

APPROVED

**MINUTES OF IN PERSON MEETING OF THE
ADMINISTRATION AND FINANCE COMMITTEE OF
RICHMOND REDEVELOPMENT AND HOUSING AUTHORITY
AT 600 EAST BROAD STREET
5TH FLOOR CONFERENCE ROOM
IN RICHMOND, VIRGINIA
WITH A HYBRID OPTION VIA GOTOMEETING
ON MONDAY, MAY 20, 2024**

Committee Members in Attendance:

Gregory Lewis, Chair
Charlene Pitchford, Commissioner
Veronica Blount, Commissioner

RRHA Staff in Attendance:

Steven Nesmith, Chief Executive Officer
Sabrina Civil, Deputy Chief Financial Officer
Tonise Webb, Associate General Counsel & Compliance Administrator
Jessica Hardin, Vice President, Human Resource
Jackie Salaam-Hicks, Vice President, Information Technology
Colene Orsini, Vice President, Procurement & Contract Administration
Pamela Thompson, Executive Assistant to the Sr. VP, CFO

RRHA Staff in Attendance via GoToMeeting:

Mike Kelly, Chief Operating Officer
Precious Washington, Senior Vice President, Chief Financial Officer
Christie Smith, Asst. Vice President, Homeownership
Don Mullin, Vice President of Capital Projects
Joe Sarver, Asst. Director of Maintenance Operations
Precious Washington, Senior Vice President, Chief Financial Officer

Call To Order

Chair Gregory Lewis called the meeting to order at 6:00 p.m.

Opening Comments, Gregory Lewis, Chair

Chair Lewis commended Commissioner Blount for her years of service on the Administration and Finance Committee as chair.

APPROVED

Approval of Minutes

Motion (Pitchford/Blount) to accept The Minutes from the April 15, 2024, *Administration and Finance Committee Meeting* were approved.

Motion Carried Unanimously.

Citizens' Comment Period

No citizens signed up for citizens' comment.

New Business

March 2024 Financials (Monthly), *Precious Washington*

Reserves

COCC– 3 months.

HCVP Admin. Program – 10 months.

HAP Program – Low (due to HUD not allowing reserves on hand).

LIPH Program – 3½ months. (HUD's guidance is 4 to 6 months), this number fluctuates between 3 to 5 months.

Profit/Loss (revenue and expenses) -- Variances (over 10%)

COCC

Revenue:

- There is a 26% positive variance for revenue side due to unbudgeted dividend checks from insurance carriers and rebates from HD Supply company.
- Increase in some of the frontline expenses such as resident services, TSO.
- Capital Fund Admin fees are caught up from previous fiscal year.

Expenses

- There is a 37% negative variance (down 14% from February) report due to unbudgeted salaries as well as professional services.
- Unbudgeted expenses related to the previous fiscal year.

APPROVED

HCVP Program

Revenue

- 64% positive variance.
- Unbudgeted portability revenue (\$494,000). This is being researched to determine if a portion, if at all, of the funds need to be returned to the initiating PHA.
- April Admin. Fees received in advance \$244,000.

Expenses

- 30% negative variance.
- Unbudgeted utilities, call center allocations and Port in HAP Payments.

HAP Program

- No significant variance to report.

LIPH Program

Revenue

- 11% positive variance due to CFG operation transfers for grant years 2019-2021.

Expenses

- No significant variances.

RDC

- Not much change from last month. The largest expense category is for the rent payment for the building.

Finance Department Highlights

- Potential Cost Savings are being identified department wide. First, Cell Phone Cost Savings are being investigated and the analysis has begun and cell phones have been collected and a report on the actual cost savings will be given next month.
- FY 2023 Audit to be presented in June. There are two potential findings, one finding carried over from last fiscal year due to inadequate controls and two, related to tenant files where there was some missing information on some files. Corrective Action Plans

APPROVED

will be written. An audit presentation for October 2022 through September 2023 will be presented to the board next month.

- Accounts Payables Workflow – 1st Phases to begin in June.
- Conversions of Vendors and Landlords to EFT payments.
- FY2025 Budget Kickoff May 15, 2024.
- Yardi Training May 2024.

There was discussion concerning using RRHA money to pay invoices and then having to wait for their money to come back in and whether this process was fixed or is still ongoing.

Agency Vacancy Report/Section 3 Hires, Jessica Clarke Harden

- A total of 19 vacancies (last month 24 were reported).
 - LIPH Maintenance Department a total of 8 open positions.
 - An offer was made for a Vacancy Specialist at the senior sites who started on May 2nd and there is one other offer out.
 - LIPH Office (property management) there is one vacancy with a pending start date of May 30th which will bring this down to zero vacancies.
- HCVP has a total of 2 vacancies to assist with housing leasing.
- Real Estate Community Development there is 1 vacancy (SVP of Real Estate).
- For the Legal Department for a paralegal position, an offer has been made and a start date of May 30th.
- Resident Services which is a new position to the agency of a Lease Support Specialist and will be hiring 7 candidates, one for each amp.
- Procurement Department is fully staffed.

IT Updates, Jackie Salaam-Hicks

Infrastructure

- Penetration tests were performed on the Cloud connections.
- Attended a Juniper AI Mist switch demonstration. This helped identify what current network switches need to be replaced with Juniper AI Mist devices and a quote has been requested.
- Unrecognized devices were removed from the network.

APPROVED

- New Dark Trace software was installed.
- Cleanup of Active Directory.
- Ran DHCP diagnostics.
- Dyno Touch Kiosk maintenance:
 - Received new universal keys for kiosks.
 - Updated new scanner.
 - Inventoried each kiosks, and submitted workorders to Dyno Touch for repairs.
- Completed the Microsoft tune-up process. Awaiting quote for software renewal. Updates are included in the maintenance contract.

Yardi Projects

- Annual inaugural meeting of the RRHA Yardi Solutions Group.
- Training will be provided making sure everybody will be a super user.

Miscellaneous

- Internal IT Staff Development Session was held to go over Dark Trace administration and Active Director Administration.
- Cell phones that were no longer needed were collected.
- The Cisco Webex system should be completely installed by the end of August and will be saving the agency a lot of money. Desk phones will no longer be needed.

Help Desk Stats

- 102 tickets were opened.
 - First call resolution was at 100%.
 - Customer satisfaction was 85.3%.
- Most calls were administration issues such as locked out, password reset, needing logging on remotely assistance as well as application support.
- Discussion was had concerning the handheld Motorola radios whether IT supports them or not and they give support with Yardi passwords and usernames when needed. The handhelds are linked to Yardi.

APPROVED

Dark Trace Report/Health Check

- 79,516 inbound messages that went through the Dark Trace system. If any attached document or file was found to be malicious the email was held until it was confirmed to be legitimate.
- 23,275 outbound emails went through the Dark Trace system.
- 4% emails were junk and 95% were delivered.

RRHA is making great strides with technology and coming into the 21st century in all aspects with technology. CEO Nesmith indicated that an end of the year report concerning technology across the agency will be given.

Procurement Planning Report, Colene Orsini

A list of completed solicitations was provided in the packet.

- Litter removal services is waiting for referral.
- Real estate legal services resolution is being done tonight.
- HRIS solicitation (human resource systems).
- Bid for grass cutting services for vacant lots is out.
- Bid for development partner for East Grace Street has been released.
- Several upcoming position bids.
- A list of what is to be done was provided which includes some things such as:
 - The senior sites.
 - Bid for enterprise business services.
 - Security services.
 - Rebidding the Nine Mile Development.
 - Job Order Contract.
 - Fay Towers Development Partner bid.

Resolution #1

Approval to send to the board to execute contracts with Fox Rothschild LLP and McGuire Woods and Harrell & Chambliss for legal services.

APPROVED

Resolution #2

Approval to send to the board to execute the contract with the Grounds Guys of West End for grass and grounds maintenance services.

Motion (Pitchford/Blount) to accept Resolution #1 and #2 as written to be sent to the board for approval.

Motion Carries Unanimously.

Next Committee Meeting

The next meeting date will be Monday, June 17, 2024.

Adjournment

Hearing no further concerns, the chair adjourned the meeting at 7:01 p.m.

Chairman

Chief Executive Officer/Secretary