to hire an on-site service coordinator (SC). Zoom in on the average day of a SC and you will find an individual who is involved in a wide variety of activities. From researching existing community resources, establishing partnerships with other organizations and implementing onsite programs to helping a particular resident access government benefits, counseling victims of domestic abuse, creating after school programs for youth, employment education and cleaning up the activities room. The list of activities that SCs are involved in is exhaustive. Through the identification of needs and provision of services, SCs have had a positive impact and have clearly demonstrated the value they bring to effective property management.

Although the provision of affordable, decent, safe and sanitary housing is the basis of HUD's mission, better meeting the needs of America's low income families requires a strategic approach and greater leveraging of public, private and non-profit resources. Through continued cooperation, hard work and innovation we can better meet needs, foster empowerment and enable self-sufficiency. To assist you with this effort, we've published this special edition of Pacific Currents, which highlights the advice and experience of industry professionals who have, through creative and effective resource utilization, coordinated the delivery of service programs. We hope you find this information valuable, and we look forward to continuing our many partnerships on this most important issue.

**To Be Invited to the Service Coordinator  
Yahoo Chat-Room,  
Please Send Your Email Address to:**

**HUD\_chat moderator <HUD\_chat-owner@yahoogroups.com**

## **Service Coordination — A “How-To” Guide**

### **Housing and Social Service Coordination Meeting Needs with a Strategic Approach to Programmatic Development and Effective Resource Utilization**

*By Irene Pertsovsky*

#### **Creating Opportunities in a Difficult Environment Kukui Tower — A Profile in Brief**

Kukui Tower is located in a district of Honolulu, HI that has been plagued by drugs and crime. Most of the residents of the 380-unit property are immigrants who are unemployed or work in low paying jobs. The average income is just \$7,911. In many cases they have difficulty reading, writing and speaking English, have little formal education and are unaware of existing social service programs and how to access them. Unfortunately, this is common in many low-income projects; yet, it is also an environment that can substantially benefit from a social service coordinator.



Kukui Towers After School Program

As Kukui Tower's Community Service Director since September 2002, Fan Suzuki has experienced first-hand how bringing services to residents on the property can significantly enhance their self-image, goals, and standards of living. Building trust with the residents and establishing partnerships with the existing community organizations have proven to be vital to Ms. Suzuki's success. Although resident participation remains a challenge, using communication tools such as resident newsletters, flyers, posters, surveys and word of mouth, Ms. Suzuki has successfully implemented a number of programs that have already benefited the resident community in a short period of time.

One success has been the after school program started on November 12, 2002, which was a result of partnership with the Big Brothers/Big Sisters organization. The kids in the program benefit from academic assistance, mentoring activities, and building positive relationships with role models. The program has been extremely well received and has achieved a consistently high participation rate.

Another success has been the English as a Second Language Class, implemented through collaboration with the McKinley Community School for Adults. Two instructors from the school offer three classes per week for beginners and intermediates. Due to the high immigrant population at Kukui Tower, these classes have been in great demand and have now been enhanced to include training in the process of becoming a U.S. citizen.

Finally, the on-site Computer Learning Center, which is part of the U.S. Department of Housing and Urban Development's Neighborhood Networks, assists residents with economic empowerment by offering job readiness training and computer literacy education to the residents.

#### **You Are A New Service Coordinator (SC) — What Do You Do? 5 Stages To Get You Started**

Like Fan Suzuki, many new service coordinators face multiple challenges in implementing programs for their residents, which can often seem overwhelming. In developing your programs, it's important to remember that there are lots of resources and opportunities for collaboration out there; effective collaboration, communication, and information sharing are necessary ingredients to any coordinator's success.

Depending on funding, community needs, and existing resources, programs on different properties have reached different stages. The stage of programmatic development often determines what particular functions the service coordinator is preoccupied with. Early stages may emphasize research and grant writing, while later stages may require networking, advocacy and programmatic administration. While there is no cookie cutter approach to meeting residents needs, based on our surveys of service coordinators at various properties, we were able to identify five major stages of coordinating onsite services.

#### **Stage 1. Community Building Through Building Trust**

Trust is the key ingredient to effective service coordination. Not only is trust crucial for open communication of needs but it also determines how effective a coordinator will be in creating the resident and community partnerships that make the programs work. Promoting an active and cohesive community can be viewed as both a tool for effective communication with

“As a brand new Service Coordinator you need to get to know the residents first and foremost. You do that by spending time with them and dealing with them directly any chance you get. Do not come off sounding like you know everything – always listen to advice they might have. I have obtained some of my best resources information from my residents. “

residents and an objective in itself. Studies have shown that experiencing a sense of community is often associated with better physical and mental health, reduced isolation, and an increased sense of empowerment. The following stories are just a few of the many creative and effective strategies that some SCs have used to develop trust.

### **Building Trust at Church One**

For Kimberly Alvarenga, a SC at Church One property in San Francisco, meeting every one of the residents personally was a top priority from the first day that she assumed the position. "I made it a point to always be present at the orientation meetings that the property manager had with the resident. Working with the manager in introducing the resident to the property reinforced my presence and availability for the residents. Introducing myself to the new residents as they moved in was an opportune time because they were predisposed toward meeting new people. During the introduction, I would express to them the importance of voicing their needs and presented them with a needs-assessment survey.



Kimberly Alvarenga, Service Coordinator at Church One, San Francisco

But Ms. Alvarenga's efforts to encourage the residents did not stop at the personal meetings she had with most of the residents. Her next step was to initiate "get to know each other meetings," where she invited residents on each floor to meet each other in the community room. And it was not until a few weeks later that she invited the residents of all three floors to meet together. Why did she decide to initially meet by floors? "I wanted to make sure that residents were gradually introduced into their new community on Church One. It was also good for attendance because people were enthusiastic about meeting their immediate neighbors. When, finally, all three of the floors met together, the atmosphere was already warm and engaging."

### **Stage 2. Assessing Specific Needs**

Demand for support services exists at every property. The question is the kind and extent of it. Needs do not cease once affordable housing is supplied, and different demographic groups have different needs. Understanding what those needs are is imperative to providing services effectively. One of the benefits of being an onsite property coordinator, as compared to a service provider in the community, is that your group of "clients" is already determined. You know who they are, so get to know what they need!

### **Assessing Needs at YWCA**

At YWCA, in San Francisco, Anna Au works with a large immigrant community, with about 90% Chinese residents and 9% Russian. Cultural awareness, therefore, is imperative to her work as a service coordinator. According to Ms. Au, "Immigrant groups and those who are born here in the States react very different to the type of programs you want to offer. For example, our residents from China, Hong Kong, and Taiwan all have very different life experiences and engage differently in service programs. It will take some time before you can really find out how. I think the best way is to talk to them and earn their trust. Bilingual staff definitely helps."

A needs-assessment survey distributed to all of the residents is a good first step in collecting information. There are many ways to draft such a survey, mentioning the basic needs and asking residents to rank them is one simple way to do it. It also helps to ask residents open-ended questions or just to leave space for comments so that needs not listed can be expressed. Surveys can also be used to go beyond the basic needs and to understand the culture of the residents. For example, at Friendship Village in San Francisco, James Nolan included questions about general lifestyle such as how residents spent their holidays and whether they had relatives living nearby. According to Mr. Nolan, "answers to such questions have given me a bigger picture of the resident population that I am serving, as well as information that enables me to anticipate potential problems (i.e. loneliness and depression).

### **Alice Grady, Service Coordinator, at City Center Plaza**

Having already instituted an after-school program for the kids age 6-11 and having already held resident meetings with adults, Ms. Grady has yet to devise an organized way of communicating with the older teen sector of her resident population. "This is a difficult age in a person's life. On top of emotional barriers that a coordinator must overcome, there is still a shortage of community programs that specifically target kids of this age group. Unlike the younger kids, where prevention is the focus, programs for older youth must be based on both prevention and rehabilitation strategies, and cover a great range of issues – career development, sex education, domestic conflicts, academic problems."



Karen Lenoir and Mr. James H. Edmond, resident of Westlake Christian Terrace.

### **Stage 3. Research Existing Resources**

Karen Lenoir, a Director of Social Services for Christian Church Homes (CCH), in Oakland, California, recalls the time when very few of the affordable housing properties had onsite SCs. Karen got on board with CCH in the early 1990's, when CCH was still one of the very first housing providers to hire onsite service professionals. "In the 1980s, it became apparent that the housing administration and maintenance staff were getting overwhelmed as a result of a lack of knowledge about community resources and access to government benefits. It is not coincidental, therefore, that my original title was 'community resource coordinator' rather than a 'service coordinator.'"

The wording of Ms. Lenoir's title might have changed, but identifying existing resources still remains one of the most important functions of a coordinator.

### Check Out These Research Sites

<http://www.servicecoordinator.org> - Non-profit organization that specifically addresses the needs of service coordinators.

<http://www.library.csustan.edu/lboyer/socwork/bysubj.htm> - Superb website with comprehensive information on all subjects of social work and relevant agencies

<http://www.sharetechnology.org> - This organization matches up donations of old computers with non-profits that have a need for them.

<http://www.serviceleader.org> - A huge site covering every aspect of volunteer management, from screening, matching, record keeping and evaluation, to legal issues, risk management and virtual volunteering.

<http://www.cal-neva.org/> - California/Nevada Action Partnership forges together public agencies, private organizations and corporate entities that provide or support programs for the economically disadvantaged throughout the counties of California and Nevada.

[http://www.ncccsf.org/HELPLINK/home\\_helplink.htm](http://www.ncccsf.org/HELPLINK/home_helplink.htm) - Set up by the Northern California Council for the Community, this HELPLINK has information and referral program on over 5,000 health and human service agencies and 1,100 mutual support groups in the Bay Area.

<http://www.ynpn.org> - A very valuable informational website, where non-profit professionals can engage in information-sharing by posting to a message board on such topics as sources of funding, volunteer opportunities, and training events.

### Resident Community as a Resource

Throughout all the steps and stages of programmatic development resident involvement must be a key component. Often, while many residents share a particular need, some have already found a way to meet it. As a facilitator of communication among the residents, you can learn about existing resources. For example, Lara Sao Pedro, a Program Director for Bridge Housing, recalls that on one of Bridge's multifamily properties in San Diego a resident, trained in self-examination for breast cancer volunteered to lead informational seminars for all of the residents of the property. And at Friendship Village, the onsite SC was introduced to the staff of a nearby Catholic Church by one of the residents. This meeting eventually culminated in a clothing drive, organized by the Church to benefit the Friendship Village residents.

### Internet Research

The internet is one of the best research tools that SCs can use in discovering and developing service programs. Community organizations, funding, training opportunities, and even contact information of other service professionals can be easily researched by a coordinator who has access to the internet.

### Professional Networking

Together with resident community and internet research, professional networking is indispensable for finding resources. Be it partnership building or finding out about community resources, professional networking not only informs a coordinator about existing opportunities, it can provide new possibilities. It is virtually impossible to be a SC and not do some kind of networking, so the key is to do it all of the time. Networking should not be strictly viewed as professional gatherings where business cards are exchanged. Rather, it can be viewed in broader terms: any contact you make with other professionals can become a networking opportunity, which can benefit your residents. Consider these examples:

- The Monterey Pines Teacher Program, in Richmond, California, as seen below, epitomizes the creative paths that professional networking can take. Started in 2000, at the height of the dot-com boom, the Richmond School District and A.F Evans Company, the company that owns Monterey Pines, formed a unique partnership: fifteen teachers, pressed to pay high rent prices, would receive considerable rent discounts for apartment units at Monterey Pines in exchange for volunteering their time to onsite programs.



- After receiving the needs-assessment surveys from residents of Steamboat Apartments, San Francisco, California, Lara Sao Pedro, a Program Director, learned that the top three needs were: English as a Second Language classes, computer classes, and after school programs. Through an informational website on community resources in San Francisco ([www.ynpn.org](http://www.ynpn.org)), Lara found out that the local Jewish Vocational Services would provide funding for a computer teacher to give classes on the property if the space and equipment were made available. To meet the need for English classes, Lara partnered up with the local Catholic Charities organizations, which allowed for English classes to take place twice a week. Finally, for the after school needs, Lara partnered up with a local community volunteer organization, "Hands On San Francisco."



ESL classes at Steamboat Apartments, San Francisco

**Service Programs at Timberwood (submitted by Leslie Cromwell, Program Manager at Mid-Peninsula Housing Services Corporation)**

Timberwood is a family property in San Jose with 286 units. The resident population is very diverse, with a large number of families who are monolingual in Vietnamese or Spanish. The Service Coordinator, Phuong Nguyen, made arrangements for the Immigrant Resettlement and Cultural Center to provide weekly English as a Second Language classes on-site. Phuong provides advocacy for immigrant families who need assistance with understanding service systems and the English language. The recent downturn in the economy has led many residents to seek assistance with employment issues. At the request of the Service Coordinator, Sacred Heart Community Services provided a job search workshop for all interested residents. A Neighborhood Watch program was offered by the San Jose Police Department to help residents work together to prevent crime and to improve the community.

**Stage 5. Publicizing Your Programs**

According to Terrance Thompson, a coordinator in Richmond, California: "No matter how good your programs are, if people do not know, they're not going to show up." It couldn't be said any better. There are many ways a coordinator can publicize programs and resources and in most cases all of them should be utilized. Not only should all residents be informed, but this information should be regularly publicized. If your resident population already has a high participation level then a bulletin board might be sufficient, but if this is not the case then a coordinator has to be more proactive and creative. Consider these examples:

- ❑ Besides publicizing programs at resident meetings, Monterey Pines' coordinator, Terrance Thompson, regularly updates residents in the monthly newsletter. Mr. Thompson also maintains a telephone log of regular visitors, who can also help in spreading the news about an upcoming event.
- ❑ At Church One, Kimberly Alvarenga posts flyers, where residents cannot miss them – around the mailbox area and in the elevator.

**Other Things That Make a Coordinator's Job Easier**

**1. Resident Association/Resident Help**

Residents themselves can be viewed as a valuable partner and resource. Enlisting the assistance of residents is one of the best ways to make the coordinator's job easier. Not only does it allow the coordinator to get more done, but it can also help residents to become more self-sufficient in identifying and meeting their needs. It is no surprise then that many coordinators have voiced the preference of having onsite resident organizations. Such organizations allow the coordinator to communicate with residents in a more efficient and organized way, and contributes to building trust among the residents. According to Alicia Grady, a coordinator in Redwood City, regular contact with the resident population enabled her to nurture professional relationships with certain residents who gradually became regular volunteers for the onsite programs.

When you are out in the community, you should always have your antennas out looking for resources.

-Leonard McNeal, Service Coordinator at Crescent Park, Richmond, California

**Stage 4. "Outsourcing" vs. Establishing Onsite Programs**

In the past year, Kimberly Alvarenga, a SC at Church One in San Francisco, had to decide whether to set up an onsite after-school program or whether to send the resident youth to the local YMCA which was already offering a similar program. "Since we assessed the need for after school programs a few months into the school year, it was more appropriate to utilize the existing programs. Setting up next year's after school program will depend on the number of residents who need it. If it remains the same as this year, we just might continue to partner with the YMCA."

Many SCs find themselves in a similar situation as Ms. Alvarenga and her staff. Whether to enroll residents in existing community programs or to set up programs on the property depends on a number of factors. The essential information, of course, is what the needs are, how many residents share that need, and what the existing community programs are. Developing new services, thus adding to the mix of services available in the community can help fill service gaps and expand resident's choices. This strategy is especially feasible in housing because of the potential economies of scale. If new services are planned and implemented well, they can help residents, management staff, and community service providers by filling service gaps and by leveraging and complementing community resources.

Certain onsite activities are especially conducive to accomplishing the objectives of helping to meet resident needs and community building. As the following examples demonstrate, educational workshops and onsite integration of existing programs are often low-cost and effective strategies.

**Medical Checks at MBA Waymark Gardens**

For the last three years, Brenda Blodgette, SC in Glendale, Arizona, has been working with the local Arizona State University College of Nursing to provide medical check-ups to the residents at MBA Waymark Gardens. Each week, the nursing school brings their students out to the property's community facility, providing free medical screening. The weekly meetings have helped the senior residents by having someone check on them on a regular basis, while also providing positive social interaction. The students, in exchange, obtain direct experience in identifying various health issues. Many a time, the nursing students have maintained contact with the seniors long after the semester ended.

**2. Resource Directory**

When a coordinator is equipped with a good resource directory, meeting the needs of residents can be achieved with great efficiency and precision. And the more localized the directory, the more relevant it is to your clientele. Good sources of such directories are: the United Way, Junior League, area agencies on aging, Councils on Aging, religious organizations, local hospitals, community centers, and other SCs.



Young residents of Monterey Pines on an educational field trip.

Once you have obtained a general directory, the next step is to personalize it to your resident population. If there is a large youth population, create a subdirectory that specifically relates to the needs of youth. It is also important not to forget that one of the major roles of a coordinator is to self-empower the residents and cultivate self-sufficiency. Make these directories available for the use of residents. Consider distributing individual copies of the condensed version of the directory and make one comprehensive master directory available for public use.

Finally, it is important to remember that a directory is only as helpful as the organizations it lists. Karen Lenoir, director of social services at Christian Church Homes in the Bay Area, highlights the need to get to know people in local agencies and organizations on a personal basis in order to assess their usefulness. The coordinators whom she oversees, maintain personal lists of organizations and contact people, whom they have cultivated rapport with.

**3. Regular Communication with Property Management**

Regular communication with property management is essential in establishing clear boundaries and roles. Several of the coordinators that we spoke to expressed concern over such issues as management's lack of understanding about the coordinator's job functions, lack of knowledge about resident privacy issues, and training needs. As a relatively new profession, many of the functions performed by coordinators have traditionally fallen on the shoulders of the administrative staff. Through communication and regularly scheduled meetings, the SC can educate the property administration staff about his/her work functions and needs.

Maintaining professional relationships with service providers in our community organizations enables us to deal with the more difficult resident problems, where referral is not enough and advocacy is necessary.

*-Karen Lenoir, Director of Social Services at Christina Church Homes .*

**4. Mission Statement/Business Plan**

With so many responsibilities and functions that coordinators have to perform, the feeling of being overwhelmed is not uncommon. Terrance Thompson, at Monterey Pines, Richmond, California, finds that drafting a mission statement helps to unify staff and maintain clarity of goals. "When someone asks you to describe your programs and you can't do it because you're working with 300 units, it becomes imperative to pull everyone under common goals. Our staff meets regularly to discuss the objectives of the mission statement." According to Mr. Thompson, the mission statement includes two objectives: to promote a sense of community and to facilitate academic, social and cultural development.



Terrance Thompson, Service Coordinator, with Taniha Allen, Youth Counselor

"I think it is vitally important that any organization providing services develop a very plausible mission statement and have a good game plan. Staff must be rallied around and committed to the mission statement. It is also important that staff on the property management side are included in the program development process and that every attempt is made to work jointly. While the roles may be very different the goal is the same - a quality living environment for the residents."

*-Terrance Thompson, Service Coordinator and Director of Resident Services for Evans Property Management, Inc.*

**5. Linkages with agencies and service providers in the community**

Nourishing linkages is like taking professional networking to the next step. As we wrote in our October issue of Pacific Currents on the topic of security, many property managers reported that regular contact with their local police departments was an important way to communicate the seriousness of management to improve security on the property. It was a way to let police know that management was doing everything it could. Similarly, establishing constant contacts with local government agencies sends a message to government officials about the needs of the community. Cultivating rapport with employees within the agencies is an especially advantageous way to ensure that you are one of the first to find out about funding and training opportunities and that you are able to refer residents to the right agencies.



Janie Holland, with Richmond Works, conducts an outreach visit to St. John's Apartments.

### 6. Training

Although specialized training workshops, directed at coordinators, are gradually springing up in communities, it is useful to be aware and to participate in any of the various community organizations. Leslie Cromwell, a coordinator at a multifamily property in San Jose, California, makes it part of her job to attend the community meetings that are held regularly in Santa Clara. According to Leslie, the greater community within which the property is situated, is very well organized and has become an invaluable educational resource for her.

### Concluding Remarks

As you can see from the many ideas, tips and strategies submitted by industry professionals, service coordinators, effectively utilizing the many resources available, can coordinate the delivery of successful service programs and go a long way toward meeting the needs of residents of affordable housing. We hope that you have found this edition of Pacific Currents valuable and will be able use one or more of the many great suggestions in the coordination of services and programs at your properties. We would also like to thank the service coordinators whose dedication, creativity and professionalism improve people's lives every day.

If you know of innovative strategies in service coordination that were not featured in this edition, we would love to hear from you. Until the next edition of Pacific Currents, we thank you for your time, energy, hard work and commitment to providing and maintaining affordable housing. See you next quarter.

### Programs You Should Know About

#### Food Program

At an industry meeting, on January 16th, Melissa A. Daigle, a nutritionist with the USDA, spoke of the almost record low food stamp participation level. Despite, a great number of single people and families in need of nutritional assistance, only 55% of those eligible actually receive food stamps in California. Many of the residents of low income housing properties are eligible to receive food stamp assistance and do not even know it. The USDA has issued new informational literature about eligibility requirements, offered in English and Spanish. If you contact your local county office, an eligibility worker will make an outreach visit to your property to meet with your residents and sign them up if they are eligible.

According to Ms. Daigle, with the assistance of the food stamp/ social services offices, housing site staff could even be trained to perform a simple pre-screening, to reduce the number of non-eligible applicants on the day of the outreach visit.

- ❑ Who Provides It: United States Department of Agriculture Food and Nutrition Service
- ❑ Whom to Contact: Call 1-800-221-5689 and you will be directed to your local food stamp office. For information about the Electronic Benefit Transfer Project, which allows food stamp recipients to use scanning cards instead of coupons, go to: <http://www.ebtproject.ca.gov>
- ❑ Other Nutritional Resources: Find out about other food programs, such as Summer Food Program and Snacks Program:
- ❑ USDA Food and Nutrition Services at <http://www.fns.usda.gov>
- ❑ USDA Summer Food Program <http://www.summerfood.usda.gov>
- ❑ California Food Policy Advocates <http://www.cfpa.net/>

#### Financial Education

A recent Chicago Tribune article noted that the number of employers that conduct credit background checks before making hiring decisions is on the rise. The average job hunter may not be rattled knowing her employment with a company may hinge on her financial history. However, low-income workers traveling their way up the ladder of economic self-sufficiency could be negatively affected by this trend. For many low-income workers seeking to leave welfare and enter the work force, not having a bank account and basic financial skills can lead to a never-ending cycle of currency exchange transactions, visits to payday loan stores, endless fees for basic services, and incredibly high interest rates. The worker is never able to establish the kind of credit history needed to secure a 'good' job and become financially independent.

In recognition of this, the FDIC has started to offer a CD-based personal money management curriculum for use in self-sufficiency programs. Named "Money Smart," the course provides 10 training modules on topics such as choosing and using a checking account, how to save more, consumer rights, and the perils of carrying credit card balances.

"Success in today's economy increasingly is defined by asset ownership, and while millions of Americans are tapped into the stock market, many more are simply out, with few assets to speak of, and therefore little hope of accumulating the means for upward mobility and real security."  
  
-Senator Joe Lieberman

- ❑ Who Provides It: The Federal Deposit Insurance Corp.
- ❑ Whom to Contact: To order free copies of the Money Smart CD, go to <http://www.fdic.gov/consumers/consumer/moneysmart/index.html>.



**Other Financial Education Resources:**

- ❑ Also available through FDIC is "Credit Smart," web-based lessons offered at more than 150 locations across the country. To review the course, go to [www.freddiemac.com/creditsmart/home.htm](http://www.freddiemac.com/creditsmart/home.htm).
- ❑ Find out about Individual Development Accounts (IDA), a popular economic development strategy that is uniting community-based organizations, account holders, financial institutions, educators and trainers. A typical IDA program matches the savings of working poor savers at rates from 1:1 to 4:1 using public and private sources and requires savers to participate in personal finance training. To find out more, go to Corporation for Enterprise Development's website, at [www.cfed.org](http://www.cfed.org) and [www.idanetwork.org](http://www.idanetwork.org).

**Youth Program**

YouthBuild USA is a HUD sponsored program that trains youth, age 16-24, in construction and carpentry. The program is conducted on a local level by community-based organizations, which also offer educational and leadership development programs. To find a center in your community go to [www.youthbuild.org](http://www.youthbuild.org)

- ❑ Who Provides It: Local non-profit organizations, funded by the U.S. Department of Housing and Urban Development
- ❑ Whom to Contact: A directory of local organizations is provided on YouthBuild website <http://www.youthbuild.org/about.html>

**Other Youth Resources:**

- ❑ Since 1964, the Department of Labor has funded Formula-Funded Youth Programs that provide improved comprehensive services to eligible youth, 14 to 21 years old at local community centers. More info [www.naco.org/programs/social/work/getstate.cfm](http://www.naco.org/programs/social/work/getstate.cfm).
- ❑ The Office of Juvenile Justice and Delinquency Prevention supplies resources, funding opportunities, and publications to assist people working with adolescents and youth, <http://virlib.ncjrs.org/JuvenileJustice.asp>

**Employment Development**

One Stop Career Center represents a new way of delivering services. State, federal, and private funds are channeled together into an integrated workforce investment system. Experienced employment and training professionals operate the One Stop Career Center. All job search services and resources are free of charge. The One Stop Career Center means just that; one location for employment services for job seekers and employers with direct referrals to job training, job placement, and educational and other services.

- ❑ Who Provides It: One Stop Centers, funded by U.S. DOL
- ❑ Whom To Contact: Get a listing of your state's One Stop Center Locations, go to <http://www.servicelocator.org/>

**Other Employment Development Resources:**

- ❑ America's Job Bank (AJB) is the biggest and busiest job market in cyberspace, which is developed by the U.S. Department of Labor, <http://www.ajb.org/>
- ❑ Job-Hunt.org - This site contains lots of useful career information and brief explanations of what is contained within the site links. If you are looking for job openings, click on the Employment Super Sites link.

**How To Obtain a Service Coordinator**

If you are an eligible elderly housing project and do not have an existing Service Coordinator you may want to apply for a grant through HUD's Service Coordinator NOFA.

If you represent a family property you should contact your HUD project manager about the requirements for including the service coordinator expenses as part of a budget-based rent increase request.

**Service Coordinator Information Collection/Paperwork Burden Package:**

A 60-day notice appeared in the May 15 issue of the Federal Register ([http://www.access.gpo.gov/su\\_docs/aces/fr-cont.html](http://www.access.gpo.gov/su_docs/aces/fr-cont.html)) on the Service Coordinator program explaining which documents are included, their uses, and the approximate number of respondents and hours needed to complete each form. Comments are accepted through July 14, 2003, so if you have problems with any of the existing forms, please submit your comments as soon as possible.

In addition, HUD has developed two new forms for the Service Coordinator program and they are included in the information collection process. The first form is the Service Coordinator Funding Request (HUD-91186) which owners will use when applying for grants, rent increases, or use of residual receipts, excess income, or other project funds. The second form is the Service Coordinator Extension Request (HUD-91186-A) form which grant recipients would use when applying for extension funds for their grants.

Please review this notice and submit your comments.

**Service Coordinator Questions & Answers**

**Question:** At the conference on April 15 we were asked if a Service Coordinator could provide translation services for residents?

**Answer:** Our Fair Housing staff has advised us that HUD has no specific guidelines regarding translation services. If the Service Coordinator represented the native language of a majority of the residents at the property, there would be no problem. However, if the Service Coordinator represented a minority of the residents, and another language was predominate at the property, management should try to obtain other translation services for those residents. This could be someone from the community, another staff person, etc.

If you have other questions regarding Service Coordination, please send them to [Angela\\_L.\\_Morrison@hud.gov](mailto:Angela_L._Morrison@hud.gov) or [Christine\\_J.\\_Day@hud.gov](mailto:Christine_J._Day@hud.gov). We will respond to questions in the next issue of Pacific Currents.

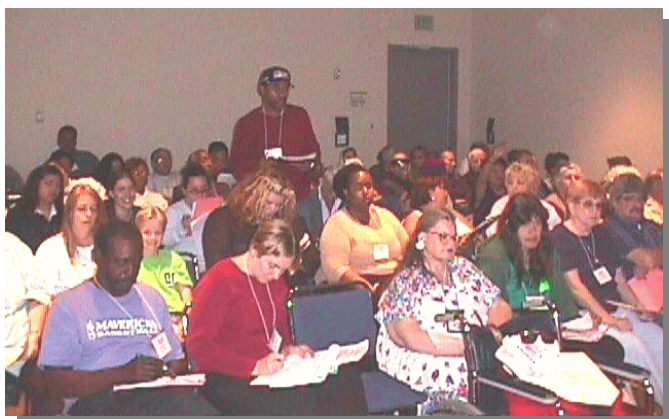
### **FY 2003 SuperNOFA**

The SuperNOFA for Fiscal Year 2003 was published in the Federal Register on April 25, 2003. The SuperNOFA is available at [www.hudclips.org](http://www.hudclips.org).

This year grants are available for the following multifamily housing programs:

- ⇒ Assisted Living Conversion Program for Eligible Multifamily Projects - application deadline July 10, 2003
- ⇒ Section 202 Supportive Housing for the Elderly - application deadline June 13, 2003
- ⇒ Section 811 Supportive Housing for Persons with Disabilities - application deadline June 13, 2003
- ⇒ Service Coordinators in Multifamily Housing - application deadline July 10, 2003

### **Eyes and Ears Meeting**



More than 70 resident leaders met with HUD Officials at the 24th Annual Housing California Conference in Sacramento on Sunday, April 27th. Resident leaders from throughout California met with Janet Browder and Joe Hirsch, the California Multifamily HUB Directors, and Bill Bolton, the Sacramento Field Office Director, to discuss issues affecting residents living in subsidized complexes. The annual meeting emphasized the importance of tenant input and collaboration in multifamily developments. Items discussed at the meeting ranged from project specific problems to Department wide proposals contained in the proposed FY2004 Budget. Agenda items of particular interest this year included the Proposed Changes to the Section 8 Voucher Program, the Enhanced Voucher Program and REAC inspections. All who attended agreed on the value of the meeting and are looking forward to next years Housing California Conference.

### **Terrorism Insurance Not An Insurance Coverage Requirement**

On October 22, 2002, Secretary Mel Martinez announced that HUD will not require insurance coverage against acts of terrorism as a condition of its multifamily mortgage insurance.

Following the attacks of September 11, many insurance companies began excluding or limiting coverage for acts of terrorism in catastrophic loss insurance policies, including policies that cover multifamily properties. This insurance, which was not required prior to September 11, could cost a typical 100-unit project owner an additional \$5,000 annually, presenting financial constraints for existing properties, and even discouraging the construction of new properties.

In response, Secretary Martinez announced that in the event of an act of terrorism that destroys or partially destroys an FHA-insured multifamily property, HUD would pay the partial or full claim to the lender.

### **Active Partners Performance System (APPS)**

HUD's APPS system will be coming on line for industry use in the near future. Prior to its launch, we would like to note some common problems we frequently see on current APPS submissions. They include:

1. The Previous Participation Certification, Form 2530, is not complete. Every block on the application should be filled in.
2. All principals should be listed along with their addresses and social security numbers.
3. Part A of the application should also be complete. We frequently receive applications that list all the properties and Section 8 contracts the principals have been associated with, but they fail to complete the status of the loan, whether the project was ever in default, or the last management and/or physical inspection rating.
4. A statement of signature authority should also be submitted indicating which principals have authority to sign contracts, etc.

A Previous Participation Certification (HUD-2530) should also be submitted when changes occur on the Board of Directors for the project.

### **TRACS Training**

Following the Industry Meeting on July 24th, Bob Dutra will conduct TRACS Training from 1:00pm to 4:00pm.

### **AHMA's Pamela Stroud Leadership Award**



Wilma Wilson, Bill Harrison and Janet Browder

Janet Browder, San Francisco Multifamily Hub Director, presented the "Pamela Stroud Leadership Award" to William Harrison, President, Santa Fe Associates, at the No. CA/ Nevada Association of Housing Management Agents (AHMA) Annual Trade Show and Seminar, April 16, 2003, in San Jose, CA., along with Wilma Wilson, President, No. California/ Nevada AHMA. Bill has had an extensive career in Housing, both private and federal (former HUD manager), assisting in the development and management of affordable housing.

### **Changes to Ethnicity and Race Categories**

On March 18, 2003, the Acting Deputy Assistant Secretary for Multifamily Housing Programs issued a memorandum providing instructions and a reporting format for OMB-mandated changes to ethnicity and race categories for reporting the 50059 Data Requirements to HUD. The Department will offer the option of selecting one or more of five racial categories.

Previously ethnicity and race were reported as "observed" by the owner/agent during the application interview. OMB now requires that these items be collected as "self certified" by the head of household and co-head. Owners/agents must offer the opportunity to the head and co-head of each household to "self-certify" during the application interview. Parents or guardians are to complete the self-certifications for children under the age of 18.

Ethnicity is now to be reported before race. The racial categories have also been revised and individuals are to select all categories that apply. The categories are now: American Indian or Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, and White.

These changes are to be implemented immediately. Applicants are to complete and sign the form during application interview or lease-signing. In-place residents must complete the form during their interim or annual recertification. Owners/agents will be required to report the race and ethnicity data electronically to TRACS as soon as the appropriate system upgrades have been implemented.

If you have not received the required household reporting form, contact your HUD Project Manager.

### **Deployment of Military to Active Duty**

On April 22, 2003, Notice H 03-07 was signed providing general guidance to owners and management agents for continuing assistance to persons called to active military duty. Owners and agents are encouraged to be as lenient as possible to be sure that the assisted household is not adversely impacted because a member of the household is called to active military duty. The Notice suggests actions that may be taken by an owner/agent in order to continue the assistance to the affected household and allows for temporary residency of dependents or guardians in an assisted unit.

### **Under 60 REAC Inspection Scores**

HUD has a new policy concerning properties with REAC scores below 60 points. The owner will be offered an opportunity to achieve a physical inspection score over 60, with re-inspection after 60 days.

Upon the release of the "second" inspection, if the inspection again results in a score below 60, the HUD field office will take decisive action. A Compliance/Disposition/Enforcement Plan will immediately be developed. This Plan may include one of the following actions:

- Foreclosure
- Prepayment
- Abatement/termination of the Section 8 contract
- Mortgage sale
- Restructuring by OMHAR
- Transfer of Physical Assets (TPA)

The Field Office may also recommend debarment for participants with repeated or long-standing non-compliance issues. Other, less severe sanctions, suspensions and Limited Denials of Participation, may be recommended for lesser offenses. Where appropriate, the DEC may assess civil money penalties.

### **Rent Comp Studies Expiring**

HUD required owners of certain properties to submit rent comparability studies when renewing their Section 8 contracts under Section 524(a) of MAHRA. The rent comp studies are good for five years. After that period a new rent comp study is required. According to our records there are projects with rent comp studies that expire at the end of this year. Next year many more rent comp studies will be ending their five-year life cycle. Owners should check their rent comp studies to see if a new one will be required at the time of the next Section 8 contract renewal. If so, they will want to start the process early so they can get their renewal request into the local HUD office at least 120 days prior to the contract expiration date.

## Development Corner

### Section 202/811 Initial Endorsements

Kea'au Elderly Housing Project, 20 Units, Section 202, Keaau, HI  
George and Lois Brown Estates, 22 units, Section 811, Henderson, NV  
Cottonwood Manor VI, 10 units, Section 202, Cottonwood, AZ  
Manteca Senior Housing, 50 units, Section 202, Manteca, CA  
Monarch Housing, 6 units, Section 811, Santa Cruz, CA  
Main and Arnold Senior Housing, 64 units, Section 202, Half Moon Bay, CA  
San Leandro Senior Housing, 60 units, Section 202, San Leandro, CA  
Fuller Gardens, 16 units, Section 811, San Leandro, CA  
Howard Street Senior Apartments, 85 units, Section 202, San Francisco, CA  
Bevins Court, 10 units, Section 811, Lakeport, CA  
Presidio Village Senior Housing, 104 units, Section 202, Pittsburg, CA  
Jefferson Street Senior Housing, 78 units, Section 202, Napa, CA

### Section 202/811 Final Endorsements

Christian Care Cottonwood Five, 10 units, Section 202, Cottonwood, AZ  
Washington Court Senior Housing, 11 units, Section 202, Red Bluff, CA  
Gibson Court, 12 units, Section 811, Ukiah, CA  
North Pine Street Senior Housing, 10 units, Section 202, Ukiah, CA

### Initial Closings

The Plaza at Punchbowl, 137 beds, Section 232, Honolulu, HI  
Regency at Puakea, 82 beds, Section 232, Puhi, HI  
Boulder Apartments, 462 units, Section 221d4, Boulder, NV  
Del Prado Apartments, 193 units, Section 221d4, North Las Vegas, NV  
Spring Mountain Apartments, 269 units, Section 221d4, Las Vegas, NV  
Villa at Hacienda del Sol, 218 units, Section 221d4, Tucson, AZ  
Prescott Lakes Senior Apartments, 124 units, Section 221d4, Prescott, AZ  
Villas at Camelback Crossing II, 239 units, Section 221d4, Phoenix, AZ  
Ponderosa Lodge Apartments, 252 units, Section 221d4, Flagstaff, AZ  
Riverview at Rio Salado Apartments, 466 units, Section 221d4, Tempe, AZ  
Port Royale Apartments, 208 units, Section 221d4, Sierra Vista, AZ  
Healdsburg Senior Living, 93 beds, Section 232, Healdsburg, CA  
Ponderosa Estates, 56 units, Section 221d4, Marin City, CA  
Fremont Vista, 130 beds, Section 232, Fremont, CA

### Initial/Final Closings

Nuuanu Hale, 75 beds, Section 223(f)/232, Honolulu, HI  
Liliha Healthcare Center, 92 beds, 223(f)/232, Honolulu, HI  
Life Care Center of Las Vegas, 237 beds, Section 223(f)/232, Las Vegas, NV  
Life Care Center of Reno, 198 beds, Section 223(f)/232, Reno, NV  
Pinewood Apartments, 764 units, Section 223(f), Las Vegas, NV  
Community Gardens, 180 units, Section 223(f), Reno, NV  
Cedar Village Apartments, 154 units, Section 223(f), Las Vegas, NV  
Life Care Center North Glendale, 236 beds, Section 223(f)/232, Glendale, AZ  
Desert Cove Nursing Center, 120 beds, Section 223(f)/232, Chandler, AZ  
Preserve at South Mountain, 360 units, Section 237(a)7/221d4, Phoenix, AZ  
Sutter Estates, 68 units, Section 223(f)/231, Yuba City, CA  
Gilroy Apartments, 111 units, 223(f), Gilroy, CA

## Top 10 Ways Agents Can Assist HUD Staff

As you know, Asset Management throughout the Hub has lost many of our experienced Project Managers. Remaining Project Managers have an inventory of between 45-80 properties. Management Agents can assist us in providing more efficient service if they will be sure to comply with the following ten items:

- ⇒ After REAC conducts a physical inspection of your property, please submit your certification for any EHS findings within three business days. The certification should be on the owner's or project's letterhead and should be signed by the owner, unless the owner has submitted a letter to HUD specifically giving the agent the authority to sign physical inspection certifications on their behalf or the agent has power of attorney for the owner.
- ⇒ When HUD's Real Estate Assessment Center (REAC) e-mails a letter to the designated contact concerning a project's FASS submission of financial statements and any resulting findings, please respond to your local HUD office within 30 days from the date of the e-mail message. If you are not sure who is designated to receive such messages, please contact your Project Manager. Timely response to such messages alleviates unnecessary correspondence between HUD and the agent.
- ⇒ Please submit Section 8 Contract Renewal documents in a timely manner. These documents are to be submitted 120 days prior to the anniversary date of the contract. Early submission should allow sufficient processing time so that there are no lapses in funding and all vouchers are paid in a timely manner.
- ⇒ Please submit Budget-Based Rent Increases and all supporting documentation in a timely manner. In the case of Section 8 contract renewals your rent increase package should be submitted to the HUD office with your contract renewal request. For California projects, rent increases of over 10% should also be submitted 120 days in advance, so that the rent increase can be processed in a timely manner and owners can give their residents the required 60 day notice. In addition, be sure all required supporting documentation is submitted, particularly the written narrative for line item increases in excess of \$500 or 5%. Your narrative should provide specific information, not generalities such as "based on current year's expense." You may wish to refer to Handbook 4350.1 regarding the documentation to be submitted. *Please Note that Section 202/811 projects are no longer exempt from providing tenant notification of proposed budget-based rent increases. Management should be sure to submit certification of tenant notification for all budget-based rent increases.*
- ⇒ Reserve for Replacement items in excess of \$20,000 should be approved by HUD and bids obtained. If requesting an advance release of funds, you should submit with the completed bids, scope of work and the bid specifications. If an advance is not requested, this information should be submitted with your request for release of funds from the Reserve for Replacement account. In addition, if you expect to have over \$20,000 of work done over a period of time, you should obtain bids. For example, if you are having 15 carpets replaced during the course of the year, and you expect the cost to exceed \$20,000, you should obtain bids for that work.
- ⇒ Submission of bid packages should contain scope of work and specifications which all contractors have used in preparing their bids to ensure uniform bid submittals. When bids have been approved and the construction is underway, a project will frequently have change orders to the approved bids. These change orders should also be submitted to HUD for approval prior to continuation of contract work.
- ⇒ Responses to Management Reviews should be comprehensive and all findings should contain sufficient information to allow closure of the finding. This will reduce the amount of correspondence between the agent and HUD prior to closure of the management review. Management reviews should be closed within a period of 90 days.
- ⇒ Management Certifications are often not submitted prior to the expiration date of the previous certification. Please track expiration dates and submit an updated Certification prior to the expiration date. Although we would like be able to monitor expiration dates, HUD staff simply does not have the time to assure that all management certifications are active. We do not recommend a flat fee. We recommend a term of not more than three (3) years.
- ⇒ In addition to submitting Previous Participation Certifications, HUD-2530, for a change of agent or owner, the Previous Participation Certification should also be submitted whenever there is a change in the Board of Directors.
- ⇒ Please submit Excess Income reports, Annual Narrative Reports, and requests to continue retention of excess income in a timely manner.

## Issuances

H 2002-19, Extension of Notice H 99-7, Subordinate Financing by Federal Home Loan Banks Section 202 Supportive Housing for the Elderly and Section 811 Supportive Housing for Persons with Disabilities Programs

H 2002-20, Clarification Regarding Title Approval Issues, Property Condition at Conveyance, Administrative Offsets, and a New Process for Lender Appeal of Conveyance Issues

H 2002-21, Extension of Notice H 2001-10 (HUD): Cost Not Attributable to Dwelling Use and Site Not Attributable to Dwelling Use in Underwriting FHA Multifamily Mortgages

Notice H 2002-22, Screening and Eviction for Drug Abuse and Other Criminal Activity - Final Rule

Notice H 02-23, Extension of Notice H 95-38 Secondary Financing by Public Bodies for Section 202 and Section 811 Projects

Mortgagee Letter 2002-23, Expiration of FEMA's National Flood Insurance Program

Mortgagee Letter 2002-24, Expiration of National Flood Insurance Program

Federal Register September 30, 2002, Fair Market Rents for the Housing Choice Voucher Program and Moderate rehabilitation Single Room Occupancy Program Fiscal Year 2002; Notice

Federal Register October 15, 2002, Reduction in Certain FHA Multifamily Mortgage Insurance Premiums

Federal Register January 21, 2003, Notice of certain Operating Cost Adjustment Factors for Fiscal Year 2003

Federal Register January 22, 2003, Section 8 Housing Assistance Payments Program - Contract Rent Annual Adjustment Factors, Fiscal Year 2003; Notice

H 03-08 - Reinstatement/Extension of Notice H 96-102 Redesigned Section 202 Supportive Housing for the Elderly and Section 811 Supportive Housing for Persons with Disabilities Programs - Firm Commitment Processing to Final Closing

H 03-07 - Deployment of Military Personnel to Active Duty

H 2003-06 - Cancellations of Materials Release Nos. 737F, 795d, 1026d, 1062e, 1175d, 1183c, 1189c, 1204c, 1222c, 1258a, 1278, 1283, and 1285a

H 2003-05 - Cancellations of Structural Engineering Bulletin Nos. 618 Rev. 7, 1057 Rev. 4, 1099 Rev. 3, and 1126

Federal Register Dated May 5, 2003, Privacy Act of 1974; Notice of Matching Program: Matching Tenant Data in assisted Housing Programs.

Federal Register dated April 25, 2003, SuperNOFA

## COMINGS AND GOINGS

### San Francisco Office

#### *Welcome To:*

**Richard K. Rainey, Regional Director, Region IX**  
**Michael Otocky, Mortgage Credit Specialist, San Francisco Office**

#### *Farewell To:*

**Robert Bourbeau, Appraiser, Sacramento Office, retired**  
**Carolina Chavez-Lopez, Project Manager, San Francisco Office, retired**  
**Steve Langstaff, Supervisory Project Manager, Phoenix Office, retired**  
**Keith Axtell, Former Regional Director of Housing, San Francisco Office, retired**

## Multifamily Production Spotlight

### Campaigne Place, Phoenix, Arizona



**Project/Location:**

Warehouse District of  
Downtown Phoenix  
209 W. Jackson Street  
Phoenix, Arizona

**Description:**

300 furnished efficiencies,  
5 floor plans  
Affordable housing for  
single workers earning up  
to \$24,000 a year

**Size of Project:**

82,560 square feet rises  
to four stories above an  
underground parking  
garage (19,533 square feet)  
with additional retail space  
(2662 sq feet) with structure  
totals of 104,755 square feet

**Unit Size:**

300 furnished efficiencies  
-SRO

**Status:**

Construction completed  
March 6, 2003

**Developer:**

THG, The Tom Hom Group

**Mortgagor:**

Red Mortgage Capitol, Inc.

**Architect:**

Rob Wellington Quigley

**Contractor:**

Mauldin-Dorfmeier  
Constr., Inc.

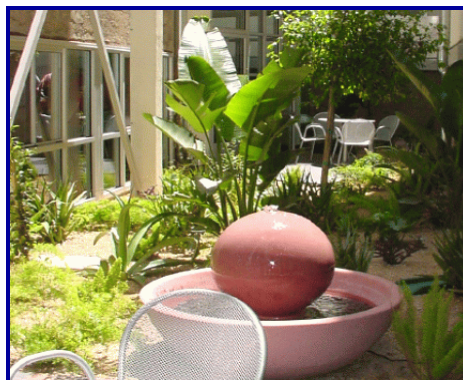
**Funding Source:**

HUD Sec 232:  
\$7,543,000



**C**ampaigne Place is part of the City of Phoenix efforts to redevelop downtown by bringing in new housing to the community. Located in the Warehouse District of Downtown Phoenix, this project is an innovative affordable housing concept and the first SRO project to be insured by the Phoenix HUD Office.

Campaigne Place has a total of four stories and is constructed of wood frame and stucco. The lobby incorporates a preserved 1908 livery warehouse and is one of Phoenix's early examples of cast-in-place concrete construction. The original building becomes the lobby of the new residential project and incorporates a mixed retail space designed to attract the retail user (restaurant), which will cater to the traffic generated by the nearby activity downtown including the ballpark and arena.



### After School Programs

The Bay Area Partnership and the Partnership for After School Education (PASE) have developed the first Bay Area Afterschool Training and Support Directory. You may find this comprehensive directory useful in starting, expanding, or maintaining an afterschool program. The directory is currently available in hard copy and will soon be available on the web at [www.pacesetter.com](http://www.pacesetter.com) and [www.bayareapartnership.org](http://www.bayareapartnership.org).

In the meantime you can obtain a hard copy by contacting Erin Gabel at the Bay Area Partnership at 510-812-7272 or [erin.gabel@bayareapartnership.org](mailto:erin.gabel@bayareapartnership.org).



### After School Programs

The Bay Area Partnership and the Partnership for After School Education (PASE) have developed the first Bay Area Afterschool Training and Support Directory. You may find this comprehensive directory useful in starting, expanding, or maintaining an afterschool program. The directory is currently available in hard copy and will soon be available on the web at [www.pacesetter.com](http://www.pacesetter.com) and [www.bayareapartnership.org](http://www.bayareapartnership.org).

In the meantime you can obtain a hard copy by contacting Erin Gabel at the Bay Area Partnership at 510-812-7272 or [erin.gabel@bayareapartnership.org](mailto:erin.gabel@bayareapartnership.org).



## CALENDAR

### June

18 - Dealing with Dementia in Assisted Living Environment, CAHSA, Fairfield, 916-392-5111

25-26 - Certified Occupancy Specialist, NCHM, Los Angeles, [www.nchm.org](http://www.nchm.org)

25-27 - Certified Voucher Specialist, NCHM, Los Angeles, [www.nchm.org](http://www.nchm.org)

26 - California Coalition for Compassionate Care, CAHSA, San Francisco, 800-537-9728

### July

16-18 - Certified Occupancy Specialist, NCHM, San Francisco, [www.nchm.org](http://www.nchm.org)

**24 - HUD Multifamily Industry Meeting, 450 Golden Gate Avenue, San Francisco, CA**

**24 - HUD Multifamily Industry Meeting, TRACS Training, 1PM to 4PM, 450 Golden Gate Avenue, San Francisco, CA**

### August

July 30 - Aug 1 - Tax Credit Specialist, San Francisco, [www.nchm.org](http://www.nchm.org)

