

January 16, 2024 Board Packet

Agenda January 16, 2024	1
Minutes from December 22, 2023	2
Asset Management	5
Development	6
Energy and Housing Services	10
Finance Monthly Report	14
Financial & Budget Report	15
Finance Delinquency Report & Charts	24
Homeless Initiatives	34
Homeownership	39
Housing Choice Voucher	43
Human Resources and Facilities	45
Information Technology	47
Planning and Research	49
2024 Board Calendar	55



Board of Commissioners Meeting – January 16, 2024 9:00 a.m. to 12:00 p.m.

MEMBERS OF THE BOARD: Frank O’Hara (Chair), Daniel Brennan, Henry Beck, Laura Buxbaum (Vice Chair), Nancy Harrison, Elizabeth Dietz (Secretary), Renee Lewis, Noël Bonam, and Paul Shepherd

9:00	Adopt Agenda (VOTE)	All
	Remote Commissioners	Frank O’Hara
	- Reason remote	
	- Any other persons at their location	
	Approve minutes of December 22, 2023 meeting (VOTE)	All
	Communications and Conflicts	All
	Chair of the Board Updates	Frank O’Hara
	- Elect Officers (Secretary and Vice Chair) of the Board (VOTE)	
9:15	Director Updates	Dan Brennan
9:45	2024 Outlook	Dan Brennan
10:00	QAP Discussion	Mark Wiesendanger
10:30	Legislative Preview	Erik Jorgensen
10:45	Homeowner Assistance Fund (“HAF”)	Adam Krea
11:00	Homeless Update	Lauren Bustard
	<u>Department Reports:</u>	All
	Asset Management	
	Development	
	Energy and Housing Services	
	Finance Monthly Report	
	Financial & Budget Report	
	Finance Delinquency Report & Charts	
	Homeless Initiatives	
	Homeownership	
	Housing Choice Vouchers	
	Human Resources & Facilities	
	Information Technology	
	Planning and Research	
	2024 Board Calendar	
	Adjourn (VOTE)	All

The next meeting of the Board is scheduled for February 20, 2024
virtually and in person at 26 Edison Drive, Augusta, Maine



Minutes of the Board of Commissioners Meeting December 22, 2023

MEETING CONVENED

The regular meeting of the Board of Commissioners to be held on December 19, 2023 was postponed due to statewide inclement weather. The State offices were closed the afternoon of the 18th, all of the 19th, and all of the 20th. The regular meeting of the Board of Commissioners for MaineHousing was postponed to Friday, December 22, 2023 at the offices of MaineHousing, 26 Edison Drive, Augusta, Maine and virtually. Notice of the regular meeting was published on December 8, 2023 and notice of the rescheduled meeting was published on December 20, 2023 in Central Maine newspapers. Notice of Board of Commissioners meetings is also on MaineHousing's website at www.mainehousing.org.

Chair Frank O'Hara called the meeting to order at 9:00 a.m. Chair O'Hara and Director Dan Brennan attended in person. Commissioner Elizabeth Dietz attended remotely due to being exposed to COVID, she was alone at her location; Commissioner Paul Shepherd attended remotely due to storm related difficulties, he was alone at his location; Commissioner Renee Lewis attended remotely due to scheduling obligations, she was alone at her location; and State Treasurer Henry Beck attended remotely due to scheduling obligations, he was alone at his location. Commissioners Nancy Harrison, Laura Buxbaum, and Noël Bonam were absent. There was a quorum present.

PUBLIC ATTENDANCE

Guests and staff present for all or part of the meeting included: Ashley Carson, Chief Counsel; Jimmy Puckett, Counsel; Adam Krea, Senior Director of Finance and Lending; Karen Lawlor, Executive Administrator; Jamie Johnson, Senior Director of Operations; Lauren Bustard, Senior Director of Homeless Initiatives; Genevieve Soucy, Director of Energy & Housing Services; Scott Thistle, Communications Director; Erik Jorgensen, Senior Director of Government Relations & Communications; Jonny Kurzfeld, Director of Planning & Research; Darren Brown, Director of Finance; Andrew Thomas, Help Desk Analyst II; Jane Whitley, Director of Human Resources and Facilities; Tom Cary, Treasurer; Amanda Roy, Manager of Weatherization; DeAnna Trask, Weatherization Program Officer; Bob Conroy, Director of Asset Management; Linda Grotton, Director of Audit and Compliance; Laura Mitchell, Maine Housing Coalition; and Gerrylynn Ricker, Paralegal and Note taker.

ADOPT AGENDA

State Treasurer Beck made a motion seconded by Commissioner Dietz to adopt the December 22, 2023 agenda. The vote carried unanimously.

APPROVE MINUTES OF NOVEMBER 21, 2023 MEETING

Commissioner Lewis made a motion seconded by Commissioner Dietz to accept the November 21, 2023 minutes as written. The vote carried unanimously.

COMMUNICATIONS AND CONFLICTS

None

CHAIR OF THE BOARD UPDATES

- The matter of electing officers was discussed. Presently, Commissioner Buxbaum is the Vice Chair and Commissioner Dietz is the Secretary.
Commissioner Dietz made a motion seconded by Commissioner Shepherd to push the election of officers to the January 2024 meeting so that Vice Chair Laura Buxbaum could be present for the discussion. The vote carried unanimously.

DIRECTOR UPDATES

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

- Activities:
 - The Office of Public Advocate has determined that MaineHousing should receive \$1.25 million a year in any CEC New England Clean Energy Corridor funding that comes to the Public Advocate's office. We are going to get \$1.25 million for the next two years plus \$975,000 that has been accumulated in that fund. We will be using the funds in weatherization readiness efforts.
- MaineHousing Activities:
 - New Homeownership Department Director, Patricia Harriman. She has been with our Finance Department for about a year.
 - Home Energy Assistance Program is doing very well. The amount of the benefit has decreased.
 - In the process of winding down our Homeowners Assistance Fund. We will stop taking applications in January.
 - There is a statute that requires that 25% of our Home fund go towards housing production and this is creating a little bit of an issue because we are flush with money on the production side thanks to our legislation and our federal delegation but we have to put that 25% which is about \$6 million aside. As a result, we are not able to fund some other programs in our agency particularly in the area of rapid rehousing for homelessness, home repair, eviction prevention, things that we would normally do. This has caught the attention of the media.
 - Dan has been elected vice-chair of the Advisory Council of the Federal Home Loan Bank of Boston.
 - Held our Housing First kickoff meeting. About 70 people attended.
 - The Homeownership Department had an incredible fourth quarter of loan purchases. They bought more or just as many loans in the fourth quarter as they did in the second and third quarters combined. Finished with 820 loans purchased for the year at \$172 million which is just remarkable.
 - The Development Department has been busy making more awards. The 9% Tax Credit Program awards have been made. We are funding four out of eight projects, 185 units, in a diverse geographic area – Bangor, Bath, Westbrook and Portland. In the Rural Rental Program, we received 16 applications. It's probably a 4 to 1 over subscription. We are in the process of reviewing those applications and we will make funding awards in January.

ADOPT DOE WEATHERIZATION STATE

Manager of Weatherization Amanda Roy recapped the hearing that took place at the November meeting. The public comment period expired November 29, 2023 with no comments received. No further revisions were made to the 2024 DOE WAP Application and State Plan.

Commissioner Lewis made a motion seconded by Commissioner Dietz to adopt the 2024 Maine DOE WAP Application and State Plan included in the Board Packet and described in the memorandum from Amanda Roy dated

December 8, 2023. The vote carried unanimously.

APPROVAL OF MPP SERIES RESOLUTION

Treasurer Tom Cary requested approval of a Series Resolution dated December 22, 2023, which authorizes the issuance of up to \$400 million of Bonds and Notes in the Mortgage Purchase Program for a period of approximately 14 months.

Commissioner Lewis made a motion seconded by Commissioner Dietz to approve the Series Resolution dated December 22, 2023. The vote carried unanimously.

ADOPTION OF THE 2024 BUDGETS

Director of Finance Darren Brown reviewed the changes to the 2024 preliminary budgets presented at the November meeting. Several changes were made to the operating expenses section of the budgets and included: two additional full-time equivalent positions; two additional replacement vehicles leased through the State of Maine Central Fleet Division; and the removal of a compensation market study. The net result of these changes increased operating expenses by approximately \$112,000.

Darren also reviewed the 2024 goals set by the Commissioners and tied the goals to specific elements and amounts in the budgets.

State Treasurer Henry Beck made a motion seconded by Commissioner Dietz to adopt the 2024 budgets as presented. The vote carried unanimously.

State Treasurer Henry Beck made a motion seconded by Commissioner Lewis to include the Executive Director in the 6% increase for staff. The vote carried unanimously.

ADJOURN

State Treasurer Henry Beck made a motion seconded by Commissioner Dietz to adjourn the meeting. The meeting was adjourned at 10:00 a.m. by unanimous vote of the Board.

Respectfully submitted,

Elizabeth Dietz

Asset Management Department Memorandum

To: MaineHousing Board of Commissioners
From: Robert Conroy – Director, Asset Management
Date: January 8, 2024
Subject: January Board Report - Asset Management

Happy New Year to all from the Asset Management Department!
We hope that you had a wonderful Holiday with friends and family.

HUD Annual Compliance Review (ACR) Update

We received some good news from HUD to start off the New Year.

Last October we were notified by HUD that they would be performing their annual review of our work. The HUD Compliance Review Team (CRT) conducted a limited remote ACR of our Performance Based Annual Contributions Contract (PB-ACC) that ran from October 5, 2023, to December 31, 2023. Their focus was on the reviewing specific documents pertaining to the applicable Incentive-Based Performance Standards (IBPS) tasks performed for the period from October 1, 2022, to September 30, 2023. Last week HUD alerted us that their review had been completed and reported that there were several observations but no findings. They will be scheduling an exit conference sometime in the coming weeks to go over the observations with us.

These results now make it 23 consecutive years without a reported finding from HUD with our Section 8 contract administration work. We are very proud of our quality and consistency in administering this very complicated Federal housing program and the Asset Management staff deserve all the credit for this achievement.

NCSHA Conference in Washington DC

We have five members of the Asset Management team heading to the NCSHA conference in Washington for the week of January 7th – 12th. This is a program-centric conference that provides an opportunity to meet directly with representatives from HUD and the IRS on important program issues. We look forward to the January conference every year for the informative training and information sessions it provides.

Development Department Memorandum

To: MaineHousing Board of Commissioners
From: Mark C. Wiesendanger, Director of Development
Date: January 16, 2024
Subject: Monthly Report

2024 9% LIHTC Program

We have scored the 2024 applicants for the 9% LIHTC program. The Awardees are:

Project Name	Developer	City	Family/ Senior	Total Units
Avesta Seavey Street	Avesta	Westbrook	Senior	61
Equality Community Housing	Equality Community Center	Portland	Senior	54
Essex View	Penquis CAP	Bangor	Family	40
Oak Ridge Apartments	Realty Resources	Bath	Senior	30

2025-2026 Qualified Allocation Plan (QAP) Discussion

There were two discussions held with development partners about the 2025-2026 QAP.

Items of discussion included:

- Updated energy efficiency standards.
- Owner performance and experience – consider negative performance for delinquency, etc. otherwise discourages new partners.
- Housing Needs Analysis. Revisit Service Center Communities approaches to determine other resources for identifying communities. Make sure we are not leaving out good communities for housing.
- Add additional savings opportunities to the consideration (aside from just tax relief).
- Subsidy Cost Caps
- Fewer points for non-senior efficiencies and 1 bedroom units
- Requiring utility monitoring in all units. Using the HUD submission model for PHAs.
- Need to add language regarding Build America, Buy America (BABA) Act and Section 3 requirements.
- Clarifying points in some points categories. Greater stratification?
- Points rejiggering? 100 total? Reconsider values? Base on priorities and changes

2023 Production

Project Name	Developer	Program	City	Family/ Senior	Total Units
Completed in 2023					
155 Danforth	Bunker	4%	Portland	Family	30
Blake & Walnut	Raise-Op	4%	Lewiston	Family	18
Blueberry Ridge	Bangor HA	4%	Bangor	Senior	32
Harrison Ridge	Developers Collaborative	4%	Bridgton	Senior	48
Jocelyn Place	SoPo HA	4%	Scarborough	Senior	60
Milliken Heights	Szanton	4%	OOB	Senior	55
Mountain View Apts.	Bateman	4%	Fairfield	Senior	28
The Schoolhouse	CHOM	4%	Bangor	Family	21
The Uplands II	Bunker	4%	Scarborough	Senior	39
Snow School Apartments	Avesta	4%+HTF	Fryeburg	Senior	28
Mary Street Apartments	KVCAP	4%+State	Skowhegan	Family	40
Phoenix Flats	CHOM	4%+State	Portland	Senior	45
Porter Station	Avesta	4%+State	Portland	Family	60
Front Street Re-Dev I	Portland HA	9%	Portland	Family	47
Sr. Living at the Marketplace	Tim Gooch	9%	Augusta	Senior	42
West End Apts. Phase II	Avesta	9%	So. Portland	Family	52
Clarks Bridge Crossing	Patco	AHOP	Waterboro	Family	6
Highpines Village Condos	Highpine Properties LLC	AHOP	Wells	Family	4
Stearns Farm	S.E. MacMillan Co, INC	AHOP	Hampden	Family	9
89 Olive Street	Penquis CAP	HTF	Bangor	Family	6
Cranberry Road	Cranberry Isles Realty Trust	Islands	Cranberry Island	Family	2
100 Ohio Street	CHOM	SHP	Bangor	Family	4
Tucker's House	LB Dev Part.	RHP	Bridgton	Supp.	10
<i>NC/AR Projects</i>	<i>20</i>			<i>New Units</i>	<i>686</i>
Washington Gardens	Portland HA	9%	Portland	Senior	100
<i>Rehab Projects</i>	<i>1</i>			<i>Rehab Units</i>	<i>100</i>
Total Projects	21			Total Units	786

Development Pipeline

Below you will find the Development Pipeline updated as of January 10. We expect that a small number of these projects will not see completion, and that predicted construction starts and completions will change as projects move forward.

Project Name	Developer	Program	City	Family/ Senior	Total Units
--------------	-----------	---------	------	-------------------	----------------

Under Construction - likely completed in 2024

Brunswick Landing	Developers Collaborative		Brunswick	Family	36
One Edgemont Drive	ACAP	SHP	Presque Isle	Family	13
99 Western Ave	Mastway Dev LLC	4%	Augusta	Family	38
Hartland II	KVCAP	4%	Hartland	Senior	30
Stacy M. Symbol Apts.	Westbrook HA	4%	Westbrook	Senior	60
Stroudwater Apartments	Westbrook HA	4%	Westbrook	Senior	55
Congress Square Commons	Developers Collaborative	9%	Belfast	Family	36
Front Street Re-Devt Phase 2	Portland HA	9%	Portland	Senior	45
The Uptown	Szanton	9%	Bath	Senior	60
Village Commons	Avesta	9%	Scarborough	Senior	31
Clarks Bridge Crossing	Patco	AHOP	Waterboro	Family	3
Highpines Village Condos	Highpine Properties LLC	AHOP	Wells	Family	16
Stearns Farm	S.E. MacMillan Co, INC	AHOP	Hampden	Family	14
Theresa Bray Knowles Place	Penquis Cap	HOME-ARP	Bangor	Family	36
18 Central Ave	Home Start	Islands	Peaks Island	Family	3
CICA 2022 Island Housing	CICA	Islands	Chebeague Island	Family	4
ICDC Town Acquisition	ICDC	Islands	Isle au Haut	Family	4
NHSH Affordable	NH Sustainable Housing	Islands	New Haven	Family	4
Reeby Road	Islesboro Affordable	Islands	Islesboro	Family	2
18 Green Street	Motivational Svs	HTF	Augusta	Family	8
55 Weston Ave	55 Weston Avenue LLC	Rural	Madison	Family	18
<i>NC/AR Projects</i>	<i>24</i>			<i>New Units</i>	<i>516</i>
Millbrook Estates	Westbrook HA/EBM	4%	Westbrook	Senior	100
The Schoolhouse	CHOM	4%	Bangor	Family	45
<i>Rehab Projects</i>	<i>2</i>			<i>Rehab Units</i>	<i>145</i>
Total Projects	26			Total Units	661

Under Construction - likely completed in 2025

The Equinox	CHOM	4%+State	Portland	Family	43
Winter Landing	CHOM	4%+State	Portland	Senior	52
Betsy Ross Crossing	SoPo HA	4%	So. Portland	Senior	52
Edgewater Village	Avesta	4%	Farmington	Senior	25
Fairview Commons	Brunswick HA	4%	Topsham	Family	38
Lambert Woods North	Maine Coop. Dev. Partners	4%	Portland	Family	74
Lockwood Mill	North River Co.	4%	Waterville	Family	65
Meadowview II	Avesta	4%	Gray	Senior	27
Wedgewood	Lewiston HA/Avesta	4%	Lewiston	Family	82
Adams Point	Biddeford HA	9%	Biddeford	Family	39
Landry Woods	South Portland Housing	9%	So. Portland	Senior	43
Milford Place	Penquis CAP	9%	Bangor	Senior	40
Peasley Park	Developers Collaborative	9%	Rockland	Senior	49
Picker House Lofts	Szanton	9%	Lewiston	Family	72

Rumford Senior Living	Developers Collaborative	9%	Rumford	Senior	33
Sturgeon Landing	Augusta Housing	9%	Augusta	Family	32
Wildlands	Greater Portland Habitat	AHOP	Standish	Family	12
22 Shapleigh Road	Fairtide	HOME-ARP	Kittery	Family	6
Colonial Valley & Mt Blue	WMCA	HOME-ARP	Farmington	Family	33
Tucker's House Harrison	LB Development Partners	Recovery	Harrison	Supp.	10
<i>NC/AR Projects</i>	<i>20</i>			<i>New Units</i>	<i>827</i>
Berry Park Apartments*	Northland Enterprises	4%	Biddeford	Family	46
Harbor Terrace*	Portland HA	4%	Portland	Senior	120
North Deering Gardens*	Wingate Dev.	4%	Portland	Family	164
Oak Grove Commons*	Realty Resources	9%	Bath	Family	34
<i>Rehab Projects</i>	<i>4</i>			<i>Rehab Units</i>	<i>364</i>
Total Projects	24			Total Units	1191

Preliminary Underwriting

45 Dougherty	Szanton	4%	Portland	Family	63
Farwell Mill	Realty Resources	4%	Lisbon Falls	Family	96
Munjoy South	Avesta	4%	Portland	Family	106
Place St. Marie*	Brisa Dev with Andy J	4%	Lewiston	Family	40
Riverton Park*	Portland HA	4%	Portland	Family	182
Seton Tower	Kevin Mattson with Andy J	4%	Waterville	Family	68
Summer Block*	Bateman	4%	Saco	Senior	32
89 Elm Apartments	Tom Watson & CO LLC	4% PLA	Portland	Family	201
Avesta Seavey Street	Avesta	9%	Westbrook	Senior	61
Equality Community Housing	Equality Comm. Center	9%	Portland	Senior	54
Essex View	Penquis CAP	9%	Bangor	Family	40
Oak Ridge Apartments	Realty Resources	9%	Bath	Senior	30
19 Bodwell Street	Androscoggin Homes	AHOP	Sanford	Family	9
Alexander Way	BH Land Trust	AHOP	Boothbay Harbor	Family	7
Beals Ave WF Housing	LB Dev Partners	AHOP	Ellsworth	Family	23
Windward Estates	Penquis CAP	AHOP	Searsport	Family	7
OddFellows Apts.	Archer Properties LLC	Rural	Norway	Family	13
Berry's Block Apts.	Lake City Investments	Rural	Rockland	Family	9
520 Centre Street	Bath HA	Rural	Bath	Family	18
The Elm Estates	East Town Rentals	Rural	Presque Isle	Family	18
Mechanic Street	WLR Properties	Rural	Houlton	Family	18
Firefly Fields	Midcoast Habitat	Rural	Rockland	Family	10
Charles Jordan House	ME Prisoner Adv Coalition	SHP	Auburn	Supp.	11
Lupine Landing	Safe Voices	SHP	Farmington	Supp.	6
Seavey House	Biddeford Housing	SHP	Saco	Supp.	8
Total Projects	29			Total Units	1130

Total Projects in Underwriting & Construction

79

Total Units

2982

Energy & Housing Services Department Memorandum

To: MaineHousing Board of Commissioners
From: Genevieve Soucy, Director Energy and Housing Services
Date: January 10, 2024
Subject: EHS Monthly Report

Home Energy Assistance Program (HEAP)

The Home Energy Assistance Program (HEAP) is a component of the LIHEAP grant which will provide eligible applicants a benefit to cover a portion of their heating costs. Applications for the program are taken July – May. A household must meet the income guidelines each year and must have a direct, or indirect, heating burden.

Week 24	PY 2024	PY 2023	% Change
Total Applications Taken	45,450	41,763	+8.8%
Confirmed Eligible	30,025	25,814	+16.3%
Pending (in process)	8,556	11,949	-28.4%
Other (ineligible, denied, void etc.)	6,869	4,000	+71.7%

Additional information:

- **Current Funding Status of Program** –Preliminary budgeting for Fuel Assistance estimated \$24million available for fuel assistance benefits to clients, this amount was based on Maine’s standard grant award of approximately \$40million. To date, \$15,197,408 has been issued for fuel assistance benefits, this represents 63% of available funding. With the federal budget not yet finalized, the total amount of the grant award is currently unknown however it will not be less than \$40million. Once the final federal allocation has been determined, the projected budget for fuel assistance benefits will be reviewed and adjusted if available.
- **Current Status of Application** – Estimates for the current program year anticipated a 6% increase in the number of approved applications, current applications taken have increased 9% when compared to the same time period the prior year. Confirmed eligible applications are showing an increase over the prior year of 16.3% however the number of denied applications is up 72%. Because an application that is denied may not take as long to process as an eligible application, the CAA’s are finding that they are able to process the pending applications faster.

Emergency Crisis Intervention Program (ECIP)

The Emergency Crisis Intervention Program (ECIP) is a program component of the HEAP grant which will grant Households who are eligible for HEAP up to an additional \$800 if they find that they have less than a seven day supply of fuel available. The ECIP program starts on November 1 and runs through April 30, or until funding is exhausted.

	Processed/Committed
ECIP Occurrence Processed	784
ECIP Funds Committed	\$876,004.52

Weatherization Assistance Programs (WAP)

WEATHERIZATION							
Reporting Period: January 1, 2023 – December 31, 2023							
	Projects	Readiness Jobs	Total Cost	Program Delivery & Support	DOE Funded	DOE Wx Readiness	HEAP Funded
DOE & HEAP Wx	340	42	\$5,695,302	\$1,960,659	\$1,502,361	\$363,680	\$1,868,603
BIL Funding	13		\$87,651	\$98,541	\$105,522		
Total	353	42	\$5,782,953	\$2,059,200	\$1,607,884	\$363,680	\$1,868,603
2022 TOTAL	319	1	\$6,442,853	\$2,017,550	\$1,545,698	\$6,700	\$1,705,181

Central Heating Improvement Program (CHIP)

The Central Heating Improvement Program (CHIP) provides grants to households that are HEAP eligible to assist with heating system repairs or replacements, Chimney and Oil Tank repairs or replacements. Funding for the CHIP program is from the DHHS LIHEAP grant as well as State HOME funds. To be determined eligible, Households must have an approved Fuel Assistance Application in the prior 12 months to qualify for service.

CENTRAL HEATING IMPROVEMENT							
Reporting Period: January 1, 2023 – December 31, 2023							
	Projects	Total Cost	Program Delivery & Support	Projects	Heating System CTE, Repair or Replacement	Projects	Chimney or Oil Tank Repairs or Replacements
TOTAL	1,920	\$5,706,494	\$1,161,077	1,696	\$3,914,702	224	\$630,715
2022 TOTAL	2,506	\$6,772,882	\$1,185,574	2,121	\$4,369,621	385	\$1,217,687

Home Accessibility and Repair Program (HARP)

The Home Accessibility and Repair Program (HARP) provides grants to income eligible homeowners for professional home repairs and accessibility modifications. The HARP is delivered statewide through the network of Community Action Agencies (CAAs).

HARP PROGRESS							
Reporting Period: January 1, 2023 – December 31, 2023							
	Program Delivery & Support	Home Repair		Emergency		2023 Weatherization Readiness	
TOTAL	\$632,398.07	68	\$1,045,094	136	\$1,880,723	19	\$236,173
2022 Program	\$832,625.20	117	\$2,070,223	121	\$2,092,903		

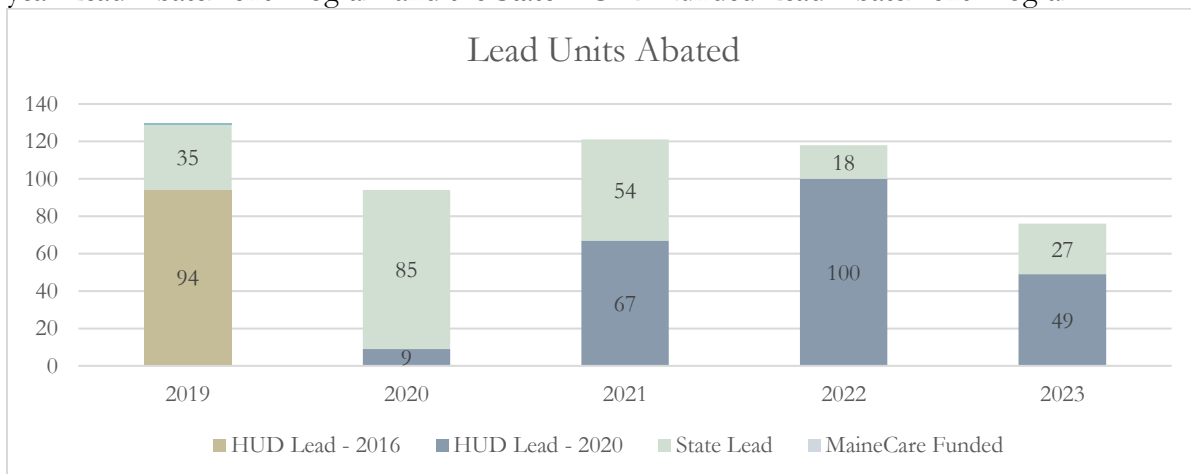
Heat Pump Installation Program (HPP)

The Heat Pump Installation Program (HPP) will install a heat pump for eligible households where it is determined that a heat pump will reduce the households energy burden. Funding for this program component has come from the LIHEAP grant. Beginning August 1, 2023, Heat Pumps will be installed with funding made available from Department of Energy grant.

HEAT PUMP				
Reporting Period: January 1, 2023 – December 31, 2023				
	Projects	Total Cost	Program Delivery & Support	Heat Pump Installation Costs
2023 YTD	827	\$4,170,087.42	\$706,606.35	\$3,463,481.07
2022 TOTAL	1,697	\$3,265,421.66	\$682,844.44	\$2,582,577.22

Lead Abatement Program

MaineHousing works with two Community Action Agencies to deliver the Lead Abatement Programs across the State. Currently there are two funding sources used to abate units, HUD’s three year Lead Abatement Program and the State HOME funded Lead Abatement Program.



Low Income Assistance Plan (LIAP)

The Low Income Assistance Plan (LIAP) provides a credit to an eligible households electricity account. The LIAP program is funded by contributions from Transmission and Distribution electricity providers and the program Rules and Orders are governed by the MPUC. Additional assistance for Households who require electricity for an oxygen pump or ventilator are also available as part of this program.

Low Income Assistance Plan (LIAP)				
Reporting Period: October 1, 2022 - September 30, 2023				
Utility	Oxygen/Vent Participants	Oxygen/Vent Credits Provided	LIAP Participants	Credits Provided
TOTAL	3,450	\$ 449,288	38,092	\$13,697,481
2022 TOTAL	1,078	\$ 250,224	29,869	\$10,338,389

Additional information:

- **Additional Funding** – The recently passed State budget included an additional \$7.5million for Program Years 2024 and 2025. The additional funding will allow an expansion in eligibility for DHHS enrollees, up to 150% of Federal Poverty, and may allow for higher benefits for all enrollees.

Well Water Abatement

The Well Water Abatement program provides grants for the abatement of contaminants in private wells to provide safe drinking water for income eligible, single-family homeowners and income eligible landlords for dwellings with four rental units or less. The grants will cover well water testing as well as a point of use or point of entry system depending upon needs. Funding for this program is from LD-1891 passed in 2022, the program will continue until funding is exhausted.

WELL WATER ABATEMENT PROGRAM	
REPORT PERIOD: January 1, 2023 – November 7, 2023	
Number of Inquires	134
Number of Applications Received	32
Number of Filtration Systems Installed	13
Number of Water Test Completed	53
Program Allocated Funds	\$ 500,000.00
Expenditures for Water Tests and Filtration Systems	\$ 77,528.45
Available Funds	\$ 422,471.55

Finance Department Memorandum

To: Board of Commissioners
From: Darren R. Brown
Date: January 9, 2024
Subject: Monthly Activity Report – Finance Department

ACCOUNTING AND FINANCIAL REPORTING (AFR)

- Work associated with the 2023 financial statements audit continued throughout December. Auditors from Baker Newman & Noyes (BNN) performed work on the interim phase of their audit. This phase involves planning, documenting and assessing internal controls, and performing various audit procedures on certain account balances. In January, we will be performing year-end closing procedures and preparing schedules, work papers and third party confirmations for the audit. The auditors are scheduled to resume their work on January 29th. The audit needs to be completed and the audited financial statements submitted to our bond Trustee by March 31st.
- Staff also worked on various year-end tasks in December. These included processing the final 2023 payroll, reviewing retirement contributions for compliance with plan and IRS requirements, working with our payroll vendor on year-end Group Term Life Insurance calculations, identifying and calculating accrual entries for unpaid 2023 expenses, and setting up salaries, withholdings, and benefits for the 2024 payrolls.

Staff also compiled information and prepared various year-end tax forms, including W-9 and 1099 forms. The W-9 forms are needed from all parties that receive an IRS reportable payment during the year and are used in preparing the 1099 forms.

LOAN ADMINISTRATION

- Several staff attended the annual Emphasys User Conference. Emphasys is the vendor used for our financial and loan servicing systems and this conference provided information on changes to the various modules and new features that will be available to us. Users were also able to meet directly with software programmers to discuss and address specific system issues. Emphasys has plans to hold virtual trainings throughout the year and create user groups to allow agencies to work together on an ongoing basis.
- Recruitment activities are underway to fill the vacant Special Asset Manager and Loan Administrative Assistant positions. The Special Asset Manager position was recently held by Patricia Harriman who was promoted to Director of Homeownership. The Special Asset Manager works closely with our loan servicing partners and oversees all work associated with defaulted loans including collections, foreclosures, bankruptcy, property preservation, title resolution, and various loss mitigation programs. The Loan Administrative Assistant position performs a variety of duties associated with loan defaults, which includes maintaining files and financial records and responding to customers and partner inquiries.

Finance Department Memorandum

To: Board of Commissioners

From: Darren R. Brown

Date: January 9, 2024

Subject: Monthly Financial and Budget Report

FINANCIAL RESULTS

Attached are the Balance Sheets and Statements of Revenues, Expenses, and Changes in Net Assets for the eleven-month period ended November 30, 2023.

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 changes between the current and prior year net operating results.

Total combined assets are approximately \$2.5 billion and total combined liabilities approximate \$2.1 billion. Total net assets amount to approximately \$449 million. Total combined revenues approximate \$440.6 million and total expenses amount to approximately \$406.3 million, which results in net operating income of \$34.3 million. For this period in 2022, net operating income was \$6.8 million. Net operating income is \$27.5 million higher in 2023 due primarily to the activities and operating results of the Mortgage Purchase Fund (MPP), MaineHousing's largest fund group.

The MPP has net operating income of approximately \$17.2 million. This is a \$24.5 million increase compared to the net operating loss of \$7.3 million in 2022. The increase is due primarily to a change in the carrying values of non-mortgage investments and higher interest rates. A paper loss of \$1.2 million has been recognized in 2023, which represents an increase of \$13.5 million compared with the paper loss of \$14.7 million recorded in 2022. 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, the MPP's net operating income is \$18.4 million at the end of November 2023. This is an increase of \$11 million compared to \$7.4 million net operating income in 2022. This net operating income improvement is due to the higher interest rate environment in 2023, which has increased net interest income by \$10.4 million. Although interest expense increased \$13.2 million, interest income from mortgages and investments is higher in 2023 by a combined amount of \$23.6 million.

BUDGET RESULTS

Also attached are the budget variance results for the period ended November 30, 2023. These results are summarized and presented on the attachment described below:

OPERATING REVENUES AND EXPENSES BUDGET

MaineHousing has two primary business segments, which consist of mortgage lending activities and the administration of federal and state funded 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 programs.

The Operating Revenues and Expenses Budget, **Attachment A**, presents the revenues available to pay operating and program administrative expenses. It also presents the aggregate operating and program administrative expenses. Total budgeted revenues for 2023 are \$92.1 million and total expenses are budgeted at \$83.5 million. Total actual revenues as of November 30, 2023 amount to \$101.6 million, while total expenses amount to \$80.5 million. For the eleven-month period ended November 30, 2023, revenues exceed expenses by approximately \$21.1 million.

Total revenues are above budget due primarily to higher income from non-mortgage investments. Income from non-mortgage investments will substantially exceed the budget for the year. Interest rates have increased considerably in 2023 and average yield are higher than projected. Fee income is also above budget due mainly to higher income from the federal Homeowner Assistance Fund (HAF) program.

Total expenses are also running above budget due largely to higher interest expense. Interest expense will exceed the budget for the year as a result of the higher rate environment. 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 are budgeted at approximately \$24.3 million. As of November 30, 2023, approximately \$21.8 million or 90% of the total operating budget has been used. In total, operating expenses are below budget at this point and are projected to be under for the year by approximately \$450,000 or 2%. Full-time equivalents are estimated to be under budget by two positions. There were a number of position turnovers and internal position changes throughout the year. Some positions were vacant for an extended period due to the tight labor market. Additionally, costs associated with staff education/trainings and partner trainings/meetings are expected to be below budget.

Program administrative expenses are budgeted at \$8.9 million and actual expenses amount to \$8.8 million as of November 30, 2023. Expenses in this areas are running over budget and will exceed the budget for the year due to primarily to higher than projected program advertising and administrator fees.

These expenses exceed the budget because of the HAF program that was implementing this year. The work approach for this program was not known at the time the budget was adopted and fees for outsourcing various administrative functions were not included in the budget. As noted previously, fee

income from the HAF program is also above budget and the program provides sufficient income to cover these expenses as well as all related administrative costs.

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 an estimated useful life. The total authorized capital budget for 2023 is \$1.3 million and expenditures amounted to approximately \$1.4 million as of November 30, 2023.

Capital expenditures were mainly for the acquisition of the new system for the federal LIHEAP and WX programs (JAI system) and the multifamily loan system. Expenditures associated with these systems exceed budget estimates. However, these overages are offset to some extent by a number of computer software items not being acquired as planned. There were some unplanned capital improvements and repairs to the office building and additional workstations and furnishings, which contribute to the total overage.

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 November 30, 2023.

MAINE STATE HOUSING AUTHORITY
BALANCE SHEETS
NOVEMBER 30, 2023
(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
	2022	2023							
ASSETS:									
Cash, principally time deposits	86,083	90,050	12,983	1	70,713	0	6,288	65	0
Investments	477,751	665,844	568,064	8,335	17,552	34,716	0	4,971	32,206
Accounts receivable - Government	16,398	7,331	0	0	0	2,387	4,944	0	0
Accrued interest and other assets	9,273	15,159	10,229	20	241	83	188	4,289	109
Mortgage notes receivable, net	1,549,569	1,712,634	1,640,428	0	7,038	33,429	0	4,567	27,172
Other notes receivable, net	39	0	0	0	0	0	0	0	0
Land, equipment and improvements, net	17,295	18,217	22	0	18,195	0	0	0	0
Other real estate owned	50	0	0	0	0	0	0	0	0
Derivative instrument - interest rate swaps	18,570	26,758	26,758	0	0	0	0	0	0
Net pension asset	217	0	0	0	0	0	0	0	0
Deferred pension expense	1,123	959	509	3	102	0	0	345	0
Deferred amount on debt refundings	2,359	2,038	2,038	0	0	0	0	0	0
Total Assets	2,178,727	2,538,990	2,261,031	8,359	113,841	70,615	11,420	14,237	59,487
LIABILITIES AND NET ASSETS:									
Accrued interest payable	2,712	3,911	3,320	0	0	0	0	0	591
Accounts payable - Federal	326	505	0	0	0	0	505	0	0
Accounts payable & accrued liabilities	14,353	13,205	368	1	12,656	0	180	0	0
Unearned income	43,166	50,305	0	0	0	840	17,651	31,814	0
Net pension liability	0	1,780	945	5	189	0	0	641	0
Deferred pension credit	3,159	798	424	3	84	0	0	287	0
Accumulated increase in fair value of hedging derivatives	18,570	26,758	26,758	0	0	0	0	0	0
Interfund	0	0	4,489	13	46,715	(16,809)	(12,211)	(22,197)	0
Mortgage bonds and notes payable, net	1,683,263	1,992,513	1,927,798	0	13,680	0	0	0	51,035
Deferred grant income	0	0	0	0	0	0	0	0	0
Deferred loan origination points	14	13	13	0	0	0	0	0	0
Total Liabilities	1,765,563	2,089,788	1,964,115	22	73,324	(15,969)	6,125	10,545	51,626
NET ASSETS:									
Restricted Net Assets	375,470	408,685	296,916	8,337	0	86,584	5,295	3,692	7,861
Unrestricted Net Assets	37,694	40,517	0	0	40,517	0	0	0	0
Total Net Assets	413,164	449,202	296,916	8,337	40,517	86,584	5,295	3,692	7,861
Total Liabilities and Net Assets	2,178,727	2,538,990	2,261,031	8,359	113,841	70,615	11,420	14,237	59,487

MAINE STATE HOUSING AUTHORITY
STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET ASSETS
FOR THE PERIOD ENDED NOVEMBER 30, 2023
(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
	2022	2023							
REVENUES:									
Interest from mortgages and notes	54,894	61,321	60,935	0	266	81	0	0	39
Income from investments	7,411	27,869	23,468	375	1,012	1,265	21	247	1,481
Net increase (decrease) in the fair value of investments	(14,705)	(1,253)	(1,253)	0	0	0	0	0	0
Fee income	11,503	15,121	2,526	0	757	0	11,460	378	0
Other revenue	143	379	132	0	77	84	0	0	86
Grant income	314,153	205,288	0	0	0	6,671	114,510	84,107	0
Income from State	30,821	25,664	0	0	0	21,346	0	0	4,318
Federal rent subsidy income	101,098	106,163	0	0	0	0	106,163	0	0
Gain on bond redemption	557	100	100	0	0	0	0	0	0
Total Revenues	505,875	440,652	85,908	375	2,112	29,447	232,154	84,732	5,924
EXPENSES:									
Operating expenses	20,278	21,805	0	0	21,805	0	0	0	0
Other program administrative expenses	6,299	7,085	5,022	0	(3)	0	1,823	243	0
Mortgage servicing fees	1,619	1,727	1,717	0	10	0	0	0	0
Provision for losses on loans	0	9	0	0	0	9	0	0	0
Losses on foreclosed real estate	25	0	0	0	0	0	0	0	0
Interest expense	37,704	50,947	50,017	0	0	0	0	0	930
Grant expense	331,196	217,887	0	0	0	26,915	110,147	80,405	420
Federal rent subsidy expense	101,949	106,863	0	0	0	0	106,863	0	0
Allocated operating costs	0	0	11,999	71	(19,491)	0	7,313	108	0
Total Expenses	499,070	406,323	68,755	71	2,321	26,924	226,146	80,756	1,350
Net Operating Income (Loss)	6,805	34,329	17,153	304	(209)	2,523	6,008	3,976	4,574
Transfers between funds, net	0	0	0	0	846	(416)	(5,287)	(27)	4,884
Change in net assets	6,805	34,329	17,153	304	637	2,107	721	3,949	9,458
Net assets at beginning of year	406,359	414,873	279,763	8,033	39,880	84,477	4,574	(257)	(1,597)
Net assets at end of period	413,164	449,202	296,916	8,337	40,517	86,584	5,295	3,692	7,861

**MAINE STATE HOUSING AUTHORITY
OPERATING REVENUES AND EXPENSES BUDGET VARIANCE REPORT
FOR THE PERIOD ENDED NOVEMBER 30, 2023**

(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	61,201	0	61,201	66,400	5,199	8%
Income from investments	24,855	268	25,123	11,390	(13,733)	(121%)
Fee income	3,283	11,838	15,121	14,153	(968)	(7%)
Other revenue	209	0	209	160	(49)	(31%)
Total Revenues	89,548	12,106	101,654	92,103	(9,551)	(10%)
EXPENSES:						
Operating expenses	14,384	7,421	21,805	24,294	2,489	10%
Other program administrative expenses	6,746	2,066	8,812	8,864	52	1%
Interest expense	49,917	0	49,917	50,325	408	1%
Total Expenses	71,047	9,487	80,534	83,483	2,949	4%
Excess Revenues Over Expenses	18,501	2,619	21,120	8,620	(12,500)	(145%)

**MAINE STATE HOUSING AUTHORITY
OPERATING AND OTHER PROGRAM ADMINISTRATIVE EXPENSES
FOR THE PERIOD ENDED NOVEMBER 30, 2023**

ATTACHMENT B

	Total Annual Budget	Total Year to Date Actual	Budget Available	Percentage of Budget Available
Operating Expenses				
Salaries	13,517,480	12,361,164	1,156,316	9%
Payroll Taxes	994,335	923,252	71,083	7%
Retirement	1,273,244	1,136,762	136,482	11%
Medical and Life Insurance	3,116,854	2,667,797	449,057	14%
Other Fringe Benefits	10,000	7,104	2,896	29%
Office Supplies	51,365	50,960	405	1%
Printing	75,560	57,009	18,551	25%
Membership and Dues	63,811	58,855	4,956	8%
Subscriptions	32,077	17,897	14,180	44%
Sponsorships	14,600	12,500	2,100	14%
Staff Educ/Train/Conf	180,131	103,173	76,958	43%
Travel/Meals - Staff Educ/Train/Conf	197,859	119,021	78,838	40%
Partner/Client Train/Meetings	138,510	38,510	100,000	72%
Travel/Meals - Partner/Client Training	112,546	96,833	15,713	14%
Staff Events	28,580	21,725	6,855	24%
Meals - Staff Events	33,130	24,675	8,455	26%
Leased Vehicles	177,773	154,266	23,507	13%
Computer Supplies	39,812	29,245	10,567	27%
Computer License SAAS	254,048	245,392	8,656	3%
Rent-Other	39,430	31,089	8,341	21%
Computer Maintenance	789,721	819,034	(29,313)	(4%)
Depreciation	1,200,000	1,055,998	144,002	12%
Telephone	125,584	117,001	8,583	7%
Employment Advertising	1,000	12,633	(11,633)	(1163%)
Postage and Shipping	141,022	125,661	15,361	11%
Insurance	105,748	91,248	14,500	14%
Recording Fees	1,000	695	305	31%
Payroll Services	49,418	45,270	4,148	8%
Audit Services	172,000	139,000	33,000	19%
Property Expenses	522,435	453,160	69,275	13%
Professional Services	376,108	370,413	5,695	2%
Building Interest Expense	458,669	417,940	40,729	9%
Total Operating Expenses	24,293,851	21,805,282	2,488,569	10%
Other Program Administrative Expenses				
Loan foreclosure expenses	200,000	58,494	141,506	71%
REO expenses	50,000	334	49,666	99%
Mortgage Servicing fees	1,850,000	1,726,580	123,420	7%
Provision for losses on loans & REOs	125,000	0	125,000	100%
Loan Origination expenses	3,230,000	2,562,142	667,858	21%
Bond Issuance Costs	900,000	688,154	211,846	24%
Trustee/Bank fees	170,000	158,734	11,266	7%
Program advertising/printing	343,450	463,647	(120,197)	(35%)
Bond and mortgagee insurance	19,550	21,142	(1,592)	(8%)
Variable rate bond remarket/liquidity facilities	710,000	618,690	91,310	13%
Cash flow/arbitrage/swap consultants/legal	675,000	667,843	7,157	1%
Homebuyer education	135,000	90,150	44,850	33%
Program administrator fees	455,610	1,756,789	(1,301,179)	(286%)
Total Other Program Administration Expenses	8,863,610	8,812,699	50,911	1%

**MAINE STATE HOUSING AUTHORITY
CAPITAL BUDGET
FOR THE PERIOD ENDED NOVEMBER 31, 2023**

ATTACHMENT C

Description	2023 Budget	2023 Actual	Budget Available	% Expended
Computer Hardware:				
Network backup hardware - Data Domain	15,000	-	15,000	
Laptop replacements	55,000	54,154	846	
Total computer hardware	<u>70,000</u>	<u>54,154</u>	<u>15,846</u>	<u>77%</u>
Computer Software:				
Enterprise multi-family housing system	240,679	289,077	(48,398)	
Amplifund grant management software	45,600	45,600	-	
Mobile device management software	8,000	-	8,000	
Website redesign	7,000	-	7,000	
Single Family loan servicing system modifications	10,000	-	10,000	
Single Family lender & loan tracking systems mods	10,000	-	10,000	
Hancock systems mods (LIHEAP & Wx Programs)	100,442	-	100,442	
Salesforce software upgrades	120,000	-	120,000	
New LIHEAP & Wx system	575,000	855,000	(280,000)	
Total computer software	<u>1,116,721</u>	<u>1,189,677</u>	<u>(72,956)</u>	<u>107%</u>
Office Building:				
Additional workstations & furniture	24,460	63,125	(38,665)	
Patio repair/resurface	46,000	39,539	6,461	
Stairwell repair	-	6,290	(6,290)	
Audio Visual equipment upgrade	-	9,439	(9,439)	
Fencing for office building	-	17,300	(17,300)	
	<u>70,460</u>	<u>135,693</u>	<u>(65,233)</u>	<u>193%</u>
Total	<u><u>1,257,181</u></u>	<u><u>1,379,524</u></u>	<u><u>(122,343)</u></u>	<u><u>110%</u></u>

**MAINE STATE HOUSING AUTHORITY
MEMBERSHIPS, DUES, AND SPONSORSHIPS
FOR THE PERIOD ENDED NOVEMBER 30, 2023**

ATTACHMENT D

Description	Amount
Memberships and Dues	
American College of Mortgage Attorneys - employee dues	225
American Payroll Association - employee annual membership	298
Association of Certified Fraud Examiners - (2) employee annual membership	470
Association of Government Accountants - (2) employee annual memberships	220
Construction Specifications Institute - employee annual membership	375
Council of State Community Development Agencies - annual membership	1,500
Credit Builders Alliance, Inc - annual membership	995
Diversity Hiring Coalition - annual membership	300
Information Systems Audit and Control Association - employee annual membership	45
Institute of Internal Auditors - employee annual membership	190
Kennebec Board of Realtors - employee dues	196
Greater Portland Board of Realtors - annual membership	311
Maine Association of Mortgage Professional - employee annual membership	395
Mortgage Bankers Association - annual affiliate membership	1,350
Maine Association of Public Housing Directors - annual membership	1,000
Maine Bankers Association - annual affiliate membership	950
Maine Building Officials and Inspectors Association - (9) employee membership	325
passivhausMaine - employee annual membership	149
Maine Indoor Air Quality Council - annual membership	500
Maine Public Relations Council - employee annual membership	75
Maine Real Estate & Development Association - annual membership	1,200
Maine Real Estate Management Association - annual membership	125
Maine State Bar Association - (4) employee annual memberships	950
Board of Overseers of the Bar - (6) employee annual registration	1,485
National Affordable Housing Management Association - affiliate membership	1,300
National Association for State Community Services Programs - annual membership	1,627
National Council of State Housing Agencies - annual membership	32,242
National Energy & Utility Affordability Coalition - annual membership	500
National Energy Assistance Directors' Association - annual LIHWAA membership	1,088
National Energy Assistance Directors' Association - annual membership	6,817
National Leased Housing Association - annual membership	660
NCHM Accounting Office Employee Certification dues	125
Maine State Treasurer - employee annual CPA license renewal	35
Notary Public - (2) employee renewal fees	100
Project Management Institute/Professional- employee annual membership	224
Society for Human Resource Management - employee annual membership	244
Urban Land Institute - employee annual membership	264
Total	<u>\$ 58,855</u>

Sponsorships

Maine Resident Service Coordinator Association - annual sponsor	2,500
Maine Council on Aging - conference sponsor	500
Growsmart Maine - annual conference sponsor (2022/2023)	4,000
Maine Real Estate Management Association - 2023 conference sponsorship	2,500
New England Resident Service Coordinator - conference sponsor	3,000
Total	<u>\$ 12,500</u>



Finance Department Memorandum

To: Board of Commissioners
From: Darren Brown
Date: January 4, 2024
Subject: Monthly Delinquencies Report

MULTI-FAMILY DELINQUENCIES

The Multi-Family portfolio totals \$899 million with 1,318 loans as of December 31, 2023. There are four 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 \$1 billion with 9,823 loans as of November 30, 2023. The over 60-day delinquencies increased from 2.48% to 2.68%, and the in-foreclosures increased from 0.54% to 0.59%. The over 60-day delinquencies amount to \$27 million, with approximately \$6 million representing accounts in foreclosure. The over 60-day and in-foreclosure historic rates are shown in *Exhibit 4*. MaineHousing's delinquency rate by loan dollars is 2.68% and the delinquency rate by loan count is 2.84%. As reflected in *Exhibit 5*, MaineHousing's November delinquency rate by loan count is above the most recent available delinquency rate (as of September 30th) for all Maine Loans.

Servicer Delinquencies – As of November 2023, Bank of America (BOA) had the highest overall delinquency rate of 13.27% (12 loans), with an in-foreclosure rate of 6.27% (6 loans). BOA no longer originates loans for MaineHousing and they are servicing an old portfolio of loans. The average age of the loans in their portfolio is 16 years. There have been no new loans added to this portfolio since 2011 and the high delinquency rate is attributed mainly the decreasing portfolio balance and its small size.

Delinquencies for our largest servicer, Mortgage Servicing Solutions, increased from 2.80% to 3.09%, while the in-foreclosure rate increased from 0.55% to 0.64%. Salem Five Mortgage Corp. portfolio had a rate of 0.00%, which was the lowest rate for the month. Delinquency rates for each servicer are shown in *Exhibit 3*.

Delinquencies by Insurance Type – In November 2023, FHA insured loans had the highest delinquency rate by total insurance type of 4.31%, with in-foreclosures at 0.66%. When compared to the total loan portfolio, RD insured loans had the highest delinquency rate of 1.46%, with in-foreclosures at 0.36%. Delinquencies by insurance type and the portfolio as a whole are shown in *Exhibit 6*.

FHA insured loans comprise 18% of the Single-Family portfolio and 29% of delinquencies, while RD insured loans comprise 55% of the portfolio and represent 54% 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*.

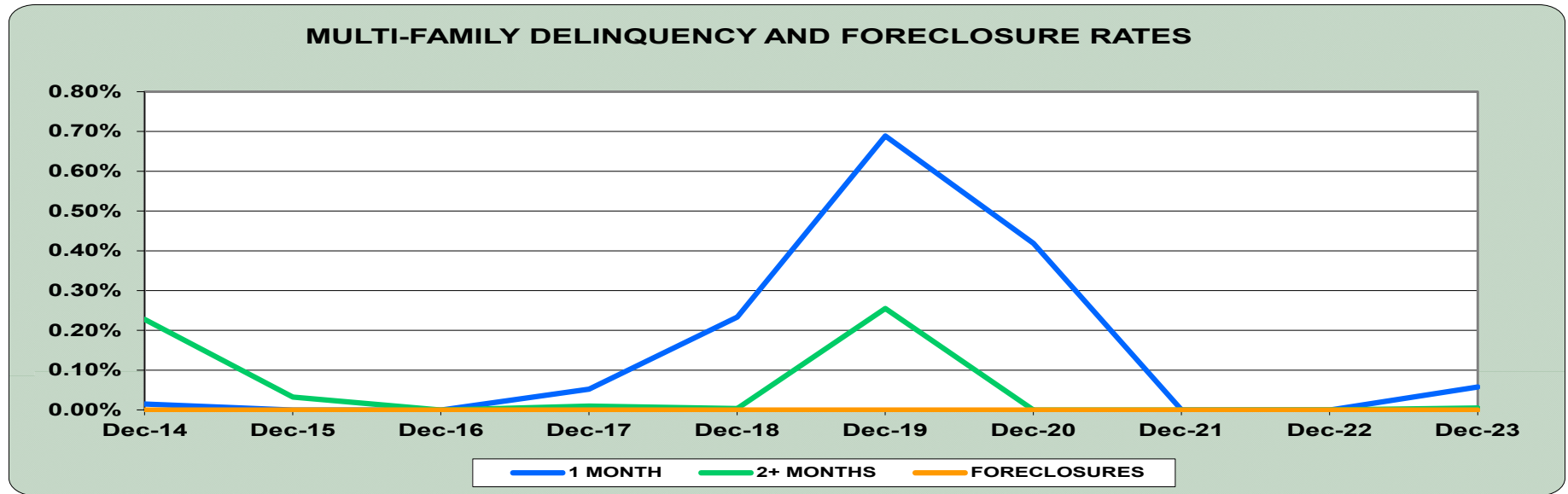
Foreclosure Prevention Activities – *Exhibit 8* summarizes our foreclosure prevention activities, as well as the number of completed foreclosures. As of the end of month November 2023, we have assisted 848 borrowers with various foreclosure prevention options. From January through November 2023, seventy-four HAF reinstatements have occurred.

Multi-Family Delinquent Loans

MAINE STATE HOUSING AUTHORITY MULTI-FAMILY DELINQUENCIES 12/31/2023								
Section 8					ORIGINATION	DELINQUENT		
BORROWER	LEVEL PMT	PTD	LOCATION	PROJECT OWNER	DATE	1 MONTH	2 MONTHS	3+ MONTHS
AVIGNON APARTMENTS	2,024.97	11/01/23	BIDDEFORD	COMMONS HOUSING CORP	06/07/19	401,647.00	0.00	0.00
						<u>401,647.00</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
NONE						0.00	0.00	0.00
						<u>0.00</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
OHIO ST, 112	820.68	05/01/23	BANGOR	PENOBSCOT AREA HSG DEV CORP	10/01/09	0.00	0.00	18,843.00
ELM STREET, 63 (FNA PEACEFUL	436.74	09/01/23	MACHIAS	DOWNEAST COMMUNITY PARTNERS	04/01/99	0.00	0.00	26,866.00
HODGDON ST	2,552.34	11/01/23	DAMARISCOTTA	ELDERCARE NETWORK OF LINCOLN	05/21/98	117,198.00	0.00	0.00
						<u>117,198.00</u>	<u>0.00</u>	<u>45,709.00</u>
Grand Total						<u>518,845.00</u>	<u>0.00</u>	<u>45,709.00</u>
% of Portfolio Delq 60+ days		0.01%						
Total Number of Loans		1,318						



Multi-Family Delinquency & Foreclosure Trends



	OUTSTANDING PRINCIPAL		1 MONTH		2+ MONTHS		FORECLOSURES	
	DOLLARS	DOLLARS	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE
Dec-23	\$ 898,515,001	\$ 518,845	\$ 45,709	0.06%	\$ 45,709	0.01%	\$ -	0.00%
Dec-22	\$ 796,448,381	\$ -	\$ 4,553	0.00%	\$ 4,553	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%



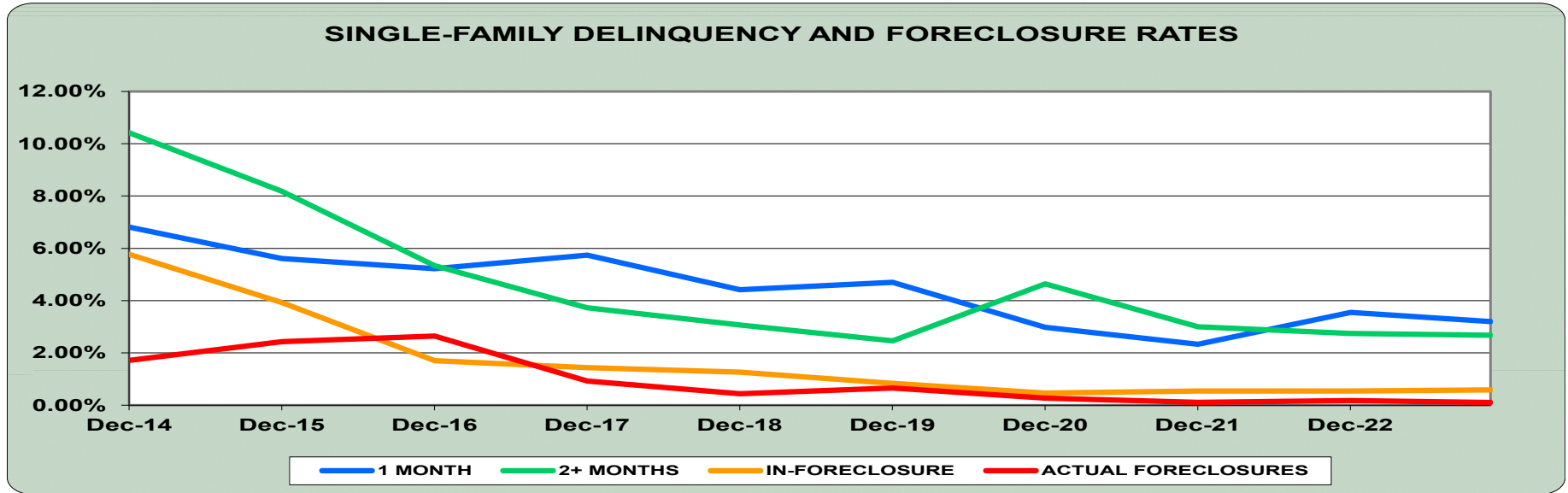
Single-Family Delinquent Loans

Maine State Housing Authority Single-Family Delinquencies by Servicer 11/30/2023

SERVICER	% OF PORTFOLIO	% of Portfolio Delq 60 + days	OUTSTANDING PRINCIPAL	----- 1 MONTH	DELINQUENT 2 MONTHS	----- 3+ MONTHS	IN- FORECLOSURE
MORTGAGE SERVICING SOLUTIONS	67.36%	3.09%	691,224,239.12	25,024,862.43	8,078,816.51	8,842,383.97	4,422,617.85
BANGOR SAVINGS BANK	10.86%	1.43%	111,486,188.37	2,498,716.47	635,306.85	709,836.39	249,440.27
CAMDEN NATIONAL BANK UK	7.91%	1.71%	81,204,798.52	1,357,992.88	355,636.56	635,058.90	394,991.94
MACHIAS SAVINGS BANK	6.74%	2.76%	69,153,595.45	2,669,701.09	431,131.01	848,545.01	625,970.84
BANGOR SAVINGS BANK QS	6.59%	0.82%	67,617,234.15	849,749.03	323,662.45	231,553.48	0.00
BANK OF AMERICA NA	0.51%	13.27%	5,253,910.56	445,405.55	293,870.46	73,724.17	329,338.23
SALEM FIVE MORTGAGE CORP	0.03%	0.00%	297,681.94	10,691.49	0.00	0.00	0.00
TOTAL	100.00%	2.68%	1,026,237,648.11	32,857,118.94	10,118,423.84	11,341,101.92	6,022,359.13



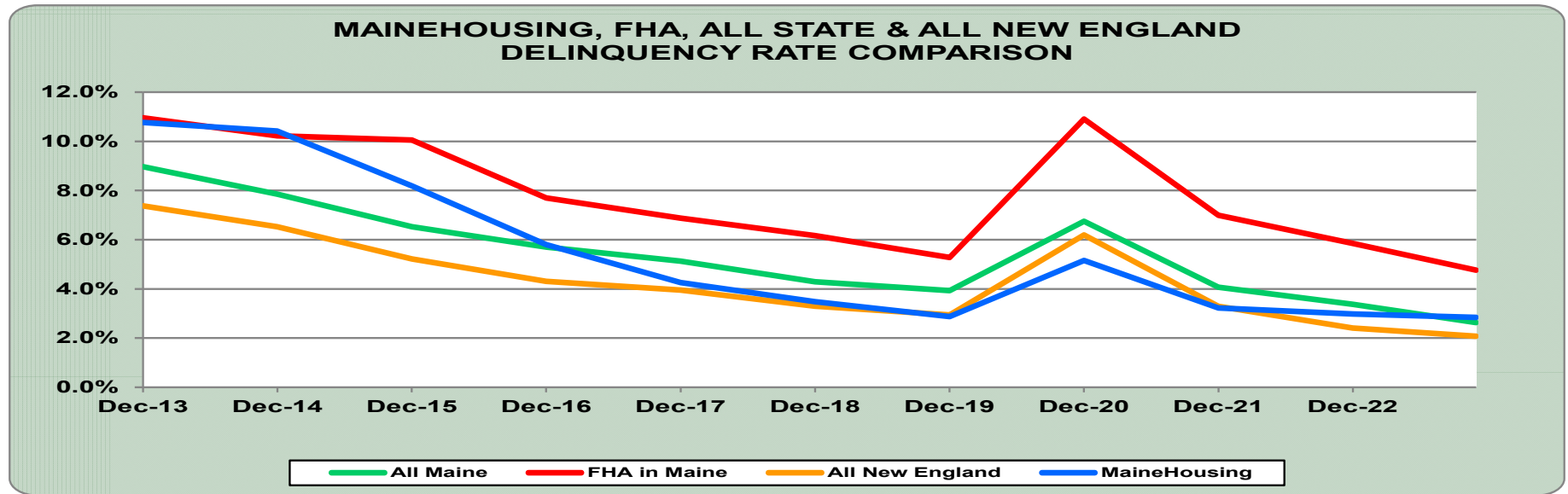
Single-Family Delinquency & Foreclosure Trends



	OUTSTANDING PRINCIPAL		1 MONTH		2+ MONTHS		IN-FORECLOSURE		ACTUAL FORECLOSURES	
	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE
Nov-23	\$ 1,026,237,648	3.20%	\$ 32,857,119	2.68%	\$ 27,481,885	2.68%	\$ 6,022,359	0.59%	\$ 1,043,395	0.10%
Dec-22	\$ 958,984,521	3.55%	\$ 33,996,366	2.75%	\$ 26,378,301	2.75%	\$ 5,183,906	0.54%	\$ 1,733,447	0.18%
Dec-21	\$ 887,303,920	2.33%	\$ 20,685,547	3.00%	\$ 26,645,647	3.00%	\$ 4,806,968	0.54%	\$ 941,490	0.11%
Dec-20	\$ 960,761,414	2.98%	\$ 28,645,024	4.64%	\$ 44,603,599	4.64%	\$ 4,471,656	0.47%	\$ 2,617,001	0.27%
Dec-19	\$ 967,171,381	4.69%	\$ 45,399,415	2.46%	\$ 23,774,547	2.46%	\$ 8,037,512	0.83%	\$ 6,357,994	0.66%
Dec-18	\$ 916,608,577	4.42%	\$ 40,526,473	3.07%	\$ 28,155,105	3.07%	\$ 11,647,401	1.27%	\$ 4,056,247	0.44%
Dec-17	\$ 844,497,676	5.74%	\$ 48,457,930	3.72%	\$ 31,454,643	3.72%	\$ 12,099,518	1.43%	\$ 7,847,858	0.93%
Dec-16	\$ 799,557,471	5.23%	\$ 41,780,468	5.34%	\$ 42,682,410	5.34%	\$ 13,625,991	1.70%	\$ 21,142,137	2.64%
Dec-15	\$ 790,409,905	5.61%	\$ 44,303,365	8.18%	\$ 64,656,769	8.18%	\$ 31,066,182	3.93%	\$ 20,797,314	2.43%
Dec-14	\$ 810,139,060	6.81%	\$ 55,171,703	10.42%	\$ 84,385,397	10.42%	\$ 46,711,687	5.77%	\$ 13,904,155	1.72%



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*	121,919	0.51%	1.10%	1.02%	2.63%
FHA for State*	16,825	1.47%	2.10%	1.19%	4.76%
All New England*	1,718,934	0.60%	0.96%	0.51%	2.07%
MaineHousing**	9,823	1.06%	1.08%	0.70%	2.84%

*This information is obtained from MBA's National Delinquency Survey for the third quarter of 2023.

**MaineHousing's overall delinquency rate based on loan dollars is 2.68%, whereas rates in this exhibit are based on loan count.



Single-Family Delinquencies by Mortgage Insurer

As A Percent of Total Insurance Type

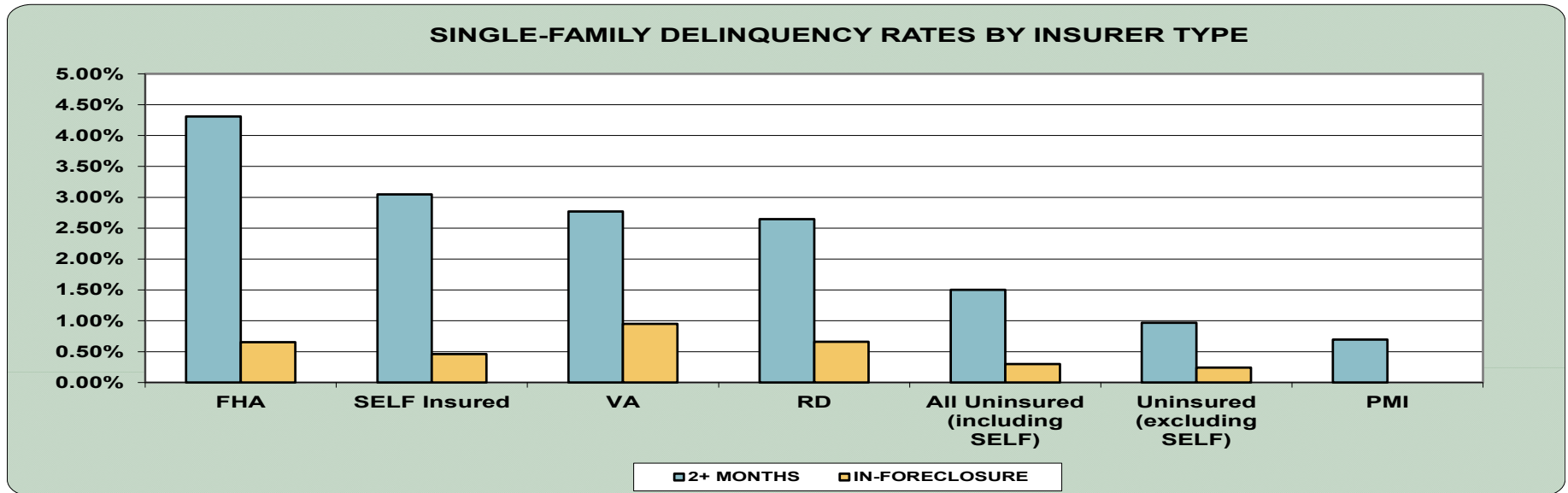
11/30/2023

TYPE	2+ MONTHS	IN-FORECLOSURE
FHA	4.31%	0.66%
SELF Insured	3.05%	0.46%
VA	2.77%	0.95%
RD	2.65%	0.66%
All Uninsured (including SELF)	1.50%	0.30%
Uninsured (excluding SELF)	0.97%	0.24%
PMI	0.70%	0.00%

As A Percent of Total Loan Portfolio

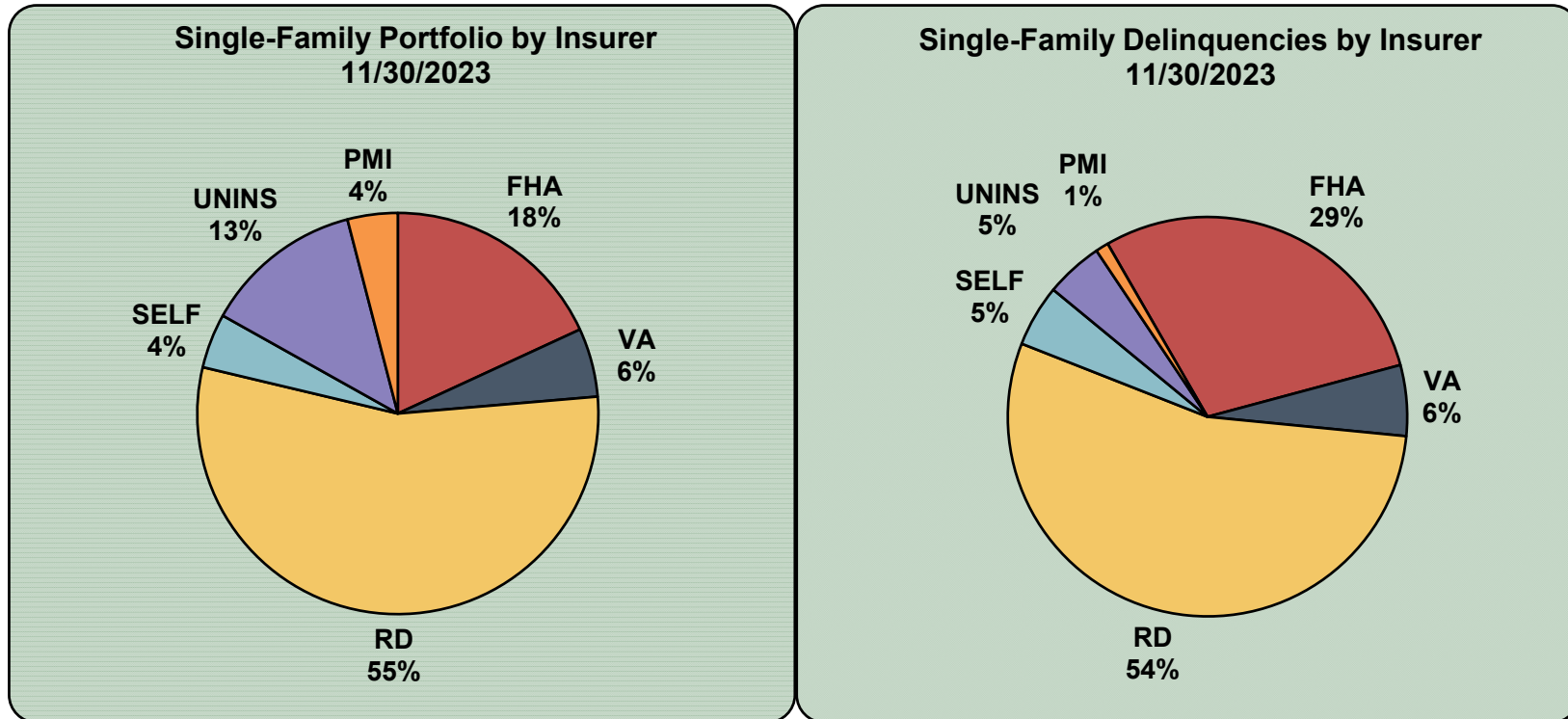
11/30/2023

TYPE	2+ MONTHS	IN-FORECLOSURE
RD	1.46%	0.36%
FHA	0.78%	0.12%
All Uninsured (including SELF)	0.26%	0.05%
VA	0.15%	0.05%
SELF Insured	0.13%	0.02%
Uninsured (excluding SELF)	0.12%	0.03%
PMI	0.03%	0.00%

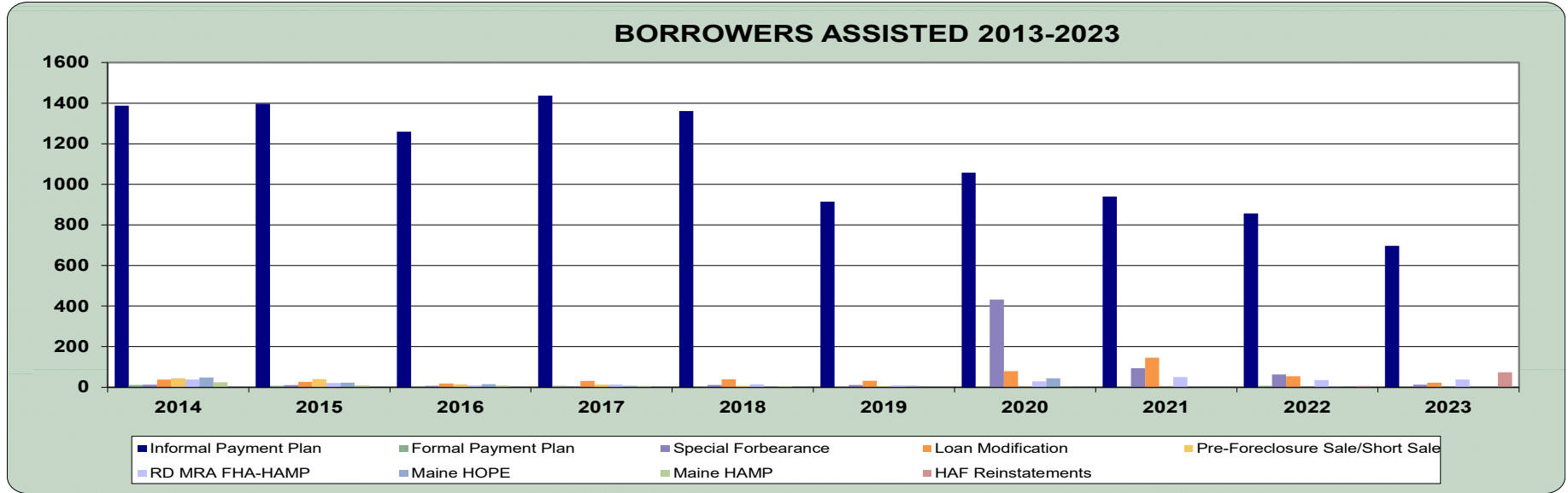


Single-Family Delinquencies by Mortgage Insurer

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	RD MRA FHA-HAMP	Maine HOPE	Maine HAMP	HAF Reinstatements	Total Workouts
Nov-23	697	2	13	22	0	38	1	1	74	848
Dec-22	857	8	63	54	0	35	4	0	7	1028
Dec-21	939	5	94	146	2	50	2	0	0	1238
Dec-20	1058	5	432	79	3	29	44	2	0	1652
Dec-19	914	3	12	32	4	10	8	0	0	983
Dec-18	1361	4	12	39	8	15	3	6	0	1448
Dec-17	1437	8	4	31	14	14	8	7	0	1523
Dec-16	1259	6	8	19	15	10	16	9	0	1342
Dec-15	1397	8	11	26	40	21	22	10	0	1535
Dec-14	1388	12	13	38	44	38	48	24	0	1605

Actual Foreclosures

	Number of Foreclosures	Number of Loans in Portfolio	Percentage of Portfolio
Nov-23	16	9,823	0.16%
Dec-22	21	9,739	0.22%
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%



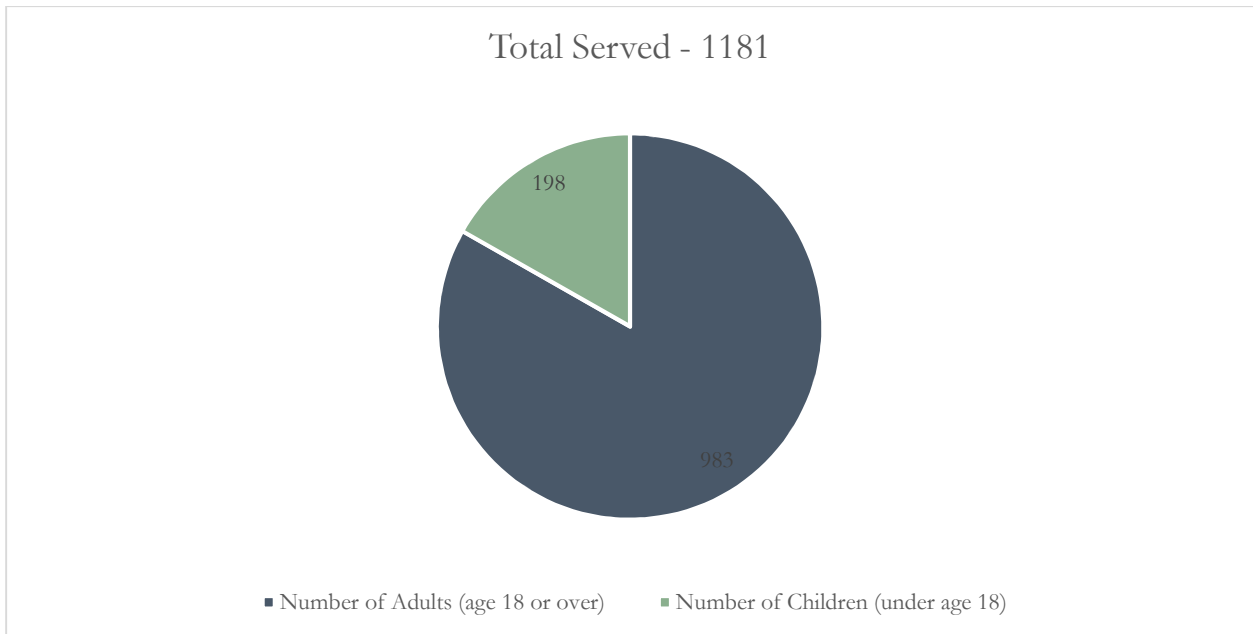
Homeless Initiatives Department Memorandum

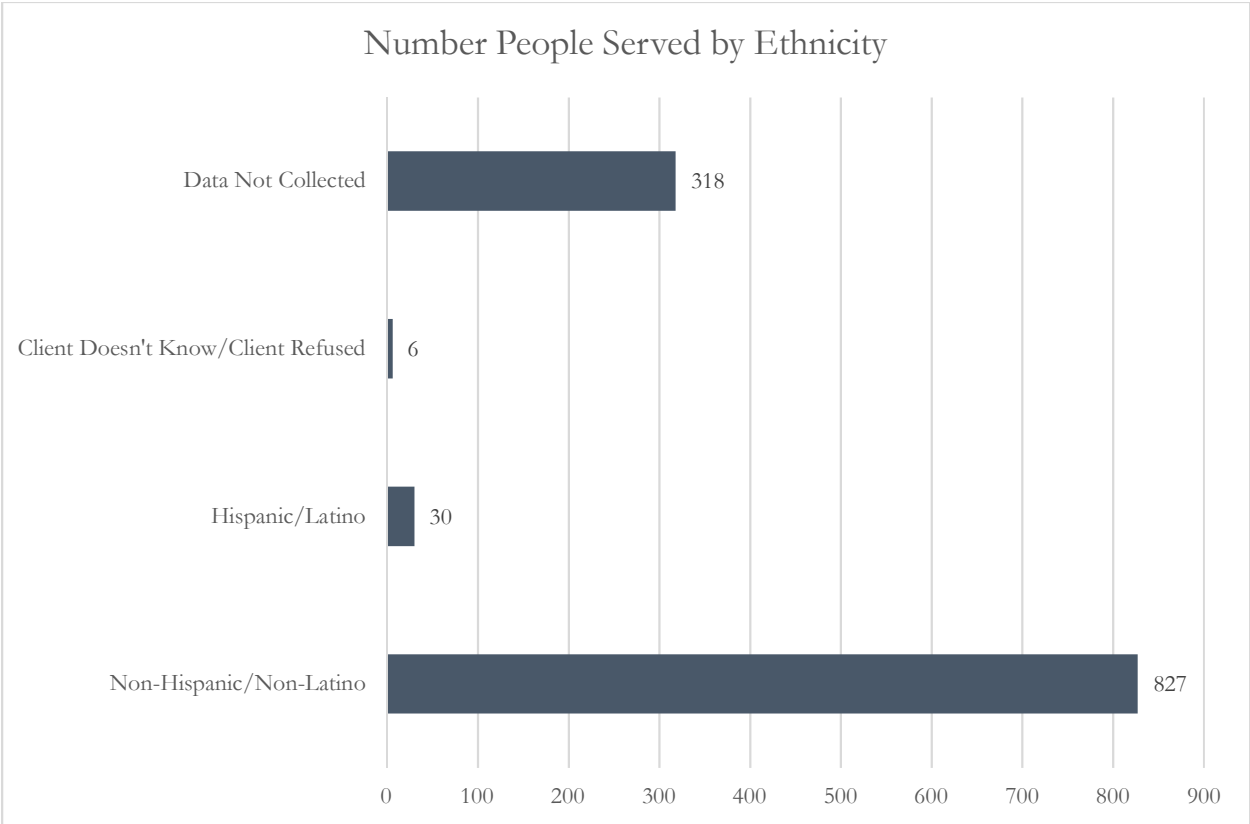
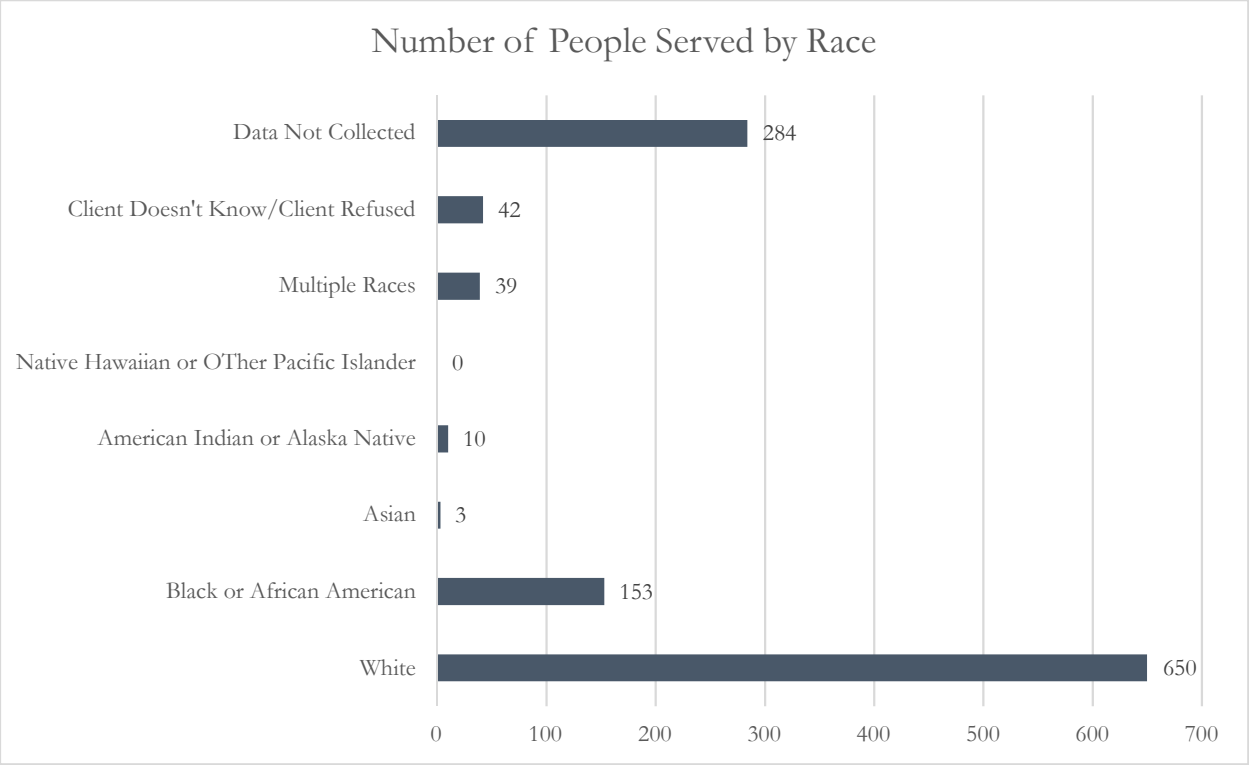
To: Board of Commissioners
From: Kelly Watson, Director of Homeless Initiatives
Date: January 8, 2024
Subject: Homeless Initiatives Report

Homeless Data – December 2023

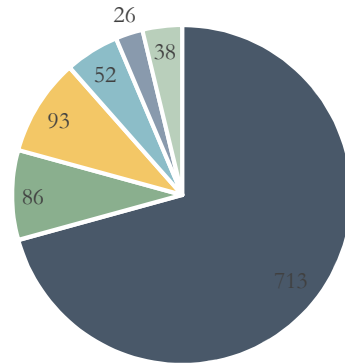
The following are the monthly statistics for December:

1. Total number of people served in ESHAP funded shelters (1181) decreased by 77 individuals. This number does not include many of the Asylum Seekers in Portland as well as those served in hotels through GA, or those seeking emergency shelter with a Victim Service Provider.
2. Racial equity – the percentage of people of color served decreased from 35.6 in November to 24 in December. This is likely impacted by the move of many Asylum Seekers from the City of Portland Homeless Services Center to the new non-ESHAP funded shelter in Portland. The number of those who identify as Hispanic/Latino decreased from 35 individuals to 30.
3. The number of Exits to Permanent Housing last month decreased from 82 permanent exits in November to 44 in December. The total exits from shelter to any location was down by 143 from the previous month.



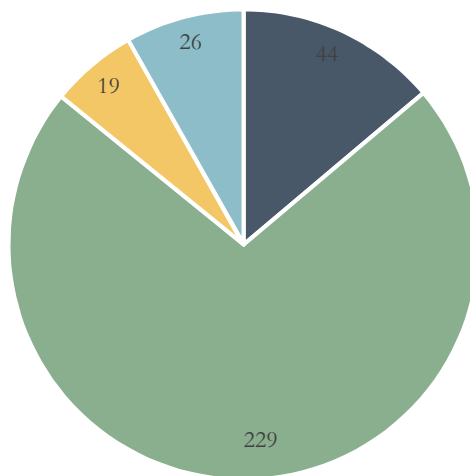


Residence of Clients Prior to Entry



- 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

2024 Program Updates

After the annual ESHAP application process, grants have been awarded to 46 shelters and/or service agencies. 3 new agencies applied and were awarded funds. Contracts for 6 providers were renewed for the Temporary Rapid Rehousing Program (TRRP). The program did see a significant reduction in funding for 2024. 20 providers will be awarded funding for the Housing Problem Solving program that aims to prevent homelessness or rapidly exit participants from homelessness. The program focuses on problem solving conversations/approaches and is paired with flexible funding to address imminent needs to keep participants housed or to quickly rehouse them.

RFPs

An RFP has been issued for a redesign of the Maine Homeless Planning website. The website serves to keep interested parties up to date on CoC and SHC meetings and initiatives as well as important funder updates. The site is meeting a basic need at the moment but has the potential to be a more effective and dynamic source of information with a robust redesign. Responses are due by January 19th.

An RFP has also been issued for creating additional bed capacity for existing ESHAP shelters. The RFP will be funded by the Emergency Housing Matching Grant Program established by L.D. 1844 and requires successful applicants to provide one-to-one matching funding. Awarded funds can be used for construction, renovation, or acquisition of a new or existing buildings to provide emergency housing and shelter services or to cover the costs of leasing a building to provide emergency housing and shelter services. Responses are due by February 23rd.

Service Hub Implementation – Built for Zero Initiative

The Coordinated Entry System is continuing its statewide launch. Hubs 1 (York) and 9 (Aroostook) will start case conferencing meetings in January, which will mean that all parts of Coordinated Entry will be implemented statewide. Hub Coordinators have undertaken out-of-the-box thinking to recruit additional access points to ensure that all populations experiencing homelessness can be identified and assessed through Coordinated Entry. Some of these have included organizations serving asylum seekers, individuals exiting jails, and survivors of sexual assault.

Hub Coordinators are currently focused on planning the January Point-in-Time Count and recruiting volunteers to participate in the count in their geographic hub regions. So far, 41 volunteers have signed up on the Maine PIT website to survey individuals experiencing unsheltered homelessness at the end of January.

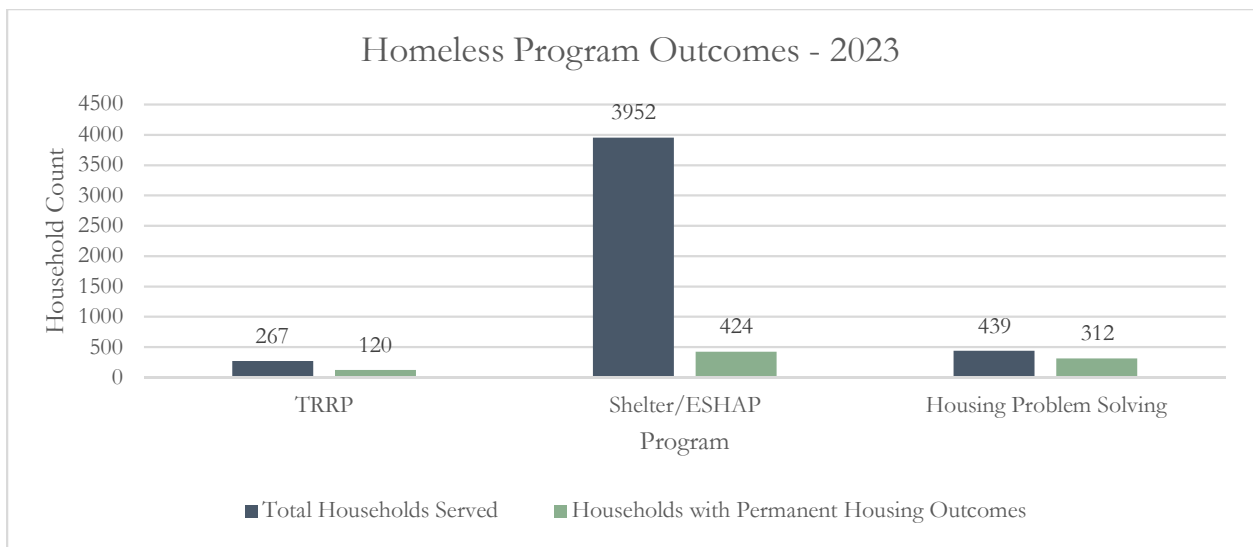
MaineHousing received a donation from the CDC of 3,500 COVID test kits, and hub coordinators have been working on coordinating distribution of these tests to ESHAP shelters. The response from the shelters has been overwhelming, and the tests are expected to be disbursed to shelters in all 9 hubs by the second week of January.

End of Year Program Numbers

ESHAP (Emergency Shelter and Housing Assistance Program), which funds shelter operations and housing relocation and stabilization services served 4840 unique persons made up of 3506 households without children, 348 households with children and adults, and 92 child only households (6 unknown household types). During 2023, 424 households were recorded with a permanent housing move in.

TRRP (Temporary Rapid Rehousing Program), which funds intensive rapid rehousing efforts for persons experiencing homelessness served 415 unique persons made up of 207 households without children and 60 households with children. During 2023, 120 households were recorded with a permanent housing move in.

HPS (Housing Problem Solving), which funds homelessness prevention and rapid exit from homelessness served 439 households. The program focuses on problem solving conversations and flexible funding. Flexible funding was provided to 276 of the 439 households to resolve their current housing crisis. During 2023, 312 households were recorded with a permanent housing destination. Because this program serves those at risk of homelessness as well as those experiencing homelessness, a permanent housing destination may indicate either that a household remained in stable housing due to the program intervention or that the household was able to move into a new permanent housing situation.



*Data Source: Maine HMIS; numbers do not include persons served at Domestic Violence Resource Centers (DVRCs)

Homeownership Department Memorandum

To: MaineHousing Board of Commissioners

From: Patricia Harriman, Director of Homeownership

Date: January 11, 2024

Subject: Monthly Report – Homeownership Department

PRODUCTION UPDATE

Homeownership Loan Purchase Report						
2024 Loan Goal		2024 YTD		Total 2023		
800	\$170M	#	\$	#	\$	
		2-Jan	34	7,876,945	46	8,394,738
		15-Jan	0	0	34	6,554,929
		1-Feb	0	0	35	6,669,512
		15-Feb	0	0	22	4,481,169
		1-Mar	0	0	15	3,217,846
		15-Mar	0	0	25	4,436,937
		Q-1	34	7,876,945	177	33,755,131
		1-Apr	0	0	32	5,997,862
		15-Apr	0	0	17	3,291,204
		1-May	0	0	16	3,035,112
		15-May	0	0	23	4,548,067
		1-Jun	0	0	29	5,435,179
		15-Jun	0	0	24	4,378,155
		Q-2	0	0	141	26,685,579
		1-Jul	0	0	33	7,091,123
		15-Jul	0	0	16	3,200,239
		1-Aug	0	0	40	8,210,485
		15-Aug	0	0	21	5,166,298
		1-Sep	0	0	35	8,453,933
		15-Sep	0	0	42	9,253,521
		Q-3	0	0	187	41,375,599
		1-Oct	0	0	55	11,992,433
		15-Oct	0	0	40	8,980,522
		1-Nov	0	0	54	12,043,505
		15-Nov	0	0	22	5,110,804
		1-Dec	0	0	74	16,774,789
		15-Dec	0	0	70	15,982,359
		Q-4	0	0	315	70,884,412
		Totals	34	\$ 7,876,945	820	\$ 172,700,721

Monthly Loan Reservations: 01/02/24	
#	\$ Volume
54	\$ 11,792,460

Loan Pipeline as of: 01/02/24	
#	\$ Volume
271	\$ 56,442,977

Loan Reservation Comparison					
December 2022		December 2023		2022 vs 2023	
#	\$ Volume	#	\$ Volume	#	\$ Volume
197	\$37,014,502	271	\$ 56,442,977	38%	52%

PROGRAM HIGHLIGHTS

The Homeownership Department purchased a total of 820 loans totaling \$172.7 million in 2023. The team worked diligently to review loans while educating our partners and ensuring our borrowers were able to complete the dream of homeownership.. We are grateful for our lenders, our partners that provide Homebuyer Education and Financial Literacy classes, and our team here at MaineHousing. While the mortgage rates in the secondary market climbed to nearly 8% in 2023 and the number of homes on the market in Maine decreased, our programs still allowed borrowers the opportunity to own their own home, a dream many didn't think was possible.

January finds us with a full staff, a new director and goals of streamlining processes to ensure steady production, strong compliance, and overall growth both financially for the agency and personally for the team. Together with our partners we will continue to serve our communities and assist homebuyers on their path to homeownership.

New Director of Homeownership

Patricia Harriman (Tricia) started her role as the Director of Homeownership in December 2023. Tricia joined MaineHousing in November 2022 as the Special Assets Manager in the Loan Administration Department. Tricia came to MaineHousing with over 25 years of experience in mortgage lending, managing collections, and compliance oversight. She holds a Bachelor's degree in Business Administration from the University of Maine-Augusta. Tricia worked for Leader One and Polaris Home Loans as a mortgage loan originator where she was licensed to originate loans in five states. Prior to joining Leader One, Tricia was a Banking Center Manager where she was responsible for the management and oversight of Camden National Bank's \$73 million portfolio and The Bank of Maine's \$19.5 million portfolio. Tricia's background, knowledge and experience with mortgage loans, collections and compliance will make her a valuable asset to our team.

Outreach:

Healthy Homeworks, a non-profit organization, hosted an event on December 13th to honor and connect the constellation of individuals and organizations who are making homeownership a reality in downtown Lewiston. Healthy Homeworks envisions a vibrant downtown Lewiston where proud homeowners are committed to stewardship of their neighborhood and are building generational financial stability. Adam Krea, Erik Jorgensen, and Jessica Gurney attended the event on behalf of

MaineHousing. Jessica Gurney works closely with Healthy Homeworks as they strive to educate First Generation homeowners through a partnership with MaineHousing. Collective problem solving is the key to creating lasting change. Amy Smith, founder and Director of Healthy Works, stated “The event was filled with energy, warmth and optimism - what a joy to gather and connect in the beautiful LA Arts space.”

Healthy Homeworks created a 26 minute video entitled “Triple-Decker: A Beginner’s Guide. A small portion of the video was shown at the event. The video will be shown to First Generation/First Time Homebuyers through the education classes offered. It will be publicly released in early February at Maine Housing's All Staff day. Healthy Homeworks is very appreciative of MaineHousing’s support of the video. Guest speakers included Misty Parker, Assistant Director of Economic Development, and Shanna Cox, CEO of the LA Metro Chamber, both spoke passionately of the need to create attainable homeownership as a critical step in the journey towards generational financial stability, and spoke in strong support of our innovative solutions. Misty Parker spoke about her journey to homeownership and how much it meant to her family to be a single-mother who obtained homeownership. Amy Smith announced that efforts to raise \$1MM, in order to create 20 starter homes, are well underway. \$215,000 has been raised to date thanks to private donors, The JT Gorman Foundation, and the Mascoma Bank foundation. The first condominium unit is on the market for \$149,000. Healthy Homeworks work in the Tree Street Neighborhood is remarkable and inspiring.

Amy Smith is shown below.



The red area reflects the Tree Street Neighborhood. The green and blue reflect owner occupied buildings. The rate of homeownership in Downtown Lewiston is 4%.

Pilot Project

55 Howard Street, Lewiston, ME

- Developer paid (subvented) our Barter 2 Owner participation so all tenants could have their 1st or 2nd year of first rental free, private sale on their units.
- Established and met a very high standard to retrofit for air quality, energy efficiency, and modern convenience.
- Fully documented the process, costs, and challenges.
- Condos offered at \$149,000 (\$200,000 in December 2023) when the market will appreciate its value.

1 Number of triple deckers converted to condos in Lewiston
Our pilot condos

Our Starter Home Plan

Impact Investment: Providing very low interest line of credit

Philanthropic Investment: Donor free cash covers the first \$200,000 in retrofit expenses.

CDRI Loans: Low-interest loan covers remaining retrofit expenses.

Bank Loans: If needed, a higher interest loan or a line of credit completes the retrofit.

Buyers: Barter 2 Owner graduates buy condos initially for full market value; no judging worst credit

Per Unit Costs

Acquisition \$100,000
Retrofit: \$100,000

\$200,000 per unit

Sale Price

\$150,000 per unit

Attainment Gap

The gap created when the cost to retrofit a property is greater than the fair market sale price.

\$50,000 per unit

1. Acquire Property

2. Retrofit

3. Sell as Condos



Housing Choice Vouchers Department Memorandum

To: MaineHousing Board of Commissioners

From: Allison Gallagher - Director of HCV Programs

Date: January 16, 2024

Subject: Monthly Report – Housing Choice Voucher Program

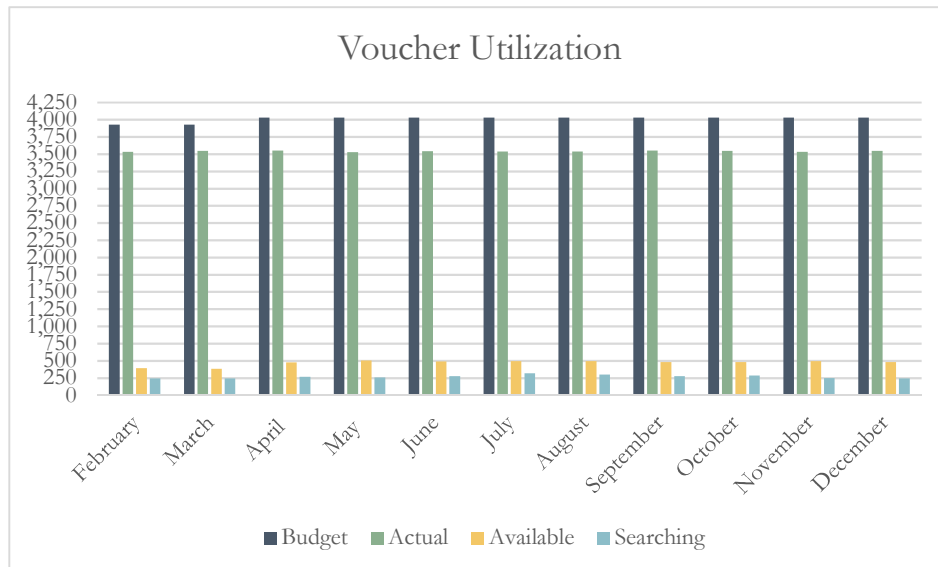
Program Updates:

2023 Successes

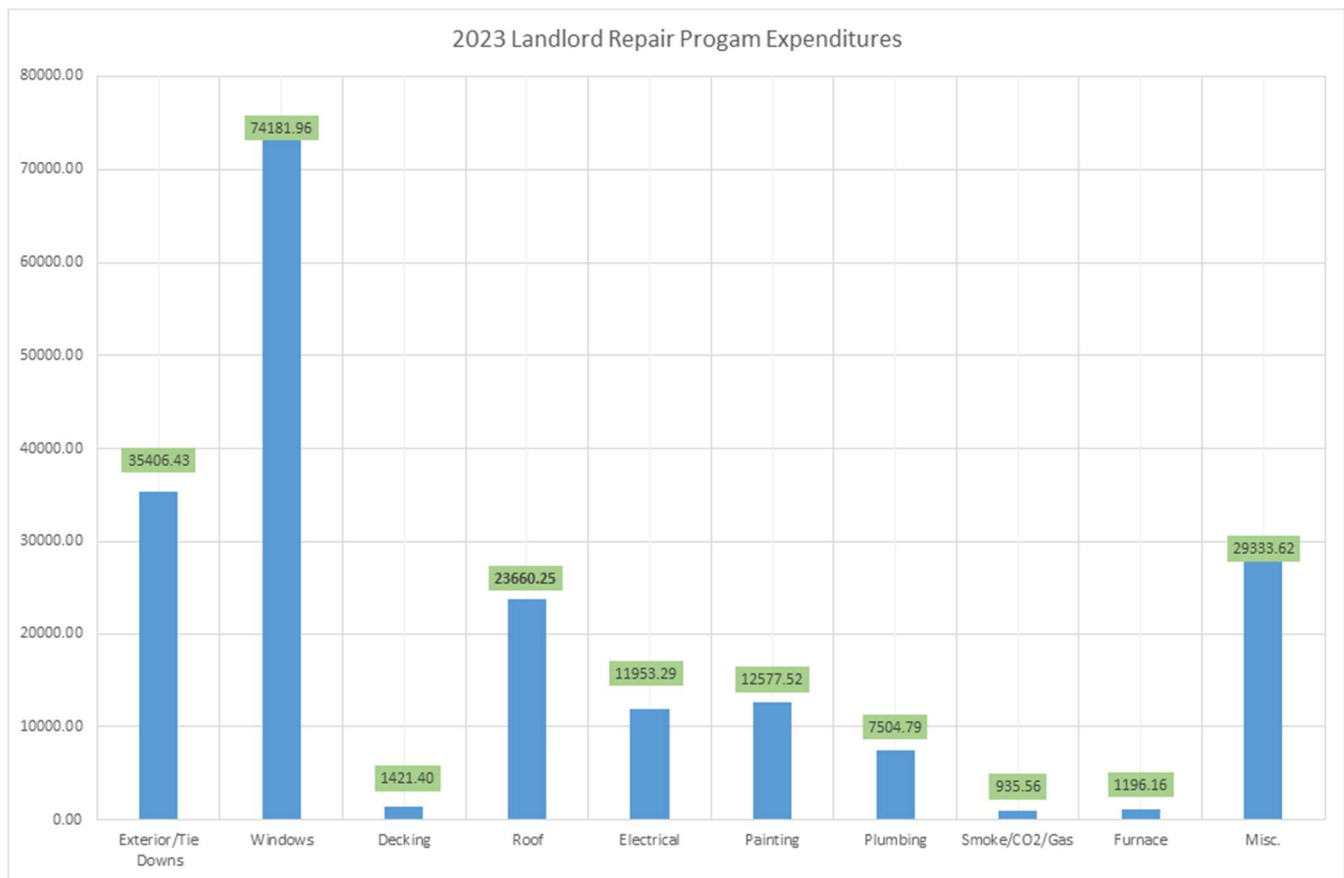
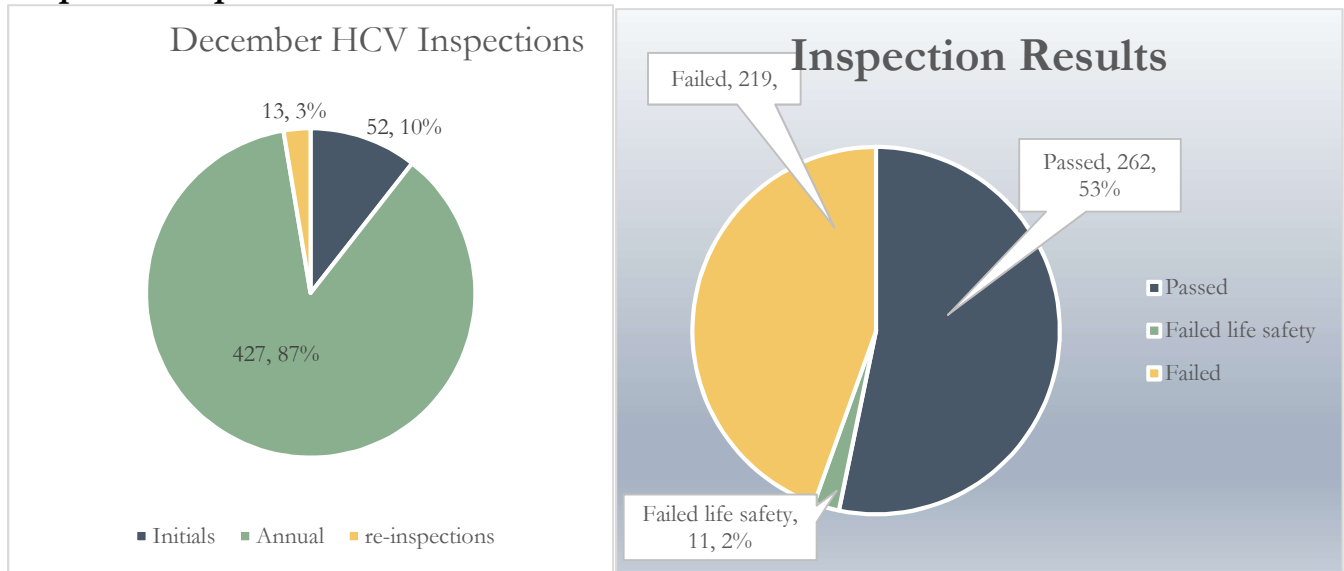
- Leased 738 HCV families
- \$35,056,798 paid to Landlords for rent and utilities
- Assisted an average of 3538 units per month (42,461 units months in 2023)
- 18,624 callers assisted (768 hours)
- 16,921 emails received/responded to from our customer service email box
- 1,841 Faxes received/processed
- Inspectors traveled 236,711 miles and inspected over 4500 units
- Housing Navigator Program assisted 1916 households and housed 497
- Obligated \$152M of Emergency Rental Assistance (ERA 2)

Incentives 2023

- | | | |
|-------------------------|-----------|----------------|
| • Landlord Incentive | \$463,500 | 607 Households |
| • Security Deposit | \$411,461 | 332 Households |
| • Repair Program | \$237,983 | 94 Households |
| • Maine PHA Partnership | \$842,812 | 916 Households |



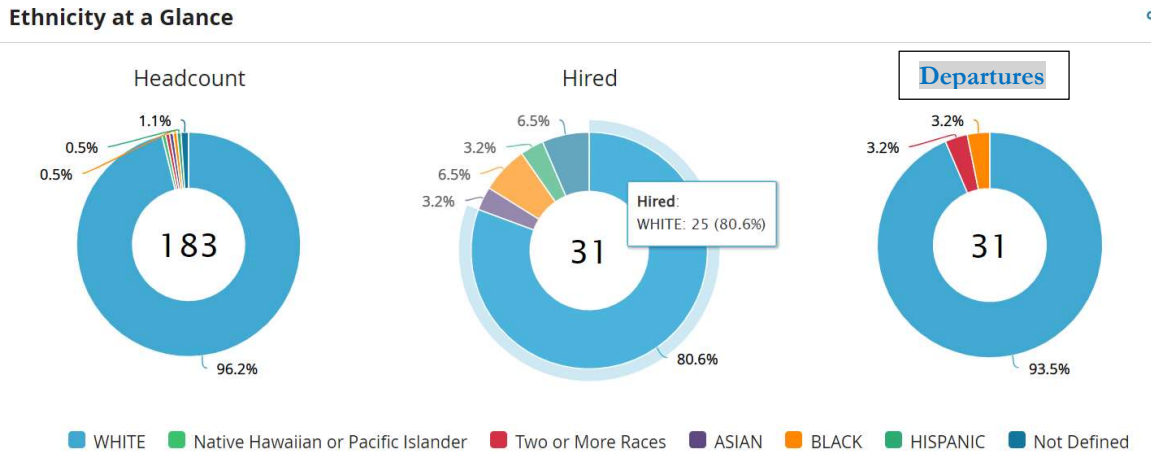
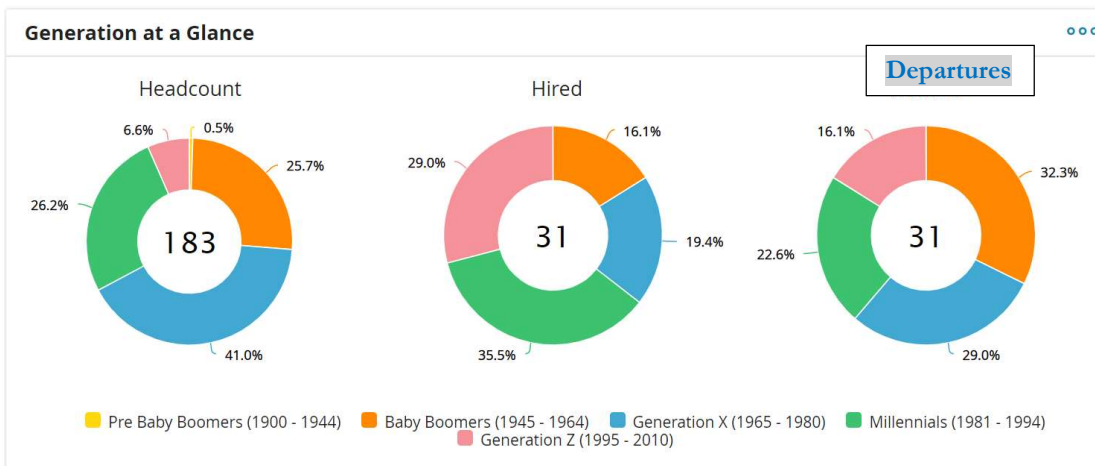
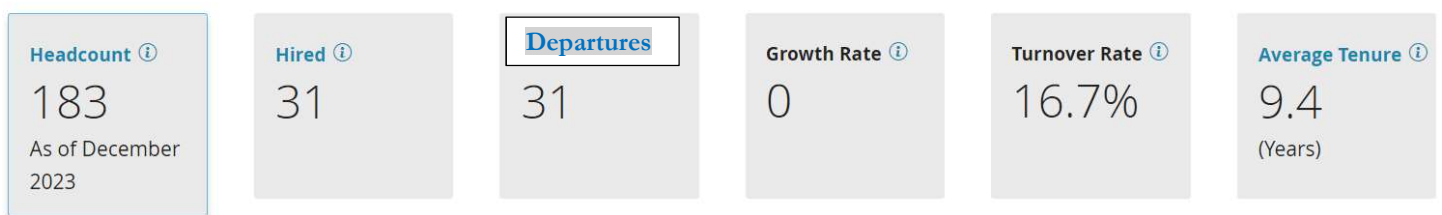
Inspection Updates:



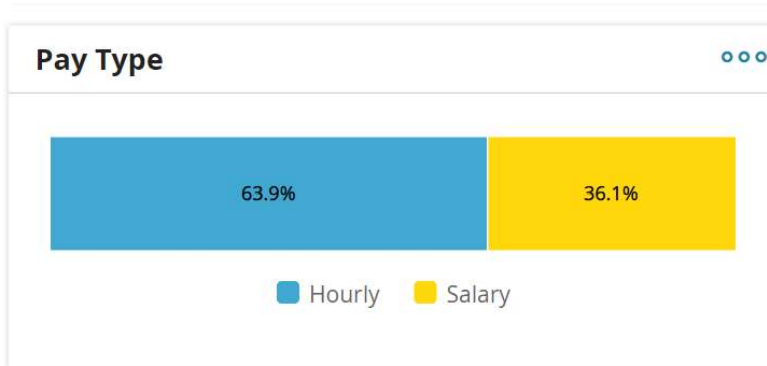
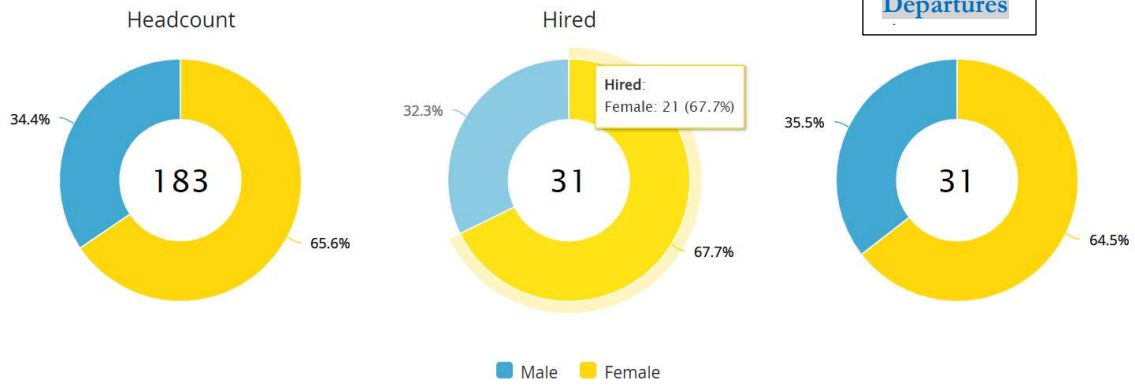
Human Resources and Facilities Department Memorandum

To: Board of Commissioners
From: Jane Whitley, Director of Human Resources & Facilities
Date: January 2024
Subject: Board Report

2023 Human Resources Year in Review



Gender (Legal) at a Glance



Internal Promotions: 13

Facilities Updates

✓ No new news to report.

Information Technology Department Memorandum

To: Board of Commissioners

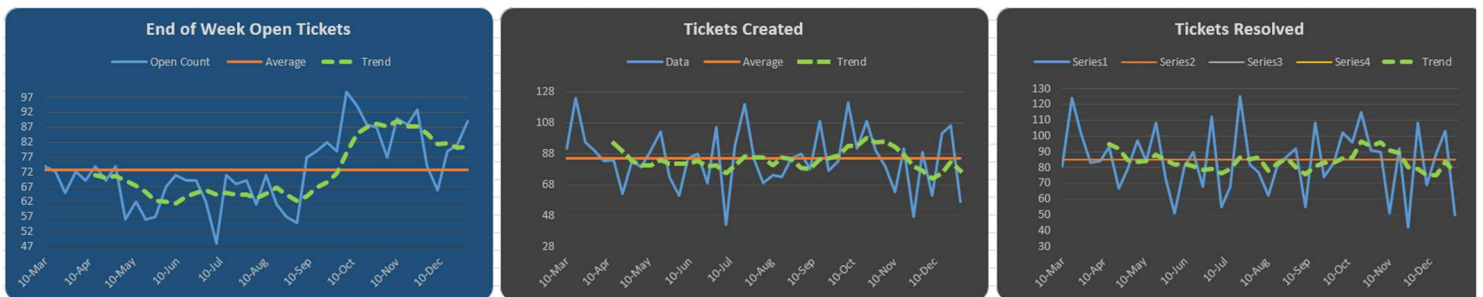
From: Craig Given, Director of IT

Date: January 9, 2024

Subject: Monthly Report

January Spotlight:

The IT Help Desk supports MaineHousing staff across a wide range of technology needs, including resolving over four thousand service requests per year. Over the past year, monthly requests have stayed steady, while the number of average open tickets has increased due to staffing and workload challenges.



Information Technology Updates:

- Interviewing candidates for vacant Application Specialist and Help Desk Analyst positions to hire replacements.
- Completing migration of staff accounts from on premise to hosted Microsoft 365 environment. Began testing for Phase 2 of migration to M365 tools.
- Continued discovery and initial wire frame design for software to support Heating Assistance and Weatherization programs with vendor and internal team. Began preparations for data migration and testing.
- Applied security patches to critical systems to address identified vulnerabilities.
- Technology and application team members involved in software implementations, including grant management software.

- Attended the NCSHA Symposium on AI and Affordable Housing.
- Quarterly Phishing testing and education campaign to ongoing in December.

Planning and Research Department Memorandum

To: Board of Commissioners

From: Jonathan Kurzfeld, Director of Planning & Research

Date: January 09, 2024

Subject: January 2024 Board Report

Planning and Research Department

Planning and Research (PnR) is beginning 2024 with a dual job search, which would not be so significant for many of our larger MaineHousing departments but in our tight little ship it means that day-to-day business is keeping us quite busy. The first position is our Data Analyst, from which Joshua Cole resigned unexpectedly on December 27, 2023. The second position fills what was previously the role of Policy Analyst but has been redefined and repurposed, with expert guidance and counsel of Senior Director of Operations Jamie Johnson and Director of Facilities & Human Resources Jane Whitley, as the Planning & Research Coordinator. This role will provide additional coverage for many of the widely disparate areas of responsibility in the department, help coordinate those activities with other departments, and utilize their broad scope of knowledge to assist with drafting reports, maintaining and organizing internal documents, and creating marketing materials. We are very excited to welcome new members to our team.

External Communications

Statewide media interest in housing remained strong over the holiday period. This timeframe saw some extreme weather events including severe flooding, which the board is surely aware of since it resulted in the postponement of the last board meeting. Communications Director Thistle worked tirelessly throughout these events to ensure that MaineHousing’s limited role was clear to the media and the public, with specific outreach to the Maine Emergency Management Agency to ensure our messaging was consistent. Those weather events, attendant state closures, and holiday closures are likely responsible for slightly reduced media contacts relative to previous months. Throughout this period, December 11 through January 8, PnR’s external communications efforts have involved 12 media requests from a range of outlets statewide, including Maine Public, WCSH’s NewsCenter 6, the Portland Press Herald, and the Bangor Daily News. Also in the mix were a range of weekly outlets and online-only news sources including the Saco-Biddeford Courier and the Maine Morning Star. Reporters have shown an interest in a wide range of housing topics, once again ringing in the New Year with requests on everything from MaineHousing’s heat pump program to how we view and define “workforce housing”.

Director of Communications Scott Thistle was particularly excited by a forward-looking request from Maine Public, which has asked us to participate throughout 2024 in a once-a-month Maine Calling segment that will focus on affordable housing and homelessness. Director Dan Brennan will be the first agency guest to appear on the introductory segment for the series on January 22, where he will have the opportunity to establish the background of housing in Maine for listeners.

Our communications team has also collaborated with several of our non-profit and state government partners on media messaging. These include a press release from Governor Mills' Office on the grand opening of new affordable housing development for older Mainers in Bangor and messaging from the Maine Affordable Housing Coalition as it has highlighted the ongoing success of the Rural Affordable Rental Housing Program. We've worked hard to communicate effectively and clearly about the closure of the Maine Homeowners Assistance Fund for the benefit of the public, the Maine Municipal Association's Tax Collectors and Treasurers, 2-1-1 Maine, and the media. Finally, we shared a press release to announce the exciting news of a new round of tax credit awards for multi-unit development proposals.

Internal Communications:

The Internal Communications Team, lead by Senior Director of Operations Jamie Johnson, has begun the rollout of the Internal Communications Plan. This plan is the culmination of a huge amount of hard work by directors, managers, and staff from across the agency, including an agency wide communications survey and months of iterative review and development by the team. The plan, once fully adopted, will ensure that our many communication tools and channels are used efficiently, avoiding the overuse of high priority channels while helping staff know where to access the information that they are most interested in.

Website

Attached are the website statistics for December 2023. Hits are slightly down relative to recent trends and the previous month. However, the numbers remain high in historical terms. The total hits are only 700 less than the previous December, a decrease of barely more than 1%, which had established the new record for most visits in December.

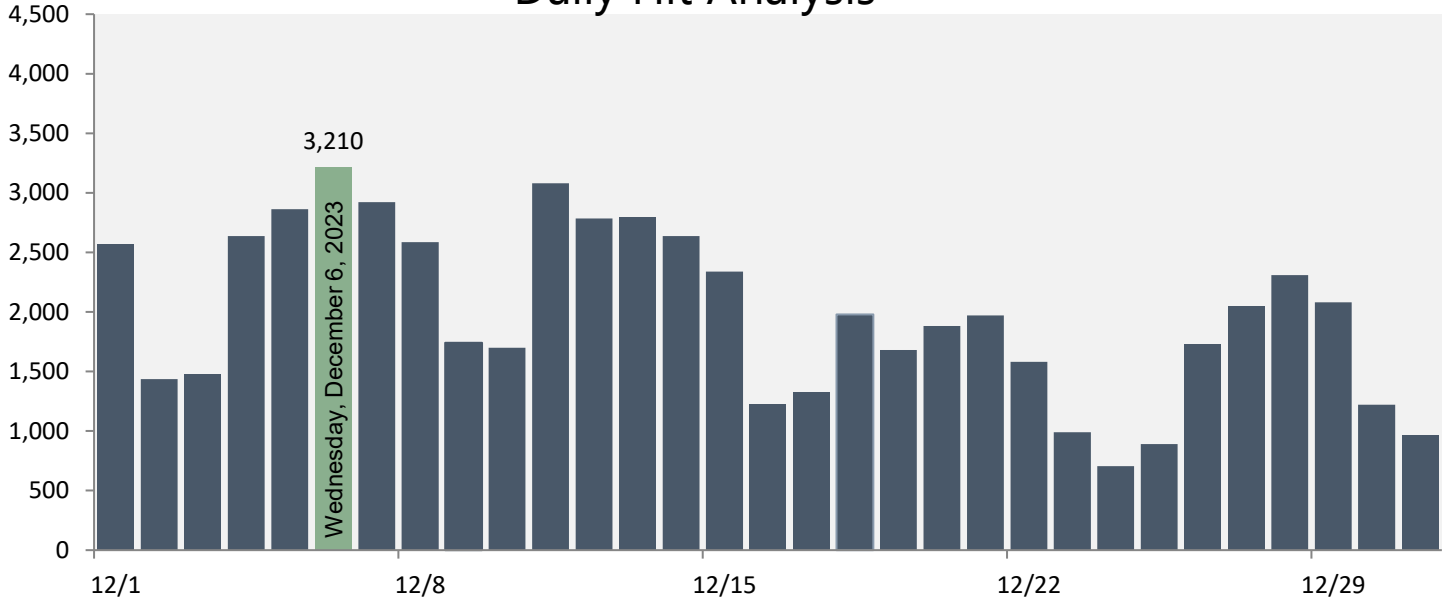
Webmaster Amanda Ouellette expects that the close of HAF this month will lead to a slight drop in hits during January and then a more significant decrease during the month of February. Between 2019 and 2020 we had a 93% increase in traffic, and nominal increases each year thereafter, 2023 had a 3% increase. She does not expect that we will revert to pre-COVID traffic but believes the expiration of COVID-related relief programs may lead a traffic reduction of as much as 25%.

A final observation is that energy program traffic on the website remain relatively low this year. Typically during this period energy traffic constitutes about 50% of all traffic, rather than the 29% this year. We believe this to be a consequence of the early opening of the online application, since applications themselves are not similarly reduced. Energy numbers continue to be consistently lower than in past years.

December 2023 - MaineHousing Website Statistics

Hit Summary

Daily Hit Analysis

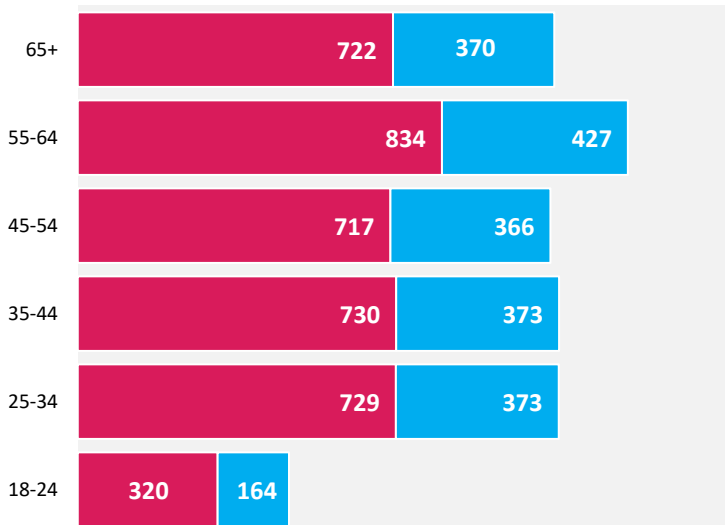


Hits	Unique Visitors	Page Loads	Avg Page Views	Avg Duration	Avg Engagement Rate
61,353	32,823	221,859	3.57	0:03:20	82.7%

Demographics Summary

Demographic information collected by Google Analytics via a 3rd party collection tool. Age and gender are estimated numbers based upon several features present on a users mobile device, browser history, and other factors. Users must have previously allow this information to be collected through browser or app settings.

AGE & GENDER



66%



34%

TOP CITIES

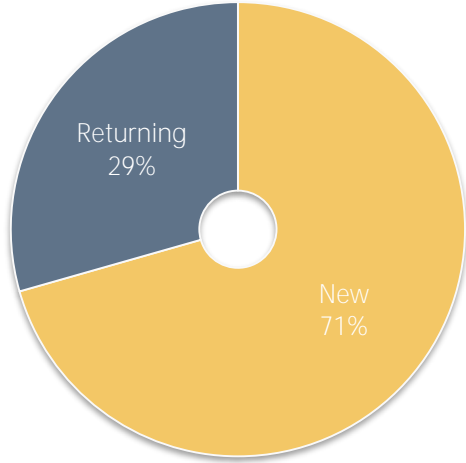
Boston, Massachusetts	5,820
New York, New York	3,616
Portland, Maine	3,227
Bangor, Maine	1,650
Lewiston, Maine	1,427
Augusta, Maine	1,335
Greenville, North Carolin	1,208
Hallowell, Maine	1,051
Ashburn, Virginia	1,004
Waterville, Maine	846

Top Cities account for 34.53% of all website traffic.

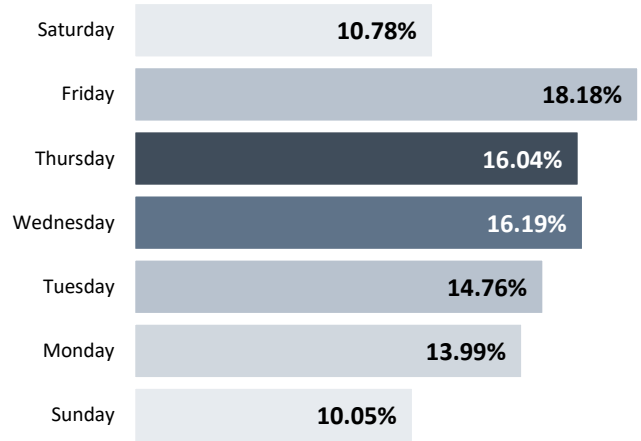
Visitor Engagement

Demographic information collected by Google Analytics via a 3rd party collection tool. Age and gender are estimated numbers based upon several features present on a users mobile device, browser history, and other factors.

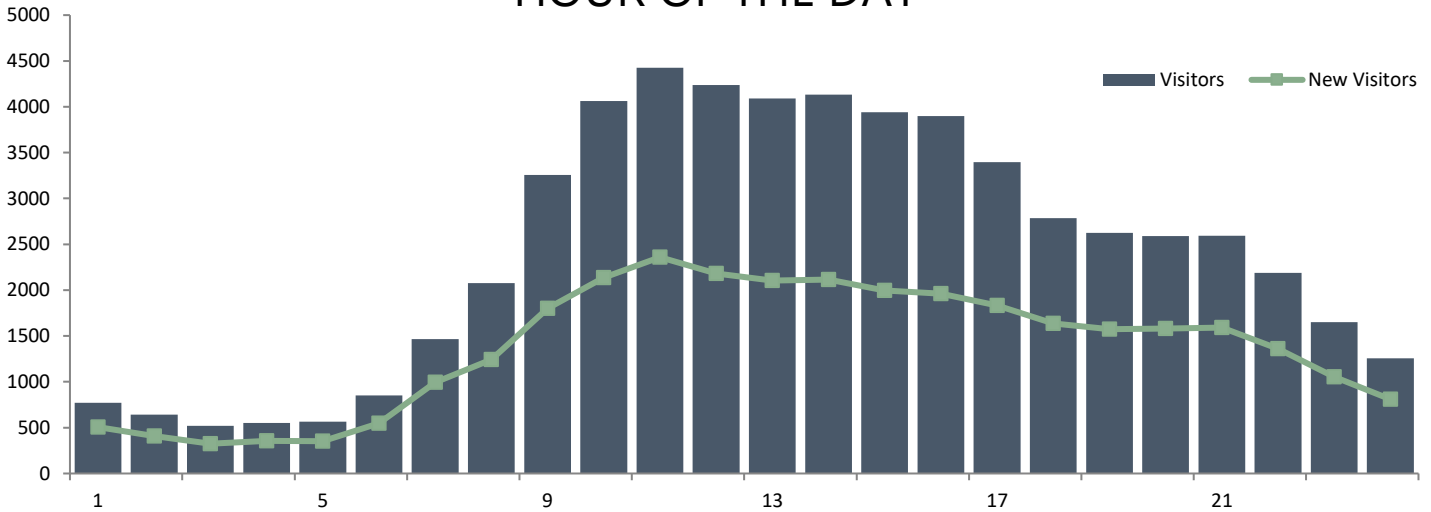
NEW & RETURNING VISITORS



DAYS OF THE WEEK

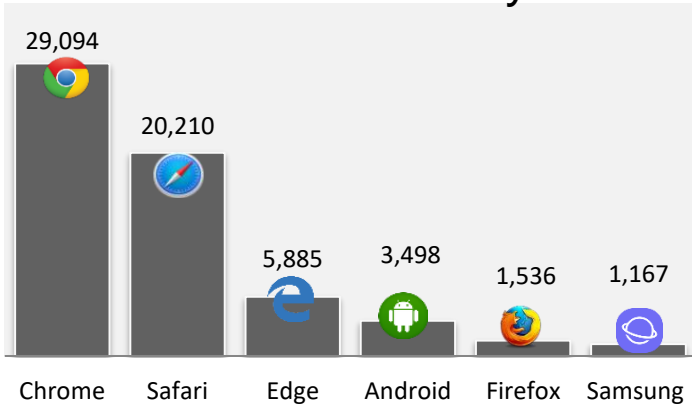


HOUR OF THE DAY

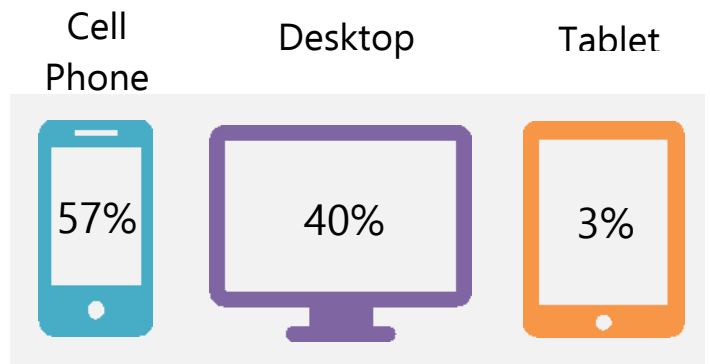


Visitor Technology Summary

Web Browser Analysis



DEVICE ANALYSIS

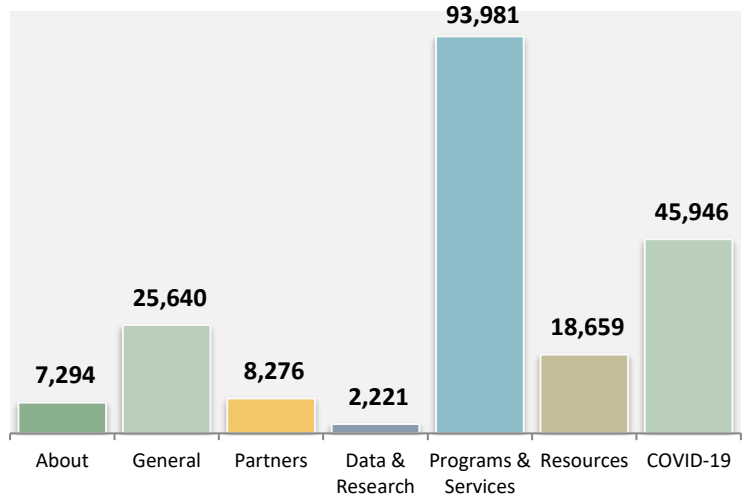


Popular Content

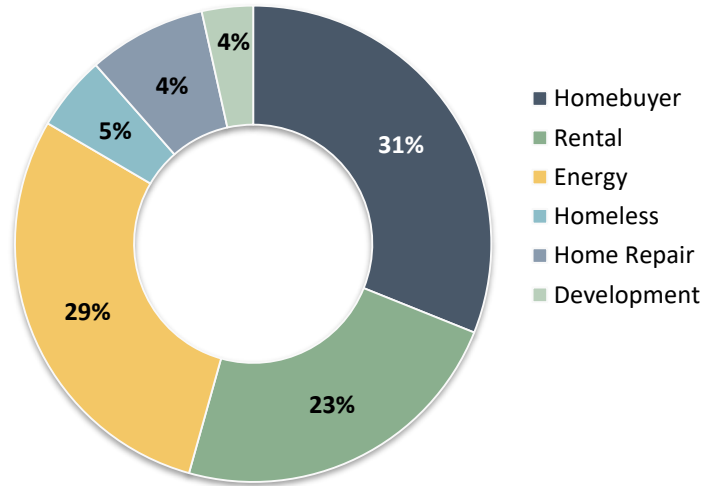
Popular content on our site is defined by pages and or sections of our site that have the highest visits. Below content has been categorized by page, program area and content sections. COVID-19 was added in March of 2020.

Page Title	Hits
Home Energy Assistance Program	19,474
MaineHousing Homepage	18,792
Maine HAF Homepage	13,397
First Home Loan Program	11,810
Maine HAF Application	9,436
HEAP Income Eligibility	9,395
Rental Assistance	7,204
Housing Choice Vouchers	6,063
Maine HAF Message Center	5,676
Maine HAF Login	5,417
Programs - Services	4,635
Subsidized Housing	4,081
Home Repair	3,684
First Generation Program	3,069
MaineHousing Lenders	3,039
Homebuyer Income & Purchase Limits	2,583
Emergency Shelters	2,575
Current Interest Rates	2,524
Maine HAF Prescreening	2,459
Low Income Assistance Program	2,451
Contact MaineHousing	2,433
HEAP Agency Contacts	2,388
Maine HAF Session Validation	2,376
Emergency Rental Assistance Program	2,366
Weatherization Program	2,252

Popular Content By Program

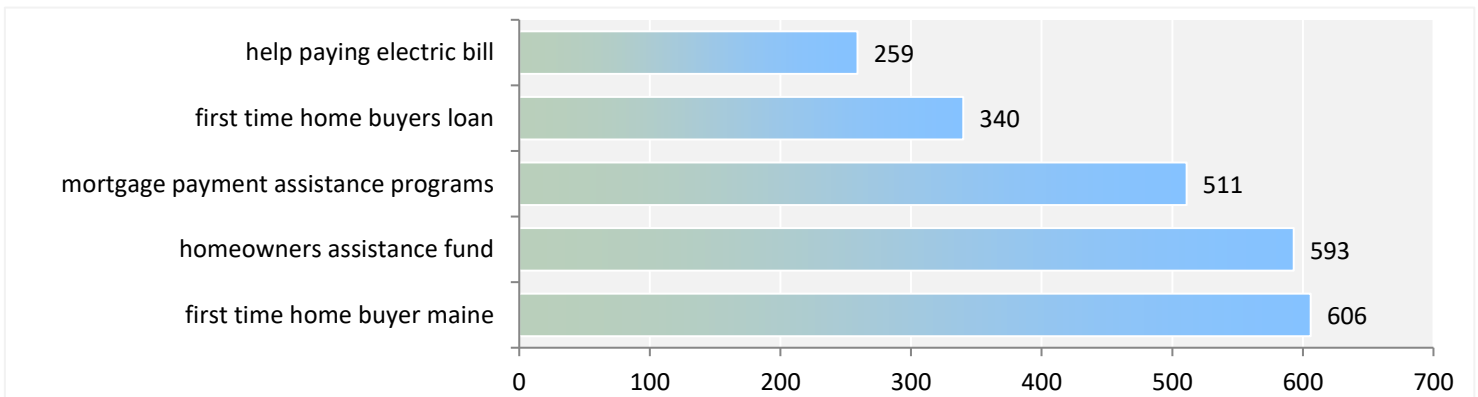


Popular Content By Section



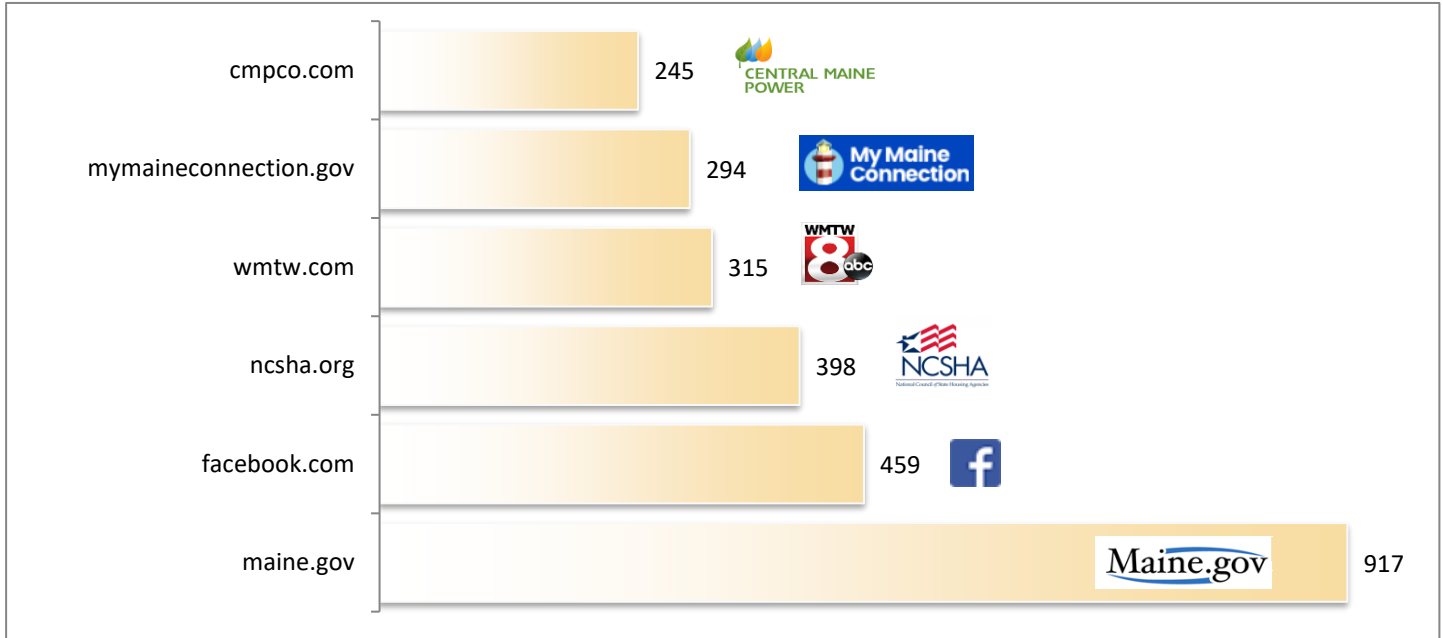
Search Keywords

Below are some of the most popular phrases that people are typing into a search engine (such as google or bing) that then provide a search result for our site.



Referring Websites

Referring websites are sites that link to our own website. When a visitor clicks on that link and visits our website, the site they came from becomes a referring site. Below are highlighted a few of the top referring sites.



Board Calendar 2024

<p>JANUARY 16 <u>Board Business:</u></p> <ul style="list-style-type: none"> • QAP discussion (30 minutes) • Legislature Preview <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • HAF <p>NCSHA HFA Institute Washington, DC (Jan 7 – Jan 12)</p>	<p>FEBRUARY 20 <u>Board Business:</u></p> <ul style="list-style-type: none"> • Introduce HEAP Rule • Legislative Update • Governor’s Office Update <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • Draft QAP • Homeownership – 2023 Review, 2024 Preview
<p>MARCH 19 <u>Board Business:</u></p> <ul style="list-style-type: none"> • HEAP Rule Discussion • Legislative update • Goals Progress Report • QAP Public Hearing (?) <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • Asset Management Update <p>NCSHA Legislative Conf. Washington, DC (March 4- March 6)</p>	<p>APRIL 16 <u>Board Business:</u></p> <ul style="list-style-type: none"> • Commence Rulemaking HEAP Rule (VOTE) • Legislative Update • Adopt QAP (VOTE) • Executive Session – Personnel followed by a (VOTE) <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • 2023 Budget and Audit results
<p>MAY 21 <u>Board Business:</u></p> <ul style="list-style-type: none"> • HEAP Rule Public Hearing • Legislative Update (final) • Updates from the Governor’s Office (Greg Payne) <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • 2023 Financial Overview 	<p>JUNE 18 <u>Board Business:</u></p> <ul style="list-style-type: none"> • Adopt HEAP Rule (VOTE) <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • Housing Choice Voucher Dept. presentation <p>NCSHA Housing Credit Connect Atlanta, GA (June 10 – June 13)</p>
<p>JULY 16</p> <p style="text-align: center;">If necessary</p> <p>NCSHA Exe Directors Workshop Kansas City, MO (July 13-July 16)</p>	<p>AUGUST 20 <u>Board Business:</u></p> <ul style="list-style-type: none"> • 2025 Goal Setting
<p>SEPTEMBER 17 <u>Board Business:</u></p> <ul style="list-style-type: none"> • PHA Plan Public Hearing • 2025 Goal Setting <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • Information Technology presentation <p>NCSHA Annual Conference & Showplace Phoenix, AZ (Sept. 28 – Oct 1)</p>	<p>OCTOBER 15 <u>Board Business:</u></p> <ul style="list-style-type: none"> • Adopt PHA Plan (VOTE) • Introduce DOE Weatherization State Plan • 2025 Goal Setting – final <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • Loan Servicing Presentation
<p>NOVEMBER 19 <u>Board Business:</u></p> <ul style="list-style-type: none"> • DOE Weatherization State Plan Public Hearing • Review Preliminary 2025 Budget • Resource Allocation • Updates from the Governor’s office (Greg Payne) <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • 	<p>DECEMBER 17 <u>Board Business:</u></p> <ul style="list-style-type: none"> • Adopt DOE Weatherization State Plan (VOTE) • Approve 2025 Budget (VOTE) • Elect Officers (VOTE) • MPP Series Resolution (VOTE) <p><u>Program Presentations:</u></p> <p>NCSHA Special Board of Directors Meeting and Executive Directors Forum Washington, D.C. (Dec. 8 – Dec. 10)</p>