

# The *MISSOURIAN*

The Missouri Chapter of NAHRO Newsletter

October 2010

Published Quarterly

*From the Office of the President:*  
**Darrin J. Taylor**

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## October is Housing America month.

I hope that each of our Member agencies will consider sponsoring an activity to bring attention to Housing America month in your community. This is an excellent opportunity to highlight your programs and raise awareness of the important role of the housing authority.

NAHRO has some wonderful resources that can help you with your celebration of Housing America Month. You may want to visit the [Housing America Store](#) to get all the latest shirts, hats, and buttons. You can also download the [Housing America Logo](#) and a [Sample Press Release](#) and find many more resources to help you plan your event at [www.nahro.org/legislative/housing\\_america/index.cfm](http://www.nahro.org/legislative/housing_america/index.cfm)

Advocating for our programs is an important activity that we should embrace as part of our duties as housing professionals. As Americans, we are all faced with the effects of the current economic downturn and a long arduous road to recovery. Safe, decent and affordable housing is paramount to maintaining stability for many families who are facing financial uncertainty, maybe for the first time in their life. According to the annual Census Bureau report on income, poverty and health insurance, 14.3 percent of Americans, or 44 million, were in poverty in 2009. This represents an increase of 3.7 million from 2008 to 2009, the largest one-year increase since the Bureau started collecting data over 50 years ago (source NAHRO Monitor). Our housing programs are needed more now than anytime in recent history. It is up to each one of us, to strive to do our best with the limited resources we have available; to make a difference. Your members of Congress will be returning home early this month. I hope that you will take the opportunity to continue to highlight the need for Congress to appropriate the necessary resources to meet your local housing and community development needs by completing

the work on the FY 2011 T-HUD spending bill when the 111<sup>th</sup> Congress reconvenes after the November elections.

October is a great month! Bright blue skies and the crisp, cool autumnal air stirs up my inner being. I cannot wait until the trees begin their annual show, flaming red, yellow-gold and purple hues across the landscape. I hope that each of you enjoys October's glory and the days and weeks ahead are filled with peace. Thank you for all you do to make a difference in the lives of those who count on you.

Sincerely

Darrin J. Taylor, President

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# MHAPCI News Notes

September 2010



## MISSOURI HOUSING AUTHORITIES PROPERTY AND CASUALTY, INC.

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Susan McNary, CEO  
Angela Anderson, Assistant to CEO

## FROM THE PRESIDENT.....

### WHAT HAVE YOU DONE FOR YOUR POOL TODAY?

If you are a Member of MHAPCI, you are an owner of a Missouri Housing Authority-run insurance pool. As an owner, you have invested in your Housing Authority's future to ensure a stable, cost-effective source of insurance coverage. When a Member has a loss, such as a fire, the adjuster determines the best bid for the best price, and MHAPCI authorizes the expenditure of the other 103 Members' money to make the repair. When losses are low and there is a profit, it does not go to pay insurance sales commissions, taxes and high administrative costs. You keep the money in your pool.

MHAPCI not only finances risk by providing coverage of your losses, but also offers risk management programs and services. MHAPCI is successful because its Members cooperate to control and minimize their losses for the Members' mutual advantage.

We are continually looking at new services we can provide to drive down the costs of risks. Recent initiatives include the dissemination of a concise emergency planning tool to help Members prepare for a disaster; loss control DVDs on new resident and employee orientation and defensive driving; loss control audits for Members with higher than average losses. We also offer training, and are excited about the two sessions that we are sponsoring at the Maintenance Workshop in October- one on emergency planning with State Emergency Management Agency expert, Dante Gliniecki; and the other on investigating losses to prevent a recurrence, presented by Overland Solutions.

Our worker's compensation partner Missouri Employer's Mutual (MEM) offers an array of worker safety training and materials. If you perform background screening of employees and applicants for employment, you may want to take advantage of the 10% discount for MEM customers through Screen Assist. Just let Susan or Angela know if you are interested, and they will get the necessary information to you.

Like my Authority, a number of Members are installing fire suppression devices over ranges. Cooking fires seem to be a big problem for our residents, and these gadgets appear to work quite well in putting out the fire when a pan is left unattended on the stove. Other Members have found ways to avoid slip, trip and falls on wet ramps. Modular ramp systems are available with a mesh surface that allows snow to dissolve and water to flow so it does not accumulate. These ramps are also very practical, as they are portable, quick to assemble and can be moved from property to property.

What about those contracts and leases? We suggest that all contracts include a hold harmless and insurance clause to protect the Authority against losses and to transfer the loss to the user of the facility or contractor. This recommendation covers contractors, vendors, groups, organizations and individuals that deal with you or use Authority property, regardless of whether compensation is involved or whether the entity is a non-profit. The contract should require that a certificate of insurance be provided, naming the Housing Authority as an "Additional Insured" under a current policy. (Sample contractual language may be obtained through MHAPCI.) Thorough review and retention of the certificate is all recommended.

We are all in this together and count upon one another to be good pool members. Let MHAPCI know how we can assist you.

## **A LESSON LEARNED- READ YOUR LEASE!**

**Susan McNary, CEO**

My favorite part of my job as CEO of MHAPCI is my travels throughout our beautiful State to meet with you, the Members of MHAPCI. On each trip I always stumble across something that is newsworthy and needs to be shared with other Missouri Housing Authorities. This time it is about the Housing Authority Dwelling Lease.

I have discovered that many of you are using a standard lease that contains the following provision in the section entitled "Authority's Obligation on Maintenance and Repair":

“...the Authority cannot be held responsible for inclement weather conditions which may result in safety hazards beyond the control of the Authority. ... While HA will make an effort to remove or treat excessive accumulations on walkways of which it has actual notice and time, the HA will not be liable for injury or damages caused by such conditions on HA property.”

At the same time, some Authorities have a policy not to remove snow and ice under any circumstances. If that is your policy, then the obligation to “make an effort to remove or treat excessive accumulations” of snow and ice must be removed from the lease, otherwise, you will find yourself in court arguing about whether your efforts were adequate, the accumulations excessive, and whether you had notice and time to clear the snow and could have avoided that slip, trip and fall injury if you had just been on your toes. The language “beyond the control of the Authority” also is contradictory to a no-snow or ice removal policy and should be removed from the paragraph outlining the Authority’s Obligations on Maintenance and Repair.

## **STAYING IN-NETWORK AND UNDERSTANDING HEALTH BENEFIT RENEWAL**

**Nick Blaine, Senior Vice President, Wells Fargo Insurance Services USA, Inc.**

**How to avoid the pitfalls of Out-of-Network service provided through an In-Network provider.** Today almost everybody “gets it” when the subject of In-Network versus Out-of-Network providers is discussed, however some are surprised when they go to an In-Network provider and then receive and are billed for services from a provider who is Out-of-Network. A common example is when you go to your In-Network Physician who refers x-ray, blood, or laboratory work to an Out-of-Network provider. Another example is when an In-Network Hospital procedure is performed by an In-Network Surgeon but the Anesthesiologist is Out-of-Network. A third example is when an In-Network Provider prescribes Durable Medical Equipment such as leg and body braces, crutches and wheelchairs that are furnished by an Out-of-Network provider.

Just because you start with an In-Network provider doesn’t guarantee that you will stay with In-Network providers throughout the whole process, nor does it protect you from being responsible for the increased costs of deductibles, coinsurance, and out of pocket expense associated with Out-of-Network services. Awareness that this could even happen is the first step to prevention. If your medical visit will include x-ray, blood, or lab work, be proactive. Ask your doctor to confirm that an In-Network provider is being used for those services. The same goes for surgical procedures or Durable Medical Equipment. If you aren’t sure, ask.

**Understanding Medical Health Benefit Plan Renewal Timeline.** The more you understand about what goes into your Medical Health Benefit Plan renewal, including what is behind the scenes, the smoother and more timely the process will be. Generally speaking, this is what you can expect:

### **Step1 (90-120 days before renewal)**

Your current medical insurance carrier begins the renewal process approximately 90-120 days in advance of your policy anniversary by reviewing your claims experience and developing a loss trend forecast for the coming 12 months based on claims, medications, and diagnosis experience during the preceding 12 months. It is this claim trend together with your participants’ demographics (age/sex/dependents) that determine your renewal rate change for the coming plan year.

Current medical insurance inflation trend continues to run approximately 12-15% per year. A renewal increase below the trend means your group is a healthy one. A renewal increase above trend means you are forecast to have claims greater than the average of your peers. Only employer groups of 100+ employees can get actual claim information from their carrier. Employer groups of 51-99 employees can get limited claim information from their carrier. This is a requirement of Missouri law.

#### Step 2 (60 days before renewal)

Your existing carrier will communicate the renewal rate package with various plan benefit options to you and your broker approximately 60 days before the renewal date. Sometimes you may receive the letter from the carrier before we do, so if you do not hear from us shortly after you receive your letter, please give us a call.

During the heaviest renewal period of November, December, and January, the renewal rate package with options may be delayed by a week due to the sheer volume of other renewals.

#### Step 3 (50-60 days before renewal)

You will have the opportunity to evaluate the renewal rate package, plan benefit change options, and to decide whether or not to seek proposals from other carriers. If your renewal increase is greater than the expected trend of 12-15%, or if your carrier's service or network are lacking, then it certainly makes sense to get other proposals.

Let us know whether you would like for us to obtain alternate proposals as soon as you can so we can keep things moving for you.

#### Step 4 (45-50 days before renewal)

To obtain other proposals, the process starts with the completion by you of a census form (name, age, and basic information) for all employees and their covered dependents. From this census form, carriers will furnish rate proposals. These proposals are not final, rather they are subject to the carrier's receipt and review of employee and covered dependent underwriting health statements. Consequently, if you find that the alternate carrier(s)' rate proposals and provider networks are competitive, you will need to furnish the carrier(s) with employee and covered dependent underwriting health statements for determination of final rates.

To facilitate application to multiple carriers, Wells Fargo now offers **FormFire**, an electronic HIPAA-compliant application and underwriting health statement system. Your employees complete their health statement one time only, online rather than multiple times in paper format. The electronic health statements are forwarded to each carrier and final rates are compiled.

#### Step 5 (30-45 days before renewal)

Final rate proposals are submitted to you for your review so you may determine which carrier and benefit plan to select. Be sure to let us know if you have any questions and as soon as you make that decision, so we may put the plan in place for you.

## Step 6 (20-30 days before renewal)

The final step is to communicate with your employees, advising them of the details of their coverage, carrier, any change in benefits, or employee/dependent premium contribution.

As always, Susan McNary and Angela Anderson at MHAPCI, and Mary Good, Helen Messmer, and Nick Blaine at Wells Fargo stand ready to answer any questions and to help with your medical and other employee benefit solutions.

### **COMPLIANCE WITH IMMIGRATION RULES: EMPLOYERS BEWARE** **Joann N. Dyroff, General Counsel**

One of the most mundane and routine tasks of an HR administrator is the one that seemingly may get an employer in the most amount of trouble these days. That task is completing the I-9 form, which, by federal law, is required by every employer in the U.S. with even one employee. The employer is required to complete and maintain an I-9 form for every employee, even if all of the employer's employees are U.S. citizens.

Recent investigations and raids make it clear that I-9 enforcement is a top priority to the Immigration and Customs Enforcement (ICE) component of the Department of Homeland Security (DHS). The government is taking the position that the easiest way to discourage illegal immigration is to make it difficult for employers to employ unauthorized aliens. It does this by putting the responsibility on employers to confirm the identity and work authorization of their employees, through completion of the I-9 form. All employers must accurately complete I-9 forms for all newly hired employees; therefore, it is important that you have an organized and meaningful audit system in place, to assure compliance with the law.

The penalties for not complying with the law are severe. ICE officers conduct thousands of I-9 audits each year on public and private employers around the country and have issued fines costing businesses hundreds of thousands of dollars. Each mistake on a Form I-9 counts as a separate violation. Therefore, a form for one employee that is completed improperly could result in multiple violations and multiple fines. Just for making "paperwork" violations, even if your workers are all eligible to work in the United States, you can be fined up to \$1,100 per violation.

Employers are further subject to civil and criminal penalties for knowingly hiring or continuing to employ aliens who are not authorized to work in the U.S. If you have "constructive knowledge" from circumstantial evidence that you are employing illegal workers, you can face both civil and criminal penalties of up to \$16,000 per violation and a term of imprisonment. The penalties are even worse if you have engaged in a "pattern or practice" of violations.

Under the Immigration Reform and Control Act of 1986 ("IRCA"), all employers in the U.S., regardless of the number of employees and despite the fact that each employee may be a U.S. citizen, must verify that every person that is hired is:

- a U.S. citizen, or
- a lawful permanent resident, or
- a foreign national with authorization to work in the U.S.

Within three business days of beginning the job, a new employee must furnish identity and employment eligibility documents. It is the responsibility of the employer to examine the documents to determine whether they are genuine and relate to the specific employee. Once

the I-9 form is completed, it is to be maintained by the employer until the later of three years after employment begins or one year after employment is terminated.

Accurate completion of I-9 forms is a good faith defense to a charge of hiring unauthorized workers. Therefore, the best way for an employer to avoid penalties under IRCA is to establish a meaningful I-9 audit system. Each employer should consider performing such an audit, or hiring a third party to do so.

Since November 6, 1986, employers have been required by federal law to maintain Form I-9 for each employee, verifying his or her identity and ability to work in the US. While employers are obligated to review original documents of identity and authorization, at the same time, they are prohibited from discriminating against new hires or applicants by insisting that only certain documents be used to establish identity and authorization, or by refusing to hire anyone other than a US citizen. The employer must have the same requirements and procedures for all potential employees, regardless of nationality or citizenship.

### **Employment Verification Form I-9 Requirements.**

The Form I-9 appears very simple, however, there is potential for many legal problems. The following should be kept in mind as the Forms I-9 are completed:

- (1) Section 1 must be completed on or before the date of hire;
- (2) Section 2 must be completed, signed, and dated by an employer representative on or before the end of the employee's third day of employment;
- (3) The employee must present either a List A document, which provides proof of both identity and eligibility to work, or a List B document, which provides proof of identity and a List C document, which provides proof of eligibility to work;
- (4) The employer representative may not suggest which documents should be presented. Instead, he or she may only provide the list of alternatives;
- (5) The employer representative must review the documents presented and complete each relevant line in Section 2;
- (6) If an employee's work authorization must be re-verified, Section 3 must be completed, not a new Form I-9 completed (unless Section 3 has already been completed, then Section 3 on a new I-9 should be completed, with the individual's name written in Section 1 and the two forms should be kept together);
- (7) If corrections are necessary, the employee should make corrections in Section 1 and the employer should make corrections in Sections 2 and 3, by crossing out the incorrect information, adding the correct information, and initialing and dating the change. An annotation, such as "corrected during self-audit," should be added. An incorrect form should not be destroyed;
- (8) All I-9s should be kept until the later of (a) three years after the date of hire; or (b) 1 year after date of termination (assuming there is no formal enforcement or audit proceeding in process);
- (9) The employer must decide whether it will copy the employee's verification documents. The employer is authorized to, but not required to, keep copies of the documents. If copies are kept with the Form I-9, it creates a paper trail for the employer. That paper trail could establish the employer's efforts at good faith compliance; however, if the documents do not appear valid on their face, the employer could be said to have "known" the individual was not authorized to work.

## **I-9 Audits.**

An audit of an employer's Forms I-9 should consist of the following:

- (1) verification that all of the employees currently on the employer's payroll have a Form I-9 on file;
- (2) verification that all terminated employees who are required to have an I-9 on file do;
- (3) verification that Forms I-9 on file are properly completed;
- (4) completion of an audit form on each incorrect Form I-9 to identify the error;
- (5) correction of all incorrect Forms I-9 that are capable of being corrected;
- (6) review of current policies and procedures to reduce future errors.

As a result of the increased enforcement by the Service of an employer's obligation to verify the eligibility to work of its employees, as well as the recently released updated Form I-9, which changes the documents that may be used to establish identity and eligibility, it is more important than ever that an employer ensure that it is in compliance with its Form I-9 requirements. An internal audit of Forms I-9 currently on file is a good way for employers to identify existing compliance issues and take steps to correct any errors in an effort to minimize any future liability for non-compliance. You should consult with your legal counsel if you have any questions as you complete this process.

### **PLAYGROUND INSTALLATION FACT SHEET**

Republished with the permission of our friends at the  
Water & Sewer Risk Mgmt. Pool in Bellevue, Washington

According to the National Program for Playground Safety (NPPS), approximately 205,860 preschool and elementary children need emergency room treatment for injuries that occur on playground equipment each year, and there were 147 deaths from 1990 to 2000 to children under 15 involving playground equipment. It is critical to ensure that your playground equipment is properly installed by a third-party expert and that the installation design satisfies current NPPS safety standards<sup>1</sup>. What follows is a series of installation guidelines to assist your organization in meeting these standards.

#### **Surface Material and Depth**

- Concrete, asphalt, tightly packed dirt, or gravel should never be used on playgrounds. Install surfaces that are made of softer material such as sand, wood chips, or shredded rubber. (Grass should not be used as a soft material since it can be hardened by weather conditions.)
- The depth of the surface material should be at least 12 inches when playground equipment is eight or more feet high. If synthetic surfaces are used, consult the manufacturer for the recommended depth of their surfaces.
- There should always be cushioned surfacing under any equipment from which a child could fall. This surfacing should extend from such equipment at least 6ft in all directions.

#### **Elevated Equipment**

- Platforms that are more than 2<sup>1/2</sup> feet above ground level should be protected with walls or balusters at least 30 to 38 inches high.
- Climbing areas should be no higher than:
  - 5ft for children aging between 2-5
  - 7ft for school children aging between 5-12

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<sup>1</sup> See the United States Consumer Product Safety Commission's *Public Playground Safety Handbook*. A PDF of the handbook can be found online at [www.cpsc.gov/cpscpub/pubs/325.pdf](http://www.cpsc.gov/cpscpub/pubs/325.pdf)

## Swings

- Swings should be installed at least 24 inches apart from each other.
- No more than two swings should be suspended in the same direction.
- Swings should not be installed on multi-activity equipment.
- Swings should be made out of rubber or canvas, not wood.
- There should be at least eight inches of space between the swing seat and ground level.

## Pinching, Crushing, and Entanglement Hazards

- Open "S" hooks on swings and other playground equipment should be closed tightly to minimize risks of children's clothes being caught.
- Spacing between railings, balusters, and guardrails should be no more than 4 inches wide.
- Ensure that there is no space between the slide and the slide platform.
- No equipment should contain sharp edges, rust, chipped paint, large gaps, splinters, or other types of damage or deterioration.

## Fencing and Signage

- Fencing should be installed around playgrounds that are located near traffic areas or pools.
- If children of various age groups are using the playground, post signage that indicates which playground equipment is designated for which age group. (Equipment should be divided for age groups of 2-5 and 5-12.).
- Signs should be installed that indicate the appropriate use of equipment, emergency phone numbers (e.g. 911), and how to report potential hazards.

## Supervision

- Do not install crawl spaces on the playground where children cannot be seen. Equipment should allow for visibility of children by supervisors at all locations.

## Unsafe Equipment

- The following equipment is considered unsafe and should not be installed:
  - Merry go rounds
  - Metal slides
  - Trampolines, animal figure swings, and other equipment with springs
  - Monkey bars
  - Freely swinging ropes
  - Swings that hold more than one child at a time

## Trip Hazards

- Ensure that there are no holes or abrupt changes in elevation on surface.
- Clear away all exposed tree roots and loose rocks from playground area.

## Rungs and Ladders

- Spacing on climbing equipment should either be less than 3 ½ inches wide to prevent children from falling through or larger than 9 inches to prevent children from getting stuck (where appropriate).
- Spacing should be consistent on ladders.
- Rungs and handrails should be round (never square) about 1 to 1 ½ inches in diameter.

*The discussion and best practices suggested in this fact sheet should not be regarded as exhaustive legal advice. Readers should review with legal counsel to gain more exhaustive advice.*

## Senior Vice President's Report

October 2010

It was great to see everybody who attended the Fall Conference in St. Louis. As always, I left the conference with a list of new things to consider.

Congressional decisions about appropriations for 2011 are being delayed until after the November elections. Based on the preliminary budgets that have come out of the House and Senate, NAHRO has been projecting an increase of about 1% for Public Housing and an increase of about 6 to 7% for the Housing Choice Voucher (Section 8) program. Within the Section 8 budget, HAP is projected to be funded at an increase of 4 to 5%, and Admin Fees are projected to be funded at an increase of 14%. The Capital Fund Program is projected to be funded at about the same level as 2010. The Community Revitalization and Development (CR&D) programs (CDBG, HOME, ESG, etc.) are projected to be funded at levels that are about the same or slightly less. All of these amounts are tentative until a funding bill is actually passed by the Congress, so changes are possible.

The TRA (Transforming Rental Assistance) initiative (also known as PETRA) was not funded in either the House or Senate budgets for 2011. It is expected that HUD's leadership will continue trying to push TRA in the future.

The Small Housing Authority Reform Proposal (SHARP) is being pushed by national NAHRO. This proposal calls for deregulation for HAs having under 550 units (combined Public Housing and Section 8). The changes would include a different PHAS process, different Davis-Bacon rules, frozen utility consumption levels, and new Hope VI-related advantages. Currently about 80% of all HAs have less than 550 combined units.

With regard to Asset Management, the exemption for HAs having less than 400 Public Housing units continues to be a year-to-year decision. Continuing efforts are being made to try getting a bill for a permanent exemption through the Senate.

HUD has another initiative called the Public Housing Preservation Bill, which involves the Capital Fund Program (CFP) and the Capital Fund Financing Program (CFFP), as well as a new program called the Choice Neighborhoods Program. Much of the Choice Neighborhoods Program is similar to the Hope VI Program, but there are some differences, one of which being that two-thirds of that funding pool would be available to HAs.

At the State level, our leadership continues to work toward progress in the collection of tenant-related bad debts through the Missouri Department of Revenue's annual tax refunds. Hopefully there will be good news to report soon. At our Fall Conference, our leadership gave its support to a suggestion from MHAPCI representatives to support lobbying for changes in the Missouri workers compensation law. The law is currently being interpreted in a way that makes employees and supervisors of all employers (including HAs) more personally liable than in the past.

Please contact me if you have any legislative news to share, and please try to respond to action alerts (and other messages) when issues come up that will affect us and the people on our programs. NAHRO's advocacy page is a good place to find talking points.

Respectfully submitted

*,Matt Moran...mmoran@joplinpha.org*

## PROFESSIONAL DEVELOPMENT

Hello, hope everyone is enjoying the fine autumn weather. At this time we are preparing for the maintenance conference which is 12 – 15 October at the Inn at the Grand Glaize, in Osage Beach. As everyone knows we are also having the EPA RPP certification class at this year's conference. It is an additional day class on Tuesday. The Professional Development Committee has been busy planning the maintenance conference and we have begun planning for the spring conference. The spring conference will be 16 – 18 March 2011 at the Hilton Garden Inn Independence.

Among the items we are working on is national certification. We will attempt to get trainers from national training organizations (NAHRO, Nan McKay, etc.) for the conferences and workshop. By bringing in the trainers we are provided with industry training that is certifiable by the recognized certifying boards. The PD committee is developing a five-year plan for certification training. This will cover the areas needed for certification. While certification is not required at this time it gives you and your staff the extra professional credentials to be certified. Targeted to agency staff, directors, and commissioners — these dynamic, highly-effective certification programs reflect current best practices and provide candidates with the knowledge, leadership skills, and experience needed to excel.

We are planning the 2011 and looking toward 2012 meeting locations and dates. The following are the tentative locations and dates:

Spring	16 – 18 March 2011	Hilton Garden, Independence
Section 8/Public Housing Workshop	9 – 11 May 2011	Camden on the Lake, Osage Beach
Fall	14 – 16 September 2011	University Plaza Hotel, Springfield
Maintenance	12 -15 October 2011	Hilton Garden, Columbia

Spring	14 – 16 March 2012	Joplin
Section 8/Public Housing Workshop	23 – 25 May 2012	St. Louis/St. Charles
Fall	19 – 21 September 2012	St. Joseph
Maintenance	24 – 26 October 2012	Fulton.

If you will notice the S8/PH workshop is scheduled for Monday through Wednesday. This enabled us to get the facilities at the Camden at the Lake.

We are always looking for ideas for training and locations. Please contact me at [shal@centralcomm.net](mailto:shal@centralcomm.net) or 660-827-1400. The input of our members is vital to ensuring that the right training is provided at the right time. Your ideas and suggestions for training items are requested. Every suggestion is valuable! We are aiming for an approach to training that will make us all successful and able to meet the challenges that lay ahead. Thank you for your help and support.

Richard E. Waltemath, Jr., Vice-President, Professional Development Committee.

# MO-NAHRO HOUSING COMMITTEE FALL CONFERENCE MEETING MINUTES

(Draft copy pending review and approval by the Committee)

The Housing Committee of MO-NAHRO met on September 15, 2010  
at the Ritz-Carlton Hotel, Clayton, MO.  
Bob Rorah – VP Chair  
Melenie Fee - Secretary

## Roll Call

Chairman, Robert Rorah called the meeting to order, a roll call of the following members were present; There were 18 members and 2 guests present as follows: Melenie Fee, Diane Morris, Joy Edgar, Katrena Hacker, Erma Owens, Kathy Gordon, Reba Williams, Carrol Lindley, Carole King, Patty VanWeelden, Reba Halterman, Stacey Ingersoll, Barbara Sumpter, Paul Page, Ed Miller, Jim McGowan, William H. Fischer, and Robert Rorah  
Guest: MO-NAHRO President, Darrin Taylor and MO-NAHRO Vice President, Matt Moran

## Reading and Approval of the Minutes of the Previous Meeting

Chairman, Robert Rorah read the minutes from the Spring Conference held at Columbia, MO on March 17, 2010 were read and discussed for approval. Motion to approve by Reba Williams, seconded by Carole King.

## Housing Committee Report from SOUTHWEST NAHRO Summer Conference, June 14, 2010, Springdale, Arkansas.

Chairman, Robert Rorah distributed copies of the minutes from the SWNAHRO 2010 Annual Conference to all members present for discussion and review. Vice-President, Annie Botsford presided over the meeting. Mr. Rorah then reported the Vice-Chair, Tom Hassell gave a brief update on current legislative issues. Discussion ensued on the Transforming Rental Assistance Initiative (TRA). The consensus of the committee was that TRA would not be beneficial to most housing authorities.

All States gave their reports and updated the committee on their State Conferences.

The committee also discussed Admin fees and how they are reached. The group was told HUD is conducting a study to determine a more uniform way of determining Admin Fees.

Discussion also ensued on the differences in agency policies on accepting clients from other housing authorities, in particular registered sex offenders and convicted felons. This discussion will be continued at the next meeting with possible resolutions.

The Committee then went on to approve 6 resolutions. The resolutions were:

- SEEKING THE ELIMINATION OF THE COMMUNITY SERVICE REQUIREMENT FOR LOW RENT PUBLIC HOUSING RESIDENTS
- SEEKING THE CONSIDERATION OF ISSUES AND CONCERNS RESULTING FROM THE TRANSFORMING RENTAL ASSISTANCE (TRA) INITIATIVE
- SUPPORTING THE REINSTATEMENT OF THE PUBLIC HOUSING DRUG ELIMINATION PROGRAM (PHDEP)
- REQUESTING THE NATIONAL ASSOCIATION OF HOUSING AND REDEVELOPMENT OFFICIALS SUPPORT AGAIN MARKING UP THE PREVIOUSLY APPROVED 400 UNIT ASSET MANAGEMENT EXEMPTION AND CONTINUED USE OF CAPITAL FUNDS FOR OPERATIONS IN THE 2011 HUD APPROPRIATIONS BILL
- REQUESTING NATIONAL NAHRO SUPPORT H.R. 1408 AND SB. 2836 REVISIONS TO ASSET MANAGEMENT RULES AND REGULATED FEES
- REQUESTING THE NATIONAL ASSOCIATION OF HOUSING AND REDEVELOPMENT OFFICIALS TO RESEARCH THE ELIMINATION OF THE UTILITY ALLOWANCE IN CONJUNCTION WITH THE SIMPLIFICATION OF THE RENT CALCULATION IN THE HUD SECTION 8 HOUSING CHOICE VOUCHER PROGRAM

### **PETRA – Preservation, Enhancement, and Transformation of Rental Assistance Act**

Chairman, Robert Rorah distributed handouts with more information on NAHRO's position to all members present for discussion and review. The consensus of the committee was that PETRA would not be beneficial to most housing authorities.

### **SHARP – Small Housing Authority Reform Proposal**

Chairman, Robert Rorah distributed NAHRO's handouts listing key topics addressed by SHARP. Discussion ensued with positive response with the SHARP Proposal, but and the committee decided it is too early to comment on SHARP at this time.

### **Report on Section 8 – Housing Choice Voucher Update**

Ms. Patty VanWeelden distributed handouts on the 2011 HUD Appropriations Bill, Fair Market Rents and HUD E-Newsletter on Housing Choice Voucher. Discussion ensued on all topics; most notable was Fair Market Rents being lowered for the first time in some areas of Missouri. And the 2011 HUD Appropriations Bill has a 4% to 5% Increase in HAP Funding with an increase of approximately 14% in Admin. Fees.

### **Report on National Housing Matters – MO-NAHRO President, Darrin Taylor and MO-NAHRO Vice-President, Matt Moran**

President, Taylor and Vice-President reported Public Housing funding has increased by 1% in the 2011 HUD Appropriations Bill along with the 4-5% increase in HAP Funding and 14% increase in Admin Fees giving a much better funding outlook for next year. TRA appears to be a dead issue this year with SHARP being the new focus.

### **EIV Issues**

All members present discussed the EIV as originally being a tool for reporting income and now EIV has become a Program in itself and, EIV's website has not been working for months.

### **Other Business**

Discussion ensued on bed bugs, difficulties with eradication, HUD's UPCS inspection notice as of 09-13- 2010 units with known bed bug infestation must not be reported as part of the UPCS inspection.

### **Adjourn**

Chairman, Robert Rorah asked if there was any further business to come before the Housing Committee. Hearing none, Patty VanWeelden made motion to adjourn. Chairman, Robert Rorah then declared the meeting adjourned.

I would like to take this opportunity to invite anyone interested in the current housing issues to attend our Housing Committee meetings. They are very informative and a great way to interact with other housing authorities. If anyone has any questions they may contact me at [bob@c-magic.com](mailto:bob@c-magic.com).



## **October is Housing America Month!**

MO-NAHRO would like to remind its members that October is "*Housing America Month.*" While Housing America's goal of making housing a national priority is a year-round venture, one month a year NAHRO asks its members and partners to coordinate efforts to raise awareness by planning events, signing proclamations, holding town meetings...the options are endless! **Statewide, we hope MO-NAHRO members and partners will do one thing, small or large, to raise the flag for affordable housing.**

**Check out NAHRO's Housing America webpage at;**

[www.nahro.org/legislative/housing\\_america/index.cfm](http://www.nahro.org/legislative/housing_america/index.cfm) for ideas to get you started. If you're having an event, please let us know so that we may recognize your participation!

**2008 Housing America Toolkit:** One-stop shopping for Housing America information and ideas

**2009 Sample Housing America Proclamation** (Word format): Sample document for use with state and local legislators and executives. We also suggest adding local information - such as homeless populations or waiting list length - to the list of findings in the sample document.

**Housing America Logo:** Download the logo for use on your press releases, documents, and posters here (for a larger or higher resolution logo, contact Mary Barron).

**Sample Press Release**

**2008 Housing America Events page:** See what your colleagues have done in support of the Housing America campaign!

**2007 Housing America Scrapbook:** Ideas and Highlights from the 2007 Campaign.

# Commissioner Training

## Coming to a Housing Authority Near You (Or Maybe Even YOURS?)

Five of our own MO NAHRO members have completed the training and are now NAHRO trainers certified to teach the Commissioners Fundamentals Course. We plan to teach this course to commissioners at 16 local housing authorities with neighboring housing authority commissioners also attending.

The following pages include the responsibilities of the host agency and the training agenda. If you are interested in hosting this training or having your own commissioners attend the training, please contact Laura Hawley at [lhawley@hasproperties.org](mailto:lhawley@hasproperties.org) or 417-447-4572.

Our certified trainers are (from left to right): Doug Brown from Kirksville; Laura Hawley from Springfield; Sharon Hope from St. Joseph; Bobby Henry from Sikeston; our NAHRO teacher/trainer Sharon Carlson from Belding, MI; and Carol Branham from Nevada.

Thank you to the new trainers for all of your hard work, dedication, and support of MO NAHRO commissioners training!



# Commissioners Committee Report

Laura Hawley, VP of Commissions for MO MAHRO called the meeting to order on September 15, 2010. There were a total of 14 commissioners and one guest present. The minutes of the March, 2010, spring conference meeting were approved.

Laura gave a review of the SW NAHRO conference held in June, 2010. There was also a review of the goals previously set including a contact list of commissioners and their email addresses, and information on legislative contacts in order to advocate for housing authorities.

We also discussed the progress on the NAHRO's Train the Trainer program. Due to the high costs associated with going to national meetings in order to receive certified training and the fact that many commissioners are not able to travel to conferences, we (MO NAHRO) as a training organization, have elected to have five MO NAHRO members certified to train and bring the training directly to the housing authorities. The training of the trainers was completed in August, 2010, with Carol Branham from Nevada, Doug Brown from Kirksville, Bobby Henry from Sikeston, Laura Hawley from Springfield, and Sharon Hope from St. Joseph all certified to teach the Commissioners Fundamentals course. We are now in the process of setting up these training sessions at local housing authorities with neighboring housing authority commissioners also attending.

There was discussion of the need for a vice chair in order to assist Laura, as needed, or in case of emergency. The goal of the vice chair would hopefully be to take over the chair position when it becomes available. At this time, there were no volunteers.

Suggestions for training were discussed. We will be presenting NAHRO's Fundamentals Course at the next conference, but additional training needs to be available for those who have already been through this course.

Susan McNary with MHAPCI (Missouri Housing Authority Property and Casualty Insurance) presented a brief history of MHAPCI. She also discussed each housing authority's need for directors and officers insurance.

MO NAHRO President Darrin Taylor and Senior Vice President Matt Moran stopped in and offered their support and appreciation to the commissioners.

The meeting ended with roundtable and best practices discussions. There was discussion on required meth lab disclosure, the increase in crime, police officer support, as well as police officers living in units. There was also discussion on free online sexual harassment training for agencies with fewer than 50 employees (available from the University in Rolla), board self-evaluation and executive director evaluations (available from the Housing Authority in Nevada), as well as smoke-free housing.

With no other discussion, the meeting was adjourned.



# COMMISSIONERS TRAINING

We will be bringing NAHRO's Fundamental Course to the Housing Authorities. This is one of two required courses to become a Certified Commissioner. The cost for this training is \$265 per commissioner.

(This is the minimum charge allowed by NAHRO.)

The following is a list of items we need each Housing Authority to arrange to provide for the training:

## Training Room

- Tables and chairs for commissioners
- Projector and screen
- Flip chart with blank paper and 2 markers

## Hotel Accommodation Information, if needed

- Address and directions
- Rates (ask about a discount)

## Food

- Snack and beverage break for first day at approximately \$5 per person
- Continental breakfast for second day at approximately \$10 per person
- Lunch for the second day at approximately \$15 per person
- Morning and afternoon snack and beverage breaks for the second day at approximately \$5 per person (\$10 total)

We want to utilize a conference or other training room and equipment the HA already has access to at no charge. Each HA will arrange for the food to be reimbursed by MO NAHRO. Each HA will pay for the hotel accommodations any evening meals, if needed.

(NOTE: The \$265 minimum charge allowed by NAHRO includes \$65 charged by NAHRO for materials and \$200 to be retained by MO NAHRO to cover training costs.)



## Commissioners' Fundamentals Seminar

*Location - (Customize for MO Chapter)*

*Schedule - Day One: 12:30 p.m. registration ~ 1:00 p.m.-5:00 p.m.*

*Day Two: 8:00 a.m. – 5:00 p.m. (May be customized as long as the contact or in classroom hours are met)*

The commissioner has many roles and responsibilities. Participants who attend this program will enhance their understanding of the commissioner's multi-faceted position as an advocate, leader, team-builder, strategist—and more. Among other topics, the course explores the intricacies of board-staff relationships and boundaries. This program provides an excellent training foundation for the new commissioner. (Pre-requisite: none) This program is also very interactive. There is a pre- and post-assessment.

NAHRO designed the class for new and seasoned Commissioners, who would like to update their current knowledge. (1.2 CEU)

### Program Topics:

- Welcome, Introductions and Expectations, Program Purpose and Objectives
- CE Instructions and Agenda Review
- Diversity in Operations: An Introduction
- Housing and Community Development and Redevelopment Programs: Historical and Current Environment Perspectives
- Board Functions and Individual Commissioner's Roles: An Overview
- Commissioner's Role, Responsibility and Relationships: Community Stakeholders
- Commissioner's Role, Responsibility and Relationships: Stewardship – the Public Trust
- Commissioner's Role, Responsibility and Relationships: Intra-Organizational Issues
- Board Composition and Dynamics: Building Productive and Effective Working Relationships
- Board Governance
- Conclusion: The End of the Beginning
- Closing Remarks
- Post-Assessment and Program Evaluation

### Registration information:

Name (as you would like it to appear on your certificate): \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**Price:** \$265.00 per person

### Contact Person:

*Laura Hawley*

VP of Commissioners, MO NAHRO

HAS PROPERTIES

421 W Madison St

Springfield, MO 65806

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## MEMBER SERVICES COMMITTEE

September 15, 2010

Ritz Carlton,  
St. Louis, Missouri

Member Services met at 10 AM with 12 members present and one excused absence.

The minutes were approved as presented.

We discussed our merchandise inventory. We have been carrying the current stock for a year and have not been able to sell it. We agreed to have a "sale" with the remainder of the shirts which are the very large sizes. We hope to carry them to the Maintenance Conference next month and sell them. We discussed some new ideas for merchandise. Members suggested sports towels, visors, and lighter weight wind breakers with hoods. Anita Kennedy will look into some pricing and color choices for the committee to review.

We also have the CD's of the Commissioner training in Branson. This was presented by David Land of Lindsey & Company and HUD Staff. They are selling for \$15.00 for a 4 CD set and manual.

Donna Lewis, Vice President of Member Services, at Southwest NAHRO gave a report on activities at the Southwest NAHRO meeting in Springdale, Arkansas in June of 2009. They had many successful fundraising activities that may work to bring to Missouri NAHRO.

Donna Lewis and Sharron Gargas are also on Member Services at National NAHRO level. They reported on the committees they sit on. Donna reminded us again about the lack of participation for award submittals. This is not only a state problem, but goes all the way to National. So many agencies do unique programs and resident activities, but with the increased workloads for many it is not possible to take the time to record and submit them for judging. National NAHRO is continuing their push for certification for Executive Director's. This would consist of a number of courses and once taken would result in the "certification". Sharron's committee is working on promotional materials for NAHRO.

They are looking to create a new pamphlet and oral presentations that are short and to the point. They also want the graphics and pictures to present a more positive attitude from the residents.

The Maintenance Conference will be October 12<sup>th</sup> through 15<sup>th</sup> at the Inn at the Grand Glaize in Lake Ozark, Mo. The agenda is being finalized at this time. Member Services will be doing registration on Wednesday morning, taking photos for the directory as well as candid shots and the Awards Luncheon on Thursday. We will solicit nominations for Maintenance Member of the Year, Bucket & Scraper Award, and years of service certificates. Once the VP has received the nominations they will be distributed to the committee for judging. We are hoping for some nominations this year because last year we did not have any nominations for these two awards Member Services will also be taking care of the Hospitality Room on Wednesday and Thursday nights.

The Directory should have been ready for distribution this year, but I did not thoroughly read the material that was passed to me so we are going to be about 6 months late getting the directory out. The intention was to start taking pictures at this meeting in St. Louis, but unfortunately the camera did not get out of the trunk in our car when we transferred vehicles to share rides. So the camera is still in the commuter lot in Carrollton. Mendy will start looking for vendors to purchase ads in late spring. It was suggested that the new directory identify the awards and candid pictures.

Mona AuBuchon will continue the Wage comparison survey on an every other year basis. If you do not submit your wage information you will not be able to access the survey.

We have some new ideas for the Awards presentation luncheon that we hope will work out, but again will need some help from the membership to make it work. We discussed the Section 8/Public Housing meeting for the spring of 2011. This will be a "first" for MO NAHRO. The hotel is a beautiful place, but will present some unique obstacles that we believe are worth a try to overcome. The hotel has 116 rooms which are all suites. Some are two and three bedroom suites and all will have the same price of \$109.00. We are hopeful that some of the group will be willing to share these larger suites. They have full kitchens, some have washers/dryers, Flat Screen TV's in the bathroom, and larger ones have living rooms. We will have the entire hotel for our group. They have been remodeling over the past year so

should be some shops and services available for our convenience. We will be able to eat on site so if we don't wish to travel for breakfast we don't have to. We will not be as conveniently located for shopping and The Lodge of the Four Seasons will be the over flow hotel. The hotels will shuttle us the 2 miles if we chose not to drive. There are many outside facilities that we could utilize if the weather permits. We are also considering having the awards luncheon in the evening and give us the opportunity to dress up a bit more. There has also been some discussion about a "cash" bar with drink tickets for some of the evening activities rather than the hospitality room.

We believe the hospitality room is doing ok. The rotation of bar tenders has gone well and gives everyone the opportunity to do something in the evening as well as give the patrons a different version of their favorite drink. We also had a request to bring back the "home made" snacks that we had at the Lake meeting. RIO Contracting did a short stint at guest bar tending on Thursday evening. RIO also provided sushi on both nights for the patrons that enjoyed that type of food.

We discussed the MO NAHRO website. All who have used it are pleased with the change. The question was asked about forms and policies. We all contributed to Jack's request for these items last year and wondered if they could be placed on the Website for everyone to access. Everyone wished there was more participation in the blog area.

Member Services offered their help to Laura Hawley, VP Commissioners, if she needed assistance with the Commissioner training that is being planned throughout the state.

President Taylor and Senior VP Morin stopped by our meeting to thank everyone for the work they are doing and asked if there was anything they could do to make our jobs easier.

Member Services had a request for Professional Development's Site Selection group. We would like to return to a more reasonably priced hotel/motel with easy access.

There being no further business to come before the committee the meeting adjourned

Respectfully Submitted  
Wanda M. Peetoom,