

February 15, 2022 Board Meeting

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Board of Commissioners Meeting – February 15, 2022 9:00 a.m. to 12:00 p.m.

MEMBERS OF THE BOARD: Frank O’Hara (Chair), Daniel Brennan, Henry Beck, Bonita Usher (Vice Chair), Laura Buxbaum, Nancy Harrison, John Wasileski, Elizabeth Deitz, Sonia Barrentes, and Renee Lewis

9:00	Introductions	Frank O’Hara
	Thank you Lincoln Merrill and Kevin Joseph	Dan Brennan
	Adopt Agenda (VOTE)	All
	Approve minutes of January 18, 2022 meeting (VOTE)	All
	Reschedule next meeting to March 22, 2022 (VOTE)	All
	Communications and Conflicts	All
	Chair of the Board Updates	Frank O’Hara
	Director Updates	Dan Brennan
9:30	Elect Secretary (VOTE)	All
10:00	Adopt Amendment to Home Energy Assistance Program Rule Re: Electricity Credit (VOTE)	Linda Uhl / Daniel Drost
10:15	Legislative Update	Erik Jorgensen
10:30	Qualified Allocation Plan (QAP) Update	Mark Wiesendanger
11:00	HEAP Introduction	Troy Fullmer
11:20	Homeless System Redesign and Current Hotel Situation	Lauren Bustard
	Future Presentations/Topics	All
	<u>Department Reports:</u>	
	Asset Management	
	Communications and Planning	
	Development	
	Energy and Housing Services	
	Finance Monthly Report	
	Financial & Budget Report	
	Finance Delinquency Report & Charts	
	Homeless Initiatives	
	Homeownership	
	Housing Choice Voucher	
	Human Resources & Facilities	
	Information Technology	
	2022 Board Calendar	
	Adjourn (VOTE)	All

*The next meeting of the Board is scheduled for March 15, 2022
virtually and in person at 26 Edison Drive, Augusta, Maine*



Minutes of the Board of Commissioners Meeting January 18, 2022

MEETING CONVENED

A meeting of the Board of Commissioners for MaineHousing convened on January 18, 2022 at the offices of MaineHousing, 26 Edison Drive, Augusta, Maine and virtually. Notice of the meeting was published on January 7, 2022 in Central Maine newspapers. Notice of Board of Commissioners meetings is also on MaineHousing's website at www.mainehousing.org.

Chair Lincoln Merrill called the meeting to order at 9:00 a.m. Chair Merrill, Director Dan Brennan, Commissioner Laura Buxbaum and Commissioner Nancy Harrison attended in person. Commissioner Kevin Joseph and State Treasurer Henry Beck attended remotely due to health concerns. There were no other persons at their location. Commissioner Bonita Usher attended remotely because she was out of state. There were no other persons at her location. Commissioner John Wasileski was absent. There was a quorum present.

PUBLIC ATTENDANCE

Guests and staff present for all or part of the meeting included: Linda Uhl, Chief Counsel; Peter Merrill, Deputy Director; Adam Krea, Senior Director of Finance and Lending; Daniel Drost, Director of Energy and Housing Services; Linda Grotton, Director of Audit and Compliance; Jane Whitley, Director of Human Resources and Facilities; Erik Jorgensen, Senior Director of Government Relations and Communication; Karen Lawlor, Executive Administrator; Tom Cary, Treasurer; Allison Gallagher, Director of Housing Choice Vouchers; Troy Fullmer, Manager of HEAP; Barbara Brann, Emergency Rental Assistance Manager; Scott Thistle, Communications Director; Mark Wiesendanger, Director of Development; Brenda Sylvester, Community Housing of Maine; Robyn Wardell, Community Housing of Maine; Sean Murphy, Spectrum News Maine; Byron Staples, Foothills Management; Frank O'Hara; Elizabeth Dietz; Sonia Barrantes; Renee Lewis; and Gerrylynn Ricker, Paralegal and Note taker.

Director Brennan explained to the Commissioners and attendees that today's meeting could be Chair Linc Merrill and Commissioner Kevin Joseph's last meeting. The Governor has appointed four new Commissioners. Their public hearings are scheduled for January 24th and the Senate would move to confirm them on the 26th. If all goes according to plan, they could be sworn in and attending the February 15, 2022 meeting.

ADOPT AGENDA

Commissioner Harrison made a motion seconded by Commissioner Buxbaum to adopt the January 18, 2022 agenda. The vote carried unanimously.

APPROVE MINUTES OF DECEMBER 21, 2021 MEETING

Commissioner Buxbaum made a motion seconded by Commissioner Usher to accept the December 21, 2021 minutes as written. The vote carried unanimously.

COMMUNICATIONS AND CONFLICTS

Commissioner Harrison stated she is an employee of Bangor Savings Bank and that the bank does participate in programs offered by MaineHousing. Director Dan Brennan let Commissioner Harrison know that she does not need to disclose that at every meeting unless her employer is requiring her to do so.

CHAIR OF THE BOARD UPDATES

None

Director Brennan reported issues, his activities and upcoming matters as follows:

- Director Brennan thanked Chair Merrill and Commissioner Joseph for their assistance and guidance over the years. Director Brennan invited Chair Merrill and Commissioner Joseph to the February meeting for a more formal thank you.
- On behalf of the staff, Director Brennan gave a huge thank you to the Commissioners for the bonus and merit increases. The staff was impacted significantly and they just couldn't thank the Commissioners enough.
- We hit the \$100 Million mark in Emergency Rental Assistance.
- We are in the process of finalizing the paperwork and administrative process with the Department of Administrative and Financial Services for the Maine Jobs and Recovery Act. There are three pots of money allocated from the American Rescue Plan: \$50 Million for workforce housing; \$10 Million for homeless shelters; and \$1.5 Million for housing navigators.
- Communicating with the Governor's office regarding the supplemental budget advocacy for more money for housing and what we could do with the funds other than what we are currently doing now.
- Attended the opening of Freedom Place in Portland. Freedom Place is a recovery home for woman with chronic homelessness or substance use disorder. MaineHousing was not involved in the capital financing of the project but did provide 25 project based vouchers.
- Director Brennan along with people from the Governor's office met with the Knox County Homeless Coalition. A couple philanthropists purchased a couple buildings for the homeless coalition to create 26 units of supportive housing.
- Met with developer Nathan Szanton who has a property where he is envisioning a tax credit project along with co-op housing. We will be involved on the tax credit side.
- Met with Mark Swann, Executive Director, and John Roberts, Chair, of the Board of Preble Street Resource Center. We are moving forward with transforming the day shelter into a permanent shelter.
- Met with the staff of Prosperity Maine, a cultural based organization in Portland that has been working with us on rental assistance.
- There was an article and editorial in the Bangor Daily News regarding the HEAP program. The CAA's are doing the best they can with the COVID restrictions. The program is putting out approximately \$750,000 a week, which serves about 700 to 1000 households.
- Homeless system redesign efforts are continuing. The 9 service hubs are meeting with Community Solutions, the consultant.
- Am going to participate with WCSH and their project HEAT telethon.
- Director Brennan and the Governor's office will be meeting with 300 +/- county and local municipal leaders on how to use the American Recovery Act monies and affordable housing.
- Upcoming events include the Maine Real Estate Developers Association's Spring Forecast conference; the public hearings on the new Commissioners; participating in a webinar with the VERA Institute discussing fair chance housing and civil justice; the annual Association of

General Contractors meeting; presenting the FUSE report to the Legislations Health and Human Services Committee; and the Maine Association of Public Housing Directors quarterly meeting.

- Did a nice press release last week with all the public housing agencies regarding extending the landlord incentives program.
- The Development report shows over 500 units were put on line in 2021, which was an enormous effort by Development, Asset Management and our legal department. We are also in the process of replacing our multi-family computer tracking system.
- Director Brennan brought to the attention of the Commissioners Page 53 of the Board packet shows Homeownership statistics including very interesting data and a wealth of information on one page.

LEGISLATIVE UPDATE

Director of Government Relations, Erik Jorgensen, told the Commissioners that the second session of the 130th Legislature has started and will adjourn in mid-April. There are 154 new bills that were admitted to the process. In addition to the new bills, there are a lot of carry-over bills from the first session. The most important element of this second session is the fact that revenue projections are indicating a gigantic surplus of up to \$800 million in the State budget. Although there are more than a billion dollars in bond proposals including some that touch on housing, because of the amount of surplus, they will probably not pass except possibly for one for roads. There are four or five new housing bills. There are a couple bills dealing with homelessness; one dealing with green building standards; one dealing with general assistance; and there is also the bill that the Speaker is putting together around zoning changes. There are a handful of carry-over bills that touch housing. One bill we are watching seeks to increase the estate tax and direct some of the new money to housing.

QUALIFIED ALLOCATION PLAN (QAP)

Director of Development, Mark Wiesendanger, started his presentation with thanking Chair Merrill and Commissioner Joseph for their time on the Board and for their support over the years. The Qualified Allocation Plan (QAP) is essentially the program guide by which we allocate low income housing tax credits to affordable housing projects. Mark reviewed for the Commissioners his planned timeline for adoption of the QAP. Over this past October, November, and December, he has held meeting with outside partners. He hopes to have a draft guide available by the end of January, internal approval in February, and a Board presentation in March when he'll ask the Board to allow us to commence rulemaking. The public hearing will be in April and we will ask the Board to adopt the rule in May. Mark then described areas of interest including, updating the scoring criteria; TIF scoring; non-amortizing debt, passive house/energy efficiency; maximum per project subsidy; developer and management experience/capacity; and putting project based vouchers in tax credit projects.

HCV LANDLORD PRESENTATION

Emergency Rental Assistance Manager, Barbara Brann, introduced Byron Staples from Foothill Management in Farmington, Maine. Mr. Staples worked with Western Maine Community Action Program in utilizing the Emergency Rental Assistance (ERA) program. Mr. Staples' company owns or manages 238 apartments. He believes the ERA program has been a tremendous asset to him as well as the tenants. He said the on-line application is fantastic and was huge in streamlining the process. All in all, Mr. Staples stated he has been impressed with the system and thinks over time it has gotten better and better. Commissioner Buxbaum asked Mr. Staples if he had an idea of how many tenants have taken advantage of the program. He believed their total utilization of the program was around 10%. His organization has had zero evictions. They work with the tenants to make them aware that this resource is out there. The Commissioners thanked Mr. Staples for his presentation.

FUTURE PRESENTATIONS/TOPICS

The QAP is most forefront and urgent and will be on the Agenda for the next several months.

ADJOURN

Commissioner Joseph made a motion seconded by Commissioner Buxbaum to adjourn the meeting. The meeting was adjourned at 10:30 a.m. by unanimous vote of the Board.

Respectfully submitted,

Kevin P. Joseph, Secretary

HEAP PY2023 Rule and State Plan Review Process Tentative Key Dates

DATE	MILESTONE/KEY EVENT
1/7/2022	Maine Community Action Agency (CAA) Housing and Energy Council Meeting - initial discussions about process and recommendations for PY2023
1/17/2022	Invitation to HEAP Stakeholders' Meeting – Announcement of HEAP Working Group on February 17, 2022, meeting held virtually from 1:00-4:00 p.m.
2/10/2022	All Stakeholders, including CAAs – submit input/recommendations in writing to Troy Fullmer, Manager of HEAP, at tfullmer@mainehousing.org
2/15/2022	Meeting of MaineHousing Board of Commissioners – Introduction of HEAP Rulemaking and State Plan* Review process – <i>agenda will be available on MH's website prior to the meeting</i>
2/17/2022	HEAP Working Group Meeting for stakeholder input. Includes distribution of written input from all stakeholders received by 2/10. Meeting held virtually from 1:00-4:00 p.m.
3/8/2022	Distribute summary of proposed changes and recommendations from Stakeholders to MaineHousing Board of Commissioners
3/15/2022	Meeting of MaineHousing Board of Commissioners – HEAP discussion and Board input - <i>agenda will be available on website prior to meeting</i>
3/31/2022	Written response to CAA Housing and Energy Councils' and HEAP Working Group's recommendations
4/12/2022	Distribution of information to MaineHousing Board of Commissioners – summary of proposed changes and drafts of HEAP Rule and State Plan*
4/12/2022	Submit proposed Rule to Attorney General's Office- notice of rulemaking
4/19/2022	Meeting of MaineHousing Board of Commissioners – Seek approval to commence Rule Making process – <i>agenda will be available on website prior to meeting</i>
4/19/2022	Email Notice of Public Hearing on the Rule with proposed Rule to the Secretary of State's Office
4/27/2022	Interested Parties Mailing – PY2023 State Plan*
5/17/2022	Meeting of MaineHousing Board of Commissioners - Public Hearing: HEAP Rule, PY2023 State Plan* - <i>agenda will be available on website and public notices published prior to meeting</i>
5/27/2022	Comment Period for Public Hearing* submissions ends
6/21/2022	Meeting of MaineHousing Board of Commissioners – Seek approval of Rule and State Plan*
8/8-10, 2022	HEAP CAA Training
8/22/2022	CAAs begin taking PY2022 HEAP Applications
TBD	HEAP Vendor Training

***NOTE:** If it is determined that MaineHousing will seek a waiver to reallocate fuel assistance funding to the weatherization program, this recommendation will be included in public hearings and opportunities and notifications for comment will be provided within the prescribed timeframes.

Asset Management Department Memorandum

To: MaineHousing Board of Commissioners

From: Robert Conroy – Director, Asset Management

Date: February 8, 2022

Subject: February Board Report - Asset Management

Recent Subsequent Loan Program Activity

Asset Management is pleased to report that the MaineHousing Subsequent Loan Program has been utilized to finance the ownership transfers of two large multifamily developments located in Augusta and Portland. The Subsequent Loan Program provides financing options to multifamily borrowers that include favorable rates, flexible terms and many options.

Glenridge Gardens - Augusta

Glenridge Gardens is a 120-unit Family project covering 17 buildings and located on Glenridge Drive in Augusta. Originally developed in the 1970s as a HUD Section 236 property, MaineHousing refinanced the project through the 4% Tax Credit Program in 2004.

There are 24 units under a Section 8 Rental Assistance Contract designated for households at 50% AMI, and 72 units for households at 60% AMI, with 24 additional market units.

The new financing to the buyer will be comprised of the assumption of the existing debt totaling \$4,980,240 and new Subsequent Loan Program debt of \$3,005,520 for a total acquisition price of \$7,985,760.

North Deering Gardens - Portland

North Deering Gardens is a 164-unit Family project located in Portland. It is comprised of 17 buildings containing 36 1-bedroom, 104 2-bedroom and 24 3-bedroom units. 33 of the units target households at 50%AMI, 114 units target households at 60% AMI and 17 are at market.

The Development was acquired in 1998 by Auburn Terrace LLC with financing through the 4% Tax Credit Program. The Seller had been marketing the property over the past year.

Wingate Capital Associates, LLC of Newton, MA, the borrower, entered into a Purchase and Sale Agreement on September 28, 2021, for a purchase price of \$15,500,000 plus project escrows and reserves. The new financing will consist of the assumption of the existing debt in the amount of \$1,640,877, new Subsequent Loan debt of \$12,116,000 and an equity contribution by the buyer totaling \$2,692,071.



Communications & Planning Department Memorandum

To: Board of Commissioners
From: Erik C. Jorgensen
Date: February 8, 2022
Subject: February, 2022 Board Report

WEBSITE REDESIGN PROJECT

MaineHousing is currently working with Rinck Advertising to redesign several areas of our website. The aim is not to redesign the entire website or do a “re-branding”, but to simplify the sitemap and content available. Large websites like ours can easily become bloated and unwieldy. This redesign was planned for two years ago but fell victim to the pandemic and the explosion of new work that our pandemic programs necessitated.

The first goal of the project will be to improve the navigation experience, to assist our site visitors in finding the information that they are looking for.

At the same time we will be updating several of our landing pages to a more streamlined design that provides more content with fewer clicks. This work, under the leadership of Webmaster Amanda Ouellette, will take place throughout 2022.

AN UPDATE ON ERA MARKETING

MaineHousing’s Emergency Rental Assistance (ERA) Program continues to demand significant outreach & marketing efforts. Though we have reported on this topic before, we wanted to draw the board’s attention to recent efforts that have taken place between June of 2021 and mid-January of 2022.

Since its inception in the Spring of 2021, The ERA program (“ERA 1” and “ERA 2”) has distributed more than \$116,000,000 of federal aid to more than 18,570 households in Maine, sheltering close to 20,000 children and 5,000 seniors. More than half of these households have earnings less than 30 percent of their area’s median income.

ERA 2 reaches more people as it offers broader eligibility requirements than ERA1. As we made the transition from the first program to the second, we worked with Rinck Advertising, our marketing agency, to create a new PSA highlighting the expanded eligibility available under ERA 2.

- The PSA ran in two 15 second versions, version 1 and version 2, on WGME, WCSH, WMTW, Fox23, WABI, WLBZ, WVII and WAGM during news hours: morning, noon, and evening.
- The PSA ran on tv for three weeks in each month from September – November of 2021.
- The PSA ran as a bumper advertisement on YouTube. Bumper advertisements appear before videos play.
- A social media ad campaign ran on both Facebook and Instagram with static creative images based on the PSA videos.
- We also ran a search engine marketing campaign from August – November 2021 to insure people searching for any type of rental assistance would see the ERA Program in their search results.

This current marketing effort should be seen in the context of earlier and ongoing efforts to promote the program, which, on account of the number of newly-appointed commissioners we are also summarizing here.

State agency support:

- Information about the program and how to apply went out in the MaineCare email list which goes out to 80k MaineCare participants in March. We will ask them to send another email as a reminder about the program.
- We are actively working with DHHS's Office for Family Independence to get the word out to TANF and SNAP recipients. This includes information on OFI's website, phone recordings for incoming calls/calls in queue, and information provided to ASPIRE participants via the online portal they use to connect with their case managers. We are exploring the possibility of a direct mailing to all TANF and SNAP recipients sometime this summer.
- We shared information and program details with General Assistance (GA) administrators. We will provide information sessions for GA administrators soon.
- We've worked with the Maine Department of Labor and all 68k unemployment claimants received an email about the program. The program is highlighted on the ME Joblinks homepage and is a login message for job seekers on DOL's online platform. We've also provided them with flyers and tenant one-pagers to hang in CareerCenters around the state.

Landlords & property managers:

- We provided information to our HCV landlords about the program and encouraged them to support their tenants' applications.
- We hosted three landlord forums where we had approximately 150 total landlords and property managers in attendance. The forum included a program overview and time to ask questions about the program or discuss related issues or concerns. We also presented at the Biddeford Area Landlord Association in early May.

New Mainer Communities

- Our application and website materials are translated into 8 languages – Arabic, French, Spanish, Lingala, Somali, Portuguese, Khmer, and Vietnamese.
- We've created a flyer and one-page doc for tenants (attached). Both documents were translated into 8 languages (Arabic, French, Spanish, Lingala, Somali, Portuguese, Khmer, and Vietnamese) and we will soon have them in Swahili, Kinyarwanda, Kirundi and Dari/Farsi.
- We recently contracted with the United Somali Women of Maine and Prosperity Maine to provide outreach for the ERA and housing stability services to Maine's immigrant and refugee communities. We will support their outreach work in the communities they will serve. We will provide translated outreach materials to other Ethnic Community Based Organizations and create any additional materials they need.
- We wrote responses to a Q&A about the program for the Maine immigrant newspaper, Amjambo Africa, which ran in April. We will ask them to run an update this summer.

Legislators

- We provided information about the program to Maine legislators provided them with images and sample language to include in their constituent mailings and on social media. Although members of Maine's Congressional delegation have already provided information about the program, we plan to ask each of them to include program info periodically to remind constituents the program is available.

Outreach material distribution

- Our outreach materials (including flyers, social media images and caption language, and information for newsletters and websites) have been provided to:
 - o Family Child Care Association of Maine
 - o Maine Association for the Education of Young Children
 - o The Maine Afterschool Network
 - o Maine People's Alliance
 - o Good Shepherd Food Bank
 - o Maine DOE communications and McKinney Vento Coordinator
 - o Maine Principals Association
 - o Maine Affordable Housing Coalition
 - o CMP
 - o Versant
 - o Maine Coalition Against Sexual Assault
 - o Maine Coalition to End Domestic Violence
 - o Maine Council on Aging
 - o AARP Maine
 - o Maine Immigrant Rights Coalition
 - o Maine Women's Lobby
 - o Maine Justice Action Group
 - o EqualityMaine
 - o Maine's Area Agencies on Aging
 - o Legal Services for the Elderly
 - o Maine Council for Elder Abuse Prevention
 - o Maine's United Ways
 - o Maine Primary Care Association
 - o NAMI Maine
 - o Maine Suicide Prevention Program
 - o Disability Rights Maine
 - o Maine's Public Housing Authorities
 - o MaineTransNet
 - o Maine Council of Churches
 - o Maine Health Equity Alliance
 - o Maine's United Ways
 - o Maine Municipal Association
 - o Maine Bureau of Veterans' Service

- We worked with both Versant and CMP on outreach efforts in addition to those described above. Both companies are providing information about the program to their customers, including (but not limited to) in utility statements/bills, via email, as a phone recording when a customer is on hold, and through their social media platforms.

Community Action Agencies

- The CAAs are doing their own local marketing and outreach and we provided support when necessary. This includes presentations to local groups, radio and TV interviews, localized press releases, and other grassroots marketing and outreach work.

As we move forward, we plan to repeat many of the aforementioned items and continue to engage more people, organizations, and agencies as we can.

OTHER DEPARTMENT ACTIVITIES FOR FEBRUARY

- We are in the initial stages of setting up a series of focus groups with households involved with the HEAP program. We feel that the information gathered in these forums will be instrumental in helping us create a better-known and more responsive program.
- We have established a task force to work on issues of data sharing with Maine DHHS. This is ongoing work that has been made complicated by DHHS' transition to a new computer system.
- We will be holding an online stakeholder workshop on February 28 in conjunction with the Vera Institute of Justice to explore possible steps for the state to take around the contentious issue of "fair chance housing" – the challenges of finding housing for people who have had involvement with the justice system.
- This year's rental housing market rate survey will be getting underway later this month. The work was subject to pandemic-related delays and so will include information on what landlords were changing last year and how those rents have changed.



Development Department Memorandum

To: MaineHousing Board of Commissioners
From: Mark C. Wiesendanger, Director of Development
Date: February 15, 2022
Subject: Monthly Report

Affordable Homeownership Program

On January 26, MaineHousing released the new Affordable Homeownership Program. This new program is a much improved version of our Affordable Subdivision Program. It provides zero percent interest, forgivable loans intended to help lower the costs to developers building single-family subdivisions, so that they in turn will sell new, more efficient homes at lower prices. The State of Maine made \$10 million, from the American Rescue Plan Act, available for the program. We have seen great interest and expect our first applications to come in soon.

Recovery Housing Program

On January 24, MaineHousing made \$875,000 of 2020 federal Recovery Housing Program (RHP) funds available to help combat the record numbers of overdoses and deaths from substance abuse. Qualified developers can use the funds to produce, preserve and/or rehabilitate transitional rental housing for households in recovery from a substance use disorder who are low- or moderate-income.

2023-2024 Qualified Allocation Plan (QAP)

After external and internal discussions, Development is drafting the next QAP. We intend to present the draft to the Board of Commissioners a Board in March. Below is the schedule of QAP milestones as currently planned.

Activity	Date
Draft for internal circulation	February
Discussion with Board	March
Draft to external partners	March
Draft to Board	April
Rule-making	April
Public Hearing	May
Board Adoption	June
Publish	June

Pre-applications Deadline	July
Applications Deadline	September
Scoring	September/October
Conversations with Developers	October
Awards/Results	November

Staff

We currently have open positions for a Multifamily Loan Officer and a Development Assistant.

Energy & Housing Services Department Memorandum

To: MaineHousing Board of Commissioners
From: Daniel Drost, Director of Energy and Housing Services
Date: February 18, 2022
Subject: EHS Monthly Report – February, 2022

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

PRODUCTION STATISTICS FOR PROGRAM YEAR 2022 (BEGUN AUGUST 23, 2021)

Number of Applications	PY 2022 THRU 2/4/2022	PY 2021 THRU 2/4/2021	+/-	% change
Total Applications Taken	35,786	36,770	-984	-2.7%
Confirmed Eligible/Paid	21,075	21,552	-477	-2.2%
Pending (in process)	10,854	10,438	416	4.0%
Other (ineligible, denied, void, etc.)	3,857	4,780	-923	-19.3%

HOME ENERGY ASSISTANCE PROGRAM (HEAP):

HEAP application process changes to gain efficiencies: Effective as of February 7, 2022, Community Action Agencies (CAAs) may utilize an abbreviated HEAP application process with certain groups of returning HEAP applicants: households with fixed incomes or living in subsidized housing with heat included. The streamlined method is intended to help expedite the process for some applicants, thereby opening up time for CAAs to take more applications sooner than later.

In November 2021, MaineHousing became aware that some CAAs may be booking HEAP application appointments several months out. MaineHousing was aware of the fact that CAAs had been challenged with adequate staffing, which has been largely impacted by COVID-19. Select EHS personnel held one-on-one meetings with each CAA HEAP Manager in early December 2021. The purpose of the meetings was to hear directly from each CAA regarding how far they were booking out HEAP application appointments; challenges with getting people in for appointments in a timely manner; and to discuss possible ways to help address the “bottleneck” of application appointments. Ideas that were introduced and discussed to possibly address the wait time and backlog of HEAP appointments included developing an abbreviated HEAP application process for individuals on fixed incomes. The majority of CAAs indicated they saw value in looking at ways to develop a streamlined application processes for households on fixed incomes and households living in subsidized housing with heat included.

EHS worked with CAA input to develop an abbreviated HEAP application process that includes tailoring/limiting the questions asked during the intake process, and reducing paperwork returned by the applicant to the CAA. EHS will seek input from the CAAs regarding the number of application appointments that are completed utilizing the refined application process along with any related challenges or successes encountered.

Initial Planning for Program Year 2023: Energy and Housing Services Department (EHS) personnel engaged in several activities over the past few month to gear up for next year’s HEAP season. Tentative Key Dates for the HEAP Program Year 2023 Rule and State Plan review process were reviewed with Community Action Agency (CAA) Energy and Housing Councils during their monthly meeting on December 3, 2021 and the Key Dates were more broadly distributed to CAA Executive Directors via email on January 3, 2022. During the week of December 6, 2021, members of EHS Management and a HEAP Compliance Program Officer held separate meetings with each CAA HEAP Manager. The purpose of these meetings was to find out the current state with taking HEAP applications, to discuss challenges with serving households in a timely and efficient manner, and to discuss possible program changes that could help support more efficiencies with the HEAP application process.

EHS Energy Personnel held an annual planning and calendaring meeting on January 5, 2022, which included some prioritization of activities for the next program year. EHS Energy personnel had initial HEAP PY2023 planning discussions with the CAA Energy and Housing Councils during their meeting on January 7, 2022, and input gathered during this meeting will be taken into consideration as the annual planning process moves forward. EHS is preparing for an annual HEAP Stakeholders meeting, being held on February 17, 2022, with the meeting announcement being sent out to HEAP Stakeholders, including participating HEAP vendors on January 14, 2022. All of these activities are steps leading to proposed changes in the HEAP Rule and State Plan that will be presented to the MaineHousing Board of Commissioners during their March 2022 meeting.

ARSENIC ABATEMENT PROGRAM:

In 2016, MaineHousing received funding from the State to establish a program to increase the affordability of water treatment filtration systems for low-income households with arsenic contaminated private wells. MaineHousing’s Arsenic Abatement Program provides grants to eligible single-family homeowners or landlords with private well water that shows evidence of high levels of arsenic contamination. Abatement is important to provide clean drinking water to lower-income households, especially those with children under 7 years of age or pregnant women who live or spend a considerable amount of time in the house.

Since the inception of this program, MaineHousing has tested 486 private wells and installed 662 water treatment filtration systems.

ARSENIC ABATEMENT PROGRAM Filtration System Installed by Year	
Year	Number of Installations
2016	16
2017	49
2018	184
2019	197
2020	130
2021	86
2022	0
<i>Total</i>	<i>662</i>

ELDERLY HOME MODIFICATION PROGRAMS:

MaineHousing’s Elderly Home Modification Program (EHMP) provides grants to eligible elderly homeowners to enable them to remain in their homes. Through low-cost, high impact home modifications and limited repairs the goal of the program is to increase safety and reduce older adults’ risk of falling.

MaineHousing is funding the Elderly Home Modification Grant programs using the recently awarded \$1 million grant from the U.S. Department of Housing and Urban Development (HUD) for the Older Adult Home Modification Program (OAHM) and MaineHousing allocated \$1,000,000 from State HOME funds for the Community Aging in Place Program (CAIP).

EHS sent a Request for Qualifications (RFQ) statewide seeking experienced, qualified, and professional organizations to administer a the OAHM and/or the CAIP Program. The deadline for response is February 25, 2022.

LEAD PAINT HAZARD REDUCTION PROGRAMS:

MaineHousing’s HUD Lead Hazard Reduction Program (LHR) period of performance is February 3, 2020 through August 3, 2023. The LHR provides grants to homeowners and owners of rental properties in Maine to help make their homes and rental properties lead safe. Priority for these program funds are granted to abatement projects for housing in which a child resides and who has been determined to have an elevated blood lead level. The Lead program administered by three Community Action Agencies (Aroostook County Action Program, Community Concepts, Inc., and Penquis Community Action Program).

In 2019, MaineHousing was awarded \$3.8 million from the U.S. Department of Housing and Urban Development for the Lead Hazard Reduction Program (LHR) to complete lead hazard reduction statewide in 240 units. The period of performance for this program is February 3, 2020 through August 3, 2023.

FEDERAL LEAD HAZARD REDUCTION PROGRAM				
Total Units By Status and Agency				
	ACAP	CCI	PCAP	Total
Complete	1	40	26	67
Declined	0	4	8	12
Under Contract	3	66	47	116
Approved ER	3	0	0	3
Total	7	110	81	198

In November 2018, MaineHousing received \$4 million from the state to fund the State Lead Hazard Reduction Program (N261) to complete lead hazard reduction statewide in 190 units. The period of performance for this program is November 1, 2018 through October 31, 2022.

STATE LEAD HAZARD REDUCTION PROGRAM				
Total Units By Status and Agency				
	ACAP	CCI	PCAP	Total
Complete	2	108	62	172
Declined	0	0	0	0
Under Contract	3	6	9	18
Out to Bid	0	0	0	0
SHPO	0	0	0	0
<i>Total</i>	<i>5</i>	<i>114</i>	<i>71</i>	<i>190</i>

Finance Department Memorandum

To: Board of Commissioners
From: Darren R. Brown
Date: February 8, 2022
Subject: Monthly Activity Report – Finance Department

ACCOUNTING AND FINANCIAL REPORTING:

- During the month of January, the Accounting & Financial Reporting (AFR) staff worked on the year-end closing process and completed numerous schedules and work papers in preparation for MaineHousing’s annual audits. A first draft of the December 31, 2021 financial statements was also completed. Baker Newman & Noyes (BNN), the agency’s external auditors, began the final phase of the financial statements audit on January 31st. An audit team will be working on this audit through the end of March.

This year’s audit approach is similar to prior years. The auditors will first perform an audit of the financial statements and then work on the federal compliance (OMB A-133) audit. The financial statements audit needs to be completed and submitted to our Trustee by the end of March and the A-133 compliance audit should be completed by the end of June. Much of the audit work will again be performed remotely because of COVID-19.

- Work on the federal compliance (OMB A-133) audit for the year ended December 31, 2020 has been completed and the final audit reports are to be issued within the next week. BNN has provided a draft report, which contained an unmodified (a.k.a. “clean”) auditors’ opinion, which means that MaineHousing has administered the federal programs in compliance with federal guidelines and requirements. The final audit reports will be included in next month’s packet.

The federal compliance audit typically needs to be completed and filed with the Federal Single Audit Clearinghouse and the HUD Real Estate Assessment Center (REAC) within nine months after year end. However, because of COVID-19, automatic extensions of up to six months are permitted for 2020 audits. The significant increase in new federal programs and staff turnover at BNN contributed to some delays with this audit.

- The AFR staff also worked with several departments throughout January to assist them with verifying and reconciling funds and compiling various data required for year-end program reporting. In addition, staff assisted with compiling and reviewing information for the State OPEGA reporting requirements associated with procurements and contributions. MaineHousing is required to report to the State all procurements exceeding \$10,000 where competitive procurement was waived or not required, as well as all contributions greater than \$1,000.

LOAN ADMINISTRATION:

- The Loan Administration Department also spent a significant portion of January working on year-end closing activities for 2021 and completed various year-end reporting requirements. The Loan Administration Department is an integral part of the year-end audit process and is required to prepare

numerous confirmations and schedules for the auditors. Many of MaineHousing's multifamily borrowers are also undergoing audits and Loan Administration staff have prepared responses to a number of borrower audit confirmation requests.

- Several staff members attended the National Council of State Housing Agencies (NCSHA) HFA Institute conference, which was held virtually again this year. This is an annual meeting of state housing finance agencies that provides trainings and advice on various federal and affordable housing programs. This year's conference also included recent legislative and regulatory actions and insights into what to expect from the Biden Administration and Congress in 2022.
- The Loan Administration staff performs an annual Quality Control Review of the Housing and Urban Development (HUD) and Rural Development (RD) portfolio of loans that are sub-serviced by the agency's primary single-family loan servicer, Mortgage Servicing Solutions (MSS). This is a system and operational review of MSS's servicing procedures and it entails conducting interviews with MSS's key personnel to ensure staff are knowledgeable of HUD and RD servicing requirements and that they are adhering to their respective processing guides. It also involves performing individual loan file reviews to confirm that MSS is compliant with federal guidelines and that the procedures they have in place are sufficient and proper. The 2021 review was completed in January and there were no material findings reported.



Finance Department Memorandum

To: Board of Commissioners
From: Darren R. Brown
Date: February 8, 2022
Subject: Monthly Financial and Budget Report

The following are preliminary financial and budget results for the year ended December 31, 2021. The year-end closing procedures and audit have not been completed. A final report with more detailed analyses will be provided and reviewed with the Board of Commissioner's after the audit has been completed.

FINANCIAL RESULTS

Attached are the preliminary Balance Sheets and Statements of Revenues, Expenses, and Changes in Net Assets for the year ended December 31, 2021.

MaineHousing's programs are accounted for in Fund Groups, based on funding sources. For financial reporting purposes, each Fund Group is a separate and standalone entity. There are seven Fund Groups and the individual Balance Sheets and Statements of Revenues, Expenses and Changes in Net Assets for each are presented in columns on the attachments (pages 1 and 2). The following is a summary of MaineHousing's total combined financial position and operating results for the current year and a brief explanation for the changes between the current and prior year net operating results.

Total combined assets are approximately \$2 billion and total combined liabilities are \$1.63 billion. Total net assets amount to approximately \$406 million. Total combined revenues approximate \$441.4 million and total expenses amount to \$415.2 million, which results in net operating income of \$26.2 million. For the year ended 2020, total combined net operating income was \$11.2 million. Net operating income is \$15 million higher for 2021 and the increase is attributed primarily to the following:

The HOME Fund has net operating income of \$16.6 million, which is an increase of \$12.3 million compared with net operating income of \$4.3 million in 2020. MaineHousing's portion of the real estate transfer taxes received from the State are accounted for in this Fund Group. The increase in net operating income is due to higher real estate transfer tax receipts and timing differences with the expending of funds and the recognition of grant expenses. Income from the State is \$6.8 million higher, while program grant expenditures are \$5.5 million lower in 2021.

The net operating income for the Mortgage Purchase Fund (MPP), MaineHousing's largest fund group, is approximately \$4.6 million compared to net operating income of \$2.8 million in 2020. Net operating income include amounts for changes in the carrying values of non-mortgage investments. A paper loss of \$1 million was recognized in 2021, which is an increase of approximately \$0.8 million compared to the paper loss of \$0.2 million recorded in 2020. The change associated with the recording of paper gains and losses is attributed to interest rate changes during the year.

The recording of paper gains and losses is required for accounting purposes. However, because MaineHousing does not actively buy and sell related investments, actual gains and losses will not occur and

these amounts are ignored by the rating agencies, bond analysts, and management when assessing profitability.

Excluding the paper losses, MPP's net operating income is \$5.6 million as of December 31, 2021 compared to \$3 million for 2020. This \$2.6 million increase is due to higher fee income from multifamily loan originations and gains associated with the redemption of bonds. Fee income increased by \$0.9 million due to a higher volume of multifamily loan originations and gain on redemptions increase by \$0.4M. Program administrative expenses were also lower in 2021. Single-family loan origination and bond issuance costs were lower by a combined amount of \$0.9 million due to a lower volume of single-family loan purchases and expenses associated with single-family loan defaults were below last year's amounts by \$0.1 million due to lower delinquencies and foreclosure activities.

BUDGET RESULTS

Also attached are the preliminary budget variance results for the year ended December 31, 2021. Additional analysis and variance explanations will be provided once the audit has been completed and the final budget results are available.

OPERATING REVENUES AND EXPENSES BUDGET

MaineHousing has two primary business segments, which consist of mortgage lending activities and the administration of federal and other programs. All operating and program administrative costs are paid by either the net interest income from mortgage lending activities, which is the difference between interest income earned from mortgage and non-mortgage investment assets and the interest paid on bonds, or fee income received for the administration of federal and other programs.

The Operating Revenues and Expenses Budget, **Attachment A**, presents the revenues available to pay operating and administrative expenses. It also presents the aggregate operating and administrative expenses. Total budgeted revenues for 2021 are \$76.4 million and total expenses are budgeted at \$71.6 million. Total revenues as of December 31, 2021 amount to \$74.5 million, while total expenses amount to \$68.3 million. Revenues exceed expenses by approximately \$6.2 million for the year, which is \$1.3 million higher than the budget amount.

Revenues were under budget due to lower interest income from mortgage and non-mortgage investments. Interest rates decreased during the year and average yields from investments were lower than projected. Interest income from mortgages was below budget due to lower than projected average yields and outstanding loan balances. Balances were lower due mainly to a high volume of single-family loan prepayments caused by the low interest rate environment and a lower volume of loan purchases.

Expenses were below budget due to lower interest and other program administrative expenses. Interest expense was below budget as a result of lower interest rates on new bond issues. In addition, a large amount of outstanding bonds were either redeemed prior to their maturity dates or refunded at a lower rate. This action lowered average rates and outstanding obligations. The operating and other program administration expenses (the first two expense lines) are detailed on **Attachment B** and summarized below.

OPERATING AND OTHER PROGRAM ADMINISTRATIVE EXPENSES

MaineHousing's overhead and operational costs for the year as well as other program administrative expenses, which are costs that are specifically and exclusively related to a particular program, are itemized on **Attachment B**.

Operating expenses were budgeted at \$19.5 million for 2021. Total actual expense amounted to \$19.8 million and were over budget by \$0.3 million or 1%. The overage is attributed to higher salaries and benefits expenses as a result of an increase in staff. Additional staff were needed due to a substantial increase in program activities as a result of an unprecedented amount of federal funds provided in response to the pandemic. The federal funds provided additional administrative fee income to pay for related operating costs. The overage with operating expenses was offset by lower program administrative expenses.

Other Program Administrative expenses were budgeted at \$8.9 million for 2021. Total actual expenses amounted to \$7.3 million and were under budget by \$1.6 million or 18%. The underage is due to lower than projected delinquency and foreclosure activities and lower related expenses. Loan origination and servicing expenses were below budget due to lower outstanding single-family loans as a result of a lower volume of new loans. Bond issuance expenses were also below budget due to a lower than projected number of bond issues during the year.

CAPITAL BUDGET

The Capital Budget, **Attachment C**, presents items that provide an economic benefit to MaineHousing over a period of time. Items are recorded as assets and depreciated over their estimated useful life. The total authorized capital budget for 2021 was \$385,000 and expenditures amounted to \$327,000 for the year. Capital expenditures were mainly for software upgrades to the Hancock systems used to administer the federal LIHEAP and Weatherization programs and window shades for the office building.

The Hancock system upgrades were over budget because of modifications needed to accommodate requirements associated with the unanticipated COVID-19 supplemental LIHEAP funds that were made available in 2021. The federal supplemental funds provided additional administrative fees to pay for the required modifications.

The acquisition of the enterprise multi-family housing system and several other software items were not be acquired as planned and most amounts were carried forward to the 2022 Capital Budget.

MEMBERSHIPS, DUES AND SPONSORSHIPS

In accordance with MaineHousing's Contributions Policy, all payments for memberships, dues and sponsorship are required to be reported to the Commissioners each month as part of the budget variance reports. **Attachment D** presents an itemized listing of the membership, dues, and sponsorship expenses as of December 31, 2021.

MAINE STATE HOUSING AUTHORITY
BALANCE SHEETS
DECEMBER 31, 2021
(IN THOUSANDS OF DOLLARS)

	Memorandum Only Combined Totals		Mortgage Purchase Fund Group	Bondholder Reserve Fund	General Fund	HOME Fund	Federal Programs Fund	Other Funds	Maine Energy Housing & Economic Recovery Funds
	2020	2021							
ASSETS:									
Cash, principally time deposits	42,747	65,418	23,246	1	36,134	1	6,036	0	0
Investments	462,334	492,367	391,137	7,998	8,380	33,760	0	7,974	43,118
Accounts receivable - Federal	8,472	18,568	0	0	0	0	18,568	0	0
Accrued interest and other assets	19,660	18,084	9,694	0	93	6,853	1,408	0	36
Mortgage notes receivable, net	1,459,696	1,410,453	1,367,206	0	4,668	28,960	0	0	9,619
Other notes receivable, net	214	65	0	0	65	0	0	0	0
Land, equipment and improvements, net	18,239	17,632	22	0	17,610	0	0	0	0
Other real estate owned	9	70	8	0	62	0	0	0	0
Accumulated decrease in fair value of hedging derivatives	18,409	9,393	9,393	0	0	0	0	0	0
Deferred pension expense	577	1,123	580	3	113	0	0	427	0
Deferred amount on debt refundings	3,120	2,665	2,665	0	0	0	0	0	0
Total Assets	2,033,477	2,035,838	1,803,951	8,002	67,125	69,574	26,012	8,401	52,773
LIABILITIES AND NET ASSETS:									
Accrued interest payable	5,623	4,818	4,760	0	0	0	0	0	58
Accounts payable - Federal	355	354	0	0	0	0	354	0	0
Accounts payable & accrued liabilities	6,653	11,472	137	1	4,703	1,876	4,755	0	0
Unearned income	17,662	28,749	0	0	0	0	15,479	13,270	0
Net pension liability	2,819	(217)	(112)	(1)	(22)	0	0	(82)	0
Deferred pension credit	243	3,159	1,632	10	317	0	0	1,200	0
Derivative instrument - interest rate swaps	18,409	9,393	9,393	0	0	0	0	0	0
Interfund	0	0	3,703	17	9,163	(8,510)	583	(5,022)	66
Mortgage bonds and notes payable, net	1,600,739	1,571,645	1,498,744	0	14,876	0	0	0	58,025
Deferred grant income	737	0	0	0	0	0	0	0	0
Deferred loan origination points	23	16	16	0	0	0	0	0	0
Total Liabilities	1,653,263	1,629,389	1,518,273	27	29,037	(6,634)	21,171	9,366	58,149
NET ASSETS:									
Restricted Net Assets	343,315	368,361	285,678	7,975	0	76,208	4,841	(965)	(5,376)
Unrestricted Net Assets	36,899	38,088	0	0	38,088	0	0	0	0
Total Net Assets	380,214	406,449	285,678	7,975	38,088	76,208	4,841	(965)	(5,376)
Total Liabilities and Net Assets	2,033,477	2,035,838	1,803,951	8,002	67,125	69,574	26,012	8,401	52,773

MAINE STATE HOUSING AUTHORITY
STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2021

(IN THOUSANDS OF DOLLARS)

	<u>Memorandum Only Combined Totals</u>		<u>Mortgage Purchase Fund Group</u>	<u>Bondholder Reserve Fund</u>	<u>General Fund</u>	<u>HOME Fund</u>	<u>Federal Programs Fund</u>	<u>Other Funds</u>	<u>Maine Energy Housing & Economic Recovery Funds</u>
	<u>2020</u>	<u>2021</u>							
REVENUES:									
Interest from mortgages and notes	62,520	60,094	59,672	0	318	63	0	0	41
Income from investments	2,305	1,200	1,174	2	10	6	1	3	4
Net increase (decrease) in the fair value of investments	(231)	(1,028)	(1,029)	0	1	0	0	0	0
Fee income	9,638	12,260	1,507	0	1,003	0	9,359	381	10
Other revenue	1,351	307	77	0	183	47	0	0	0
Grant income	83,871	225,002	0	0	0	2,554	220,430	2,018	0
Income from State	25,637	32,855	0	0	0	28,536	0	0	4,319
Federal rent subsidy income	107,533	109,878	0	0	0	0	109,878	0	0
Gain on bond redemption	403	888	798	0	0	0	0	0	90
Total Revenues	293,027	441,456	62,199	2	1,515	31,206	339,668	2,402	4,464
EXPENSES:									
Operating expenses	19,057	19,087	0	0	19,087	0	0	0	0
Other program administrative expenses	6,037	5,617	4,825	0	7	0	423	252	110
Mortgage servicing fees	1,705	1,729	1,713	0	16	0	0	0	0
Provision for losses on loans	181	17	0	0	11	0	0	6	0
Losses on foreclosed real estate	0	(58)	(58)	0	0	0	0	0	0
Interest expense	45,725	42,022	41,274	0	0	0	0	0	748
Grant expense	101,839	237,680	0	0	0	14,616	220,977	2,018	69
Federal rent subsidy expense	107,331	109,127	0	0	0	0	109,127	0	0
Allocated operating costs	0	0	9,858	58	(17,345)	0	7,366	63	0
Total Expenses	281,875	415,221	57,612	58	1,776	14,616	337,893	2,339	927
Net Operating Income (Loss)	11,152	26,235	4,587	(56)	(261)	16,590	1,775	63	3,537
Transfers between funds, net	0	0	0	0	1,450	100	(1,550)	0	0
Change in net assets	11,152	26,235	4,587	(56)	1,189	16,690	225	63	3,537
Net assets at beginning of year	369,062	380,214	281,091	8,031	36,899	59,518	4,616	(1,028)	(8,913)
Net assets at end of year	380,214	406,449	285,678	7,975	38,088	76,208	4,841	(965)	(5,376)

**MAINE STATE HOUSING AUTHORITY
OPERATING REVENUES AND EXPENSES BUDGET VARIANCE REPORT
FOR THE YEAR ENDED DECEMBER 31, 2021**

(IN THOUSANDS OF DOLLARS)

	Mortgage Lending Activities Actual	Federal & Other Program Administration Actual	Total Combined Actual	Total Annual Budget	Total Under/(Over)	% Variance
REVENUES:						
Interest from mortgages and notes	59,990	0	59,990	64,025	4,035	6%
Income from investments	1,186	4	1,190	1,500	310	21%
Fee income	2,510	9,740	12,250	10,764	(1,486)	(14%)
Other revenue	1,058	0	1,058	140	(918)	(656%)
Total Revenues	64,744	9,744	74,488	76,429	1,941	3%
EXPENSES:						
Operating expenses	12,257	7,495	19,752	19,462	(290)	(1%)
Other program administrative expenses	6,514	791	7,305	8,859	1,554	18%
Interest expense	41,274	0	41,274	43,270	1,996	5%
Total Expenses	60,045	8,286	68,331	71,591	3,260	5%
Excess Revenues Over Expenses	4,699	1,458	6,157	4,838	(1,319)	(27%)

**MAINE STATE HOUSING AUTHORITY
OPERATING AND OTHER PROGRAM ADMINISTRATIVE EXPENSES
FOR THE YEAR ENDED DECEMBER 31, 2021**

ATTACHMENT B

	Total Budget	Total Actual	\$ Variance Under(Over)	% Variance Under(Over)
Operating Expenses				
1. Salaries	10,777,009	11,215,293	(438,284)	(4%)
2. Payroll taxes	788,606	854,728	(66,122)	(8%)
3. Retirement	1,065,276	1,092,228	(26,952)	(3%)
4. Health, dental and other insurance benefits	2,619,299	2,607,163	12,136	0%
5. Other fringe benefits	10,000	9,608	392	4%
6. Office supplies	54,095	54,289	(194)	(0%)
7. Printing	69,879	68,709	1,170	2%
8. Membership, dues and fees	61,745	53,433	8,312	13%
9. Subscriptions	22,660	19,896	2,764	12%
10. Sponsorships	13,500	7,500	6,000	44%
11. Staff Education/Training/Conferences	114,176	97,654	16,522	14%
12. Travel/Meals - Staff Educ/Train/Conferences	74,801	4,800	70,001	94%
13. Partner/Client Trainings/Meetings	56,672	45,959	10,713	19%
14. Travel/Meals - Partner/Client Train/Meetings	46,325	15,838	30,487	66%
15. Staff events	10,225	12,284	(2,059)	(20%)
16. Meals - staff events	16,175	5,504	10,671	66%
17. Leased vehicles	141,429	128,224	13,205	9%
18. Computer supplies	19,300	33,396	(14,096)	(73%)
19. Software licenses SAAS	177,415	188,659	(11,244)	(6%)
20. Computer maintenance contracts	622,493	628,855	(6,362)	(1%)
21. Property expenses - new office building	410,779	416,582	(5,803)	(1%)
22. Interest expense - new office building	491,495	491,522	(27)	(0%)
23. Depreciation	940,000	932,522	7,478	1%
24. Rent-Other	34,130	35,576	(1,446)	(4%)
25. Telephone	125,384	123,032	2,352	2%
26. Employment advertisements	3,400	3,674	(274)	(8%)
27. Postage and shipping	97,050	109,199	(12,149)	(13%)
28. Insurance	90,935	80,440	10,495	12%
29. Recording fees	1,300	730	570	44%
30. Payroll services	36,075	40,717	(4,642)	(13%)
31. Audit services	153,800	145,800	8,000	5%
32. Professional services	316,088	228,452	87,636	28%
Total Operating Expenses	19,461,516	19,752,266	(290,750)	(1%)
Other Program Administrative Expenses				
1. Loan foreclosure expenses	200,000	47,874	152,126	76%
2. REO expenses	50,000	3,794	46,206	92%
3. Provision for losses on loans and REOs	175,000	(40,182)	215,182	123%
4. Mortgage servicing fees	1,820,000	1,728,664	91,336	5%
5. Loan origination expenses	3,000,000	2,116,099	883,901	29%
6. Bond issuance expenses	900,000	665,876	234,124	26%
7. Trustee/Bank fees	158,000	161,408	(3,408)	(2%)
8. Program advertising/printing	195,665	310,480	(114,815)	(59%)
9. Bond and mortgagee insurance	15,200	15,872	(672)	(4%)
10. Variable rate bond remarket/liquidity facilities	1,175,000	1,078,009	96,991	8%
11. Cash flow/arbitrage/swap consultants/legal	600,000	666,224	(66,224)	(11%)
12. Homebuyer education	110,000	113,600	(3,600)	(3%)
13. Program administrator fees	447,000	437,841	9,159	2%
14. Section 8 security deposits/landlord incentives	13,000	0	13,000	100%
Total Other Program Administration Expenses	8,858,865	7,305,559	1,553,306	18%
Total Operating and Administrative Expenses	28,320,381	27,057,825	1,262,556	4%

**MAINE STATE HOUSING AUTHORITY
CAPITAL BUDGET
FOR THE YEAR ENDED DECEMBER 31, 2021**

ATTACHMENT C

Description	Total Budget	Total Actual	\$ Variance Under(Over)	% Variance Under(Over)
Computer Hardware:				
Network backup hardware - Data Domain	50,000	0	50,000	
Laptops	18,000	16,232	1,768	
Total computer hardware	<u>68,000</u>	<u>16,232</u>	<u>51,768</u>	<u>24%</u>
Computer Software:				
Enterprise multi-family housing system	170,000	0	170,000	
Coordinated Entry Portal - client list software homeless programs	10,000	0	10,000	
Mobile device management system	5,000	0	5,000	
Website redesign	27,000	28,680	(1,680)	
Hancock system upgrades (LIHEAP & Wx Programs)	50,000	220,850	(170,850)	
Salesforce software upgrades (Lead Program)	10,000	0	10,000	
Single Family loan servicing system modifications	10,000	2,508	7,492	
Community Outreach Dashboard	25,000	0	25,000	
Emphasys (AOD) Single Family lender (LOL) & tracking (LT) systems modifications	10,200	4,875	5,325	
Total computer software	<u>317,200</u>	<u>256,913</u>	<u>60,287</u>	<u>81%</u>
Office Building:				
Window Shades	0	53,379	(53,379)	
	<u>0</u>	<u>53,379</u>	<u>(53,379)</u>	<u>N/A</u>
Total	<u><u>385,200</u></u>	<u><u>326,524</u></u>	<u><u>58,676</u></u>	<u><u>85%</u></u>

**MAINE STATE HOUSING AUTHORITY
MEMBERSHIPS, DUES, AND SPONSORSHIPS
FOR THE YEAR ENDED DECEMBER 31, 2021**

Description	Amount
Memberships and Dues	
Kennebec Valley Board of Realtors - annual affiliate membership	171
Maine Association of Mortgage Professionals - annual membership	375
Maine Bankers Association - annual affiliate membership	950
Maine Real Estate Management Association - annual membership	125
National Leased Housing Association - annual membership	600
National Association for State Community Services Programs - annual membership	2,603
National Energy Assistance Directors' Association - annual membership	6,341
International Code Council - annual membership	145
Construction Specifications Institute - employee annual membership	325
Council of State Community Development Agencies - annual membership	1,500
Maine Real Estate & Development Association - annual membership	1,200
National Affordable Housing Management Association - affiliate membership	1,075
Maine Department of Environmental Protection - lead inspector license renewal	200
Association of Government Accountants - (6) employee annual memberships	660
American Payroll Association - employee annual membership	261
Society for Human Resource Management - employee annual membership	219
HR Certification fee - employee certification	169
Institute of Internal Auditors - employee annual membership	175
Association of Certified Fraud Examiners - (2) employee annual membership	420
Maine Public Relations Council - employee annual membership	90
American College of Mortgage Attorneys - employee dues	525
Board of Overseers of the Bar - (6) employee annual registration	1,840
Maine State Bar Association - (3) employee annual memberships	520
American Bar Association - (1) employee annual membership	275
Access to Maine State House - employee	125
American College of Real Estate Lawyers - employees dues	225
Maine Society of CPAs - employee annual membership	250
Maine State Treasurer - employee annual CPA license renewal	35
Maine Building Officials and Inspectors Association - (6) employee membership	240
passivhausMaine - employee annual membership	175
Mortgage Bankers Association - annual affiliate membership	1,350
Notary Public - (2) employee renewal fee	100
Credit Builders Alliance, Inc - annual membership	795
National Council of State Housing Agencies - annual membership	29,372
Total	<u>\$ 53,432</u>
Sponsorships	
New England Resident Service Coordinator - conference sponsor	3,000
Maine Resident Service Coordinator Association - annual sponsor	2,500
GrowSmart Maine - conference sponsorship	1,500
Maine Council on Aging - Wisdon Summit	500
Total	<u>\$ 7,500</u>



Finance Department Memorandum

To: Board of Commissioners
From: Darren Brown
Date: February 3, 2022
Subject: Monthly Delinquencies Report

MULTI-FAMILY DELINQUENCIES

The Multi-Family portfolio totals \$699 million with 1,202 loans as of January 31, 2022. There are no 60+ days delinquent loans, as shown in *Exhibit 1*. The Multi-Family delinquency rate is benchmarked against MaineHousing's historical rates, as shown in *Exhibit 2*.

SINGLE-FAMILY DELINQUENCIES

The Single-Family portfolio totals \$887 million with 9,750 loans as of December 31, 2021. The over 60-day delinquencies increased from 2.97% to 3.00%, and the in-foreclosures increased from 0.44% to 0.54%. The over 60-day delinquencies amount to \$27 million, with approximately \$5 million representing accounts in foreclosure. The over 60-day and in-foreclosure historic rates are shown in *Exhibit 4*. MaineHousing's overall delinquency rate by loan dollars is 3.00%; and the overall delinquency rate by loan count is 3.22%. As reflected in *Exhibit 5*, the overall delinquency rate by loan count is below the delinquency rate for all Maine Loans.

Servicer Delinquencies – As of December 31, 2021, Bank of America (BOA) had the highest overall delinquency rate of 17.03%, with an in-foreclosure rate of 2.89%. BOA's high delinquency rate is due to the small size of their portfolio. The portfolio consists of approximately 100 loans, of which thirteen loans are in forbearance due to COVID-19 financial hardship.

Delinquencies for our largest servicer, Mortgage Servicing Solutions, increased from 3.52 to 3.58%, while the in-foreclosure rate increased from 0.42% to 0.58%. In May 2021, Bangor Savings Bank began retaining the servicing rights and servicing new loan originations under a Qualified Servicer (QS) arrangement. The Bangor Savings Bank QS portfolio has no delinquencies at the end of December. The Bangor Savings Bank sub-serviced (SS) portfolio has the lowest rate of delinquencies at 0.89%. Delinquency rates for each servicer are shown in *Exhibit 3*.

Delinquencies by Insurance Type – In December 2021, FHA insured loans had the highest delinquency rate by total insurance type of 5.45%, with in-foreclosures at 0.84%. When compared to the total loan portfolio, RD insured loans had the highest delinquency rate of 1.68%, with in-foreclosures at 0.33%. Delinquencies by insurance type and the portfolio as a whole are shown in *Exhibit 6*.

FHA insured loans comprise 16% of the Single-Family portfolio and 29% of delinquencies, while RD insured loans comprise 60% of the portfolio and represent 56% of all delinquent loans. The current composition of the Single-Family portfolio by insurance type, along with the percentage of delinquencies by insurance type, is shown in *Exhibit 7*.

Foreclosure Prevention Activities – *Exhibit 8* summarizes our foreclosure prevention activities, as well as the number of completed foreclosures. As of December 2021, we have assisted 1,238 borrowers with various foreclosure prevention options.

Multi-Family Delinquent Loans

**MAINE STATE HOUSING AUTHORITY
MULTI-FAMILY DELINQUENCIES
1/31/2022**

Section 8					ORIGINATION	DELINQUENT		
BORROWER	LEVEL PMT	PTD	LOCATION	PROJECT OWNER	DATE	1 MONTH	2 MONTHS	3+ MONTHS
NONE						0.00	0.00	0.00
						<u>0.00</u>	<u>0.00</u>	<u>0.00</u>

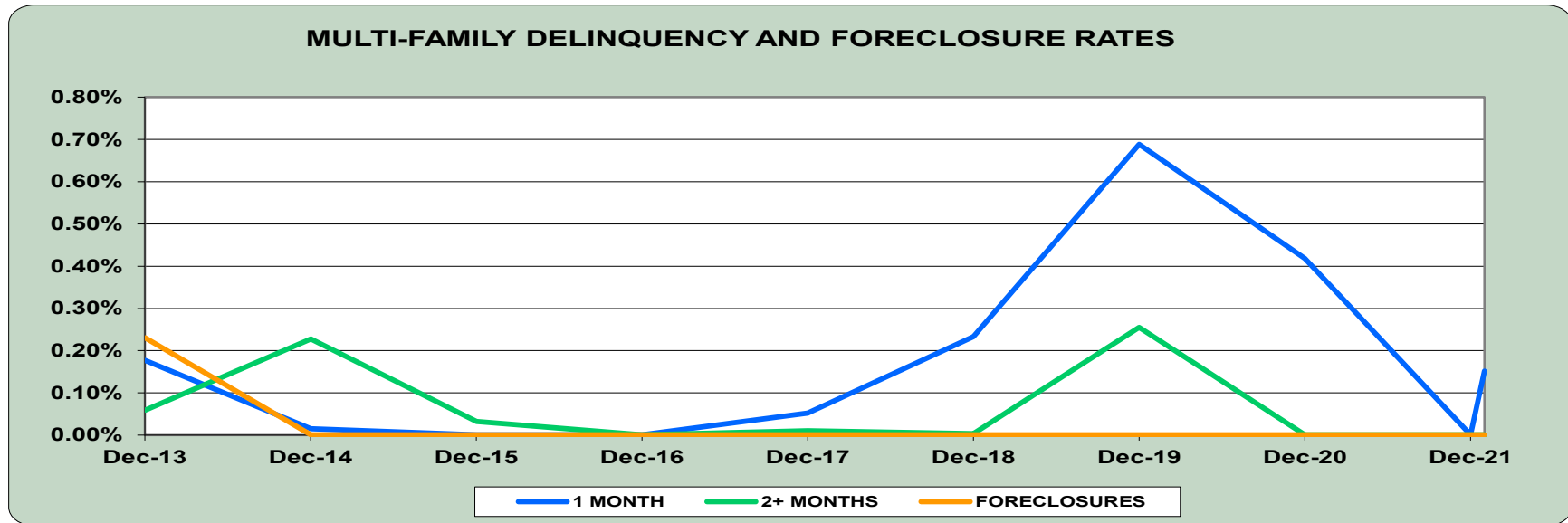
Rental Housing					ORIGINATION	DELINQUENT		
BORROWER	LEVEL PMT	PTD	LOCATION	PROJECT OWNER	DATE	1 MONTH	2 MONTHS	3+ MONTHS
ST FRANCIS APARTMENTS PHASE II	1,058,173.00	11/29/21	WATERVILLE	ST FRANCIS APTS II LP	06/29/18	1,058,173.00		
						<u>1,058,173.00</u>	<u>0.00</u>	<u>0.00</u>

Supportive Housing & Other					ORIGINATION	DELINQUENT		
BORROWER	LEVEL PMT	PTD	LOCATION	PROJECT OWNER	DATE	1 MONTH	2 MONTHS	3+ MONTHS
NONE						0.00	0.00	0.00
						<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
						<u>1,058,173.00</u>	<u>0.00</u>	<u>0.00</u>

Grand Total
 % of Portfolio Delq 60+ days **0.00%**
 Total Number of Loans **1,202**



Multi-Family Delinquency & Foreclosure Trends



	<u>OUTSTANDING</u>		<u>1 MONTH</u>		<u>2+ MONTHS</u>		<u>FORECLOSURES</u>	
	<u>PRINCIPAL</u>	<u>DOLLARS</u>	<u>DOLLARS</u>	<u>RATE</u>	<u>DOLLARS</u>	<u>RATE</u>	<u>DOLLARS</u>	<u>RATE</u>
Jan-22	\$ 698,906,612	\$ 1,058,173		0.15%	\$ -	0.00%	\$ -	0.00%
Dec-21	\$ 696,004,882	\$ -		0.00%	\$ -	0.00%	\$ -	0.00%
Dec-20	\$ 666,678,177	\$ 2,791,073		0.42%	\$ -	0.00%	\$ -	0.00%
Dec-19	\$ 635,961,774	\$ 4,379,009	\$ 1,620,600	0.69%	\$ 1,620,600	0.25%	\$ -	0.00%
Dec-18	\$ 630,936,475	\$ 1,473,376	\$ 20,600	0.23%	\$ 20,600	0.00%	\$ -	0.00%
Dec-17	\$ 608,939,257	\$ 319,836	\$ 60,624	0.05%	\$ 60,624	0.01%	\$ -	0.00%
Dec-16	\$ 579,916,852	\$ -	\$ -	0.00%	\$ -	0.00%	\$ -	0.00%
Dec-15	\$ 573,932,384	\$ -	\$ 185,320	0.00%	\$ 185,320	0.03%	\$ -	0.00%
Dec-14	\$ 513,937,525	\$ 77,568	\$ 1,169,620	0.02%	\$ 1,169,620	0.23%	\$ -	0.00%
Dec-13	\$ 506,871,177	\$ 896,386	\$ 297,366	0.18%	\$ 297,366	0.06%	\$ 1,166,866	0.23%



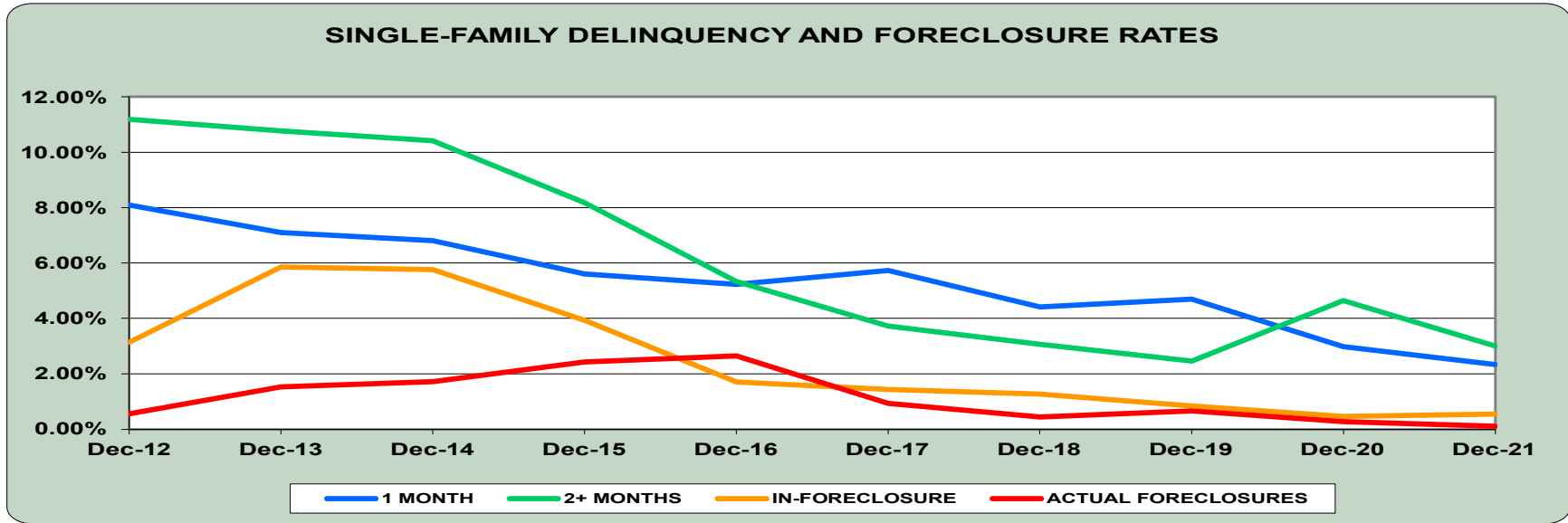
Single-Family Delinquent Loans

Maine State Housing Authority Single-Family Delinquencies by Servicer 12/31/2021

SERVICER	% OF PORTFOLIO	% of Portfolio Delq 60 + days	OUTSTANDING PRINCIPAL	----- 1 MONTH	DELINQUENT 2 MONTHS	----- 3+ MONTHS	IN- FORECLOSURE
MORTGAGE SERVICING SOLUTIONS	65.74%	3.58%	583,283,117.50	16,437,633.78	4,452,182.80	13,050,570.94	3,358,069.73
BANGOR SAVINGS BANK	15.51%	0.89%	137,664,014.62	2,321,029.64	500,267.91	441,771.73	280,370.60
CAMDEN NATIONAL BANK UK	9.09%	1.99%	80,628,129.42	607,546.27	295,558.09	985,415.13	320,135.54
MACHIAS SAVINGS BANK	7.12%	2.85%	63,179,460.84	969,114.05	550,479.75	596,534.93	654,964.57
BANGOR SAVINGS BANK QS	1.73%	0.00%	15,318,961.21	173,093.18	0.00	0.00	0.00
BANK OF AMERICA NA	0.75%	17.03%	6,693,455.15	177,129.87	239,853.51	706,397.48	193,427.97
SALEM FIVE MORTGAGE CORP	0.06%	3.66%	536,780.91	0.00	0.00	19,645.95	0.00
TOTAL	100.00%	3.00%	887,303,919.65	20,685,546.79	6,038,342.06	15,800,336.16	4,806,968.41



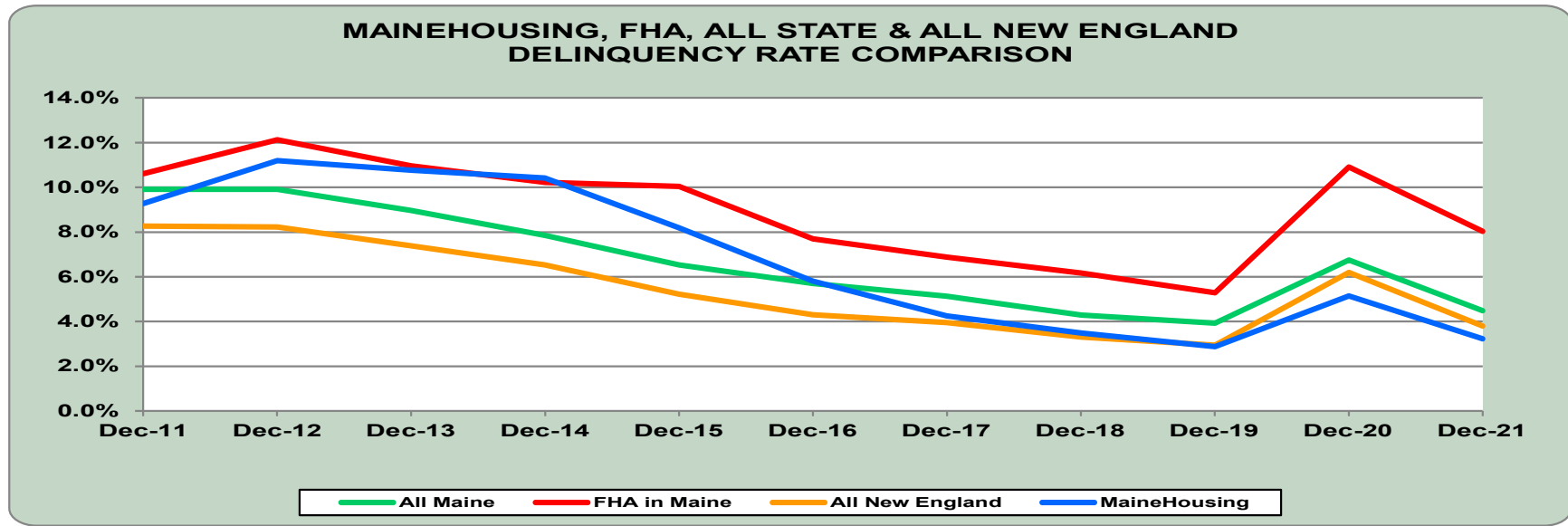
Single-Family Delinquency & Foreclosure Trends



	<u>OUTSTANDING</u>		<u>1 MONTH</u>		<u>2+ MONTHS</u>		<u>IN-FORECLOSURE</u>		<u>ACTUAL FORECLOSURES</u>	
	<u>PRINCIPAL</u>	<u>DOLLARS</u>	<u>RATE</u>	<u>DOLLARS</u>	<u>RATE</u>	<u>DOLLARS</u>	<u>RATE</u>	<u>DOLLARS</u>	<u>RATE</u>	
Dec-21	\$ 887,303,920	\$ 20,685,547	2.33%	\$ 26,645,647	3.00%	\$ 4,806,968	0.54%	\$ 941,490	0.11%	
Dec-20	\$ 960,761,414	\$ 28,645,024	2.98%	\$ 44,603,599	4.64%	\$ 4,471,656	0.47%	\$ 2,617,001	0.27%	
Dec-19	\$ 967,171,381	\$ 45,399,415	4.69%	\$ 23,774,547	2.46%	\$ 8,037,512	0.83%	\$ 6,357,994	0.66%	
Dec-18	\$ 916,608,577	\$ 40,526,473	4.42%	\$ 28,155,105	3.07%	\$ 11,647,401	1.27%	\$ 4,056,247	0.44%	
Dec-17	\$ 844,497,676	\$ 48,457,930	5.74%	\$ 31,454,643	3.72%	\$ 12,099,518	1.43%	\$ 7,847,858	0.93%	
Dec-16	\$ 799,557,471	\$ 41,780,468	5.23%	\$ 42,682,410	5.34%	\$ 13,625,991	1.70%	\$ 21,142,137	2.64%	
Dec-15	\$ 790,409,905	\$ 44,303,365	5.61%	\$ 64,656,769	8.18%	\$ 31,066,182	3.93%	\$ 20,797,314	2.43%	
Dec-14	\$ 810,139,060	\$ 55,171,703	6.81%	\$ 84,385,397	10.42%	\$ 46,711,687	5.77%	\$ 13,904,155	1.72%	
Dec-13	\$ 849,385,825	\$ 60,378,599	7.11%	\$ 91,501,809	10.77%	\$ 49,783,071	5.86%	\$ 12,980,502	1.53%	
Dec-12	\$ 899,788,247	\$ 72,815,090	8.09%	\$ 100,738,963	11.20%	\$ 28,237,109	3.14%	\$ 4,987,749	0.55%	



Single-Family Delinquency Comparison Trends



MAINEHOUSING LOAN COUNT COMPARISON

	<u>Loan Count</u>	<u>2 Months</u>	<u>3+ Months</u>	<u>In-Foreclosure</u>	<u>Totals</u>
All State*	120,103	0.52%	2.70%	1.26%	4.48%
FHA for State*	16,821	0.98%	5.68%	1.37%	8.03%
All New England*	1,699,439	0.51%	2.70%	0.59%	3.80%
MaineHousing**	9,750	0.83%	1.84%	0.55%	3.22%

*This information is obtained from MBA's National Delinquency Survey for the third quarter of 2021.

**MaineHousing's overall delinquency rate based on loan dollars is 3.00%, whereas rates in this exhibit are based on loan count.



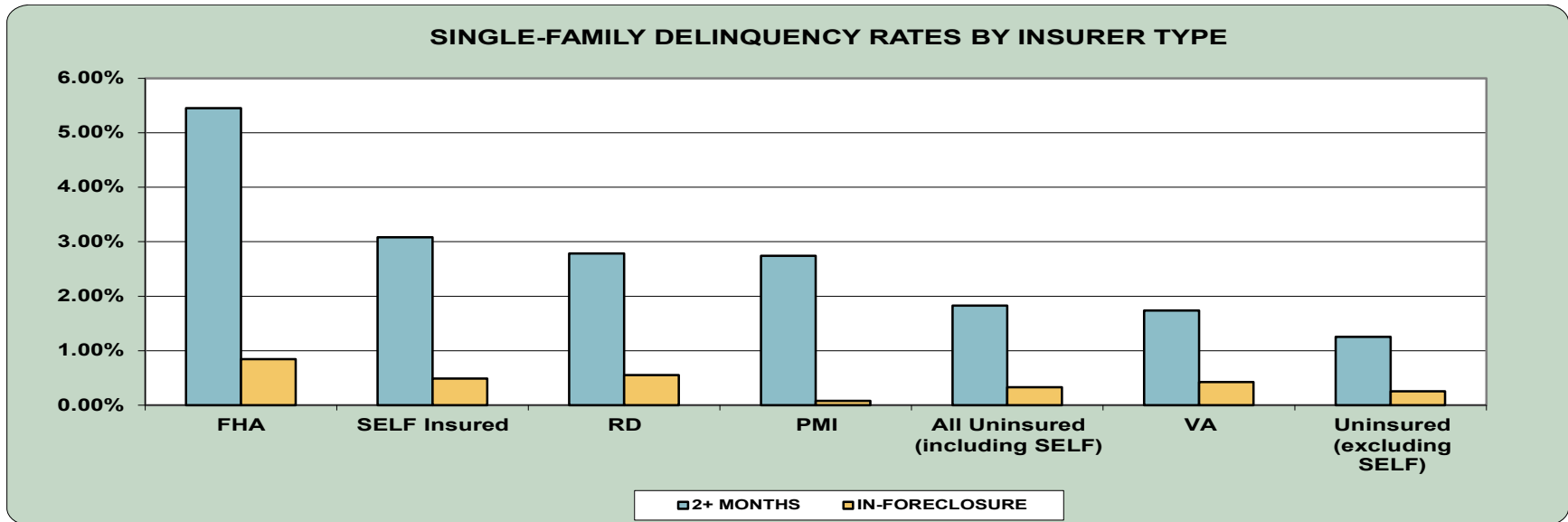
Single-Family Delinquencies by Mortgage Insurer

As A Percent of Total Insurance Type
12/31/2021

TYPE	2+ MONTHS	IN-FORECLOSURE
FHA	5.45%	0.84%
SELF Insured	3.08%	0.49%
RD	2.79%	0.55%
PMI	2.74%	0.08%
All Uninsured (including SELF)	1.83%	0.33%
VA	1.74%	0.43%
Uninsured (excluding SELF)	1.25%	0.26%

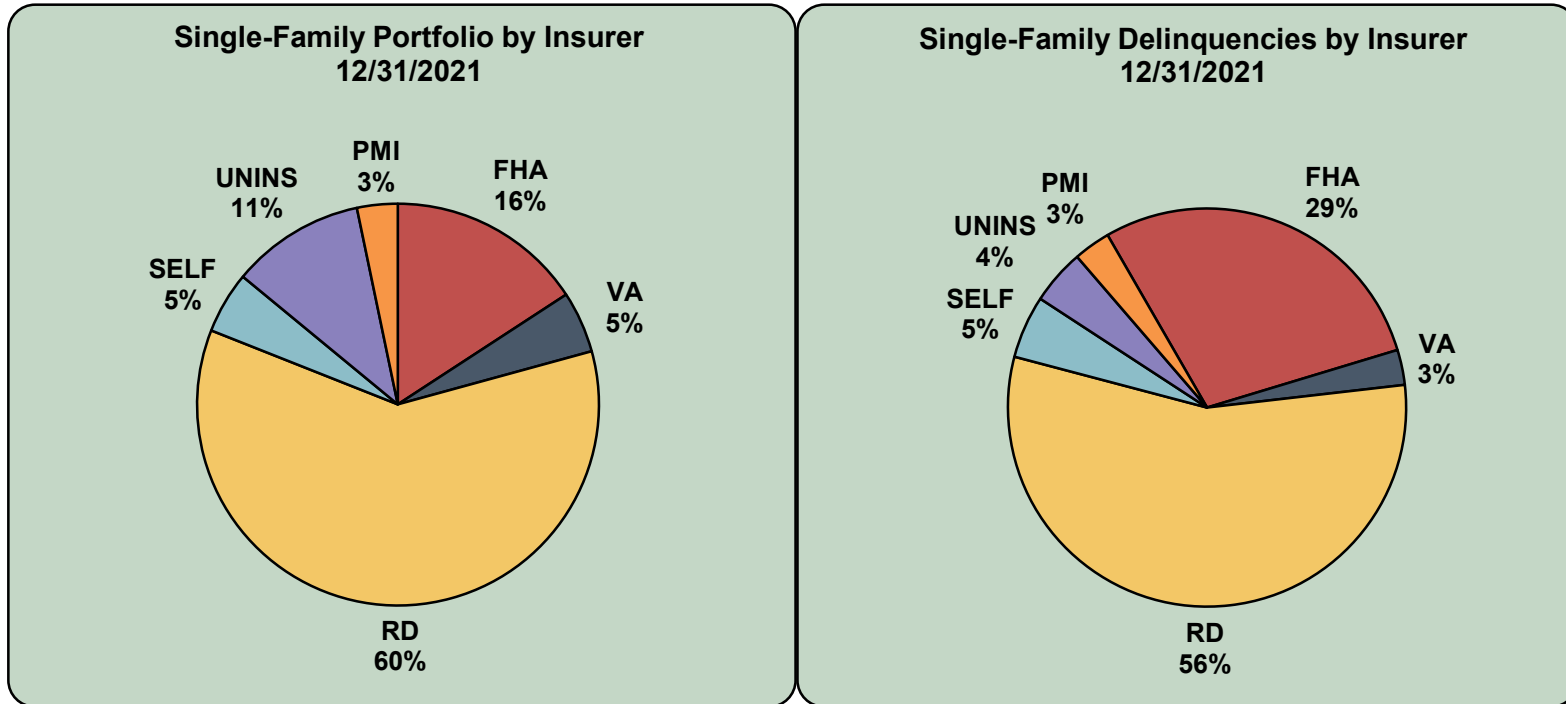
As A Percent of Total Loan Portfolio
12/31/2021

TYPE	2+ MONTHS	IN-FORECLOSURE
RD	1.68%	0.33%
FHA	0.86%	0.13%
All Uninsured (including SELF)	0.29%	0.05%
SELF Insured	0.15%	0.03%
Uninsured (excluding SELF)	0.13%	0.03%
PMI	0.09%	0.00%
VA	0.09%	0.02%

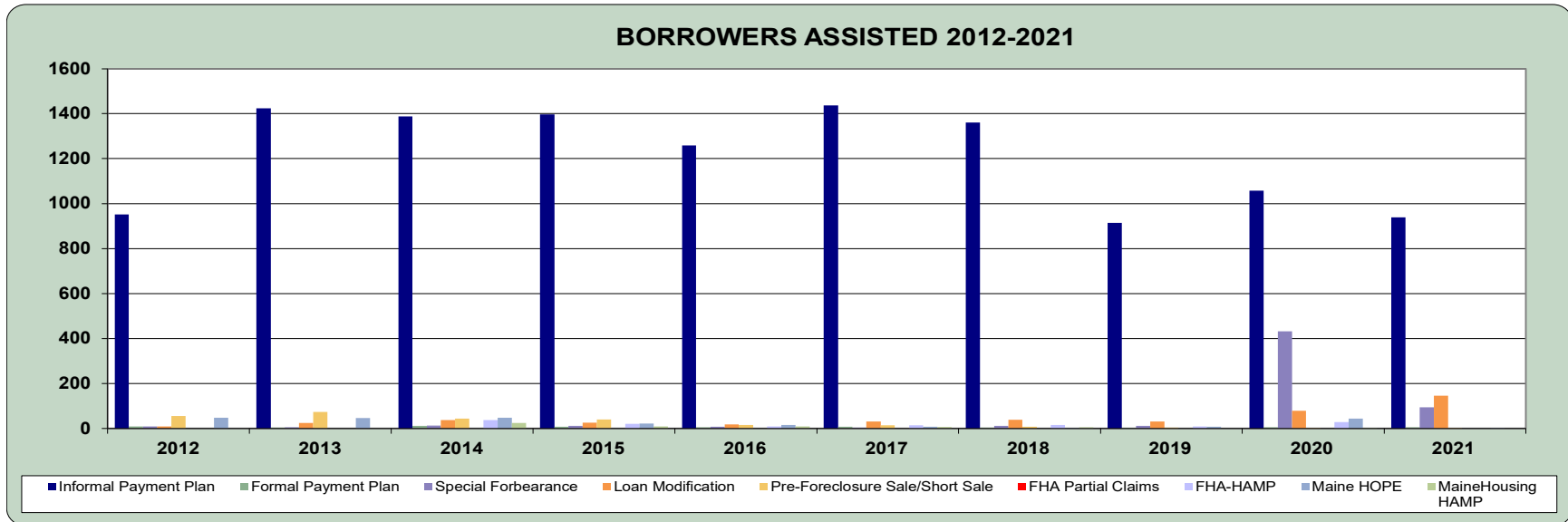


Single-Family Delinquencies by Mortgage Insurer

The following charts show the composition of MaineHousing loans by mortgage insurer. Self insured loans are mainly mobile homes. Uninsured loans are those not needing mortgage insurance (i.e. for loans under 80% property value). The following charts are in dollar amounts.



Single-Family Foreclosure Prevention Activities



Number of Borrowers Approved for Assistance

	Informal Payment Plan	Formal Payment Plan	Special Forbearance	Loan Modification	Pre-Foreclosure Sale/Short Sale	FHA Partial Claims	FHA-HAMP	Maine HOPE	MaineHousing HAMP	Total Workouts
Dec-21	939	5	94	146	2	50	2	0	1238	
Dec-20	1058	5	432	79	3	29	44	2	1652	
Dec-19	914	3	12	32	4	10	8	0	983	
Dec-18	1361	4	12	39	8	15	3	6	1448	
Dec-17	1437	8	4	31	14	14	8	7	1523	
Dec-16	1259	6	8	19	15	10	16	9	1342	
Dec-15	1397	8	11	26	40	21	22	10	1535	
Dec-14	1388	12	13	38	44	38	48	24	1605	
Dec-13	1424	4	5	24	73	46	46	0	1576	
Dec-12	952	9	9	9	56	47	47	0	1082	

Actual Foreclosures

	Number of Foreclosures	Number of Loans in Portfolio	Percentage of Portfolio
Dec-21	14	9,750	0.14%
Dec-20	38	10,668	0.36%
Dec-19	86	10,904	0.79%
Dec-18	57	10,673	0.53%
Dec-17	97	10,332	0.94%
Dec-16	258	10,097	2.56%
Dec-15	233	10,258	2.27%
Dec-14	162	10,526	1.54%
Dec-13	146	10,952	1.33%
Dec-12	60	11,571	0.52%



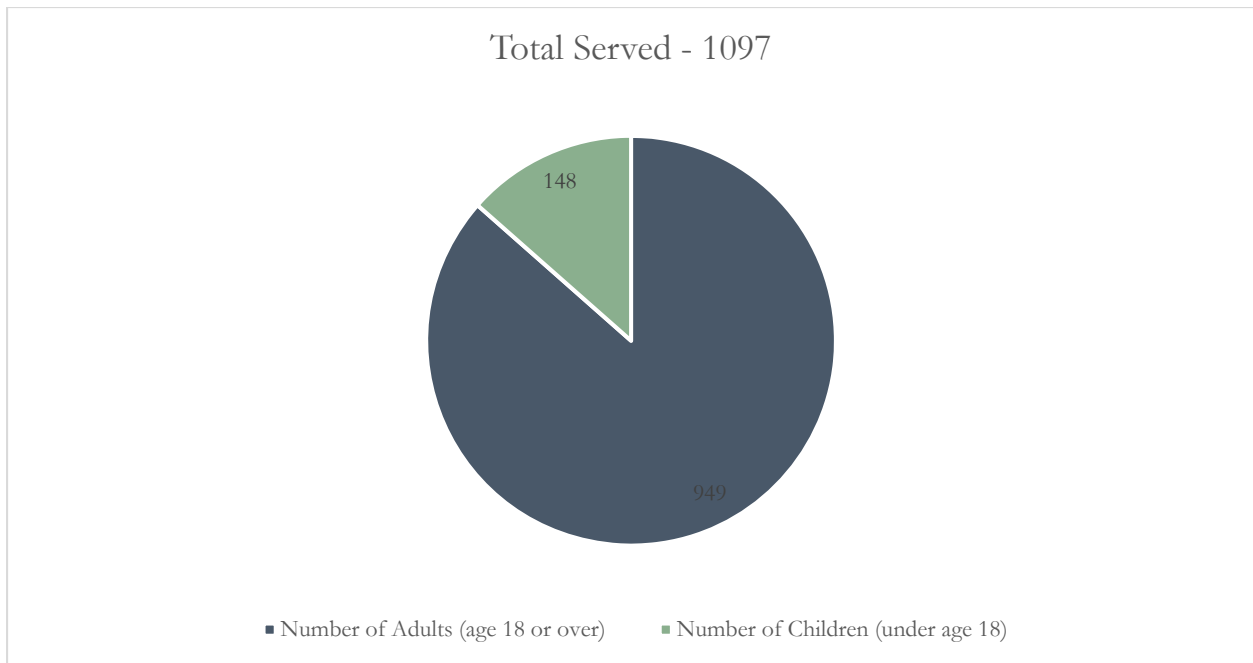
Homeless Initiatives Department Memorandum

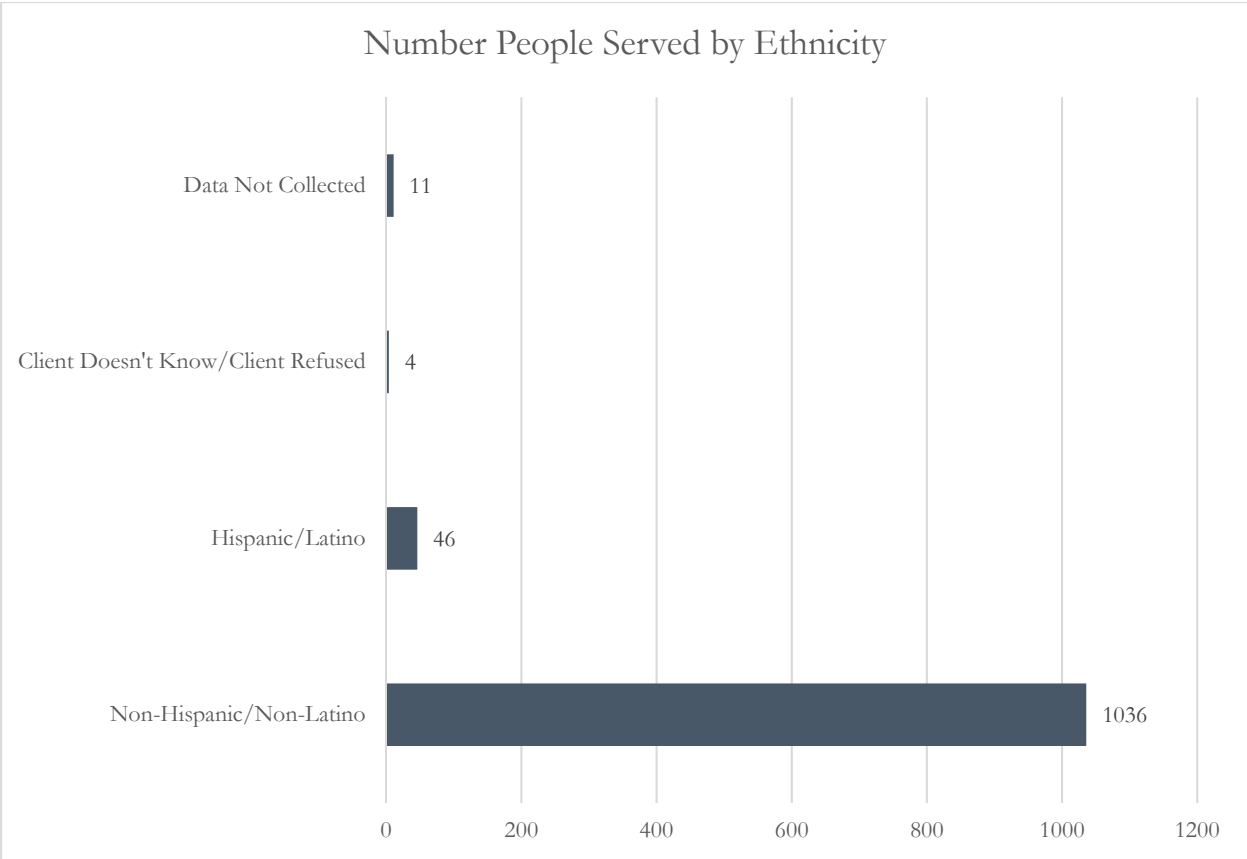
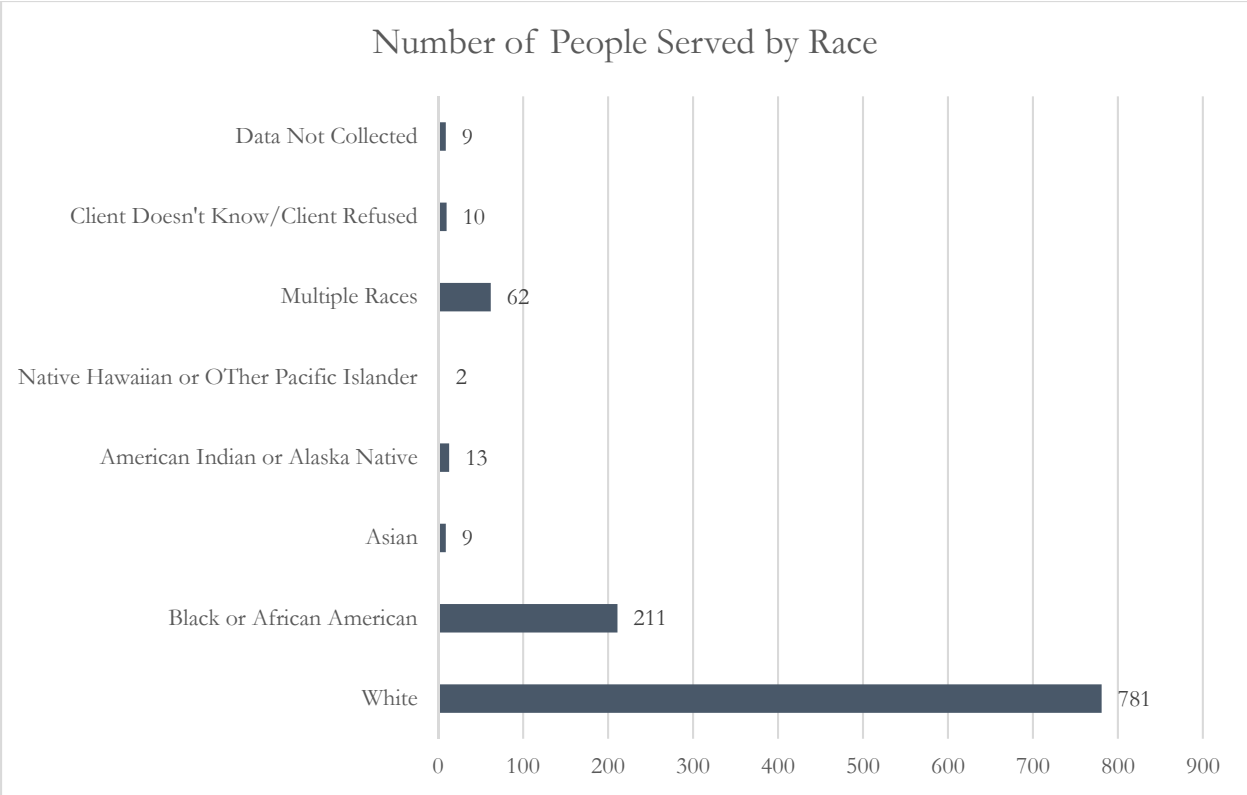
To: Board of Commissioners
From: Lauren Bustard, Senior Director of Homeless Initiatives
Date: February 8, 2022
Subject: Homeless Initiatives Report

Homeless Data – January 2022

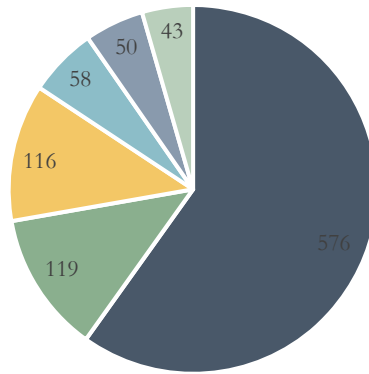
The following are the monthly statistics for January:

1. Total number of people served (1097) has decreased by 60.
2. Racial equity – the percentage of people of color served is back to November’s 27%. This high percentage represents the significant number of African Asylum Seekers that have arrived in Portland from the Southern Border of the U.S. and are incorporated into the homeless response system.
3. The number of individuals entering the homeless system from institutional settings increased by 10 in January to 119. This is problematic because it means that institutions such as psychiatric hospitals, emergency rooms and jails are discharging individuals without a housing plan. This is one of the areas the new homeless response system will be working to address.
4. Our exits to permanent living situations decreased by 23 – from 83 in December to 60 in January. Our Temporary Rapid ReHousing Program has now successfully leased up a total of 121 households.



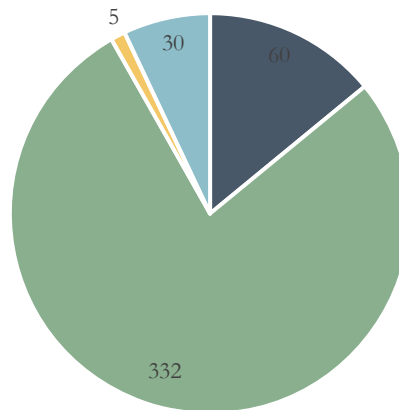


Residence of Clients Prior to Entry



- Homeless Situations
- Institutional Settings
- Staying or living in a friend's room, apartment or house
- Staying or living in a family member's room, apartment or house
- Hotel or motel paid for without ES voucher
- Other Locations

Residence of Clients after Entry



- Permanent Destinations
- Temporary Destinations
- Institutional Settings
- Other Destinations

Use of Hotels

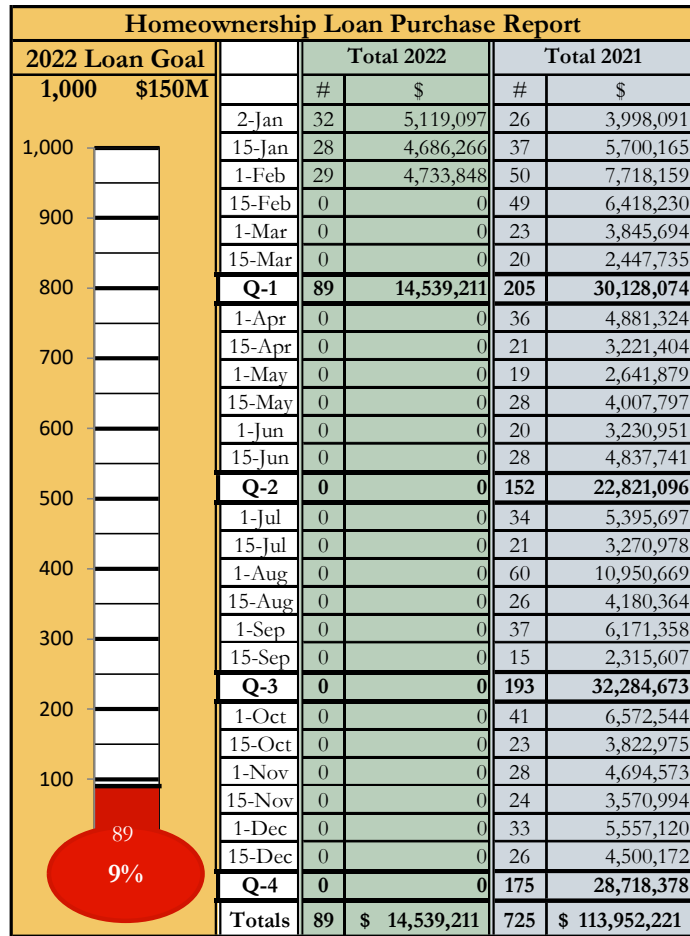
In February we are serving overflow from homeless shelters in 3 hotels – 2 in South Portland and 1 in Augusta. We have Quarantine and Isolation space at 3 hotels – Scarborough, Lewiston and Bangor.



Homeownership Department Memorandum

To: MaineHousing Board of Commissioners
From: Craig Reynolds, Director of Homeownership
Date: February 8, 2022
Subject: Monthly Report – Homeownership Department

PRODUCTION UPDATE



Monthly Loan Reservations: 02/01/22	
#	\$ Volume
63	\$ 10,696,417

Loan Pipeline as of: 02/01/22	
#	\$ Volume
160	\$ 26,321,028

YTD Loan Reservation Comparison					
January 2022		January 2022		2021 vs 2022	
#	\$ Volume	#	\$ Volume	#	\$ Volume
232	\$32,521,409	160	\$ 26,321,028	-31%	-19%

PROGRAM HIGHLIGHTS

Production Update & Market Status

2022 production is off to an encouraging start with loan purchases only somewhat lower than in January of 2021 despite the ongoing COVID pandemic and an extremely cold and stormy month that hampered real estate activity. As has been the case since the start of the pandemic in early 2020, hopeful homebuyers will continue to experience record high home sale prices and a limited inventory of homes for sale in 2022. An added challenge is the likely rise in mortgage interest rates over the coming months from the near historic lows of the past few years. A significant rise in interest rates can have a negative impact on affordability for many homebuyers, particularly first time homebuyer's, therefore the trend in rates bears close watching over the coming months.

MaineHousing's First Home Loan (FHL) program is currently well positioned with its below market mortgage interest rate, currently at 2.875%, and the Advantage down payment and closing cost assistance option which provides a \$3500 grant buyers who complete a hoMEworks approved homebuyer education course prior to closing. Another very positive development is that FHL income and purchase price limits both increased in January enabling first time homebuyers to more effectively compete in the marketplace, especially in the high cost housing areas in the state. The 2022 production goal for the FHL program is to purchase mortgage loans with a combined total volume of \$150,000,000.

The following is an excerpt from the Maine Association of REALTORS® monthly press release in January regarding Maine's real estate market activity and related regional and national statistics provided by the National Association of REALTORS®.

AUGUSTA (January 20, 2022)—Single-family existing homes across Maine remained in very high demand during the full sales year of 2021. According to Maine Listings, the statewide median sales price (MSP) reached \$299,000 last year, a rise of 16.8 percent. The MSP indicates that half of the homes were sold for more and half sold for less. Sales also increased 2.41 percent.

“Overall, 2021 was a record-breaking year for residential real estate in Maine,” says Madeleine Hill, 2022 President of the Maine Association of REALTORS® and Designated Broker at Roxanne York Real Estate on Bailey Island. “The sales year ended with historic highs for the number of reported transactions (20,401) and median sales price (\$299,000) since we began compiling data more than 21 years ago.”

Statistics gathered by Maine Listings for the month of December 2021 indicate a 12.22 percent MSP increase to \$303,000 compared to December 2020. Sales eased 12.65 percent comparing December 2021 to December 2020.

“2021 began with positive momentum following the 2020 COVID shutdown. Since July, sales demand has been strong but constrained due to tight for-sale inventory availability,” says Hill. “As a result of the supply-demand imbalance, most markets

have experienced decreased number of units sold but double-digit appreciation for median sold prices.”

The National Association of Realtors reported a 6.8 dip in December sales of single family existing homes. Prices, however, rose 16.1 percent over the past year to a national MSP of \$364,300. Regionally, December sales in the Northeast declined 15.7 percent and the regional MSP reached \$384,600, a rise of 6.3 percent.

“As we move through the next year, we expect demand for residential real estate to remain high with buyers seeking the quality-of-life and safety offered by our beautiful state,” added Hill.

MAMP Presentation

Mortgage Lending Team Leader, Lisa McKenna was the featured speaker at a recent virtual monthly meeting of the Maine Association of Mortgage Professionals (MAMP). Lisa reported a very interactive group of 58 attendees, most of whom were lenders. The presentation included an update of department staffing changes, a brief recap of 2021 activity and a look ahead to what could be in store for 2022, in addition to some reminders about MaineHousing’s Salute ME, Advantage and Multi-Unit Advantage programs. The announcement of an increase in First Home Loan income and purchase price limits met with a “virtual” round of applause from all in attendance.

Homeownership Department Staffing Announcements

Homeownership is pleased to announce that Dawn Libby-Lynch has joined our staff in the newly created position of Mortgage Lending Coordinator. Dawn comes to us with over 30 years of Maine based banking experience that included originating and selling First Home Loans to MaineHousing. Her career has involved working for First National Bank, Rockland Savings Bank and Waldoboro Bank where she held a variety of positions including Assistant VP, Consumer Loan Officer; Mortgage Quality Control Analyst; Collections Officer and Executive Vice President & Secretary, Chief Operations Officer. Dawn’s banking expertise and regulatory knowledge, along with her already established experience and knowledge of MaineHousing’s First Home Loan program, will make her a welcome and valuable addition to our Homeownership team. Please join us in welcoming Dawn to MaineHousing and the Homeownership team.

Homeownership is also pleased to announce that Jessica Gurney has joined our staff as the Consumer Education Coordinator. Jessica has a Masters of Education degree from St. Joseph’s College of Maine and has 17 years of teaching experience in the Augusta and Manchester school systems, including many years of experience in curriculum development. She also previously worked for our network lender partner Franklin Savings Bank. Jessica brings a passion for her own continuous life learning and for educating others, and she looks forward to the varied duties and challenges of her new position. Jessica has an extensive background of volunteerism including the Dream Factory, Travis Mills Foundation, the ‘We are Braver Together’ support group for moms of special needs children and as a Family Support Navigator with the Maine Parent Federation. Please join us in welcoming Jessica to MaineHousing and the Homeownership team.

Human Resources and Facilities Department Memorandum

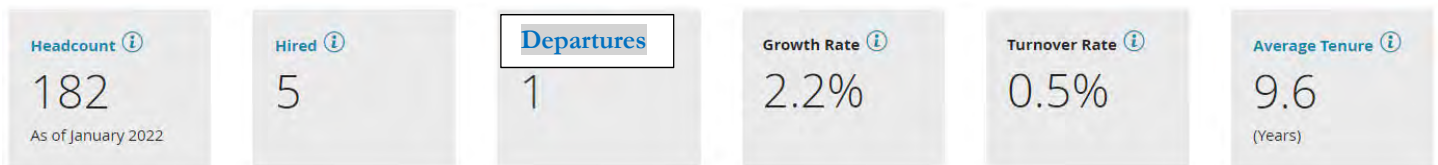
To: Board of Commissioners

From: Jane Whitley, Director of Human Resources & Facilities

Date: February 2022

Subject: Board Report

Human Resources Month in Review



Human Resources Updates

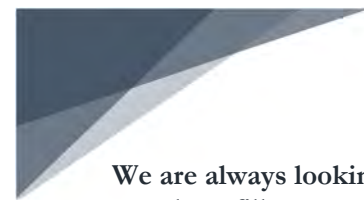
STAFF ANNOUNCEMENTS

Welcome to our new colleagues who started between January 18 and February 14, we are thrilled to have you here!

- ✓ Jamie Francomano, Construction Analyst, Development Department
- ✓ Amanda Philbrook, HEAP Assistant, EHS Department
- ✓ Dawn Libby-Lynch, Mortgage Lending Coordinator, Homeownership Department
- ✓ Jessica Gurney, Consumer Education & Outreach Coordinator, Homeownership Department
- ✓ Saige Knight, HEAP Program Officer (Fraud & Compliance), EHS Department
- ✓ Lisa Morissette, HCV Occupancy Specialist, HCV Department

We are currently advertising and/or interviewing for the following positions:

- Chief Counsel
- Administrative Assistant, Development
- Application Specialist
- Compliance Officer I
- HCV Occupancy Specialist
- Multifamily Loan Officer



We are always looking for great people to fill our positions!

Please encourage your family and friends to visit our website at www.mainehousing.org/careers.

We also advertise on Indeed and Jobsinme.com.

Learning & Development Updates

In the first quarter of 2022, Chris Massaro, Learning & Development Coordinator, will be offering the following trainings courses for staff:

➤ **Developing and Leading Teams - Thursday, February 10**

Highly productive and cohesive teams are an essential part of attaining organizational goals. An effective team leader understands how to build and maintain a high-performance team and coach individual team members to reach their highest potential. This course will help you develop skills in team leadership, communication, and group dynamics.

➤ **Facilitating Meetings - Tuesday, February 22**

Sometimes they are engaging and other times they are boring. Regardless of how you feel about meetings, if they are not effective or productive, there is no point in having a meeting. Poorly planned meetings that do not add value or address specific goals can reduce productivity, erode employee morale, and may cause unnecessary conflict. All too often meetings are scheduled with little or no planning. Many people dislike meetings because they do not feel they are useful, do not follow an agenda, do not have the right people attending, or ultimately do not accomplish anything.

➤ **Managing Remote Teams - Tuesday, February 17**

An effective team leader understands how to build and maintain a high-performance team and coach individual team members to reach their highest potential. Team leaders are responsible for motivating and mentoring individuals as well as ensuring each member is fulfilling their specific role. Leading virtual teams differs from other types of team leadership in several ways. For this reason, the team leader must be able to focus on both team morale and team productivity.

Other L&D News: In partnership with the Housing Choice Voucher and Communications & Planning Departments, we created an educational video for the **Emergency Rental Assistance Program**. You can watch it at: <https://www.youtube.com/watch?v=O11AdgICfF4>

Facilities Updates

Facilities oversees physical records archiving storage for each department. Today we have 2,565 boxes in storage.

- In 2019, we archived 589 boxes
- In the first 6-months of 2020, prior to the pandemic and our move to Edison Drive, we archived 502 boxes
- In the second half of 2020, we archived only 27 new boxes
- In 2021, we archived only 62 new boxes

These numbers are reflective of our ongoing lean initiatives towards going paperless, and combined with the acceptance of digital signatures, has allowed for a significant reduction in paper storage.

Information Technology Department Memorandum

To: Board of Commissioners

From: Sheila Nielsen, Director of IT

Date: February 8, 2022

Subject: Monthly Report

The IT Department has been working on the following efforts over the last month.

- Multifamily Affordable Housing Software contract has been executed. The MaineHousing and vendor project team members have been identified and project kickoff planning is underway. The complete software implementation is expected to be an 8 – 12 month long project.
- Finalized the transition plan for the departing Application Specialist team member, interviews are underway for a new candidate.
- Provided Lean 101 training for new employees hired in 2021.
- Provided Ring Central training at monthly Asset Management Department meeting.
- Assisting with identifying opportunities to streamline HEAP application process.
- Delivered annual Acceptable Use Policy training to all staff.
- Initiated quarterly IT security training for all staff.

Board Calendar 2022

<p>JANUARY 18</p> <ul style="list-style-type: none"> • Legislative Preview <p>NCSHA HFA Institute (Jan. 10-Jan. 14 and Jan. 24-Jan. 28) Virtual</p>	<p>FEBRUARY 15</p> <ul style="list-style-type: none"> • Introduce HEAP
<p>MARCH 15</p> <ul style="list-style-type: none"> • HEAP discussion • QAP commence rulemaking <p>NCSHA Legislative Conference (March 14-16) Washington, DC</p>	<p>APRIL 19</p> <ul style="list-style-type: none"> • Commence rulemaking HEAP • 2021 Year-end Financials • QAP Public Hearing
<p>MAY 17</p> <ul style="list-style-type: none"> • HEAP public hearing • Adopt QAP 	<p>JUNE 21</p> <ul style="list-style-type: none"> • Adopt HEAP rule • HCV Annual Plan Timeline <p>NCSHA Housing Credit Connect (June 21-24) Chicago, IL</p>
<p>JULY 19</p> <p style="text-align: center;">If necessary</p>	<p>AUGUST 16</p> <ul style="list-style-type: none"> • HCV Annual Plan Review prior to Public Hearing
<p>SEPTEMBER 20</p> <ul style="list-style-type: none"> • HCV Annual Plan Public Hearing <p>NCSHA Annual Conference & Showcase (Oct. 22-25)</p>	<p>OCTOBER 18</p> <ul style="list-style-type: none"> • Introduce DOE Weatherization State Plan • Adopt HCV Annual Plan
<p>NOVEMBER 15</p> <ul style="list-style-type: none"> • Review Preliminary 2023 Budget • DOE Weatherization State Plan Public Hearing 	<p>DECEMBER 20</p> <ul style="list-style-type: none"> • Approve 2023 Budget • Elect Officers • MPP Series Resolution • Adopt DOE Weatherization State Plan