

January 21, 2025 Board Packet

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Board of Commissioners Meeting – January 21, 2025, 9:00 a.m. to 12:00 p.m.

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

| | | |
|----------------|--|---|
| 9:00 | Adopt Agenda (VOTE) Remote Commissioners - Reason remote - Any other persons at their location Approve minutes of December 17, 2024, meeting (VOTE) Communications and Conflicts Chair of the Board Updates | All Frank O’Hara All All Frank O’Hara |
| 9:15 | Director Updates | Dan Brennan |
| 9:30 | Legislative Update | Erik Jorgensen |
| 9:45 | Homeless System Update • Recent reports/publications • Visit from Dean Klein – Maine COC Director | Lauren Bustard |
| 10:45 | Multifamily Development • 2024 Production/2025 Outlook | Mark Wiesendanger/Adam Krea |
| | <u>Department Reports:</u> 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 2025 Board Calendar | All |
| Adjourn (VOTE) | | All |

The next meeting of the Board is scheduled for February 18, 2025
 virtually and in person at 26 Edison Drive, Augusta, Maine



Minutes of the Board of Commissioners Meeting December 17, 2024

MEETING CONVENED

A meeting of the Board of Commissioners for MaineHousing convened on December 17, 2024, at the offices of MaineHousing, 26 Edison Drive, Augusta, Maine and virtually. Notice of the meeting was published on December 6, 2024, 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 9:02 a.m. Director Dan Brennan, Commissioners Paul Shepherd, Elizabeth Dietz, Nancy Harrison, Laura Buxbaum, and State Treasurer Henry Beck attended in person. Commissioner Renee Lewis attended remotely due to her schedule, she was in a public place, but she had on headphones, and no one could see her screen. Commissioner Noel Bonam attended remotely due to his schedule, he was alone at his location. Commissioner Melissa Hue was absent. There was a quorum present.

PUBLIC ATTENDANCE

Guests and staff present for all or part of the meeting included: Jamie Johnson, Senior Director of Operations; Ashley Carson, Chief Counsel; Adam Krea, Senior Director of Finance and Lending; Scott Thistle, Communications Director; Lauren Bustard, Senior Director of Homeless Initiatives; Erik Jorgensen, Senior Director of Government Relations and Communications; Jonny Kurzfeld, Director of Planning and Research; Craig Given, Director of Information Technology; Patricia Harriman, Director of Homeownership; Jane Whitley, Director of Human Resources and Facilities; Kim Ferenc, Manager of Housing Services; Tom Cary, Treasurer; Karen Lawlor, Executive Administrator; Bobbi Crooker, Energy and Housing Services Director; Sarah Johnson, Manager of Home Energy Assistance Programs; Allison Gallagher, Director of Housing Choice Vouchers; Jodie Stevens, Counsel; Darren Brown, Director of Finance; Linda Grotton, Director of Audit; Santo Longo, Counsel; Adrienne Washington, Reporter from The Maine Monitor; and Jack Watson, Paralegal and Note taker.

ADOPT AGENDA

Commissioner Elizabeth Dietz made a motion seconded by Commissioner Paul Shepherd to adopt the December 17, 2024, agenda. The vote carried unanimously.

APPROVE MINUTES OF NOVEMBER 19, 2024, MEETING

Commissioner Elizabeth Dietz made a motion seconded by Commissioner Laura Buxbaum to accept the November 19, 2024, minutes as written. The vote carried unanimously.

COMMUNICATIONS AND CONFLICTS

- Commissioner Elizabeth Dietz shared that unbeknownst to her, her granddaughter applied to a job at MaineHousing and was hired. It was stated that any conflicts of interest will be handled on a case-by-case basis.

CHAIR OF BOARD UPDATES

- Chair Frank O'Hara thanked Vice-Chair Laura Buxbaum for chairing the meetings while he was out.
- He also congratulated State Treasurer Henry Beck, as this is his last meeting as a member of the Board. Frank and others thanked him for being a great member of the Board.
- Frank shared that he heard from George Campbell and referred him to Director Brennan and staff.
- Frank mentioned that he had been contacted about an audit committee meeting and learned about some issues. He said there will be a meeting about it on Friday, and it may come back to the Board in January. Director Brennan clarified that audit committee discussion is about the resolution of previously identified over spendings and methodologies of how we got there. There are no misspent funds.

DIRECTOR UPDATES

Director Brennan summarized recent issues, and his activities as follows:

- Dan began by thanking Henry Beck for his time as State Treasurer and a Board member.
- Dan had a meeting with George Campbell, who is a developer who has a long resume with service to the State of Maine.
- Dan's been very active with the Land Bank Redevelopment Authority. Had an offsite board meeting in Rumford.
- Plans to have a meeting with Hannah Pingree.
- Spoke with Representative Chris Kessler. He has a lot of interest in getting support for home repair and weatherization readiness. Senator Rick Bennett is thinking along the same lines as Kessler.
- Dan and Erik met with Representative Julie McCabe. She is helping with turning triple decker housing into homeownership condos in Lewiston.
- The legislative committees have been named, we are now a part of the housing and economic development committee. It is the joint standing committee. Senator Chip Curry and Representative Traci Gere are the co-chairs of that committee.
- Dan mentioned how there is a super strong appropriations committee.
- Attended the Maine Affordable Housing Coalition meeting last week. They talked about the development survey. Wanted to engage development community on how we are doing. Only got 7 responses to the questionnaire. Knows there are still concerns out there. Going to keep trying to get more feedback.
- Met with Maine Community Action Agency leadership this month. They are working on coming up with a more efficient and collaborative process for processing HEAP applications in the State.
- Last week, Dan attended the NCSHA Executive Director Workshop in Washington D.C. Dan heard from some former Trump administration staffers. Some takeaways he got from Washington were that Project 2025 is the blueprint, vouchers will still be funded, the term "impoundment rescission" is at the forefront for new OMB director Russell Vought, Scott Turner is the likely nominee for HUD secretary, Susan Collins big role is great for the State of Maine, and there is a need for more institutional knowledge in Maine.
- Attended Federal Home Loan Bank of Boston, Dan became Chair of Advisory Board.
- Appeared on MaineCalling radio program.

- Was at Auburn City Council to talk about Housing First.
- Dan talked again about the letter we received from the HUD inspector general's office dealing with the Emergency Rental Assistance Program fraud report. Mentioned how we are being unfairly punished for reporting accurately. Will be meeting internally on this soon.
- Dan mentioned how the DOJ has alleged that the State of Maine is in violation of Section 7 of the National Voter Registration Act. MaineHousing is said to have been included in that. This potentially means that MaineHousing would have to come up with a process to distribute voter registration applications through our programs, amongst other things.
- Next month the director of the Continuum of Care, Dean Klein, will attend the board meeting.
- Publication about sweeping encampments will be out soon.
- We have made our awards for our 9% tax credits.
- 925 loans purchased and over 212 million dollars for homeownership.
- Compensation study analysis likely coming in January or February.
- RFP out for HR consultant.

ADOPT DOE WEATHERIZATION STATE PLAN

Chief Counsel Ashley Carson and Manager of Housing Services Kim Ferenc came up to speak. Kim Ferenc said that after the public hearing held on November 19th there was a comment period on the plan that lasted until November 27th. She shared that there were no comments made. Ashley Carson then said how they were looking for a motion to adopt MaineHousing's Department of Energy Weatherization Assistance Program 2025 State Plan. The commissioners proceeded to ask a few clarifying questions about the plan. Kim answered them.

Chair Frank O'Hara entertained the proposed motion to adopt MaineHousing's Department of Energy Weatherization Assistance Program 2025 State Plan. It was motioned by Commissioner Laura Buxbaum and seconded by Commissioner Elizabeth Dietz, the vote carried unanimously.

ADOPT HOUSING FIRST RULE

Senior Director of Finance and Lending Adam Krea and Counsel Jodie Stevens came up to speak. Adam said that after the public hearing held on November 19th there was a comment period that lasted until December 2nd. He said that no comments were received, and no changes were made. Counsel Jodie Stevens asked the commissioners to adopt the MaineHousing Rule Chapter 36, Housing First Program Administrative Responsibility Rule.

Multiple commissioners were surprised that there were no comments. Adam, Jodie and Director Dan Brennan explained that because this Rule is administrative in nature that is not that surprising. They expect more comments to be made when DHHS has to do rulemaking on the services component of the Rule.

Chair Frank O'Hara entertained the proposed motion to adopt the MaineHousing Rule Chapter 36, Housing First Program Administrative Responsibility Rule. Commissioner Paul Shepherd was so moved, it was seconded by Commissioners Laura Buxbaum, the vote carried unanimously.

ELECT OFFICERS

Chair Frank O'Hara asked if the current Vice-Chair Laura Buxbaum, and current Secretary Elizabeth Dietz would like to serve on the Board of Commissioners for another year. Both Vice-Chair Buxbaum and Secretary Dietz said yes.

Commissioner Nancy Harrison made a motion to accept Commissioner Laura Buxbaum as Vice-Chair and Commissioner Elizabeth Dietz as Secretary of the Board of the Commissioners for the year 2025. It was seconded by Commissioners Paul Shepherd, the vote carried unanimously.

APPROVE 2025 BUDGET

Director of Finance Darren Brown came up to speak. He explained that there have been no changes made to the preliminary budget that was presented at last month's Board meeting. Darren shared that the compensation study is still ongoing, and therefore the results have not yet impacted the budget. Darren said that a vote on the budget is needed today. Darren proceeded to ask if the Commissioners had any questions about the budget. The Commissioners asked a few questions, including whether Darren thinks we will be able to fill the vacant positions. Darren and Director Brennan said it is hard to know, but once the compensation study is completed it might help with filling those positions.

Commissioner Laura Buxbaum made a motion to accept the 2025 budget. It was seconded by Commissioner Elizabeth Dietz, the vote carried unanimously.

ADJOURN

Chair Frank O'Hara ended the meeting at 10:01 a.m.

Respectfully submitted,

Elizabeth Dietz

Memorandum

To: Daniel Brennan, Director

From: Adam S. Krea, Senior Director of Finance and Lending
Jamie Johnson, Senior Director of Operations

Date: January 8, 2025

Subject: Sole Source Procurement for HOTB Software Solutions, LLC

Background

The 131st Maine State Legislature appropriated \$18 million in the Fiscal Year ending June 30, 2025, General Fund Supplemental budget to MaineHousing for a pilot Eviction Prevention Program (“Program”). The legislative intent of this funding is to prevent evictions and provide households with short-term rental assistance as a means to stabilize their financial situation with respect to housing.

MaineHousing, through a Request for Proposal process, awarded a contract to Quality Housing Coalition (“QHC”) to administer the Program. The processing time of applications is currently between five to seven weeks, resulting in a delay in providing assistance to households.


Request

MaineHousing would like to contract with HOTB Software Solutions, LLC (“HOTB”) to assist in the administration of the Program. The rationale for this request falls under the Uniqueness category in MaineHousing’s procurement policy, Section IV, as well as the Emergency or Urgent Need category:

- **Uniqueness:** you must determine that the goods or services are available from only one source, based on a reasonable, good faith review of the market for the type of goods or services needed.
- **Emergency or Urgent Need:** an emergency or other urgent need exists and only one known source can provide the required goods or services within the time needed.

HOTB is the software provider and possesses an in-depth understanding of the system, surpassing that of any other potential administrator. Moreover, HOTB currently has the necessary staff capacity to immediately serve clients without the need for additional hiring. Additionally, HOTB was a respondent to the full Request for Proposals that MaineHousing did therefore this request is asking to add a respondent that did in fact respond to the Request for Proposals, just at a later date. This justifies engaging HOTB’s services in this situation, as the large number of households MaineHousing wishes to assist as quickly as possible has created an urgent need.

ACKNOWLEDGED & APPROVED



Daniel Brennan, Director

1/8/2025

Date



Housing Choice Voucher Department Memorandum

To: Dan Brennan
From: Allison Gallagher
Date: January 13, 2025
Subject: Sole Source Procurement for HCV Elite software

Background

MaineHousing entered into a Software License and Services Agreement (“Agreement”) on March 28, 2007 with Emphasys Computer Solutions Inc. (“Emphasys”) as a result of a Request for Proposals (“RFP”) process for vendors to provide software services for HCV.

The Agreement now is set to expire on March 28, 2025. MaineHousing has started the Procurement process for a software system for HCV however there is not sufficient time to receive, validate and process responses to an RFP before the expiration. For that reason, MaineHousing is interested in extending the software contract for the Elite system through March of 2026. This would allow us time to complete the RFP process and complete any conversion necessary if a new vendor was selected.

Justification

MaineHousing’s Procurement Policy, Section IV – Sole Source Procurement, allows for procurement of goods or services by soliciting a proposal from only one source if it meets the necessary requirements. For a uniqueness exception, the item must be unique to a specific vendor and the nature and necessity of the unique characteristics must be documented. If a vendor has unique expertise in providing a service, the expertise should also be documented. Given the uniqueness of the services that Emphasys provides, the fact that the data is only available in the Elite system, and MaineHousing’s requirements and needs, the requirements of Sole Source Procurement are met.

Request

To allow MaineHousing to enter into an extension of the Agreement for the period of March 29, 2025 to March 28, 2026.

ACKNOWLEDGED & APPROVED

1/13/2025

Date



Daniel Brennan
Director, Maine State Housing Authority



Director's Department Memorandum

To: Board of Commissioners

From: Lauren Bustard

Date: 1/14/25

Subject: Board Presentation

I am including the White Paper *Ending Homeless Encampments in Maine*, written by the Statewide Homeless Council, in the board packet. At the January meeting I will be presenting highlights of this report as well as highlights of a study on unsheltered homelessness in Maine carried out by Jon Bradley, PhD, of Greater Portland Peer Services and Thomas McLaughlin, PhD, of UNE.

Joining me will be Dean Klein, the new Executive Director of the Maine Continuum of Care. Dean will provide an update on progress made in the last couple of months in the restructuring of the MCoC, as well as outlining the timeline for the transition to a new board of directors.



ENDING HOMELESS ENCAMPMENTS IN MAINE

A White Paper by the Maine
Statewide Homeless Council

ABSTRACT

This White Paper describes how to address the growing problem of homeless encampments in Maine. It explains the historical and policy context that gave rise to encampments and provides a policy and practitioner roadmap for ending them.

Lead Authors:

Dr. Katie Spencer White & Cullen Ryan, MA

Executive Summary

Maine is experiencing a surge in the number of people trying to survive outside. There is no substitute for simple, decent and affordable housing. But Maine is facing a gap of 84,000 affordable homes over the next decade. Without an adequate supply of accessible emergency shelter and permanent housing, we will continue to see a rise in the number of people sleeping outside in Maine.

This is not the way life should be, and we must invest in interim solutions to address this crisis. A large body of research confirms that unsheltered homelessness shortens lives through accident, illness, and victimization. To address these problems, many communities have adopted an “out of sight, out of mind” approach, clearing people out of the places they have been camping as if it will lead to better outcomes.

It does not. But that doesn’t mean Maine can’t get there. This paper sets out recommendations for an effective response to the difficult issue of unsheltered homelessness. Using a case study model, it highlights the success of Waterville, a small New England college town located in a rural county in central Maine, and the small city of Biddeford, both of which successfully used these strategies to end or significantly reduce outdoor homelessness. Their response to unsheltered homelessness highlights key principles and provides a roadmap for other Maine communities. These principles include:

1. Committed leadership
2. Housing First
3. Focus on prevention
4. Accessible, professional shelter
5. Targeted use of resources
6. Relying on real-time data

By adopting these principles, communities across Maine can respond compassionately and efficiently to one of the state’s most acute public crises.

Introduction

The Maine homeless system has historically been able to shelter most unhoused Mainers. While there have been waitlists and nightly “turn-aways”, over the last fifteen years, upwards of 98% of Maine’s unhoused population has found a safe place to sleep within a Maine shelter¹.

In the wake of the COVID-19 pandemic, rental vacancy rates have dropped precipitously creating an affordable housing crisis. According to a report issued by MaineHousing and the Governor’s Office of Policy, Innovation, and the Future published in October 2023, Maine requires approximately 84,000 units of housing to meet current and future demand. Critically, approximately 26,000 units must be affordable for households at or below 30% Area Median

¹ HMIS data combined with Maine Coalition to End Domestic Violence data annually summarized by MaineHousing.

Income (AMI)². This lack of affordable housing has led to increased demand for shelter and significantly longer periods of homelessness (lengths of stay in homelessness).

Because of chronic underfunding, Maine's permanent supply of shelter beds has not increased in response to this demand and as a result, many people have turned to surviving outside in encampments. While providing nominal benefits like mutual aid and fellowship, encampments are nonetheless demonstrably unsafe at best, and at their worst, deadly. According to a review of 33 separate studies, victimization, and street crime are pervasive for people unsheltered: the risk of assault is 11 times greater than the general population (Ellsworth, 2019). People in encampments face a rate of robbery that is 12 times greater, and theft is 20 times greater (Ellsworth, 2019). Being unhoused (rather than merely inadequately housed) is associated with a 3.5 times increased mortality risk compared to poverty alone (Serchen, et al, 2024). These risks are not shared equally. People with substance use disorder, and mental illness, and people who have been turned away from shelter are at much higher risk, as well as women, seniors, and people of color who are disproportionately affected by housing insecurity and homelessness.

Crime is not the only threat faced by people who are unsheltered. According to a national meta-analysis, unsheltered community members experience higher rates of chronic disease, serious mental illness, and substance abuse than sheltered populations. Unsheltered homelessness is also strongly associated with chronic homelessness which exacerbates serious mental illness and substance use (Richards & Kuhn, 2022). According to Maine Drug Data, in 2023, people experiencing homelessness were 32 times more likely to die of a fatal overdose than their counterparts in the general population.³ Despite having large unmet health needs, unsheltered populations have lower healthcare utilization, often lack health insurance, and are unable to address these issues without assistance (Richards & Kuhn, 2022).

It is important to note that forcing people to move out of encampments when they have no feasible place to go puts lives at risk. According to a 2023 study published in the *Journal of American Medicine*, repeated encampment sweeps result in an increase in the number of people who inject drugs, and a mortality increase between 15.6-24.4% over ten years for this same population (Barocas, et al).

This paper endorses the principle that all people must have access to shelter or housing if camping bans are contemplated for reasons of public safety. This is not only the only ethical solution to the problem, but it also is the most effective. According to data from the Department of Housing & Urban Development, the overall return to homelessness rates for people exiting emergency shelter at 6, 12, and 24 months is 12%, 17%, and 22%, respectively (Tsai & Burns, 2023). Compare that to prison recidivism where Department of Justice data

² AMI = Area Median Income. AMI is dependent on household size. In 2024 per HUD data, 30% AMI for a family of four is \$24,700-38,250, Franklin to Cumberland, lowest to highest annual adjusted income. For a family of one, the corresponding numbers are \$17,300-26,800.

³ 2023 Maine data: 607 fatal ODs within overall population of 1.396M, 73 (12%) were within 6000 people homeless

demonstrates that 43% of formerly incarcerated individuals are rearrested within one year of release (Lahdon, 2023).

Background

National Context

There is no universal definition of an encampment, but they are commonly understood to be semi-permanent tent communities comprised of people unhoused. Until recently, these kinds of communities were a problem consigned to history. Few are alive today who remember the “Hooverilles” (named for Republican president Herbert Hoover) of the Great Depression. Hooverilles were notable not only for their size but also their demographics because, in addition to single men, Hooverilles also included large numbers of older people and households with children. FDR’s New Deal and a post-war economic and housing boom returned most Hooverille residents to housing and unsheltered homelessness was largely unheard of in much of the United States for several decades.

Homelessness re-emerged as an issue of national concern in the 1980s because of significant changes to housing policy and investments, along with changes in the labor market, gentrification, reductions in social welfare, and the closure of many psychiatric hospitals. Homelessness accelerated again in the early decades of the 21st century in response to failed social welfare policy. Contrary to common belief, the rise in encampments in the 21st century did not begin with the Great Recession (Herring & Lutz, 2015). Tent villages were already on the rise, a product of bi-partisan welfare restructuring and penal policies that emerged as far back as the 1980s and accelerated during the late 1990s and early 2000 boom years (Herring & Lutz, 2015).

The seemingly inexorable rise of unhoused tent communities began to trouble many West Coast cities beginning at the turn of the 21st century when housing prices began to exceed the ability to pay of most low-wage workers. Today the problem is so acute that many encampments are perceived by some civic leaders as a cost-effective way to manage exclusionary orders that drive people who have been unhoused for long periods (described as “chronically homeless” in federal regulations) from prime commercial and residential zones (Loftus-Farren, 2014). This orientation is notable in communities with “problem-oriented policing” where encampments are viewed by the unhoused as “safe havens” from law enforcement. From this perspective, encampments serve a dual purpose, both encouraging unhoused people to leave trendy business and residential districts and “move along” to places that are less desirable with greater opportunities for containment, while also providing nominal dignity to people in places where human dignity is not a priority (Herring & Lutz, 2015).

Twenty-first-century encampments also emerged in the pre-Housing First era where access to shelter, housing services, and subsidies was predicated on “housing readiness” (Herring & Lutz, 2015). Since the advent of Housing First as a national best practice, some cities have seen a reduction in the number and size of encampments despite seeing growth in the total number of unhoused people (Herring & Lutz, 2015).

Maine adopted Housing First as a statewide strategy to end chronic homelessness in 2023 with the passage of LD2 with funding provided through the governor’s supplemental budget. The state hopes to house approximately 400 chronically homeless people through

Housing First over the next ten years. While ambitious, the Housing First initiative must operate in conjunction with an efficient homeless services system.

Maine

Researchers have investigated how to best serve people in encampments. Much of that research has focused on encampments on the West Coast and in the southern United States, areas with relatively mild weather conditions where outdoor survival is less an issue than in areas with more severe temperatures and weather, like Maine. The nation's 40-year homeless response has reflected these differences as well. In Los Angeles, for example, annual PIT count data shows that on any given night some 36,000 people experience homelessness, and only 10% of people are served by homeless shelters. The other 90% exist outdoors, staying on the streets, in cars, or makeshift encampments.

In contrast, Maine's homeless response has been built around the concept that outdoor survival is manifestly unsafe due to extreme temperatures and weather events. As a result, Maine created and has maintained a robust emergency shelter network which, before the pandemic, ensured that 95-98% of Maine's homeless population were served at some point in homeless shelters, with just 2-5% of unhoused people attempting to survive outdoors. The HMIS average over the six years before the pandemic suggests 200 people were unsheltered or 3.3% of the combined population, typically in scattered outdoor living sites rather than clustered in encampments.

The COVID-19 pandemic was a turning point in Maine. Social distancing required the depopulation of congregate shelters in favor of non-congregate hotels. In addition, federal and state eviction moratoriums significantly reduced the number of people evicted into homelessness. It also reduced the number of units coming onto the rental market making it difficult to help people exit from shelters. Pre-pandemic, many shelters were able to rehouse 50-80% of their guests every month; that number dropped to approximately 1% in some communities in the wake of the pandemic. Today, the shelter system has a 6-7% housing placement pattern that persists to this day due in part to a rental affordability crisis stemming from a significant shortage in the number of affordable rental units in all parts of the state⁴.

Without a sufficient supply of affordable housing and rental assistance, there is no swift exit from shelter for thousands of Mainers. Even with the assistance of Housing Navigators, who help people conduct housing searches, apply for rental subsidies, and engage with landlords, there are too few affordable units, even fewer housing vouchers (rental assistance), and too many landlords who will not accept either vouchers or potential tenants who do not appear at face value to be "good tenants" because of an eviction, criminal conviction, or other scars on their housing record.

The result is a stuck homeless response system with inflow but very little outflow. With no permanent increase in shelter funding to expand the number of beds available to meet demand, more and more homeless households are forced to live outside.

⁴ Maine Continuum of Care Systems Performance data as compiled by MaineHousing.

Data

Although unduplicated homeless numbers have not increased significantly in the last decade, average lengths of stay in shelters have increased dramatically through 2023, the first full year post-pandemic without federal relief funding. To illustrate using data from the Mid-Maine Homeless Shelter & Services in Waterville, in 2019 the average length of stay and the mode (the most frequently occurring number in the data set) was 41 days and 4 days, respectively. This increased in 2023 to 110/365. This means in practice that a shelter bed that served as many as 40 people in a single calendar year now serves one or two people. Shelters are full and people in crisis are being turned away.

With no place to go, 2023 brought an unprecedented tripling of unsheltered homelessness in Maine. Whereas Maine's annual Point in Time count revealed 300 people unsheltered in January 2023, by December 2023, local estimates suggested there were some 900 people unsheltered across the state with approximately 300 people in Sanford alone, a town with essentially no unsheltered homelessness in previous years.⁵ With an estimated 6000 people homeless in 2023, Maine's unsheltered count grew to 15% of its homeless population, nearly a quintupling of the percentage of people outside before the pandemic.⁶

The problem is even more acute during the summer months when alternatives to camping, like winter warming shelters, are unavailable. Although no formal count is made during the summer months, local communities report a massive surge from late spring through late fall with numbers as much as three times higher than counted in January.

Central Maine Case Study

Mid-Maine Homeless Shelter & Services (MMHSS) is located in Waterville, a small city of just 16,000 people in a rural county that is home to Maine's 4th highest homeless population as well as the state capital. It also implemented the core interventions of committed leadership, Housing First principles, prevention, professional shelter, and the targeted use of resources; as a result, Waterville's unsheltered population dropped from an estimated 100 people in October 2023 to 0 by mid-January 2024.

Waterville's success was based on six key factors:

1. MMHSS is the only shelter in the state committed to a policy of turning no one away between November 1 and April 30. Leadership was able to set this expectation by making sure staff had the tools they needed to implement such a radical policy. This policy allowed outreach workers to encourage people to come inside and law enforcement to set clear timetables for enforcing the city's no-camping ordinance. This policy required MMHSS staff to adopt a flexible "can do" approach to utilizing space.
2. MMHSS committed to fully embracing Housing First which at its core is about reducing barriers to housing, permanent or otherwise. With the affordable housing supply at an all-time low in Waterville, MMHSS focused on lowering barriers to shelter and in 2022

⁵ Estimates from local officials including outreach workers and municipal authorities.

⁶ FY 23 HMIS number was 5207 and adding 900 additional unique individuals estimated unsheltered produces that estimate.

became the first low-barrier shelter in the state to welcome pets, reduce overdoses through an innovative approach to risk stratification, and creatively use space to allow heterosexual couples to bunk next to each other.

3. MMHSS was supported financially by the City of Waterville and Kennebec County governments who allocated necessary ARPA funding to sustain shelter operations. MMHSS also received an additional grant from MaineHousing to operate an overnight warming center. This strategic use of resources allowed MMHSS to provide adequate staffing for their shelter programs, which is essential to creating a safe and welcoming environment for guests and employees alike.
4. MMHSS focused on prevention and utilized several grants to reduce the inflow to shelter. These grants included funding for Diversion to help people avoid losing their housing, and Rapid Rehousing which targets resources and relies on dedicated landlord engagement to return eligible households to permanent housing as quickly as possible.
5. Finally, MMHSS established a Homeless Response Task Force which met every two weeks through the first half of the winter and included homeless service providers from across the city and municipal leaders to review data and coordinate around anticipated seasonal surges in demand for emergency shelter. Leaders included the mayor of Waterville, the chair of the city council, state representatives to the Maine legislature, as well as the chiefs of the Waterville fire and police departments. These leaders were able to quickly identify gaps, eliminate system barriers, and coordinate resources for a highly effective multi-agency collaboration.
6. Without a professional shelter workforce, none of the above would have been possible. MMHSS focused on training and developing a highly skilled workforce and all staff were trained in mental health first aid, administration of Narcan, Harm Reduction, First Aid/CPR/AED, de-escalation, and setting and maintaining boundaries. Staff were then able to use risk stratification principles to address the needs of guests based on need rather than noise.

Biddeford Case Study

Biddeford is a small city of just 22,500 people in the southernmost county of York. In 2023, Biddeford saw an emergence of people outside, with some counts suggesting there were 200 people unsheltered, culminating in one entrenched encampment with 58-60 people near the Saco River downtown by the end of the winter of 2024. In early April 2024, city leaders were developing a plan to sanction some sort of encampment, but they would have had to relocate it due to some work required on the physical site; that site needed to be empty by a looming date.

They changed strategies when provided best practice information drawn from successful work in Portland and Waterville in bringing people into shelters. Biddeford leaders, including the mayor, the city manager, and the chief of police along with the city council

ultimately decided to work with an area shelter, Seeds of Hope, which agreed to open space for the occupants of the encampment in exchange for funding support from the city. Local officials worked with people outside to move each person inside over the course of the next two months.

This was not without challenges, but by the closure date of July 8th, all the people in the encampment moved into shelter, and the city hired a long-time outreach worker to serve as their Director of General Assistance (GA) to begin working to coordinate efforts to house them. The GA office began working on site at the shelter and created weekly collaborative service provider huddles focused on who was doing what to house each person in the shelter. Thirty people moved from shelter into permanent housing in the first five months (July to December 2024). Only a few people have emerged temporarily in tents since the encampment was resolved and the City has worked to bring them into shelter as well.

Promising Solutions

The success in Waterville and Biddeford can be replicated and sustained but it will require municipal and state leaders to invest time and resources into the effort to achieve realistic targets:

1. Leadership and funding lead to accountability. Waterville accessed state and local funding, including state HOME funds and local ARPA funding, as well as private grants and philanthropy to ensure the shelter could accommodate dozens of people leaving encampments. In both locations, local leadership, including municipal and nonprofit leaders, set targets and stayed laser-focused on achieving them, and to working in collaboration despite differences that naturally exist in multi-sector and multi-agency partnerships.
2. Housing First is an evidence-based best practice, and it works. Returning to permanent housing should be the goal for every interaction between people experiencing homelessness and service providers (Tsemberis & Eisenberg, 2012). Housing First is based upon the idea that housing is linked to stability services. Services must include harm reduction and crisis support. Although Maine faces a significant supply-side deficit, these communities invested heavily in landlord engagement, Rapid Rehousing, and Targeted Case Management, to help move people directly from encampments into apartments, transition people from shelter to housing as quickly as possible and provide follow-up services to keep those housing placements stable.
3. Reduce inflow to shelters through statewide prevention programs that provide housing problem solving conversations, rental stability funding, and other time-limited financial and case management assistance to keep people in stable housing.
4. Invest in Maine's shelters as the backbone of the system. Waterville relied on professionally run shelters to provide the backbone of their strategies to close encampments. Biddeford worked with what was a warming shelter to help them expand their capacity and ability to serve a larger population. Given our harsh winters,

all Mainers must have access to professionally run, year-round shelters. Seasonal-only shelters do not offer the same results for returning people to housing because they do not provide the supportive services to transition people to housing and help keep them there.

5. Target shelter funding to all shelters in areas of high need, including low barrier shelters in areas of high need and ensure adequate funding for low barrier shelters and shelters for special populations (e.g. people with substance use disorder, families, youth, domestic violence survivors, and the older populations). This can be achieved through strategic partnerships and further investment in existing shelters.

Conclusion

Effective and efficient homeless response is rooted in effective and committed leadership, housing, supportive services, and safe shelter when housing is not immediately available. It makes sense for Maine's response to unsheltered homelessness to be rooted in the same principles. As the case studies suggest, Maine should work to move people into housing from encampments and if housing is not immediately available, into safe shelter with services focused on people securing stable housing as efficiently as possible. Waterville and Biddeford have demonstrated that most people will move from unsheltered settings into low barrier shelter and from there into housing. Both communities accomplished this without criminalizing homelessness.

This paper recommends these best practices be adopted across the state. This will require that emergency shelter space is available for every person who needs it, and that services are delivered to each person such that they can obtain and retain housing. Maine is expanding its outreach services to bring people into housing and shelter, and that is also a proper response to unsheltered homelessness.

Sweeps with no alternative accommodation that result in fines and criminalization do not solve unsheltered homelessness; relationships and welcoming shelter do. Maine can and should insist that everyone deserves to sleep inside at night. That belief should drive policy that commits the resources necessary to address unsheltered homelessness.

This is an emergency we must solve together.

Definitions

Continuum of Care: The Continuum of Care (CoC) Program is established in federal regulations (see 24 CFR part 578) and is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, states, Indian Tribes or tribally designated housing entities, and local governments to quickly rehouse homeless individuals and families, while minimizing the trauma and dislocation caused by homelessness. It promotes access to and effective utilization of mainstream programs by homeless individuals and families and optimizes self-sufficiency among those experiencing homelessness. Maine has a whole of state continuum of care referred to as the MCOC.

Encampment: Two or more unrelated people camping together on an ongoing basis in temporary structures or enclosed places that are not intended for long-term continuous occupancy.

Functional Zero Homelessness: There will always be people who lose their housing and must rely on a social safety net. Functional zero is a milestone that must be sustained and indicates a community has measurably solved homelessness for a given sub-population (e.g. veterans). When it's achieved, homelessness is rare and brief for that population.

Homeless Management Information System (HMIS): HMIS is a local information technology system used to collect client-level data and data on the provision of housing and services to individuals and families at risk of and experiencing homelessness. Each CoC is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.

Point in Time Count: The Point-in-Time (PIT) Count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January. HUD requires that CoCs conduct an annual count of people experiencing homelessness who are sheltered in emergency shelters, transitional housing, and Safe Havens on a single night. CoCs also must conduct a count of unsheltered people experiencing homelessness every other year (odd-numbered years). Each count is planned, coordinated, and carried out locally.

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Memorandum

To: MaineHousing Commissioners

From: Adam S. Krea
Mark C. Wiesendanger

Date: January 14, 2025

RE: Housing Development Briefing

Overview of Housing Units Funded in 2024

MaineHousing’s Development Department awarded financing to 28 new projects, through eight different programs, in 2024. As of December 31, the total number of projects in the Development Department’s pipeline was 97 – an all-time high. The 28 projects awarded funding in 2024 will add 797 newly constructed housing units and rehabilitate 264 units, for a total of 1,061 units.

To address the high degree of need across multiple types of housing, MaineHousing made awards to both family and older Mainer properties, large tax-credit and smaller Rural Affordable Rental Housing Program properties, Recovery Housing, and Supportive Housing. Page 3 of this memo depicts awards from each program, including the location, number of units, and amount of subsidy by property.

Overview of Housing Units Completed in 2024

Twenty-three new construction and adaptive reuse projects were completed in 2024 bringing 645 new housing units online. In addition, three rehabilitation projects were completed in 2024 preserving 179 rental homes for the future. Page 4 of this memo shows properties completed in 2024, including the location and number of units.

Projections for 2025 Housing Production

The already-released autumn programs will be the first awards of 2025. These Requests for Proposals have been released and developers are working on their submissions. These three programs are:

| <u>Program</u> | <u>Projected Units Funded</u> | <u>Subsidy Offered</u> |
|---------------------------------|-----------------------------------|----------------------------|
| Affordable Homeownership | 118 | \$ 10,000,000 |
| Rural Affordable Rental Housing | 125 | 25,100,000 |
| 4% LIHTC | 120 | 14,560,000 |

MaineHousing also plans Requests for Proposals for Supportive Housing and 9% LIHTC projects in 2025, which will complete the traditional program offerings. The projected number of units and the subsidy that will be offered follows:

| <u>Program</u> | <u>Projected Units Funded</u> | <u>Subsidy Offered</u> |
|--------------------|-----------------------------------|----------------------------|
| Supportive Housing | 12 | \$ 4,000,000 |
| 9% LIHTC | 200 | 9,400,000 |

In addition, MaineHousing is working on two major initiatives that are expected to fund the development or redevelopment of a material number of additional units.

Housing First

As has been discussed at prior board meetings, and thanks to the Board’s adoption of the Housing First Administrative Rule, MaineHousing expects to fund the first four Housing First properties in the second quarter of 2025. These four properties will include 100-120 permanent supportive housing units funded with a combination of 4% LIHTC, tax-exempt debt, and subsidy from the State. The projected subsidy in 2025 from the State for Housing First is \$10,000,000.

Rehabilitation and Energy Improvements to Public Housing

The Greenhouse Gas Reduction Fund is another potential source of funding for multifamily rehabilitation in the State of Maine. MaineHousing was unsure if this funding, which comes from the Environmental Protection Agency, would come to fruition, but more recently it appears as if MaineHousing will receive an initial allocation in early 2025, with an additional allocation possible in the future. This funding will be used, along with 4% LIHTC and tax-exempt debt, to preserve Maine’s most vulnerable public housing through conversion to LIHTC. Preserving these units, through full rehabilitation including energy efficiency upgrades and complete electrification, will not only significantly reduce greenhouse gas emissions and other air pollutants, but will provide additional benefits of affordable and sustainable housing to some of Maine’s lowest income citizens. The average income in Maine’s public housing is less than \$15,000 annually, and these units will have ongoing project-based rental assistance from HUD, which is invaluable for extremely low income residents as it allows the residents to pay 30% of their income towards rent.

Development Process Review

Finally, work will continue in 2025 examining our internal processes and procedures and engaging with our development partners to ensure our policies and processes are as efficient as possible. Last year’s survey of developers yielded some useful feedback, but more work needs to be done in this area.

Housing Units Funded in 2024

| Month Awarded | Program | Awards | | | |
|-------------------------------|------------------------------------|----------------------------------|----------------------|--------------|----------------------|
| | | Project Name | City/Town | Units | Subsidy |
| January | 2024 4% LIHTC CHOICE | DeWitt | Lewiston | 104 | \$ 3,000,000 |
| February | 2023 Rural | Tree Top Apartments | Hallowell | 17 | \$ 3,394,906 |
| | | 6 Madelyn Lane | Rockport | 18 | 3,600,000 |
| | | 16 Mills Road | Newcastle | 16 | 3,023,577 |
| | | 165 Main Street | Waterville | 18 | 2,767,500 |
| | | 986 Prospect Avenue | Rumford | 18 | 3,521,957 |
| | | Central Park Residences | Sanford | <u>18</u> | <u>3,600,000</u> |
| | | 105 | \$ 19,907,940 | | |
| May | 2023 4% LIHTC | 3i Homes at the Downs | Scarborough | 51 | \$ 5,400,000 |
| | | Iron Heights | Gardiner | 32 | 4,088,750 |
| | | King Street Apartments | Waterville | 37 | 4,725,000 |
| | | Malta Street Senior | Augusta | 34 | 4,828,000 |
| | | Martel School Apartments | Lewiston | 44 | 5,400,000 |
| | | Sunridge Senior Housing | Bangor | <u>50</u> | <u>6,000,000</u> |
| | | 248 | \$ 30,441,750 | | |
| June & November | 2023 4% LIHTC no Subsidy - Walk-In | Patriot Place | Sanford | 40 * | - |
| | | Franklin Towers | Portland | <u>200</u> * | <u>-</u> |
| | | 240 | - | | |
| October | Cumberland County Rural Rental | Brunswick Fire Station | Brunswick | 5 | \$ 825,000 |
| November | 2024 Recovery Housing | AAWI Bridgton Family Home | Bridgton | 6 | \$ 1,214,500 |
| | | AAWI Portland Recovery Home | Portland | <u>10</u> | <u>1,222,000</u> |
| | | 16 | \$ 2,436,500 | | |
| December | 2024 Supportive Housing | Old Post Road | Kittery | 8 | \$ 2,000,000 |
| | | Glenridge Supportive Housing | Augusta | 8 | 2,755,207 |
| | | CoSI | Lewiston | <u>8</u> | <u>2,830,666</u> |
| | | 24 | \$ 7,585,873 | | |
| December | 2025 9% LIHTC | Anchorage South | Bath | 47 | \$ 1,228,174 |
| | | Sun Valley Apartments | Mexico | 24 * | - |
| | | Thatcher Brook Apartments | Biddeford | 40 | 2,600,000 |
| | | Woodfords Parish House | Portland | 45 | 1,607,074 |
| | | Windham Senior | Windham | 48 | 1,002,203 |
| | | COMB Block Phase 1 (SLIHTC) | Portland | 55 | 1,000,000 |
| | | Youth & Family Outreach (SLIHTC) | Portland | <u>60</u> | <u>1,000,000</u> |
| | | 319 | \$ 8,437,451 | | |
| TOTAL UNITS FUNDED IN 2024 | | | | 1061 | |
| New Units | | | | 797 | |
| Rehabbed Units | | | | 264 | |
| TOTAL SUBSIDY AWARDED IN 2024 | | | | | \$ 72,634,514 |

* Rehab Project

Housing Units Completed in 2024

| Program | Project Name | City/Town | Family/ Senior | Total Units |
|--|--------------------------|--------------|---------------------------|-------------------|
| 4% LIHTC | 99 Western Ave | Augusta | Family | 38 |
| 4% LIHTC | Hartland II | Hartland | Senior | 30 |
| 4% LIHTC | Stacy M. Symbol Apts. | Westbrook | Senior | 60 |
| 4% LIHTC | Stroudwater Apartments | Westbrook | Senior | 55 |
| 4% LIHTC | Wedgewood | Lewiston | Family | 17 |
| 4%+State Credit | The Equinox | Portland | Family | 43 |
| 4%+State Credit | Winter Landing | Portland | Senior | 52 |
| 9% LIHTC | Congress Sq Commons | Belfast | Family | 36 |
| 9% LIHTC | Front Street Re-Dev't II | Portland | Senior | 45 |
| 9% LIHTC | The Uptown | Bath | Senior | 60 |
| 9% LIHTC | Picker House Lofts | Lewiston | Family | 36 |
| 9% LIHTC | Village Commons | Scarborough | Senior | 31 |
| Special Project | Brunswick Landing | Brunswick | Family | 36 |
| Affordable Homeownership | Clarks Bridge Crossing | Waterboro | Family | 3 |
| Affordable Homeownership | Fletcher Farms | Sanford | Family | 4 |
| Affordable Homeownership | Highpines Village | Wells | Family | 18 |
| Affordable Homeownership | Stearns Farm | Hampden | Family | 14 |
| HOME-ARP | 22 Shapleigh Road | Kittery | Family | 6 |
| Recovery Housing | Tucker's House Harrison | Harrison | Supp. | 10 |
| Rural | 55 Weston Ave | Madison | Family | 18 |
| Rural | CSC Building A | Belfast | Family | 12 |
| Supportive Housing | 18 Green Street | Augusta | Family | 8 |
| Supportive Housing | One Edgemont Drive | Presque Isle | Family | <u>13</u> |
| <i>New Construction / Adaptive Re-use Projects</i> | | | <i>New Units</i> | <i>645</i> |
| 4% LIHTC | Millbrook Estates | Westbrook | Senior | 100 |
| 4% LIHTC | The Schoolhouse | Bangor | Family | 45 |
| 9% LIHTC | Oak Grove Commons | Bath | Family | <u>34</u> |
| <i>Rehab Projects</i> | | | <i>Rehab Units</i> | <i>179</i> |
| Total Projects | | | Total Units | 824 |

Asset Management Department Memorandum

To: MaineHousing Board of Commissioners
From: Robert Conroy – Director, Asset Management
Date: January 14, 2025
Subject: January Board Report - Asset Management

Maine Real Estate Manager's Policy Workgroup

For the past 10 years Asset Management has been a member of the Maine Real Estate Manager's (MREMA) Policy Workgroup.

The intent of the workgroup is to collaborate on Program process and policy challenges of mutual concern that ultimately will benefit members and the affordable housing community at large. Streamlining and efficiency are consistent goals throughout the Workgroup's efforts.

The Workgroup has realized success in many ways including eliminating redundancies and wasted steps. This was evident in the project Audited Financial Report and Budget Review processes where many of the steps were streamlined to reduce the time and expense of delivery and processing.

This year's initial agenda items include:

Insurance Premiums and cost savings/best practice options

Statewide Property Management Capacity study

Viability of Bringing Back the SMCC Property Management Training Course

Program Applicability of AI

We are grateful to be included in these partner discussions and find much value in our collaboration and communication with the group. It is very much appreciated.



Development Department Memorandum

To: MaineHousing Board of Commissioners
From: Mark C. Wiesendanger, Director of Development
Date: January 21, 2025
Subject: Monthly Report

New Programs

2024 Affordable Homeownership Program (AHOP)

https://using.org/docs/default-source/development/ahop/2024-ahop-rfp.pdf?sfvrsn=c8c79d15_1

The deadline for Applications was January 16, 2025.

2024 Rural Affordable Rental Housing Program (Rural)

https://mainehousing.org/docs/default-source/development/rural--affordable-housing-program/2024-rural-affordable-rental-housing-program-rfp.pdf?sfvrsn=ccf9d15_1

The deadline for Applications is January 23, 2025.

2024 LIHTC (4%) RFP

https://mainehousing.org/docs/default-source/development/lihtc/2024-4-lihtc-rfp.pdf?sfvrsn=39a19d15_1

The new 4% RFP was released on December 17. Pre-Applications are due February 20. Full Applications are due April 3.

Events of Note

12/16 – Congress Square Commons Grand Opening, Belfast

12/18 – 99 Western Ave project tour, Augusta

1/12-1/16 – National Council of State Housing Agencies HFA Institute, Washington, D.C.

Staff

We have hired a new Loan Officer. Alison Pepin joins us in February after many years of municipal experience, performing underwriting and grants management, ensuring state and federal compliance, and working directly with the HOME and CDBG programs. Please help us give Alison a warm welcome!

We are currently looking to fill Loan Officer, Construction Analyst, and Program Coordinator positions.

Development Pipeline

Below you will find the Development Pipeline updated as of January 7. 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 |
|--|-----------------------|----------|------------------|--------------------|----------------|
| Completed in 2025 | | | | | |
| <i>NC/AR Projects</i> | 0 | | | <i>New Units</i> | 0 |
| <i>Rehab Projects</i> | 0 | | | <i>Rehab Units</i> | 0 |
| Total Projects | 0 | | | Total Units | 0 |
| Under Construction/In Underwriting - likely completed in 2025 | | | | | |
| 45 Dougherty | Szanton | 4% | Portland | Family | 63 |
| 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 |
| Meadowview II | Avesta | 4% | Gray | Senior | 27 |
| Wedgewood | Lewiston HA/Avesta | 4% | Lewiston | Family | 65 |
| Peasley Park | DC | 9% | Rockland | Senior | 49 |
| Picker House Lofts | Szanton | 9% | Lewiston | Family | 36 |
| Rumford Senior Living | DC | 9% | Rumford | Senior | 33 |
| Sturgeon Landing | Augusta Housing | 9% | Augusta | Family | 32 |
| Alexander Way | BH Land Trust | AHOP | Boothbay Harbor | Family | 7 |
| Fletcher Farms | Patco | AHOP | Sanford | Family | 1 |
| Highpines Village | Highpine Properties | AHOP | Wells | Family | 2 |
| Theresa Bray Knowles | Penquis Cap | HOME-ARP | Bangor | Family | 36 |
| 18 Central Ave | Home Start | Islands | Peaks Island | Family | 3 |
| CICA 2022 Housing | CICA | Islands | Chebeague Island | Family | 4 |
| Islesford RHP | CRIT | Islands | Islesford | Family | 4 |
| NHSH Affordable | NH Sust Housing | Islands | North Haven | Family | 4 |
| Vinalhaven | Vinalhaven Housing | Islands | Vinalhaven | Family | 4 |
| 520 Centre Street | Bath HA | Rural | Bath | Family | 18 |
| 986 Prospect Ave | Wilbur, Calhoun | Rural | Rumford | Family | 18 |
| Berry's Block Apartments | Lake City Investments | Rural | Rockland | Family | 9 |
| 16 Mills Rd | Rob Nelson/Wilbur | Rural | Newcastle | Family | 16 |
| Central Park Residences | Reincorp | Rural | Sanford | Family | 18 |
| Tree Tops Apartments | Mastway Dev | Rural | Hallowell | Family | 17 |
| The Elm Estates | East Town Rentals | Rural | Presque Isle | Family | 18 |
| Mechanic Street | WLR Properties | Rural | Houlton | Family | 18 |
| <i>NC/AR Projects</i> | 27 | | | <i>New Units</i> | 617 |
| Harbor Terrace | Portland HA | 4% | Portland | Senior | 120 |
| <i>Rehab Projects</i> | 1 | | | <i>Rehab Units</i> | 120 |
| Total Projects | 28 | | | Total Units | 737 |
| Under Construction/In Underwriting - likely completed in 2026 | | | | | |
| 3i Homes at the Downs | 3i Homes/POAH | 4% | Scarborough | Family | 51 |
| Iron Heights | Mastway Dev | 4% | Gardiner | Family | 32 |

| | | | | | |
|-------------------------|-----------------------|---------------|--------------|--------------------|-------------|
| King Street Apartments | KVCAP | 4% | Waterville | Family | 37 |
| Lambert Woods North | Maine Coop Dev Part | 4% | Portland | Family | 74 |
| Malta Street Senior | Augusta Housing | 4% | Augusta | Senior | 34 |
| Martel School Apts | Lewiston Housing | 4% | Lewiston | Senior | 44 |
| Millinocket Manor | Penquis | 4% | Millinocket | AL | 38 |
| Sunridge Senior Housing | Bangor Housing | 4% | Bangor | Senior | 50 |
| DeWitt | LHA/Avesta | 4% Choice | Lewiston | Family | 104 |
| Adams Point | Biddeford HA | 9% | Biddeford | Family | 39 |
| Equality Comm Housing | Equality Comm. Center | 9% | Portland | Senior | 54 |
| Landry Woods | SoPo Housing | 9% | So. Portland | Senior | 43 |
| Seavey Crossing | Avesta | 9% | Westbrook | Senior | 61 |
| Varney Heights | FHA/Gooch | 9% | Freeport | Senior | 42 |
| Dougherty Commons | Maine Coop Dev Part | AHOP | Portland | Family | 12 |
| Wilbur's Woods | GreenMars | AHOP | Brunswick | Family | 20 |
| Wildlands | Greater Portland H4H | AHOP | Standish | Family | 12 |
| Central Fire Station | DC | CC Rural | Brunswick | Family | 5 |
| Cliff Island | Sustainable Cliff Isl | Islands | Cliff Island | Family | 2 |
| ICDC Town Acq | ICDC | Islands | Isle au Haut | Family | 4 |
| Long Island Aff Housing | Long Island | Islands | Long island | Family | 4 |
| MVS | Islesboro Affordable | Islands | Islesboro | Family | 2 |
| 165 Main Street | Kennebec Realty Part | Rural | Waterville | Family | 18 |
| 7 Madelyn Lane | Lake City Investments | Rural | Rockport | Family | 18 |
| OddFellows Apts. | Archer Properties LLC | Rural | Norway | Family | 13 |
| Lupine Landing 2 | Safe Voices | SHP | Farmington | Supp. | 6 |
| <i>NC/AR Projects</i> | <i>26</i> | | | <i>New Units</i> | <i>819</i> |
| Berry Park Apartments | Northland Enterprises | 4% | Biddeford | Family | 46 |
| North Deering Gardens | Wingate Dev. | 4% | Portland | Family | 164 |
| Place St. Marie | Brisa Dev w/Andy J | 4% | Lewiston | Family | 40 |
| Summer Block | Bateman | 4% | Saco | Senior | 32 |
| Patriot Place | Avesta | 4% no subsidy | Sanford | Family | 40 |
| Oak Ridge Apartments | Realty Resources | 9% | Bath | Senior | 30 |
| <i>Rehab Projects</i> | <i>6</i> | | | <i>Rehab Units</i> | <i>352</i> |
| Total Projects | 32 | | | Total Units | 1171 |

Under Construction/In Underwriting - likely completed in 2027

| | | | | | |
|-----------------------|----------------------|---------------|------------|--------------------|------------|
| Lockwood Mill | North River Co. | 4% | Waterville | Family | 65 |
| 89 Elm Apartments | Tom Watson & CO | 4% PLA | Portland | Family | 201 |
| Milford Place | Penquis CAP | 9% | Bangor | Senior | 40 |
| 19 Bodwell Street | Androscoggin Homes | AHOP | Sanford | Family | 9 |
| Beals Ave WF Housing | LB Dev Partners | AHOP | Ellsworth | Family | 23 |
| Nasson 4 | GreenMars | AHOP | Springvale | Family | 20 |
| WaterWorks Apts | Northland Ent. | Rural | Waterville | Family | 18 |
| Charles Jordan House | ME Prisoner Adv Coal | SHP | Auburn | Supp. | 11 |
| Seavey House | Biddeford Housing | SHP | Saco | Supp. | 8 |
| <i>NC/AR Projects</i> | <i>9</i> | | | <i>New Units</i> | <i>395</i> |
| Franklin Towers | Portland HA | 4% no subsidy | Portland | Family | 200 |
| Riverton Park | Portland HA | 4% | Portland | Family | 182 |
| <i>Rehab Projects</i> | <i>2</i> | | | <i>Rehab Units</i> | <i>382</i> |

Total Projects 11

Total Units 777

Preliminary Underwriting

| | | | | | |
|-------------------------|-------------------|-----|--------------|--------------------|------------|
| Farwell Mill | Realty Resources | 4% | Lisbon Falls | Family | 96 |
| Sun Valley Apartments | Chesapeake Comm. | 9% | Mexico | Family | 24 |
| COMB Block Phase 1 | Portland Housing | 9% | Portland | Family | 55 |
| Thatcher Brook Apts I | Westbrook Housing | 9% | Biddeford | Family | 40 |
| Woodfords Parish House | CHOM | 9% | Portland | Seniors | 45 |
| Youth & Family Outreach | YF&O/DC | 9% | Portland | Family | 60 |
| Anchorage South | Bath Housing | 9% | Bath | Seniors | 47 |
| Windham Senior | DC | 9% | Windham | Seniors | 48 |
| Bridgton Recovery Home | LB Dev | RHP | Bridgton | Supp. | 6 |
| Portland Recovery Home | LB Dev | RHP | Portland | Supp. | 8 |
| <i>NC/AR Projects</i> | <i>10</i> | | | <i>New Units</i> | <i>429</i> |
| Riverlands | VOANNE | CoC | Augusta | Supp. | 10 |
| <i>Rehab Projects</i> | <i>1</i> | | | <i>Rehab Units</i> | <i>10</i> |
| Total Projects | 11 | | | Total Units | 439 |

Total Projects in Underwriting & Construction 82

Total Units 3124

Energy & Housing Services Department Memorandum

To: MaineHousing Board of Commissioners
From: Bobbi Crooker – Director of Energy and Housing Services
Date: January 14, 2025
Subject: Monthly Report – Energy and Housing Services Department

DEPARTMENT HIGHLIGHTS

EHS currently has an open Fiscal Compliance Coordinator position and an open Quality Control Specialist on our Fiscal Team. We are in the process of reviewing resumes and conducting interviews for these positions.

EHS has submitted the approved Weatherization Annual State Plan to DOE for Program Year 2025 for a preliminary review and feedback. The official submission deadline for MaineHousing’s Weatherization Annual State Plan is February 3, 2025.

MaineHousing was awarded a \$2,000,000 Healthy Homes Production Grant from HUD. These funds will be combined with our current Lead Paint Hazard Reduction Grant to address health hazards in 169 low-income units.

MaineHousing applied to DOE for an Enhancement & Innovation Grant in October, requesting \$2,000,000. If awarded, these funds will be combined with our current DOE Weatherization grant to address weatherization readiness for 125 households. We anticipate that DOE will announce grant awards in the first quarter of 2025.

MaineHousing had submitted the HEAP State Plan to DHS for Program Year 2025 and received a total of \$37,567,435 in LIHEAP funds. As of 1/14/2025, we have paid out \$11,156,575.67 in fuel assistance and ECIP.

The EHS Department Management Team is wrapping up a series of ‘Meet and Greet’ sessions with all the Community Action Agencies (CAAs). These meetings have provided an opportunity to introduce the new management team in the EHS Dept. and to gather valuable feedback to strengthen our collaboration. We will be continuing these outreach meetings to the CAAs on at least a bi-annual basis going forward.

Around EHS Department:

EHS dedicated time to defining our 2025 Values and Vision for the department. These will serve as a guiding framework for how we engage with our internal and external partners, those we serve, and each other. Additionally, we held a holiday team building to strengthen our communication, enhance collaboration, and foster a more connected team.



PROGRAM UPDATES

Home Energy Assistance Program (HEAP)

Maine's Low-Income Home Energy Assistance Program (LIHEAP or HEAP) is a grant funded by the US Department of Health and Human Services (HHS) and is administered by MaineHousing in collaboration with Maine's Community Action Agencies and ProsperityME.

| | Program Year 2025 | Program Year 2024 |
|---------------------|-------------------|-------------------|
| Applications Taken | 45,442 | 71,713 |
| Eligible Applicants | 23,084 | 52,479 |
| Benefits Issued | 11,156,575.67 | \$23,028,737.15 |

Weatherization Assistance Program (Wx)

We continue to work with ICAST and CCI to develop our multifamily Wx program. We continue to collaborate with the Governor's Energy Office, GOPIF, and EMT following a joint Energy Summit for Multifamily Owners and Developers looking to access federal programs in September 2024.

- Annual Weatherization: Program Year 2024 (April 1, 2024 – March 31, 2025)
To date, **11** units have been weatherized, and **41** are under review for payment, with a total cost of **\$630,103.58**.
- BIL Weatherization: Period of Performance (July 1, 2023 – June30, 2029)
The U.S. Department of Energy has extended the performance period for this grant through 2029, extending the original end date of March 31, 2027. To date, **230** units have been weatherized at a total cost of **\$4,080,315.24**, with our partner agencies actively working toward the goal of weatherizing 1515 units by 2029. MaineHousing continues collaborating with ICAST and Community Concepts, Inc. to establish the multifamily weatherization program.
- Heat Pump Program: Period of Performance April 1, 2023 – March 31, 2025
The Heat Pump Installation Program provides eligible households with heat pumps to help reduce their energy burden. Funding for this program is from the Department of Energy Sustainable Energy Resources for Consumers (SERC) grant. To date, **855** units have been installed at a total cost of **\$4,336,529.77**. MaineHousing anticipates that the program's funding will be fully utilized by the end of the performance period.

Low-Income Assistance Plan (LIAP)

The Low-Income Assistance Plan (LIAP) helps eligible homeowners and renters with their electric utility bills. The LIAP program is funded by contributions from electricity providers and governed by the MPUC. As of **9/30/2024** there were **46,915** participants, of which **2,606** were oxygen/vent participants.

Lead Abatement Program

The Lead Abatement Program provides funding for single family homes and owners of rental properties in Maine to help make them lead safe. Priority for program funds is granted to abatement projects for housing in which a child resides, and it has been determined that they have an elevated blood lead level. MaineHousing works with four Community Action Agencies to deliver the Lead Abatement Program across the state.

Currently, **3** projects have been completed, with **95** units in progress (64 undergoing environmental review and 31 under contract).

Finance Department Memorandum

To: Board of Commissioners
From: Darren R. Brown
Date: January 14, 2025
Subject: Monthly Activity Report – Finance Department

ACCOUNTING AND FINANCIAL REPORTING (AFR)

- Work associated with the 2024 financial statements audit continued throughout December. Auditors from Baker Newman & Noyes (BNN) performed work on the interim phase of the 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 February 3rd. The audit needs to be completed and the audited financial statements submitted to our bond trustee by March 31st.
- Staff worked on various year-end tasks in December. These included processing the final 2024 payroll, reviewing retirement contributions for compliance with the plans and IRS requirements, working with our payroll vendor on year-end Group Term Life Insurance calculations, identifying and calculating accrual entries for unpaid 2024 expenses, and setting up salaries, withholdings, and benefits for the 2025 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 1099 forms.

LOAN ADMINISTRATION

- Several months ago Machias Savings Bank (MSB) advised us of their intent to discontinue servicing MaineHousing loans and requested that their existing portfolio of loans be transferred to another servicer. The MSB portfolio consist of approximately 800 loans and amounts to \$71 million. Arrangements have been made to have the MSB portfolio transfered to MaineHousing’s primary servicer, Mortgage Servicing Solutions (MSS).

Staff have begun planning and scheduling activities for the transfer, which is scheduled for June 1st. As part of the transfer process, staff will conduct an audit of loan files at MSB to ensure that all files and documentation are accounted for and are in proper order. Over the next several months, MaineHousing staff will be communicating and meeting regularly with staff from MSB and MSS to coordinate and perform the necessary procedures for the upcoming transfer.

- The Loan Administration staff performed purchase procedures and boarded 925 First Home loans for \$211,132,376 in 2024. This is an increase of 105 loans from the 820 loans purchased last year. The purchase process handled by Loan Administration includes populating the servicing system with loan and borrower information, generating purchase reports, creating wire transactions, and ascertaining that escrow amounts collected at closing are correct and loan files contain the appropriate collateral documentation.



Finance Department Memorandum

To: Board of Commissioners

From: Darren R. Brown

Date: January 14, 2025

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, 2024.

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

Total combined assets are approximately \$2.9 billion and total combined liabilities approximate \$2.5 billion. Total net assets amount to approximately \$479 million. Total combined revenues approximate \$367.9 million and total expenses amount to approximately \$339.8 million, which results in net operating income of \$28.1 million. Total net operating income for this period in 2023 was \$34.3 million. The net operating income decrease of \$6.2 million is attributed primarily to the following:

The Maine Energy Housing & Economic Recovery Fund (MEHER) has a net operating loss of \$1.3 million at November 30, 2024. This is a reduction of \$5.9 million compared to its net operating income of \$4.6 million at the end of November in 2023. The reduction is due to timing differences with the expending of program funds and recognition of grant expenses. Grant expenditures in 2024 are higher \$5.5 million higher than they were in 2023 at this point in time.

The net operating income for MaineHousing's largest fund group, the Mortgage Purchase Fund (MPP), is approximately \$18.2 million. This is a \$1 million increase compared to net operating income of \$17.2 million in 2023. The increase is attributed to the recognition of paper gains and losses associated with adjusting the carrying values of non-mortgage investments. A paper gain of approximately \$0.8 million was recorded in 2024 compared to a paper loss of \$1.3 million in 2023. 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 gains and losses, MPP's has net operating income of \$17.4 million at the end of November 2024 and \$18.5 million in 2023. The \$1.1 million reduction in net operating income is due mainly

to higher single family loan origination and bond issuance expenses. These expenses have increased by a combined amount of \$1.1 million in 2024 due to an increase in loan production.

BUDGET RESULTS

Also attached are the budget variance results for the period ended November 30, 2024. 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 other programs. All operating and program administrative costs are paid by either the net interest income from mortgage lending activities, which is the difference between interest income earned from mortgage and non-mortgage investment assets and the interest paid on bonds, or fee income received for the administration of federal and other programs.

The Operating Revenues and Expenses Budget, **Attachment A**, presents the revenues available to pay operating and program administrative expenses. It also presents the aggregate operating and program administrative expenses. Total budgeted revenues for 2024 are \$117.2 million and total expenses are budgeted at \$101.3 million. Total actual revenues as of November 30, 2024 amount to \$114.3 million, while total expenses amount to \$92.6 million. For the eleven-month period ended November 30, 2024, revenues exceed expenses by approximately \$21.7 million.

Revenues are running above budget due primarily to higher income from non-mortgage investments. Average yields have exceeded budget assumptions and income from investment will be substantially above budget for the year. Income from mortgages will also be above budget due to higher loan production and rates. Expenses are running slightly under budget due primarily to lower operating expenses. 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 \$25.7 million. As of November 30, 2024, approximately \$22 million or 86% of the total operating budget has been used. In total, operating expenses are below budget at this point and are projected to be under budget for the year by approximately \$1.5 million or 6%. There has been a high number of position turnovers and internal position changes throughout the year and many positions were vacant for an extended period due to the tight labor market. As a result, full-time equivalents are estimated to be under budget by approximately ten positions. Additionally, costs associated with staff and partner trainings are expected to be below budget.

Total other program administrative expenses are budgeted at \$10 million and actual expenses amount to \$9.7 million as of November 30, 2024. Expenses in this areas are running over budget and will exceed the budget for the year due primarily to higher loan origination expenses and program administrator fees. Loan origination expenses will be over budget because single family loan production has exceeded projections and program administrator fees will be over budget due to the Homeowners Assistance Fund (HAF) program. The HAF program was projected to be completed by mid-year for budget purposes. However, the program will operate for the entire year. The HAF program has sufficient income to cover the additional administrator fees.

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 2024 is \$685,000. Expenditures amount to approximately \$491,000 as of November 30, 2024 and are primarily for the annual installment payments for the ProLink multifamily housing system and the Amplifund grant management system. Capital expenditures are expected to be under budget for the year primarily because several software items will not be acquired as planned.

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, 2024.

MAINE STATE HOUSING AUTHORITY
BALANCE SHEETS
NOVEMBER 30, 2024
(IN THOUSANDS OF DOLLARS)

| | <u>Memorandum Only Combined Totals</u> | | <u>Mortgage Purchase Fund Group</u> | <u>Bondholder Reserve Fund</u> | <u>General Fund</u> | <u>HOME Fund</u> | <u>Federal Programs Fund</u> | <u>Other Funds</u> | <u>Maine Energy Housing & Economic Recovery Funds</u> |
|--|--|------------------|---|--|-------------------------|----------------------|--------------------------------------|------------------------|---|
| | <u>2023</u> | <u>2024</u> | | | | | | | |
| ASSETS: | | | | | | | | | |
| Cash, principally time deposits | 90,050 | 129,155 | 27,186 | 0 | 91,521 | 1 | 8,215 | 2,232 | 0 |
| Investments | 665,844 | 736,769 | 630,146 | 6,594 | 23,737 | 20,915 | 0 | 35,967 | 19,410 |
| Accounts receivable - Government | 7,331 | 7,067 | 0 | 0 | 0 | 2,768 | 4,206 | 93 | 0 |
| Accrued interest and other assets | 15,159 | 12,771 | 11,908 | 13 | 315 | 73 | 278 | 111 | 73 |
| Mortgage notes receivable, net | 1,712,634 | 2,014,667 | 1,905,897 | 2,126 | 6,858 | 59,233 | 0 | 0 | 40,553 |
| Land, equipment and improvements, net | 18,217 | 17,322 | 22 | 0 | 17,300 | 0 | 0 | 0 | 0 |
| Derivative instrument - interest rate swaps | 26,758 | 14,479 | 14,479 | 0 | 0 | 0 | 0 | 0 | 0 |
| Deferred pension expense | 959 | 629 | 346 | 2 | 67 | 0 | 0 | 214 | 0 |
| Deferred amount on debt refundings | 2,038 | 1,759 | 1,759 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Assets | 2,538,990 | 2,934,618 | 2,591,743 | 8,735 | 139,798 | 82,990 | 12,699 | 38,617 | 60,036 |
| LIABILITIES AND NET ASSETS: | | | | | | | | | |
| Accrued interest payable | 3,911 | 4,027 | 3,445 | 0 | 0 | 0 | 0 | 0 | 582 |
| Excess arbitrage to be rebated | 0 | 1,389 | 1,389 | 0 | 0 | 0 | 0 | 0 | 0 |
| Accounts payable - Government | 505 | 397 | 0 | 0 | 0 | 0 | 397 | 0 | 0 |
| Accounts payable & accrued liabilities | 13,205 | 17,537 | 317 | 0 | 16,881 | 0 | 282 | 57 | 0 |
| Unearned income | 50,305 | 108,800 | 0 | 0 | 0 | 839 | 26,311 | 81,650 | 0 |
| Net pension liability | 1,780 | 1,931 | 1,063 | 6 | 205 | 0 | 0 | 657 | 0 |
| Deferred pension credit | 798 | 451 | 248 | 2 | 48 | 0 | 0 | 153 | 0 |
| Accumulated increase in fair value of hedging derivatives | 26,758 | 14,479 | 14,479 | 0 | 0 | 0 | 0 | 0 | 0 |
| Interfund | 0 | 0 | 4,940 | 14 | 66,484 | (6,624) | (21,032) | (43,782) | 0 |
| Mortgage bonds and notes payable, net | 1,992,513 | 2,306,183 | 2,245,434 | 0 | 13,026 | 0 | 0 | 0 | 47,723 |
| Deferred grant income | 0 | 103 | 0 | 0 | 0 | 0 | 103 | 0 | 0 |
| Deferred loan origination points | 13 | 12 | 12 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Liabilities | 2,089,788 | 2,455,309 | 2,271,327 | 22 | 96,644 | (5,785) | 6,061 | 38,735 | 48,305 |
| NET ASSETS: | | | | | | | | | |
| Restricted Net Assets | 408,685 | 436,155 | 320,416 | 8,713 | 0 | 88,775 | 6,638 | (118) | 11,731 |
| Unrestricted Net Assets | 40,517 | 43,154 | 0 | 0 | 43,154 | 0 | 0 | 0 | 0 |
| Total Net Assets | 449,202 | 479,309 | 320,416 | 8,713 | 43,154 | 88,775 | 6,638 | (118) | 11,731 |
| Total Liabilities and Net Assets | 2,538,990 | 2,934,618 | 2,591,743 | 8,735 | 139,798 | 82,990 | 12,699 | 38,617 | 60,036 |

MAINE STATE HOUSING AUTHORITY
STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET ASSETS
FOR THE PERIOD ENDED NOVEMBER 30, 2024
(IN THOUSANDS OF DOLLARS)

| | <u>Memorandum Only Combined Totals</u> | | <u>Mortgage Purchase Fund Group</u> | <u>Bondholder Reserve Fund</u> | <u>General Fund</u> | <u>HOME Fund</u> | <u>Federal Programs Fund</u> | <u>Other Funds</u> | <u>Maine Energy Housing & Economic Recovery Funds</u> |
|--|--|----------------|---|--|-------------------------|----------------------|--------------------------------------|------------------------|---|
| | <u>2023</u> | <u>2024</u> | | | | | | | |
| REVENUES: | | | | | | | | | |
| Interest from mortgages and notes | 61,321 | 71,223 | 70,603 | 27 | 318 | 235 | 0 | 0 | 40 |
| Income from investments | 27,869 | 29,978 | 25,667 | 387 | 407 | 1,344 | 24 | 1,123 | 1,026 |
| Net increase (decrease) in the fair value of investments | (1,253) | 816 | 816 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fee income | 15,121 | 15,677 | 2,156 | 0 | 1,318 | 0 | 11,684 | 519 | 0 |
| Other revenue | 379 | 185 | 100 | 0 | 3 | 81 | 1 | 0 | 0 |
| Grant income | 205,288 | 102,298 | 0 | 0 | 0 | 1,687 | 61,705 | 38,906 | 0 |
| Income from State | 25,664 | 26,944 | 0 | 0 | 0 | 22,628 | 0 | 0 | 4,316 |
| Federal rent subsidy income | 106,163 | 120,756 | 0 | 0 | 0 | 0 | 120,756 | 0 | 0 |
| Gain on bond redemption | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Revenues | 440,652 | 367,877 | 99,342 | 414 | 2,046 | 25,975 | 194,170 | 40,548 | 5,382 |
| EXPENSES: | | | | | | | | | |
| Operating expenses | 21,805 | 21,975 | 0 | 0 | 21,975 | 0 | 0 | 0 | 0 |
| Other program administrative expenses | 7,085 | 7,845 | 6,272 | 0 | 11 | 0 | 1,181 | 378 | 3 |
| Mortgage servicing fees | 1,727 | 1,864 | 1,854 | 0 | 10 | 0 | 0 | 0 | 0 |
| Provision for losses on loans | 9 | 8 | 0 | 0 | 0 | 8 | 0 | 0 | 0 |
| Interest expense | 50,947 | 61,055 | 60,143 | 0 | 0 | 0 | 0 | 0 | 912 |
| Grant expense | 217,887 | 126,115 | 0 | 0 | 0 | 21,848 | 59,981 | 38,518 | 5,768 |
| Federal rent subsidy expense | 106,863 | 120,087 | 0 | 0 | 0 | 0 | 120,087 | 0 | 0 |
| Loss on bond redemption | 0 | 63 | 63 | 0 | 0 | 0 | 0 | 0 | 0 |
| Excess arbitrage | 0 | 739 | 739 | 0 | 0 | 0 | 0 | 0 | 0 |
| Allocated operating costs | 0 | 0 | 12,076 | 71 | (19,603) | 0 | 7,347 | 109 | 0 |
| Total Expenses | 406,323 | 339,751 | 81,147 | 71 | 2,393 | 21,856 | 188,596 | 39,005 | 6,683 |
| Net Operating Income (Loss) | 34,329 | 28,126 | 18,195 | 343 | (347) | 4,119 | 5,574 | 1,543 | (1,301) |
| Transfers between funds, net | 0 | 0 | 0 | 0 | 1,190 | 329 | (3,126) | (579) | 2,186 |
| Change in net assets | 34,329 | 28,126 | 18,195 | 343 | 843 | 4,448 | 2,448 | 964 | 885 |
| Net assets at beginning of year | 414,873 | 451,183 | 302,221 | 8,370 | 42,311 | 84,327 | 4,190 | (1,082) | 10,846 |
| Net assets at end of period | 449,202 | 479,309 | 320,416 | 8,713 | 43,154 | 88,775 | 6,638 | (118) | 11,731 |

**MAINE STATE HOUSING AUTHORITY
OPERATING REVENUES AND EXPENSES BUDGET VARIANCE REPORT
FOR THE PERIOD ENDED NOVEMBER 30, 2024**

(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 | 70,948 | 0 | 70,948 | 74,385 | 3,437 | 5% |
| Income from investments | 26,461 | 1,147 | 27,608 | 23,400 | (4,208) | (18%) |
| Fee income | 3,474 | 12,203 | 15,677 | 19,266 | 3,589 | 19% |
| Other revenue | 103 | 1 | 104 | 105 | 1 | 1% |
| Total Revenues | 100,986 | 13,351 | 114,337 | 117,156 | 2,819 | 2% |
| EXPENSES: | | | | | | |
| Operating expenses | 14,519 | 7,456 | 21,975 | 25,670 | 3,695 | 14% |
| Other program administrative expenses | 8,147 | 1,562 | 9,709 | 10,021 | 312 | 3% |
| Interest expense | 60,945 | 0 | 60,945 | 65,570 | 4,625 | 7% |
| Total Expenses | 83,611 | 9,018 | 92,629 | 101,261 | 8,632 | 9% |
| Excess Revenues Over Expenses | 17,375 | 4,333 | 21,708 | 15,895 | (5,813) | (37%) |

**MAINE STATE HOUSING AUTHORITY
OPERATING AND OTHER PROGRAM ADMINISTRATIVE EXPENSES
FOR THE PERIOD ENDED NOVEMBER 30, 2024**

ATTACHMENT B

| | Total Annual Budget | Total Year to Date Actual | Budget Available | Percentage of Budget Available |
|--|------------------------------------|--|-----------------------------|---|
| Operating Expenses | | | | |
| Salaries | 13,853,898 | 12,180,385 | 1,673,513 | 12% |
| Payroll Taxes | 1,013,479 | 903,634 | 109,845 | 11% |
| Retirement | 1,386,948 | 1,189,889 | 197,059 | 14% |
| Medical and Life Insurance | 3,663,963 | 3,028,001 | 635,962 | 17% |
| Other Fringe Benefits | 10,000 | 5,654 | 4,346 | 43% |
| Office Supplies | 60,525 | 38,991 | 21,534 | 36% |
| Printing | 85,450 | 70,625 | 14,825 | 17% |
| Membership and Dues | 66,879 | 60,903 | 5,976 | 9% |
| Subscriptions | 20,080 | 12,063 | 8,017 | 40% |
| Sponsorships | 19,600 | 14,250 | 5,350 | 27% |
| Staff Educ/Train/Conf | 213,342 | 119,673 | 93,669 | 44% |
| Travel/Meals - Staff Educ/Train/Conf | 230,594 | 93,067 | 137,527 | 60% |
| Partner/Client Train/Meetings | 87,250 | 27,242 | 60,008 | 69% |
| Travel/Meals - Partner/Client Training | 89,506 | 44,197 | 45,309 | 51% |
| Staff Events | 36,680 | 19,035 | 17,645 | 48% |
| Meals - Staff Events | 33,590 | 27,241 | 6,349 | 19% |
| Leased Vehicles | 198,991 | 147,917 | 51,074 | 26% |
| Computer Supplies | 31,000 | 24,607 | 6,393 | 21% |
| Computer License SAAS | 248,564 | 227,479 | 21,085 | 8% |
| Rent-Other | 44,519 | 32,900 | 11,619 | 26% |
| Computer Maintenance | 986,752 | 905,679 | 81,073 | 8% |
| Depreciation | 1,279,000 | 1,046,742 | 232,258 | 18% |
| Telephone | 131,750 | 125,311 | 6,439 | 5% |
| Employment Advertising | 18,000 | 10,502 | 7,498 | 42% |
| Postage and Shipping | 152,512 | 121,057 | 31,455 | 21% |
| Insurance | 102,186 | 113,988 | (11,802) | (12%) |
| Recording Fees | 1,000 | 1,126 | (126) | (13%) |
| Payroll Services | 51,668 | 47,814 | 3,854 | 7% |
| Audit Services | 175,350 | 163,500 | 11,850 | 7% |
| Property Expenses | 556,950 | 440,690 | 116,260 | 21% |
| Professional Services | 371,538 | 320,837 | 50,701 | 14% |
| Building Interest Expense | 448,452 | 409,829 | 38,623 | 9% |
| Total Operating Expenses | 25,670,016 | 21,974,828 | 3,695,188 | 14% |
| Other Program Administrative Expenses | | | | |
| Loan foreclosure expenses | 200,000 | 66,041 | 133,959 | 67% |
| REO expenses | 50,000 | 3,953 | 46,047 | 92% |
| Provision for losses on loans & REOs | 125,000 | 0 | 125,000 | 100% |
| Mortgage Servicing fees | 1,975,000 | 1,864,211 | 110,789 | 6% |
| Loan Origination expenses | 3,230,000 | 3,509,345 | (279,345) | (9%) |
| Bond issuance expenses | 900,000 | 883,656 | 16,344 | 2% |
| Trustee/Bank fees | 178,000 | 161,527 | 16,473 | 9% |
| Program advertisements | 336,500 | 266,270 | 70,230 | 21% |
| Bond and mortgagee insurance | 24,313 | 24,256 | 57 | 0% |
| Variable rate bond remarket/SBPAs | 645,000 | 618,858 | 26,142 | 4% |
| Cash flow/arbitrage/swap consultants/legal | 738,500 | 715,316 | 23,184 | 3% |
| Homebuyer education | 150,000 | 103,350 | 46,650 | 31% |
| Program administrator fees | 1,469,000 | 1,492,188 | (23,188) | (2%) |
| Total Other Program Administration Expenses | 10,021,313 | 9,708,971 | 312,342 | 3% |

**MAINE STATE HOUSING AUTHORITY
CAPITAL BUDGET
FOR THE PERIOD ENDED NOVEMBER 30, 2024**

ATTACHMENT C

| Description | 2024 Budget | 2024 Actual | Budget Available | % Expended |
|---|-----------------------|-----------------------|-----------------------|-------------------|
| Computer Hardware: | | | | |
| Laptop replacements | 57,000 | 56,900 | 100 | |
| Total computer hardware | <u>57,000</u> | <u>56,900</u> | <u>100</u> | <u>100%</u> |
| Computer Software: | | | | |
| Enterprise multi-family housing system | 176,958 | 176,958 | - | |
| Amplifund grant management software | 45,600 | 45,600 | - | |
| ITMS & Patching replacement | 20,000 | 0 | 20,000 | |
| Internal communication enhancements | 25,000 | 0 | 25,000 | |
| Single Family loan servicing system modifications | 10,000 | 5,220 | 4,780 | |
| Single Family lender & loan tracking systems mods | 10,000 | 0 | 10,000 | |
| Salesforce software upgrades | 220,000 | 100,605 | 119,395 | |
| Total computer software | <u>507,558</u> | <u>328,383</u> | <u>179,175</u> | <u>65%</u> |
| Office Building: | | | | |
| Additional workstations & furniture | 40,000 | 13,689 | 26,311 | |
| Office building improvements/repairs | 50,000 | 67,065 | (17,065) | |
| | <u>90,000</u> | <u>80,754</u> | <u>9,246</u> | <u>90%</u> |
| Director's Vehicle: | | | | |
| | <u>30,000</u> | <u>25,189</u> | <u>4,811</u> | <u>84%</u> |
| Total | <u><u>684,558</u></u> | <u><u>491,226</u></u> | <u><u>193,332</u></u> | <u><u>72%</u></u> |

**MAINE STATE HOUSING AUTHORITY
MEMBERSHIPS, DUES, AND SPONSORSHIPS
FOR THE PERIOD ENDED NOVEMBER 30, 2024**

ATTACHMENT D

| Description | Amount |
|--|------------------|
| Memberships and Dues | |
| American Bar Association - employee dues | 415 |
| American College of Mortgage Attorneys - employee dues | 225 |
| American Payroll Association - employee annual membership | 299 |
| Association of Certified Fraud Examiners - (2) employee annual membership | 490 |
| Association of Government Accountants - (1) employee annual memberships | 110 |
| Board of Overseers of the Bar - (6) employee annual registration | 1,695 |
| 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 |
| Institute of Internal Auditors - employee annual membership | 190 |
| Kennebec Board of Realtors - employee dues | 199 |
| Maine Association of Mortgage Professional - employee annual membership | 395 |
| Maine Association of Public Housing Directors - annual membership | 2,100 |
| Maine Bankers Association - annual affiliate membership | 995 |
| Maine Building Officials and Inspectors Association - (9) employee membership | 325 |
| Maine Department of Environmental Protection - lead inspector license renewal | 400 |
| Maine Indoor Air Quality Council - annual membership | 650 |
| Maine Real Estate & Development Association - annual membership | 1,200 |
| Maine State Bar Association - (3) employee annual memberships | 1,025 |
| Maine State Treasurer - employee annual CPA license renewal | 35 |
| Mortgage Bankers Association - annual affiliate membership | 1,350 |
| National Affordable Housing Management Association - affiliate membership | 1,350 |
| National Association for State Community Services Programs - annual membership | 1,129 |
| National Association of Home Builders - employee membership | 95 |
| National Council of State Housing Agencies - annual membership | 33,854 |
| National Energy & Utility Affordability Coalition - annual membership | 600 |
| National Energy Assistance Directors' Association - annual membership | 7,021 |
| National Leased Housing Association - annual membership | 660 |
| NCHM Accounting Office Employee Certification dues | 125 |
| Notary Public - (1) employee renewal fees | 50 |
| passivhausMaine - employee annual membership | 149 |
| Project Management Institute/Professional- employee annual membership | 338 |
| Society for Human Resource Management - employee annual membership | 264 |
| Total | <u>\$ 60,903</u> |
| Sponsorships | |
| Inclusion Maine - conference sponsorship | 1,500 |
| New England Resident Service Coordinator - conference sponsor | 3,000 |
| Greater Portland Board of Realtors - conference sponsor | 250 |
| Maine Real Estate Management Association - conference sponsorship | 3,000 |
| Maine Development Foundation - conference sponsorship | 500 |
| ProsperityMe - housing conference sponsorship | 500 |
| Maine Council on Aging - conference sponsorship | 500 |
| Preble Street Fall Homelessness Conference - conference sponsor | 2,500 |
| Maine Affordable Housing Coalition - housing conference sponsor | 2,500 |
| Total | <u>\$ 14,250</u> |



Finance Department Memorandum

To: Board of Commissioners
From: Darren Brown
Date: January 3, 2025
Subject: Monthly Delinquencies Report

MULTI-FAMILY DELINQUENCIES

The Multi-Family portfolio totals \$1.1 billion with 1,377 loans as of December 31, 2024. There are two loans that are delinquent 60 days or more, 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 \$1.2 billion with 10,214 loans as of November 30, 2024. The over 60-day delinquencies increased from 2.38% to 2.55%, and the in-foreclosures increased from 0.43% to 0.55%. The over 60-day delinquencies amount to \$30 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 overall delinquency rate by loan dollars is 2.55% and the overall delinquency rate by loan count is 2.62%. MaineHousing's total delinquency rate by loan count compared to the delinquency rate for all Maine loans is presented on *Exhibit 5*.

Servicer Delinquencies – As of November 2024, Bank of America (BOA) had the highest overall delinquency rate of 7.65% (7 loans), with an in-foreclosure rate of 2.59% (2 loans). Bank of America 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 mainly attributed to the decreasing portfolio balance and its small size (81 loans).

Delinquencies for our largest servicer, Mortgage Servicing Solutions, increased from 2.71% to 2.88%, while the in-foreclosure rate increased from 0.57% to 0.59%. Salem Five Mortgage Corp 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 2024, FHA insured loans had the highest delinquency rate by total insurance type of 4.08%, with in-foreclosures at 0.56%. When compared to the total loan portfolio, RD insured loans had the highest delinquency rate of 1.30%, with in-foreclosures at 0.35%. Delinquencies by insurance type and the portfolio as a whole are shown in *Exhibit 6*.

FHA insured loans comprise 20% of the Single-Family portfolio and 33% of delinquencies, while RD insured loans comprise 50% of the portfolio and represent 51% 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*.

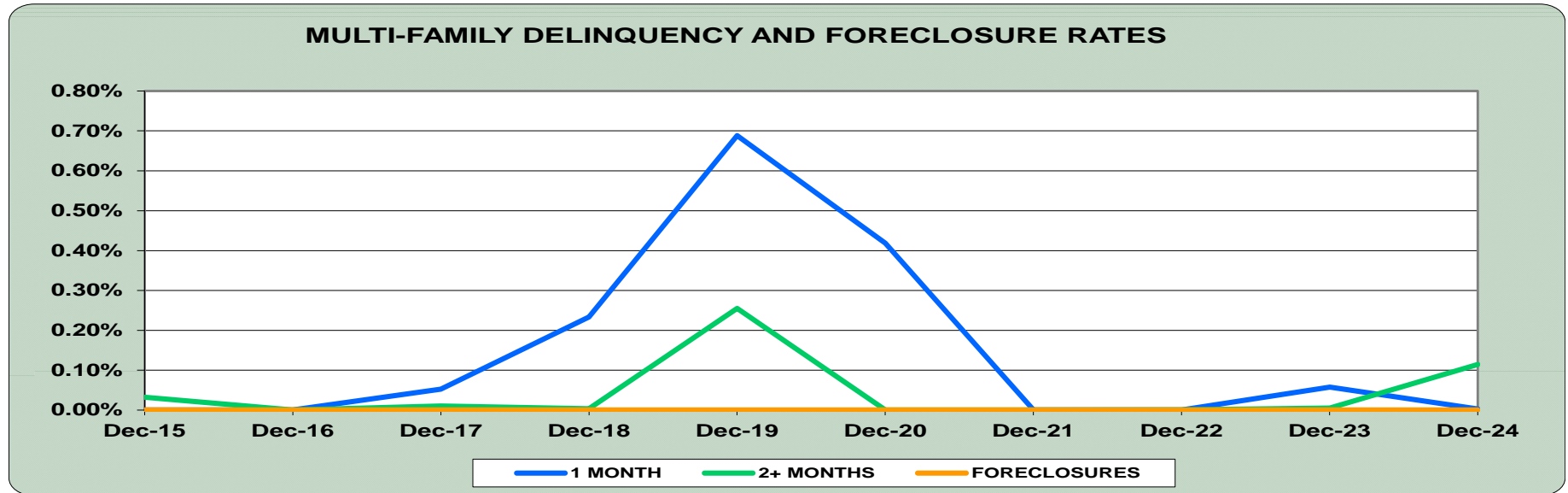
Foreclosure Prevention Activities – *Exhibit 8* summarizes our foreclosure prevention activities, as well as the number of completed foreclosures. As of the end of month November 2024, we assisted 1,014 borrowers with various foreclosure prevention options.

Multi-Family Delinquent Loans

| MAINE STATE HOUSING AUTHORITY MULTI-FAMILY DELINQUENCIES 12/31/2024 | | | | | | | | | |
|---|--------------|----------|----------|--------------------------------------|-------------|------------|----------|--------------|--|
| Section 8 | | | | | ORIGINATION | DELINQUENT | | | |
| BORROWER | LEVEL PMT | PTD | LOCATION | PROJECT OWNER | DATE | 1 MONTH | 2 MONTHS | 3+ MONTHS | |
| | | | | | | 0.00 | 0.00 | 0.00 | |
| Rental Housing | | | | | ORIGINATION | DELINQUENT | | | |
| BORROWER | LEVEL PMT | PTD | LOCATION | PROJECT OWNER | DATE | 1 MONTH | 2 MONTHS | 3+ MONTHS | |
| COURT ST APARTMENTS* | 0.00 | 10/01/23 | AUBURN | COURT STREET SENIOR HOUSING ASSOC LP | 10/01/07 | 0.00 | 0.00 | 959,263.00 | |
| COURT ST APARTMENTS* | 0.00 | 10/01/23 | AUBURN | COURT STREET SENIOR HOUSING ASSOC LP | 10/01/07 | 0.00 | 0.00 | 297,278.00 | |
| | | | | | | 0.00 | 0.00 | 1,256,541.00 | |
| Supportive Housing & Other | | | | | ORIGINATION | DELINQUENT | | | |
| BORROWER | LEVEL PMT | PTD | LOCATION | PROJECT OWNER | DATE | 1 MONTH | 2 MONTHS | 3+ MONTHS | |
| BANGOR LANE, 8 | 275.10 | 11/01/24 | AUGUSTA | CRISIS & COUNSELING CENTERS IN | 04/12/99 | 13,309.00 | 0.00 | 0.00 | |
| HALIFAX ST, 113 | 378.00 | 11/01/24 | WINSLOW | CRISIS & COUNSELING CENTERS IN | 02/05/99 | 17,391.00 | 0.00 | 0.00 | |
| | | | | | | 30,700.00 | 0.00 | 0.00 | |
| Grand Total | | | | | | 30,700.00 | 0.00 | 1,256,541.00 | |
| % of Portfolio Delq 60+ days | 0.11% | | | | | | | | |
| Total Number of Loans | 1,377 | | | | | | | | |
| * Loans past maturity date | | | | | | | | | |



Multi-Family Delinquency & Foreclosure Trends



| | OUTSTANDING PRINCIPAL | 1 MONTH | | 2+ MONTHS | | FORECLOSURES | |
|--------|--------------------------|--------------|-------|--------------|-------|--------------|-------|
| | | DOLLARS | RATE | DOLLARS | RATE | DOLLARS | RATE |
| Dec-24 | \$ 1,099,201,435 | \$ 30,700 | 0.00% | \$ 1,256,541 | 0.11% | \$ - | 0.00% |
| Dec-23 | \$ 898,515,001 | \$ 518,845 | 0.06% | \$ 45,709 | 0.01% | \$ - | 0.00% |
| Dec-22 | \$ 796,448,381 | \$ - | 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 | 0.69% | \$ 1,620,600 | 0.25% | \$ - | 0.00% |
| Dec-18 | \$ 630,936,475 | \$ 1,473,376 | 0.23% | \$ 20,600 | 0.00% | \$ - | 0.00% |
| Dec-17 | \$ 608,939,257 | \$ 319,836 | 0.05% | \$ 60,624 | 0.01% | \$ - | 0.00% |
| Dec-16 | \$ 579,916,852 | \$ - | 0.00% | \$ - | 0.00% | \$ - | 0.00% |
| Dec-15 | \$ 573,932,384 | \$ - | 0.00% | \$ 185,320 | 0.03% | \$ - | 0.00% |



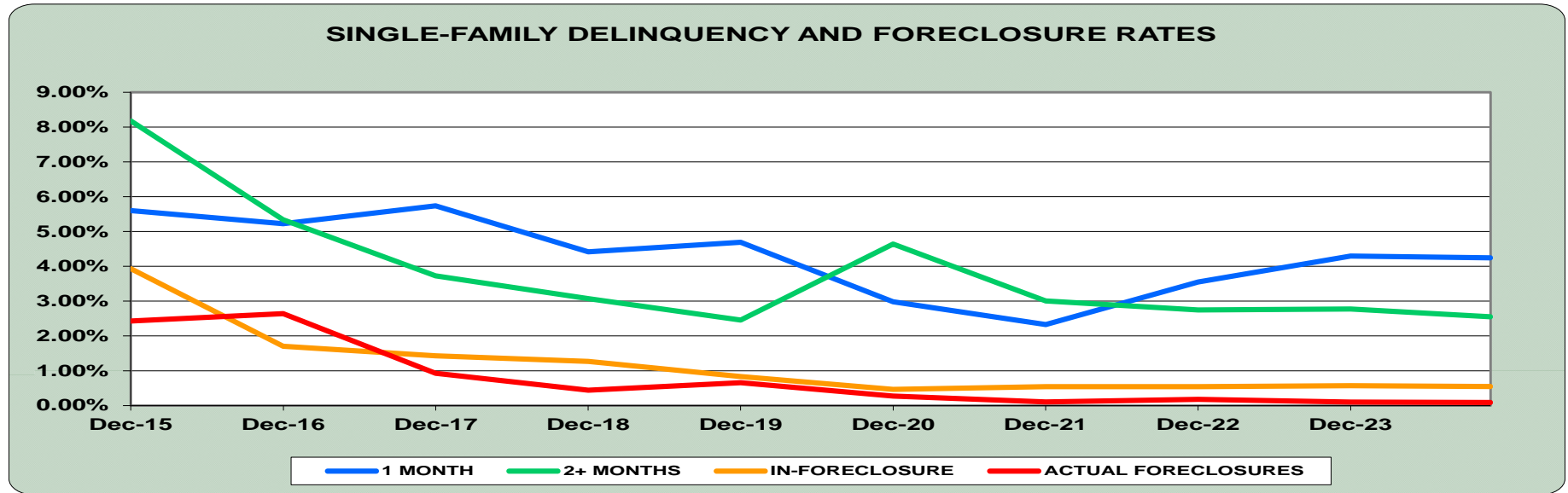
Single-Family Delinquent Loans

**Maine State Housing Authority
Single-Family Delinquencies by Servicer
11/30/2024**

| SERVICER | % OF PORTFOLIO | % of Portfolio Delq 60 + days | OUTSTANDING PRINCIPAL | ----- 1 MONTH | DELINQUENT 2 MONTHS | ----- 3+ MONTHS | IN- FORECLOSURE |
|------------------------------|----------------|-------------------------------|-------------------------|----------------------|------------------------|----------------------|---------------------|
| MORTGAGE SERVICING SOLUTIONS | 69.40% | 2.88% | 813,057,523.71 | 39,654,141.80 | 6,757,135.42 | 11,895,474.11 | 4,784,463.37 |
| BANGOR SAVINGS BANK | 8.66% | 1.27% | 101,400,011.89 | 3,149,185.13 | 147,497.67 | 582,679.92 | 552,842.87 |
| BANGOR SAVINGS BANK QS | 8.22% | 1.01% | 96,259,229.64 | 1,809,131.42 | 266,358.17 | 702,218.74 | 0.00 |
| CAMDEN NATIONAL BANK UK | 7.24% | 2.03% | 84,835,066.65 | 1,922,622.49 | 611,118.25 | 757,818.85 | 355,456.68 |
| MACHIAS SAVINGS BANK | 6.06% | 3.02% | 71,029,813.29 | 2,459,664.45 | 774,623.35 | 747,228.07 | 621,943.08 |
| BANK OF AMERICA NA | 0.40% | 7.65% | 4,730,484.24 | 692,941.61 | 96,628.70 | 142,574.78 | 122,683.39 |
| SALEM FIVE MORTGAGE CORP | 0.02% | 0.00% | 213,262.96 | 33,385.44 | 0.00 | 0.00 | 0.00 |
| TOTAL | 100.00% | 2.55% | 1,171,525,392.38 | 49,721,072.34 | 8,653,361.56 | 14,827,994.47 | 6,437,389.39 |



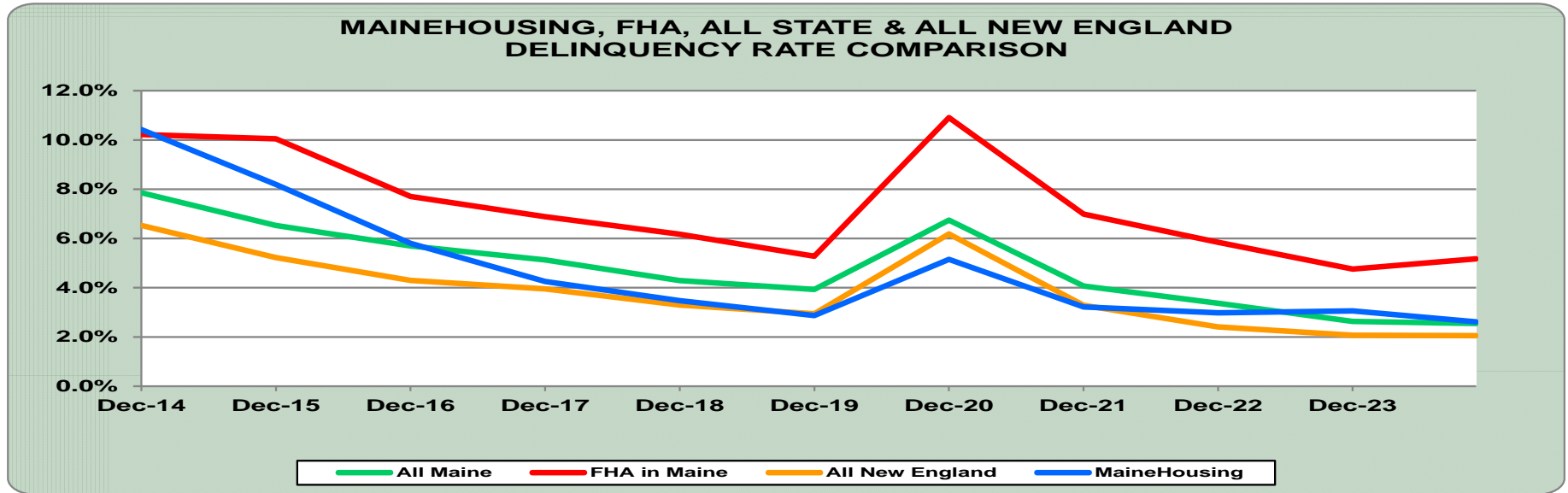
Single-Family Delinquency & Foreclosure Trends



| | <u>OUTSTANDING</u> <u>PRINCIPAL</u> | <u>1 MONTH</u> | | <u>2+ MONTHS</u> | | <u>IN-FORECLOSURE</u> | | <u>ACTUAL FORECLOSURES</u> | |
|--------|--|----------------|-------------|------------------|-------------|-----------------------|-------------|----------------------------|-------------|
| | | <u>DOLLARS</u> | <u>RATE</u> | <u>DOLLARS</u> | <u>RATE</u> | <u>DOLLARS</u> | <u>RATE</u> | <u>DOLLARS</u> | <u>RATE</u> |
| Nov-24 | \$ 1,171,525,392 | \$ 49,721,072 | 4.24% | \$ 29,918,745 | 2.55% | \$ 6,437,389 | 0.55% | \$ 1,045,136 | 0.09% |
| Dec-23 | \$ 1,053,014,623 | \$ 45,215,476 | 4.29% | \$ 29,205,657 | 2.77% | \$ 5,986,311 | 0.57% | \$ 1,043,395 | 0.10% |
| Dec-22 | \$ 958,984,521 | \$ 33,996,366 | 3.55% | \$ 26,378,301 | 2.75% | \$ 5,183,906 | 0.54% | \$ 1,733,447 | 0.18% |
| Dec-21 | \$ 887,303,920 | \$ 20,685,547 | 2.33% | \$ 26,645,647 | 3.00% | \$ 4,806,968 | 0.54% | \$ 941,490 | 0.11% |
| Dec-20 | \$ 960,761,414 | \$ 28,645,024 | 2.98% | \$ 44,603,599 | 4.64% | \$ 4,471,656 | 0.47% | \$ 2,617,001 | 0.27% |
| Dec-19 | \$ 967,171,381 | \$ 45,399,415 | 4.69% | \$ 23,774,547 | 2.46% | \$ 8,037,512 | 0.83% | \$ 6,357,994 | 0.66% |
| Dec-18 | \$ 916,608,577 | \$ 40,526,473 | 4.42% | \$ 28,155,105 | 3.07% | \$ 11,647,401 | 1.27% | \$ 4,056,247 | 0.44% |
| Dec-17 | \$ 844,497,676 | \$ 48,457,930 | 5.74% | \$ 31,454,643 | 3.72% | \$ 12,099,518 | 1.43% | \$ 7,847,858 | 0.93% |
| Dec-16 | \$ 799,557,471 | \$ 41,780,468 | 5.23% | \$ 42,682,410 | 5.34% | \$ 13,625,991 | 1.70% | \$ 21,142,137 | 2.64% |
| Dec-15 | \$ 790,409,905 | \$ 44,303,365 | 5.61% | \$ 64,656,769 | 8.18% | \$ 31,066,182 | 3.93% | \$ 20,797,314 | 2.43% |



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* | 126,870 | 0.61% | 1.03% | 0.91% | 2.55% |
| FHA for State* | 17,447 | 1.74% | 2.07% | 1.37% | 5.18% |
| All New England* | 1,765,054 | 0.66% | 0.94% | 0.46% | 2.06% |
| MaineHousing** | 10,214 | 0.83% | 1.20% | 0.59% | 2.62% |

*This information is obtained from MBA's National Delinquency Survey for the third quarter of 2024.

**MaineHousing's overall delinquency rate based on loan dollars is 2.55%, whereas rates in this exhibit are based on loan count.



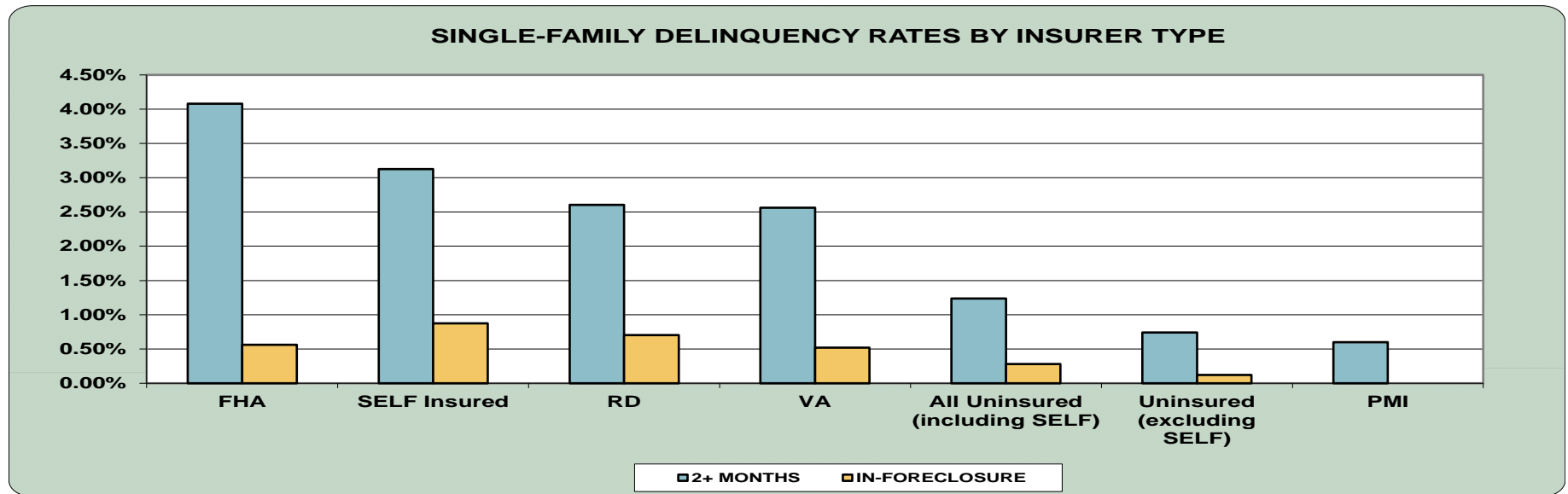
Single-Family Delinquencies by Mortgage Insurer

As A Percent of Total Insurance Type
11/30/2024

| TYPE | 2+ MONTHS | IN-FORECLOSURE |
|--------------------------------|-----------|----------------|
| FHA | 4.08% | 0.56% |
| SELF Insured | 3.12% | 0.87% |
| RD | 2.60% | 0.70% |
| VA | 2.56% | 0.52% |
| All Uninsured (including SELF) | 1.24% | 0.28% |
| Uninsured (excluding SELF) | 0.74% | 0.12% |
| PMI | 0.60% | 0.00% |

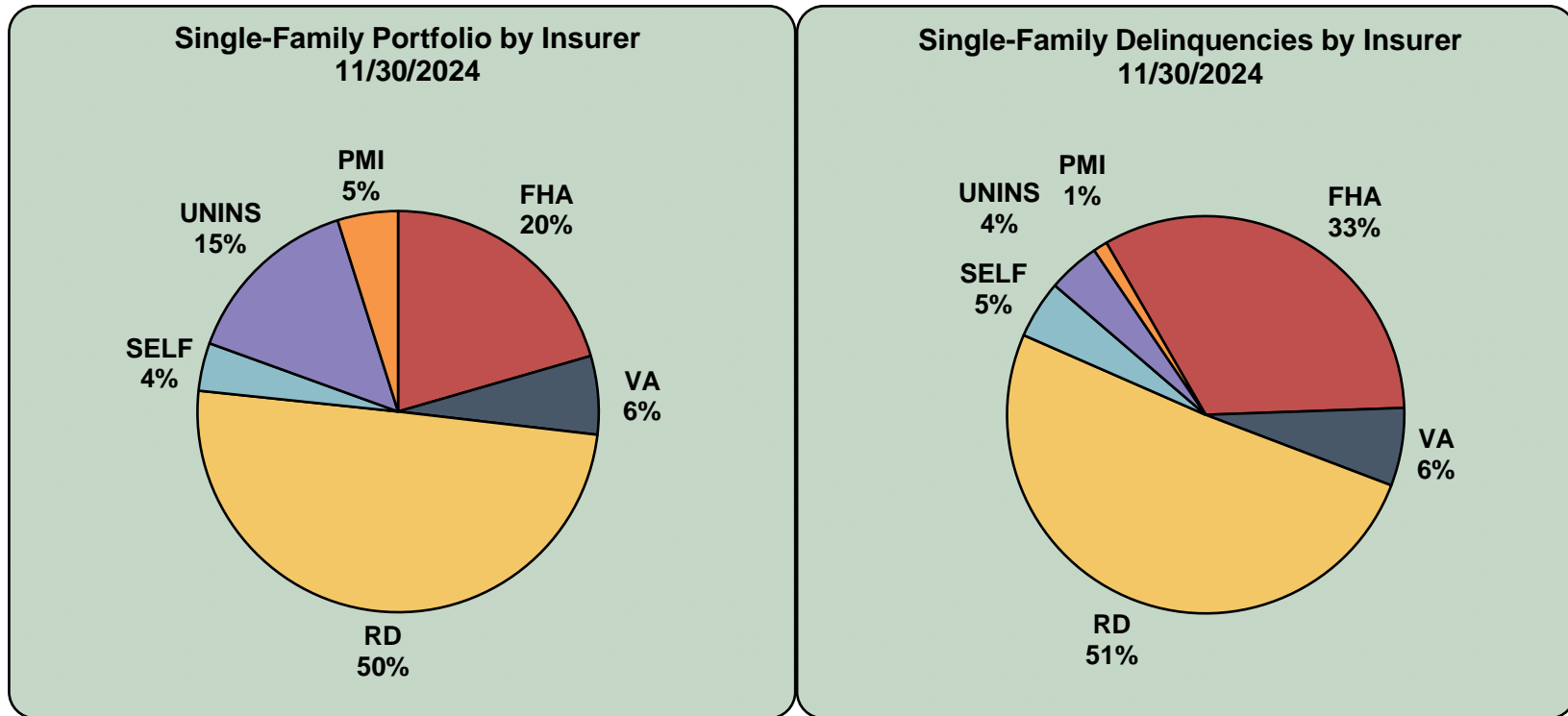
As A Percent of Total Loan Portfolio
11/30/2024

| TYPE | 2+ MONTHS | IN-FORECLOSURE |
|--------------------------------|-----------|----------------|
| RD | 1.30% | 0.35% |
| FHA | 0.84% | 0.12% |
| All Uninsured (including SELF) | 0.23% | 0.05% |
| VA | 0.16% | 0.03% |
| SELF Insured | 0.12% | 0.03% |
| Uninsured (excluding SELF) | 0.11% | 0.02% |
| PMI | 0.03% | 0.00% |

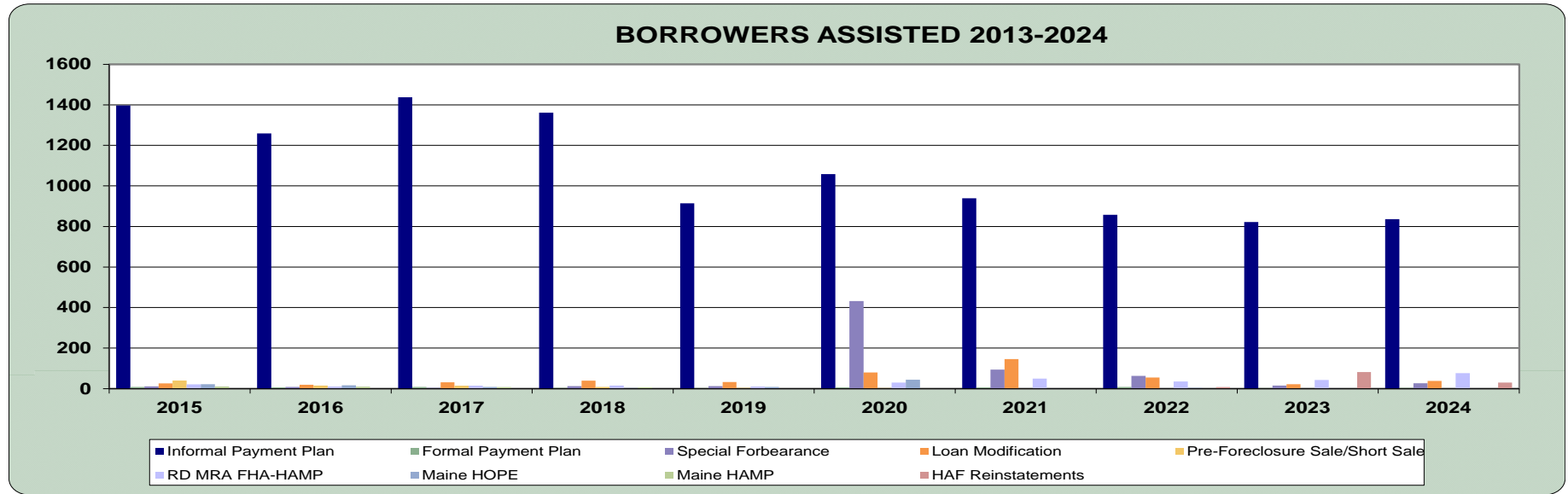


Single-Family Delinquencies by Mortgage Insurer

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-24 | 836 | 4 | 27 | 38 | 1 | 77 | 1 | 1 | 29 | 1014 |
| Dec-23 | 822 | 3 | 15 | 22 | 0 | 43 | 2 | 1 | 81 | 989 |
| 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 |

Actual Foreclosures

| | Number of Foreclosures | Number of Loans in Portfolio | Percentage of Portfolio |
|--------|------------------------|------------------------------|-------------------------|
| Nov-24 | 12 | 10,214 | 0.12% |
| Dec-23 | 16 | 9,927 | 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% |



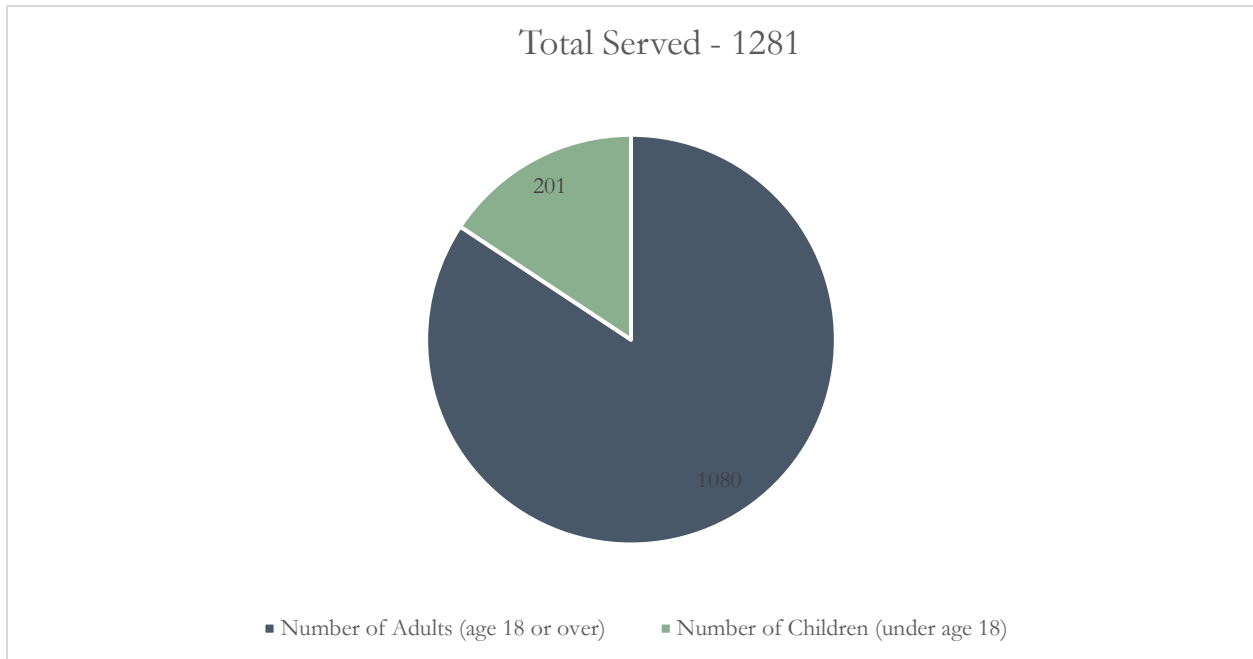
Homeless Initiatives Department Memorandum

To: Board of Commissioners
From: Kelly Watson, Director of Homeless Initiatives
Date: January 14, 2025
Subject: Homeless Initiatives Report

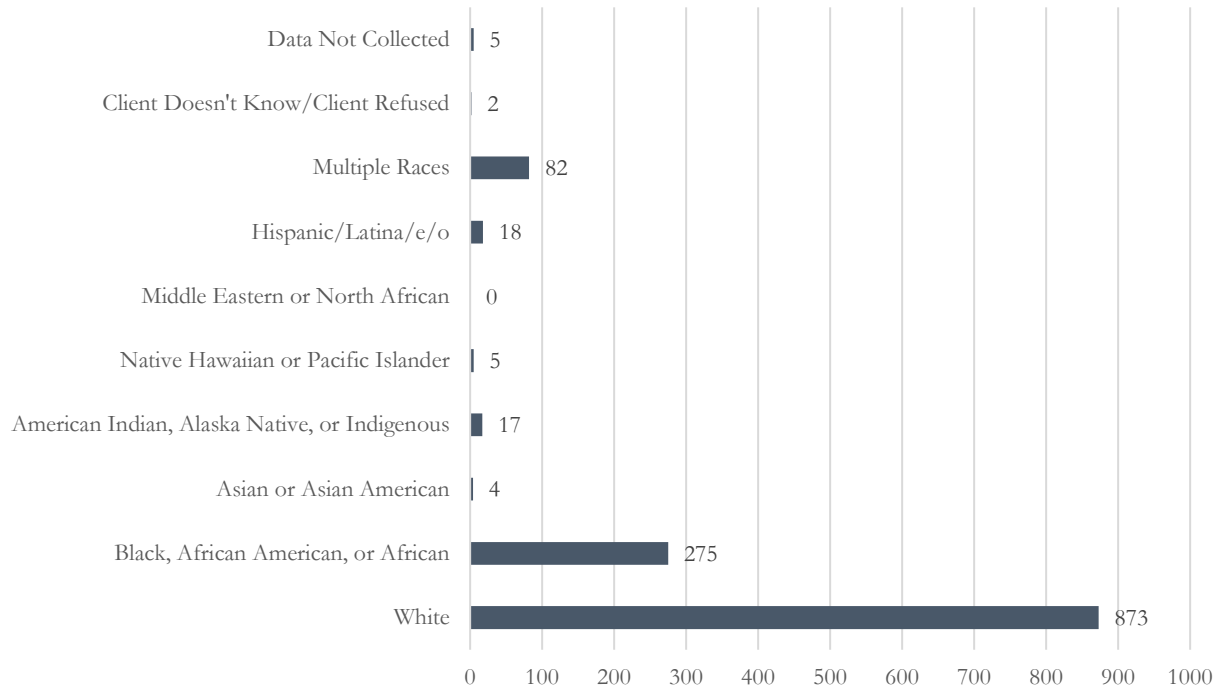
Homeless Data – December 2024

The following are the monthly statistics for December:

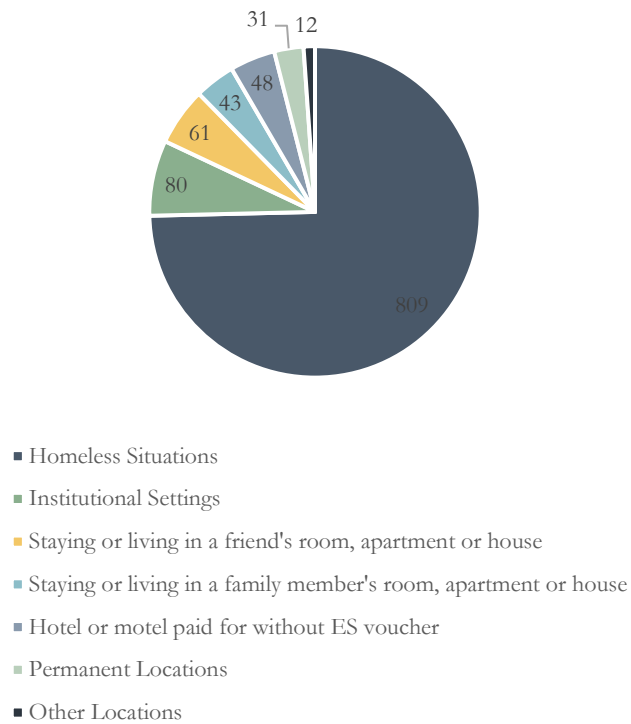
1. Total number of people served in ESHAP funded shelters (1281) increased by 14 individuals from November to December. This number does not include many of the Asylum Seekers in Portland as well as those served in hotels through GA, or those seeking emergency shelter with a Victim Service Provider.
2. Racial equity – the percentage of people of color served increased from 29 in to November to 31 in December. The number of those who identify as Hispanic/Latina/e/o decreased from 21 in November to 18 in December.
3. The number of Exits to Permanent Housing increased from 88 in November to 91 in December. The total exits from shelter to any location was up by 17 in December from the previous month.



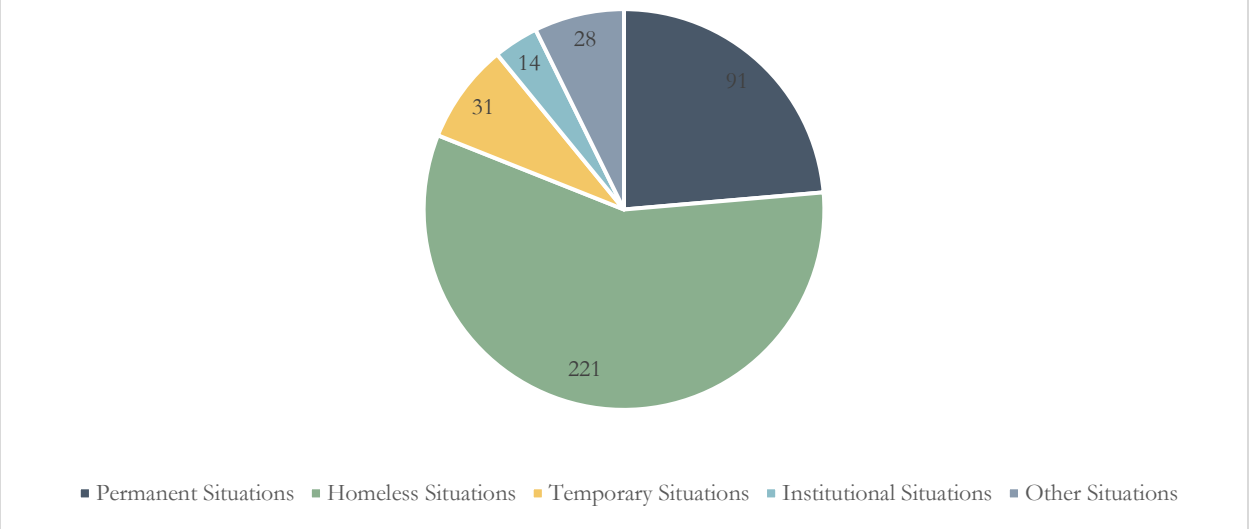
Number of People Served by Race



Residence of Clients Prior to Entry



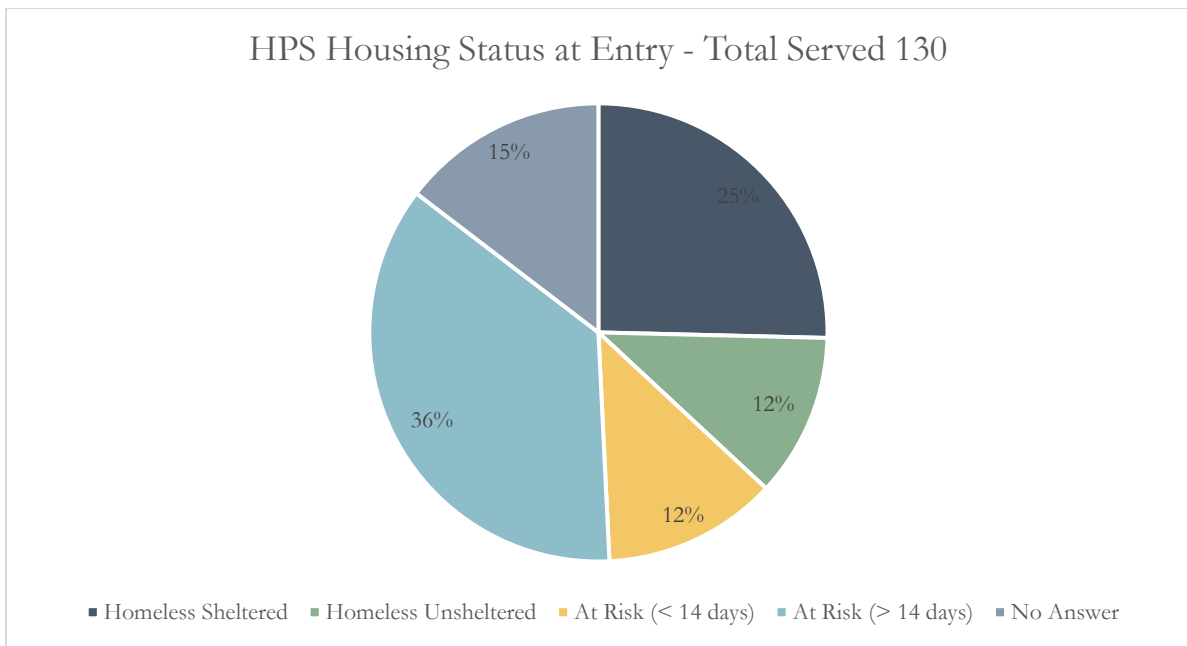
Residence of Clients after Entry

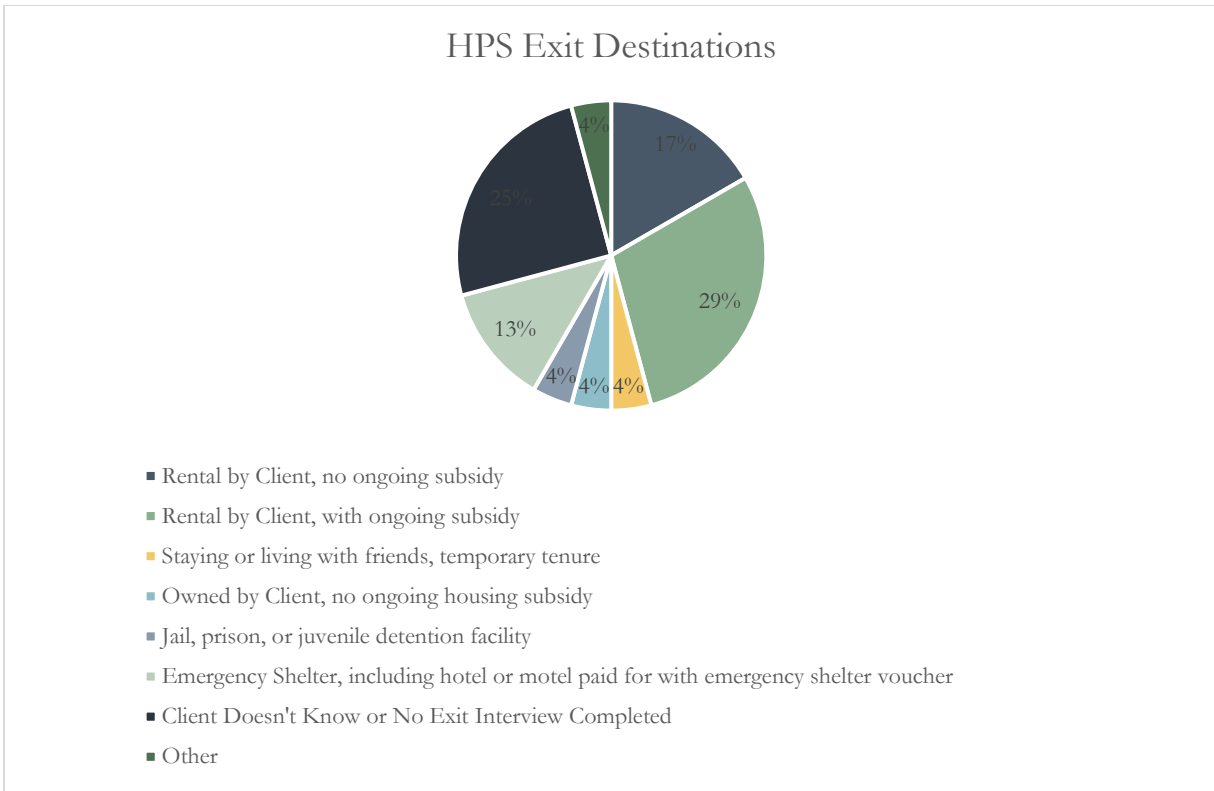


Housing Problem Solving (HPS) Data

In the month of December, 130 households were served in the Housing Problem Solving Program. This number does not include those served at Victim Service Provider organizations. Of the 24 households exited from the program in December, 18 were reported to have a resolved housing crisis. Fifty percent of the households served reported having a disabling condition. The charts below break down household housing status at entry for all households and destinations for those who exited the program in December.

HPS Housing Status at Entry - Total Served 130





2025 Program Updates

The Homeless Initiatives department release a combined Notice of Funding Opportunity (NOFO) for the Emergency Shelter and Housing Assistance Program (ESHAP), Housing Problem Solving (HPS) program, and Targeted Rapid Rehousing Program (TRRP) which closed in late November. After the full review process, grant awards were made and contracting is underway for the 2025 grant year. For ESHAP, awards were made to 46 shelters and/or service agencies. No new agencies were awarded funds, but the addition of shelter beds at some locations and newly designated Low Barrier shelters impacted funding allocations. Five providers were awarded funds under TRRP after a competitive selection process. Twenty-two providers were awarded funding for the HPS 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. Two new providers applied and were awarded funding for 2025.

HOPE Update

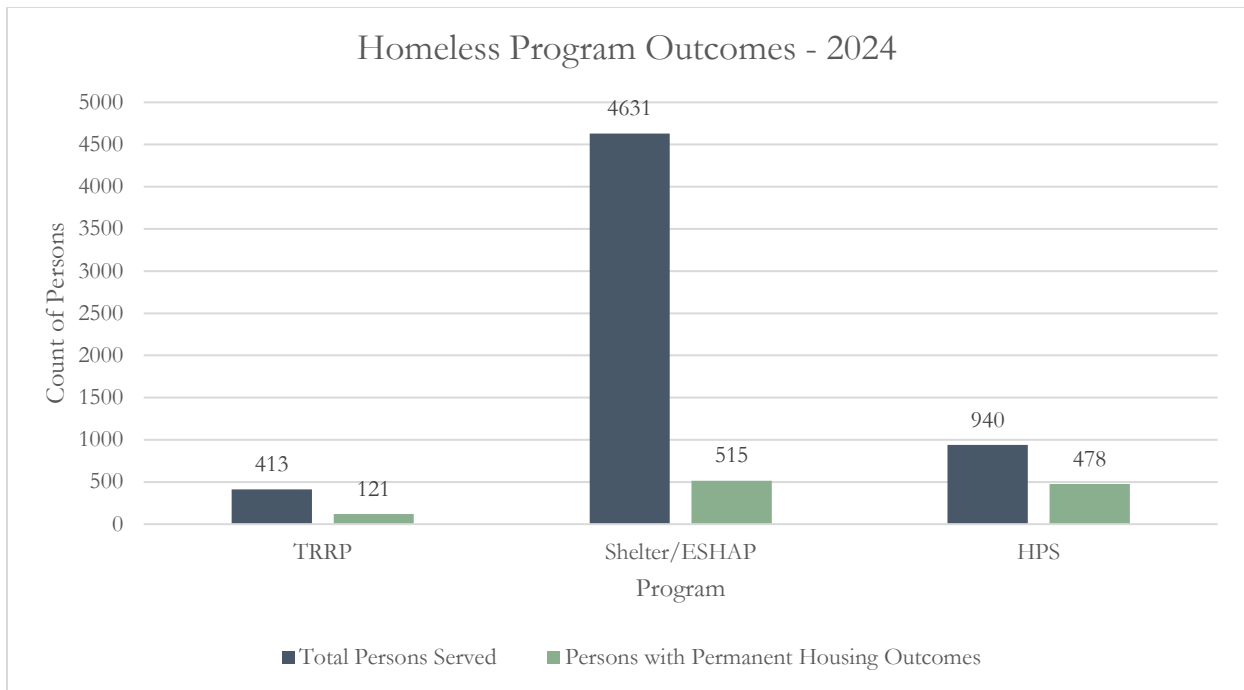
The Housing Opportunities for People in Encampments (HOPE) program has enrolled 72 persons since it started earlier in the year. The program is a collaboration between four service providers in Portland and aims to connect persons experiencing unsheltered homelessness with supports and housing. Currently, there have been 24 housing placements and 11 persons brought into shelter. The providers have done a lot of work to be innovative in their housing solutions, as resources are scarce. Placements have been made with vouchers, General Assistance, permanent supportive housing units, and market rents.

End of Year Program Numbers

ESHAP, which funds shelter operations and housing relocation and stabilization services, served 3759 households made up of 4631 unique persons. During 2024, 515 persons were recorded with a permanent housing move in.

TRRP, which funds intensive rapid rehousing efforts for persons experiencing homelessness, served 261 households made up of 413 unique persons. During 2024, 121 persons were recorded with a permanent housing move in.

HPS, which funds homelessness prevention and rapid exit from homelessness, served 663 households made up of 940 unique clients. Flexible funding was provided to 394 of the 663 households to resolve their current housing crisis. During 2024, 478 persons 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)

Service Hub Implementation – Built for Zero Initiative

Hub Coordinators have been collaborating with the warming shelters in their hubs and working with Coordinated Entry Access Points and providers to ensure that everyone experiencing homelessness in warming shelters is getting assessed for Coordinated Entry. In Hub 7 (Penobscot & Piscataquis), the Hub Coordinator is holding regular meetings with warming shelters to discuss trends, numbers, and coordinate with outreach teams.

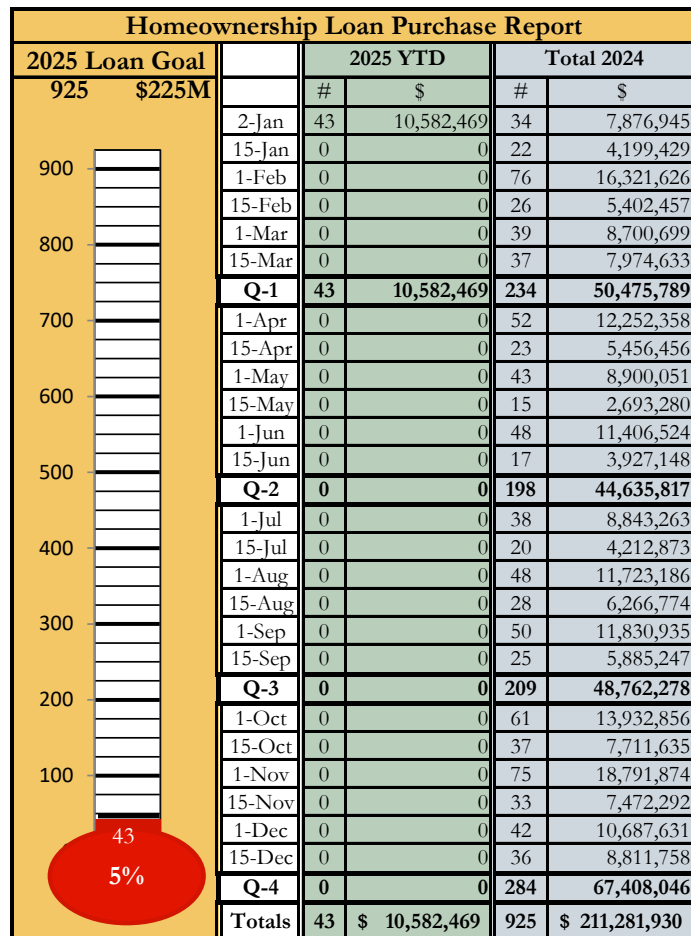
Comprehensive planning efforts are continuing for the unsheltered portion of the Point-in-Time Count, taking place the night of January 22, 2025. Hub Coordinators are currently outreaching direct homeless service providers, law enforcement, universities, and other interested parties to volunteer to survey people experiencing unsheltered homelessness the week of January 22nd. Hub Coordinators are also working on flyers that will be distributed throughout their hubs to both recruit volunteers and inform people experiencing unsheltered homelessness where to go to be surveyed during the timeframe of the Point-in-Time Count. They are also working with MaineHousing's Planning and Research department to develop a media campaign for the Count. Many of the Hub Coordinators are working with providers to collect items for warming kits, or plan community meals and other service-oriented events for the service-based days following the night of the Point-in-Time Count. In Hub 9 (Aroostook County) the Hub Coordinator is organizing a Sleep Out event to raise awareness about unsheltered homelessness and collect donations for Homeless Services of Aroostook.



Homeownership Department Memorandum

To: MaineHousing Board of Commissioners
From: Patricia Harriman, Director of Homeownership
Date: January 13, 2025
Subject: Monthly Report – Homeownership Department

PRODUCTION UPDATE



| Monthly Loan Reservations: 01/02/25 | |
|-------------------------------------|---------------|
| # | \$ Volume |
| 74 | \$ 19,210,130 |

| Loan Pipeline as of: 01/02/25 | |
|-------------------------------|---------------|
| # | \$ Volume |
| 236 | \$ 55,063,487 |

| Loan Reservation Comparison | | | | | |
|-----------------------------|--------------|---------------|---------------|--------------|-----------|
| December 2023 | | December 2024 | | 2023 vs 2024 | |
| # | \$ Volume | # | \$ Volume | # | \$ Volume |
| 271 | \$56,442,977 | 236 | \$ 55,063,487 | -13% | -2% |

PROGRAM HIGHLIGHTS

Production Update and Market Status

The Homeownership team is extremely proud of the achievements of 2024. The final loan purchase production was \$211,281,930 far exceeding any volume the agency has ever seen. In addition to the strong growth in 2024, the team welcomed the New Year with over \$50M in loans in the pipeline waiting for review and purchase, with the first purchase of 2025 already exceeding that of 2024's first purchase. A big congratulations and thank you to the Homeownership team for all of their incredible work in 2024.

Much like 2024, the New Year starts again with a market that is showing higher interest rates and low inventory. While hard to predict, many industry analysts are predicting a shift to a more balanced market. As the President of the Maine Association of Realtors said "Prospective buyers are in a better situation that they were a year ago across many markets in Maine. The number of homes for sale has increased, price appreciation is slowing, and the economic forecast is good."

Mortgage rates and overall inventory still remain the two biggest challenges, but overall the consensus is that stability is on the horizon. While home prices will continue to rise, the overall price appreciation will be more moderate. With the Federal Reserve potentially reducing rates several times in 2025 it is likely that inventory will see an increase as sellers will be more inclined to sell. While the market is unlikely to turn to a buyers' market, bidding wars and fast sales may decline creating a more balanced market. According to Consumer Affairs, first time homebuyers accounted for 32% of homes sold in 2024 and the average age of the homebuyer was 35 (38 for women and 33 for men). Interestingly a large percentage of homebuyers were single with a larger increase in single women versus single men. In 1985 only 9% of the homebuyers were single men and 11% single women; in 2024 those numbers changed to 10% and 19% respectively.

MaineHousing's First Home Loan program went through a number of changes in 2024 in addition to the rate drop to 5.375%. We will continue to offer a below market mortgage rate in 2025 and continue to watch the industry as a whole. We look forward to seeing how the changes of 2024 will impact the production of 2025 and we are confident the changes will be positive. As always, we will monitor the performance of our First Home Loan program and evaluate its effectiveness throughout the year. In addition, we will be evaluating our other programs to identify ways to increase their visibility and usage. In 2024, 87% of homes purchased by first time home buyers were previously owned. As funds are often tight for first time homebuyers, we want to ensure we are helping in any way we can.

OUTREACH AND EVENTS

The homeownership department is welcoming Maggie Silva, the new Outreach and Education Coordinator hired in October of 2024. Maggie comes to us with four years of elementary education experience and four years of banking and mortgage processing experience. She is very excited to bring her knowledge and background to this position and is looking forward to representing MaineHousing and hoMEworks at upcoming events with the public.

In December, Homeownership Manager Tina Partridge attended the Emphasys Conference in Florida. Emphasys is MaineHousing's General Ledger, loan tracking, and loan processing system. As loans are reserved they become the foundation for the portfolio, from there every aspect is tracked from the origination file and throughout the serving file. Each component interfaces, feeding all of the necessary customer information through the life of the loan. As with any system, updates are necessary and the increased volume and usage can often put a strain on the system. In addition to the overall loan file, each department pulls a number of different reports in order to track progress, establish necessary data analytics as well as update background information that controls program guidelines, rates and overall controls.

Tina was able to connect with the staff that has been assisting us on our monthly calls to improve the outflow and functionality of Emphasys. A key session Tina attended was the LOTUS session. LOTUS is a new lending platform that would allow us to run more selection criteria reports while also running the Loan tracking and single family through the purchase process. DC HFA has implemented phase one and was able to share their experience this far. Emphasys hopes to complete phase two being by the end of the first quarter of 2025. Homeownership and IT will begin working to address the benefits and cost associated with a system change as well as get a proposal from Emphasys with more detail. Tina was also able to attend a number of other sessions that allowed her to network with other HFA's including Steve Whitson, Director of Homeownership from Missouri and his Manager Chris. Their team of 10 has a production level of \$700million! Tina was able to get some great insight on time management, team management and how to create a specific workflow to keep the volume going.

The end of 2024 wrapped up with a breakfast meeting from MAMP, informing us of Maine's economic status heading into the new year. Looking ahead, we have registered for the annual meeting of the Greater Portland Board of Realtors as a general sponsor to represent not only MaineHousing's First Time Homebuyer program, but also hoMEworks and the homebuyer education classes it promotes. Maggie Silva and Tricia will also be attending NCSHA's HFA Institute conference in Washington DC from January 14th to the 17th. Also on the calendar are the Maine Home Shows in March and April, training for realtors and lenders during the spring and summer months with Lisa McKenna, Realtor Green Day in May, and the Affordable Housing Conference MaineHousing is hosting in October. Although the outreach calendar is a little sparse now, it will fill up quickly once our regular event venues post their schedules for 2025.

Housing Choice Vouchers Department Memorandum

To: MaineHousing Board of Commissioners

From: Allison Gallagher - Director of HCV Programs

Date: January 21, 2025

Subject: Monthly Report – Housing Choice Voucher Program

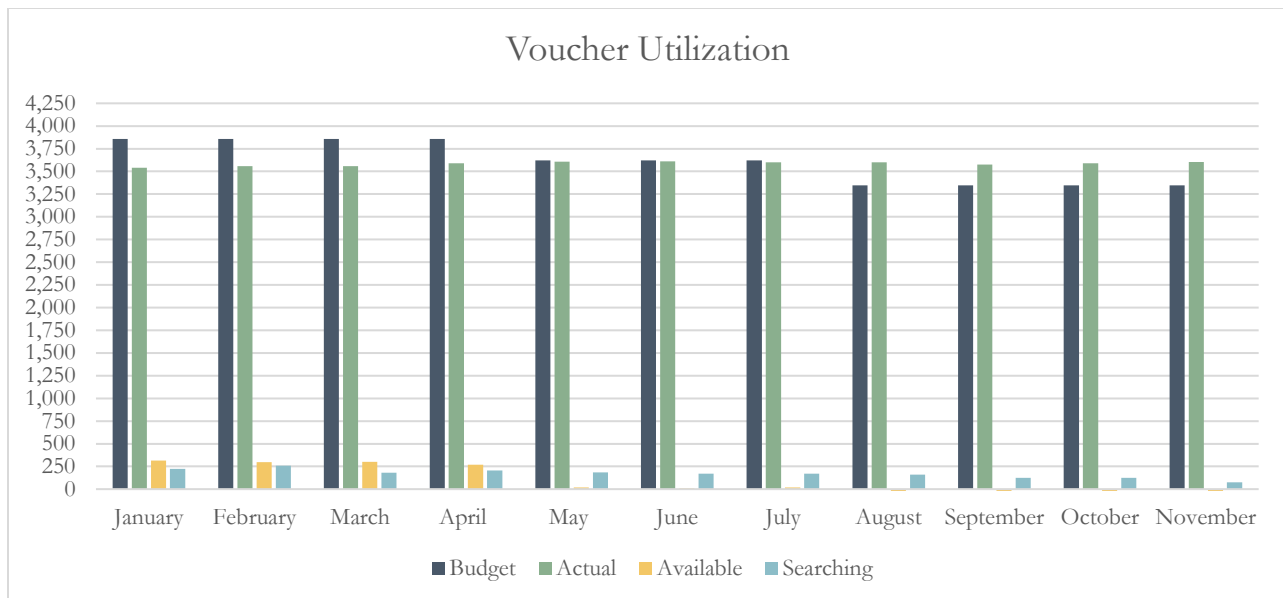
Program Updates:

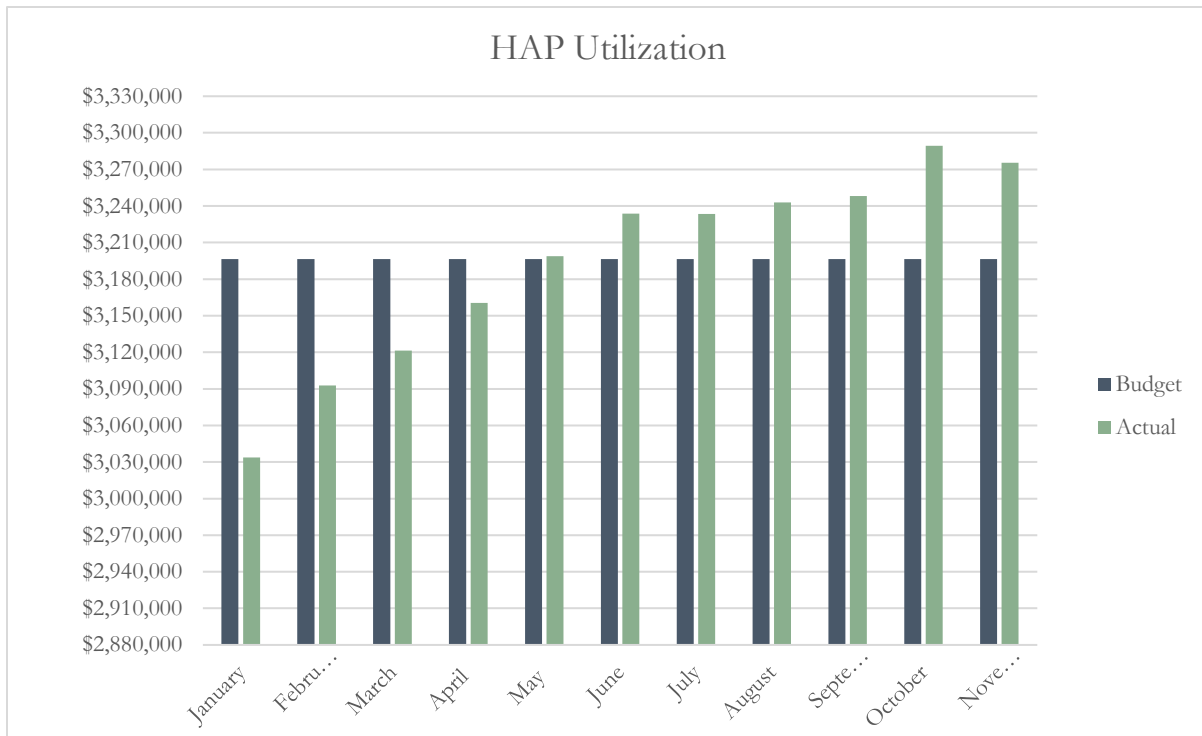
2024 Successes

- Leased 502 new HCV individuals/families
 - 205 Homeless Priority
 - 158 Project Based Units
- \$38,477,734 paid to Landlords for rent and utilities
- Assisted an average of 3584 units per month
- Assisted 90 Restart participants (Family Self Sufficiency Program)

Incentives 2024

- Landlord Incentive \$345,000 assisted 423 Households
- Security Deposit \$175,000 assisted 155 Households
- Repair Program \$250,000 assisted 92 Households
- Maine PHA Partnership \$1,000,000 assisted 1120 Households





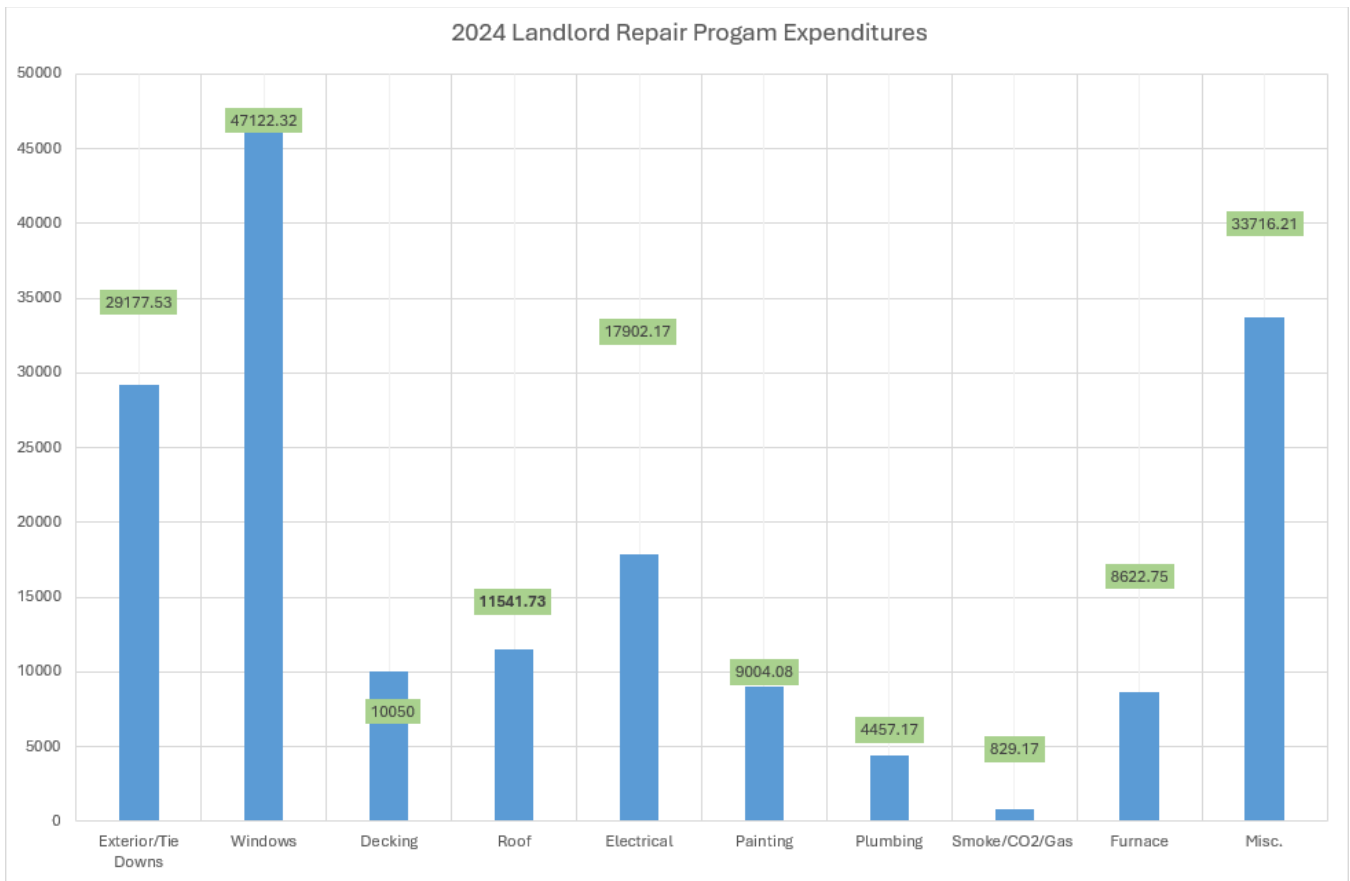
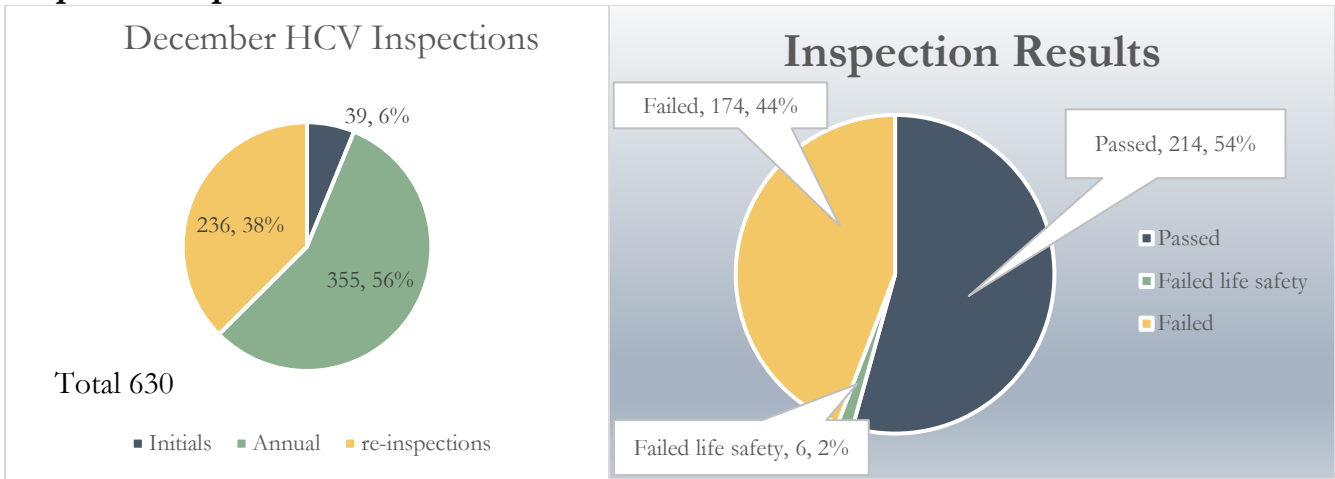
Re-Start (Family Self Sufficiency Program)

Participant Spotlight

The participant joined Restart May 1, 2019, with an annual earned income of \$2,288.00. In December of 2020 they began working full time with their current employer, started escrowing and continued working towards their goals of self-sufficiency. For the last 4 years they have increased their credit score, completed financial literacy classes through New Ventures Maine, paid down debt and started their own savings account. They contacted the HOPE program through DHHS to access financial resources for education and were able to start school at SMCC in the business program. The confidence they gained from working and being enrolled in college gave them the courage to apply for other opportunities, they were offered a job with DHHS and quickly started increasing their income.

They graduated from Restart in late November, and Nicole, their Restart coach, presented them with a check for \$27,398.00! Their annual earned income had increased by \$42,474, their monthly escrow by \$956.00 per month and they are now paying more than 50% of their monthly rent. When they joined Restart Maine Housing was paying their full rent and utilities. They plan to use the escrow to attend the Spa Tech Institute in Westbrook and open their own business.

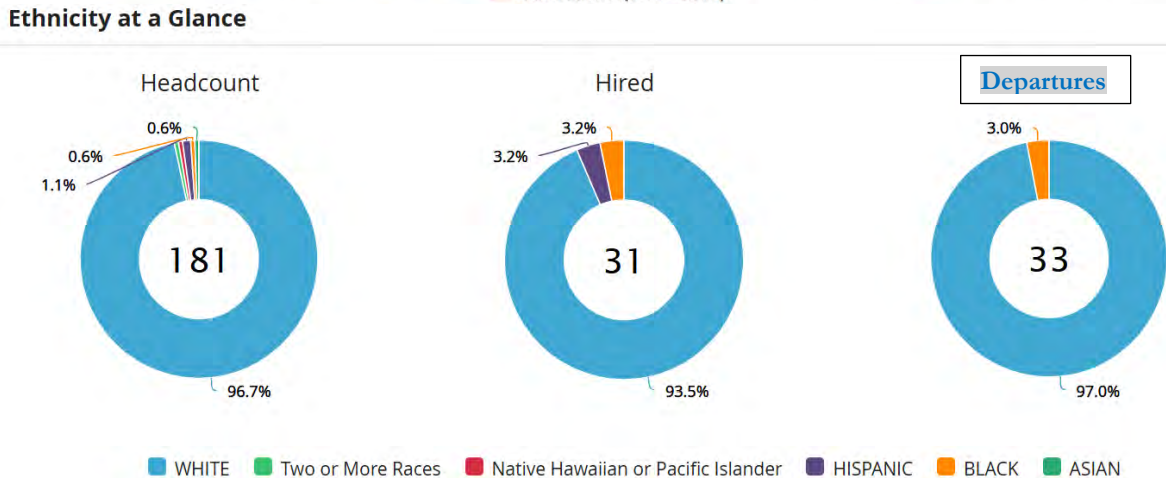
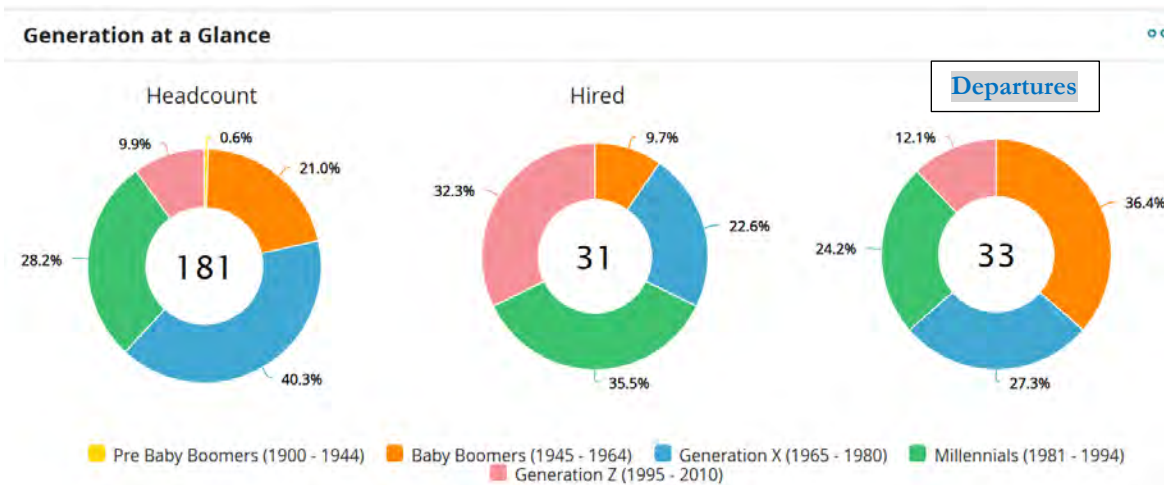
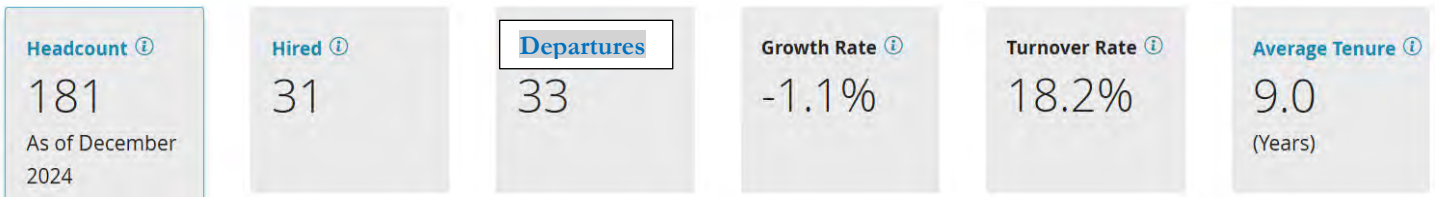
Inspection Updates:



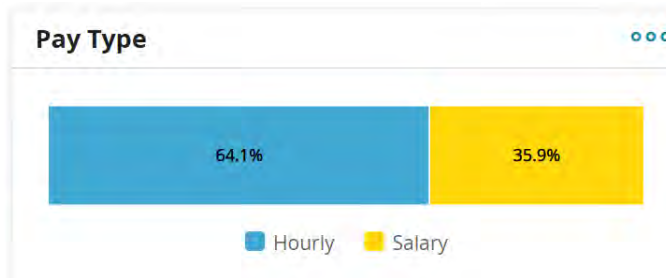
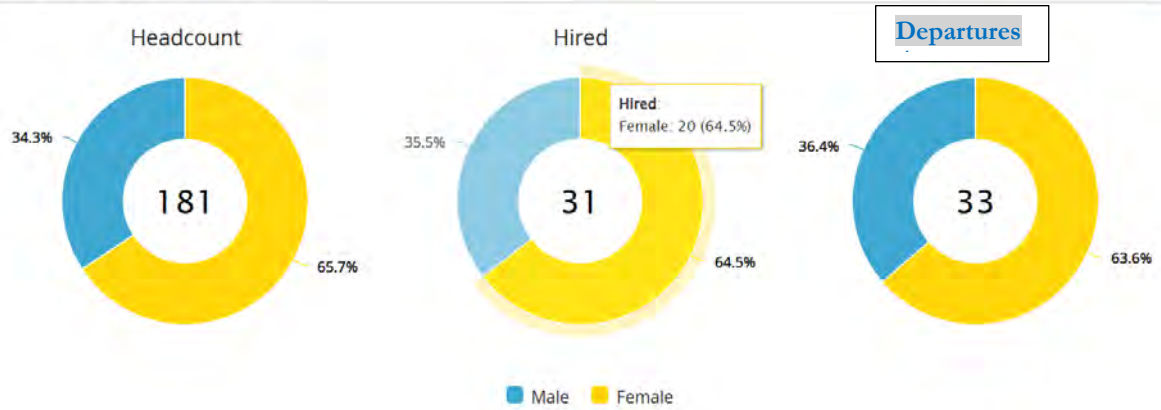
Human Resources and Facilities Department Memorandum

To: Board of Commissioners
From: Jane Whitley, Director of Human Resources & Facilities
Date: January 2025
Subject: Board Report

Human Resources 2024 Year in Review

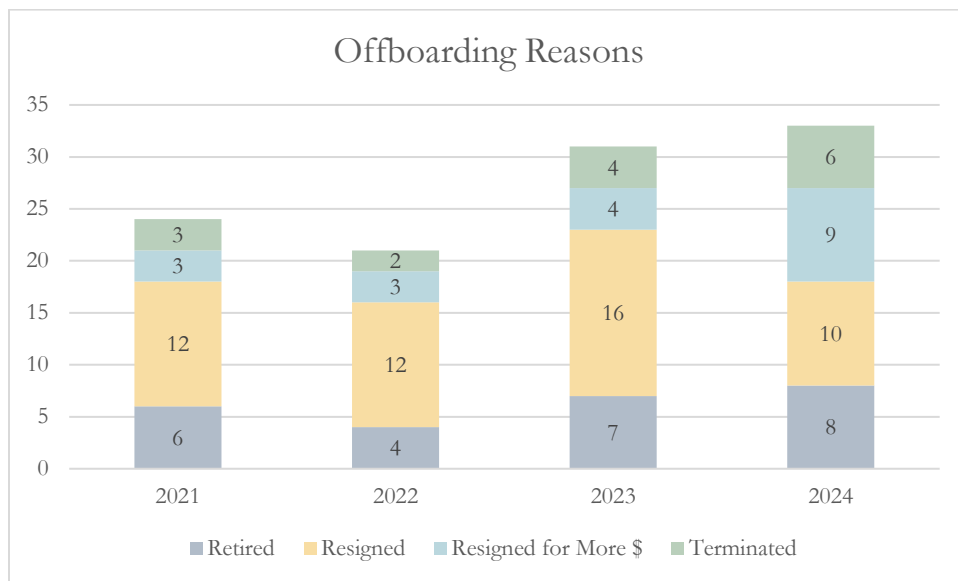


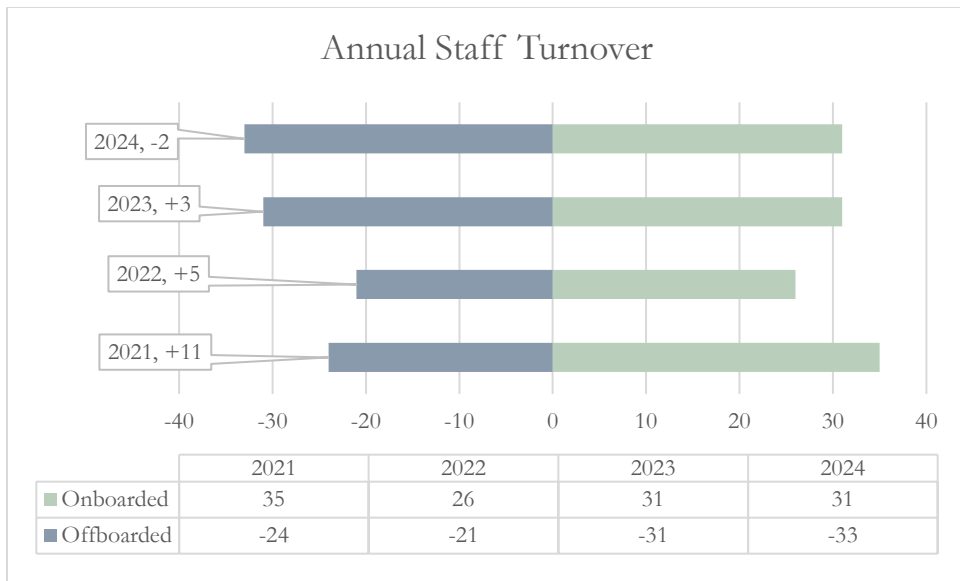
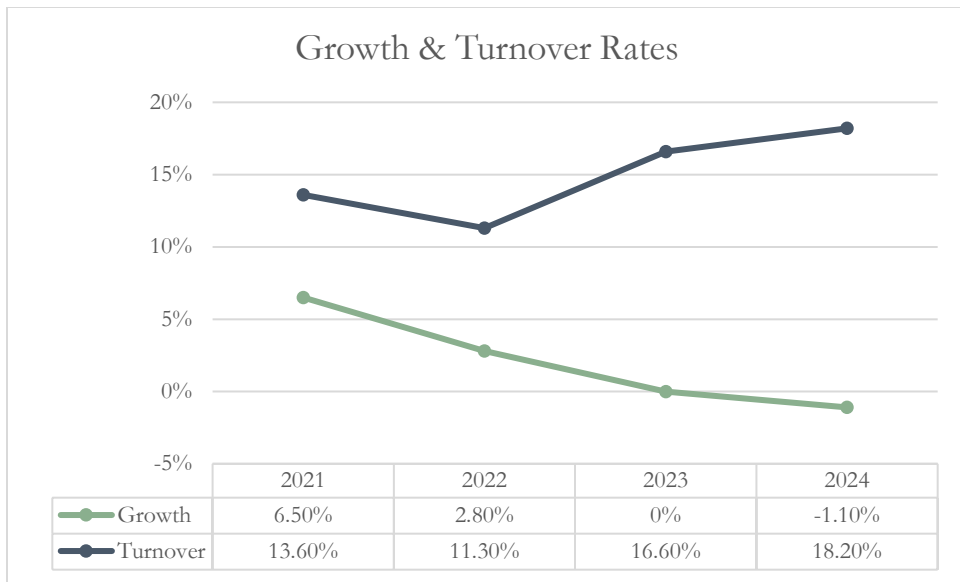
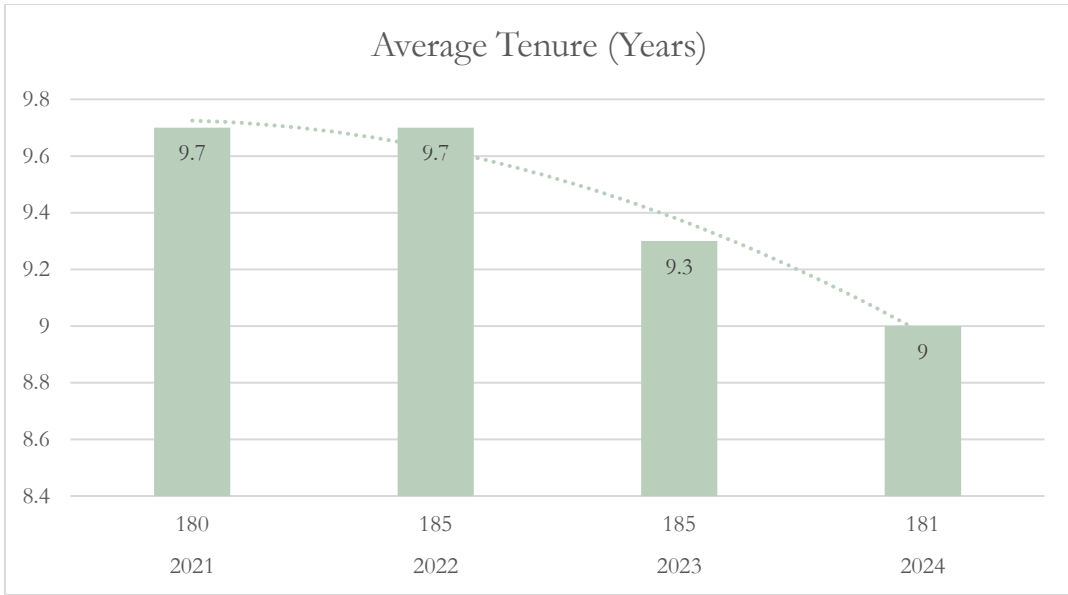
Gender (Legal) at a Glance



Internal Promotions: 19

Human Resources Stats for 2021 - 2024





In Other HR News:

A Contract is pending for HR Consulting Services

MaineHousing selected MGT Impact Solutions from Tampa, Florida to provide us with HR Consulting Services. MGT has significant experience in the public sector and housing arena in the State of Maine and nationally, and is also our vendor conducting our Compensation Market Study. We are finalizing the initial scope of work before executing a contract.

Facilities Updates

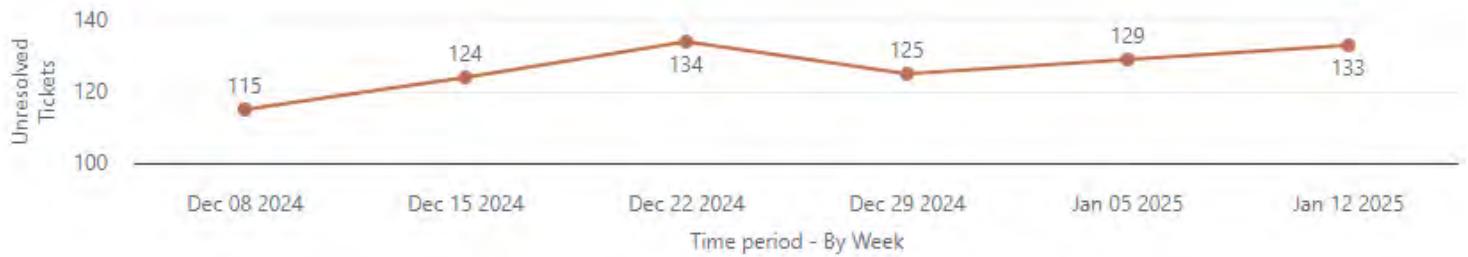
✓ No new news to report.

Information Technology Department Memorandum

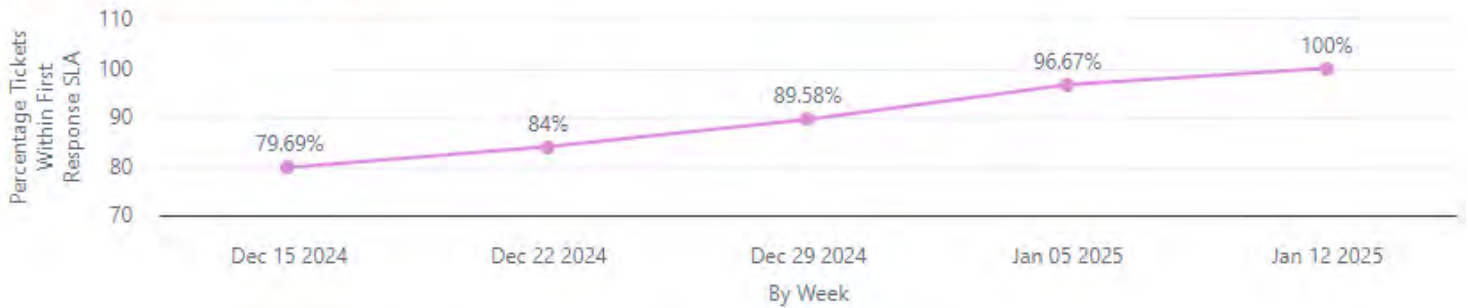
To: Board of Commissioners
From: Craig Given, Director of IT
Date: January 14, 2025
Subject: Monthly Report

Unresolved Tickets - Trend

Group By : **By Week** ▾

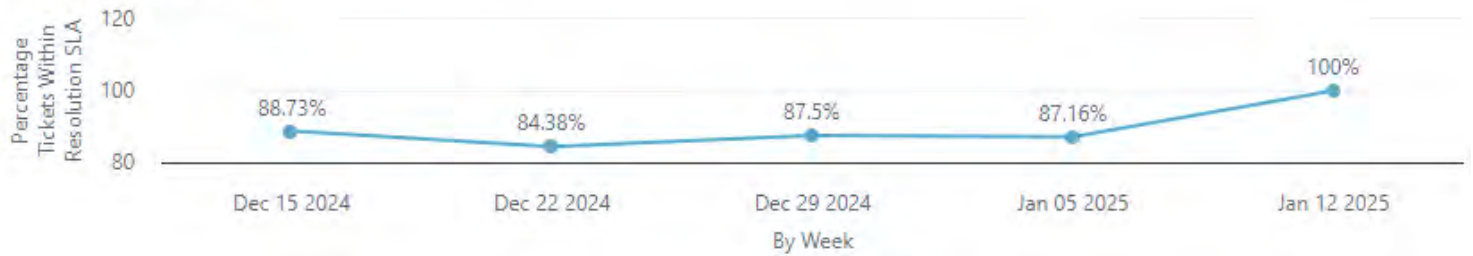


First Response SLA Compliance - Trend



Resolution SLA Compliance - Trend

Group By : **By Week** ▾



Information Technology Updates:

- Continued quality improvement process for ITSM (Information Technology Service Management) software. Added additional controls for managing processes around pending tasks and reminders.
- Continued support for launch of Business Workspace in Service Management software for Homeless Initiatives department.
- Completed revised version of Business Continuity Plan. Delegated additional documentation for IT Disaster Recovery and Crisis Communications.
- Finalized draft of Information Security Program (ISP) to go to Director's Team for approval. Update of Generative AI policy being tested by AI Ad Hoc subcommittee to focus on practical implementation of policies with staff needs.
- Supported payment process for LiHEAP program as part of new software solution, resolved critical issues and provided supporting report resources.
- Ongoing implementation of Weatherization software systems.
- Continued installation of Microsoft 365 applications on user desktops, replacing no longer supported versions of the software.
- Participated in scoping call for implementation of Microsoft Purview focused on hardening security of network resources and data.
- Microsoft Fast Track implementation of Microsoft Intune enrolled internal devices for comprehensive application and patch management. Expanded patch management systems for server hardware.
- Posted job opening for Application Specialist to replace internal promotion.
- Applied security patches to critical systems to address identified vulnerabilities.

Planning and Research Department Memorandum

To: Board of Commissioners

From: Jonathan Kurzfeld, Ph.D., Director of Planning & Research

Date: January 10, 2025

Subject: January 2025 Board Report

Planning and Research Department

The Planning and Research Department has begun collating data for MaineHousing’s Annual Report, as well as the Accomplishments and other annual reporting products. We completed the State of Maine Shelter Cost Study this week, which is currently being reviewed by the participating shelter providers, and we have a brand-new program dashboard in development. We are also in the early stages of planning this year’s submissions for the NCSHA Annual Awards for Program Excellence.

External Communications

| Press Interaction | ME-based outlets Press contacts* | Out-of-state outlets Press contacts* | Director-level Press interviews |
|--------------------------|-------------------------------------|---|------------------------------------|
| December 2024 | 18 | 1 | 14 |
| Previous 3mo Average | 21.3 | 1.0 | 17.3 |
| Previous 9mo Average | 19.7 | 1.1 | 14.0 |
| December 2023 | - | - | - |

**Repeated outreach from the same outlet regarding a single topic is considered a single press contact.*

Despite two mid-week holidays in December, requests from the media on housing-related topics remained brisk with numerous requests for information and interviews. The period began with several Maine-based reporters following up on a press release we issued in advance of the upcoming 2025 Point-In-Time Count scheduled for January 22. These reports covered both the upcoming 2025 count and the recently released HUD report on the 2024 count.

Additional stories focused on everything from a newly announced mobile home park sale, which MaineHousing is involved in financing, to the funding and reach of the Home Energy Assistance Program (HEAP). Keeping with expectations, we fielded one new request from outside of Maine. It came from our neighbors in New Hampshire, where the Keene Sentinel was exploring the functioning of Maine’s Homeshare Pilot Program with Nesterly.

Both MaineHousing Director Dan Brennan and Senior Director of Communications and Government Relations Erik Jorgensen were featured in television news reports, while Communications Director Scott Thistle was quoted in several stories by the Bangor Daily News.

Data and statistics direct from MaineHousing’s program dashboards were cited throughout these reports as well. As the PnR data analysis team has continued to expand and improve the dashboards, they have proven to be an increasingly important resource that empowers the media, and public, to drill down and learn what’s really happening with our programs and the state of housing in Maine.

We maintained a strong presence in the Maine press during what is typically a slow period for housing news. We also offered active support to several of our partners, helping them with messaging and communications for several of their programs that we have a part in.

Here’s a short reading list for the period. Some headlines are better than others.

- [Housing: Not In My Backyard | Maine Public](#)
- [Bangor residents will get \\$1M from state to buy their mobile home park](#)
- [Maine is lagging the lofty housing goals it set last year](#)
- [Low-income Mainers won't get new federal housing aid for months](#)

Internal Communications

| Intranet Activity | Content Created (Articles, blogs, polls, etc) | Total Content Interactions | Total Page Views |
|-----------------------|--|-------------------------------|------------------|
| December 2024 | 24 | 157 | 1,587 |
| Previous 3mo Average | 30.0 | 172.0 | 2,351 |
| Previous 12mo Average | 28.3 | 194.6 | 2,340 |
| December 2023 | 11 | 145 | 1,563 |

Unsurprisingly, intranet activity and internal communications were a bit slow during the holiday period. However, content creation remained relatively constant through the holiday period and the internal communications team has two Facts & Snacks events planned for the month of January.

Interdepartmental Support

| Lytho Activity | New Requests | Requests Completed | Median hours to completion* | Top 2 Departments |
|-----------------------|--------------|-----------------------|--------------------------------|---|
| December 2024 | 13 | 16 | 5.5 | Energy & Housing Development |
| Previous 3mo Average | 27.3 | 26.7 | 0.3 | Energy & Housing HCV, Homeless Initiatives |
| Previous 12mo Average | 26.9 | 26.7 | 3.2 | Energy & Housing Homeless Initiatives |
| December 2023 | 15 | 14 | 0.2 | Homeless Initiatives Energy & Housing |

*These hours are the project duration, which begins once the job has been accepted and ends when it is marked completed. This excludes any lag time between submission and staff acknowledgement, such as when a request is submitted on a Friday afternoon and not seen by PnR staff until the following week.

The Development Department made its first ever appearance in our ranking of top two departments by interdepartmental requests. The fact that this occurred during the slowdown over the holiday break may suggest that development at MaineHousing never slows down.

Website

| Web Traffic | Visitors | Total Hits | Engagement | Top 2 Program Areas |
|-----------------------|----------|------------|------------|---------------------------------------|
| December 2024 | 56,712 | 201,789 | 87.1% | Energy Programs Rental Programs |
| Previous 3mo Average | 68,890 | 251,592 | 88.2% | Energy Programs Rental Programs |
| Previous 12mo Average | 59,520 | 218,474 | 87.3% | Homebuyer Programs Rental Programs |
| December 2023 | 61,353 | 221,859 | 82.7% | Homebuyer Programs |

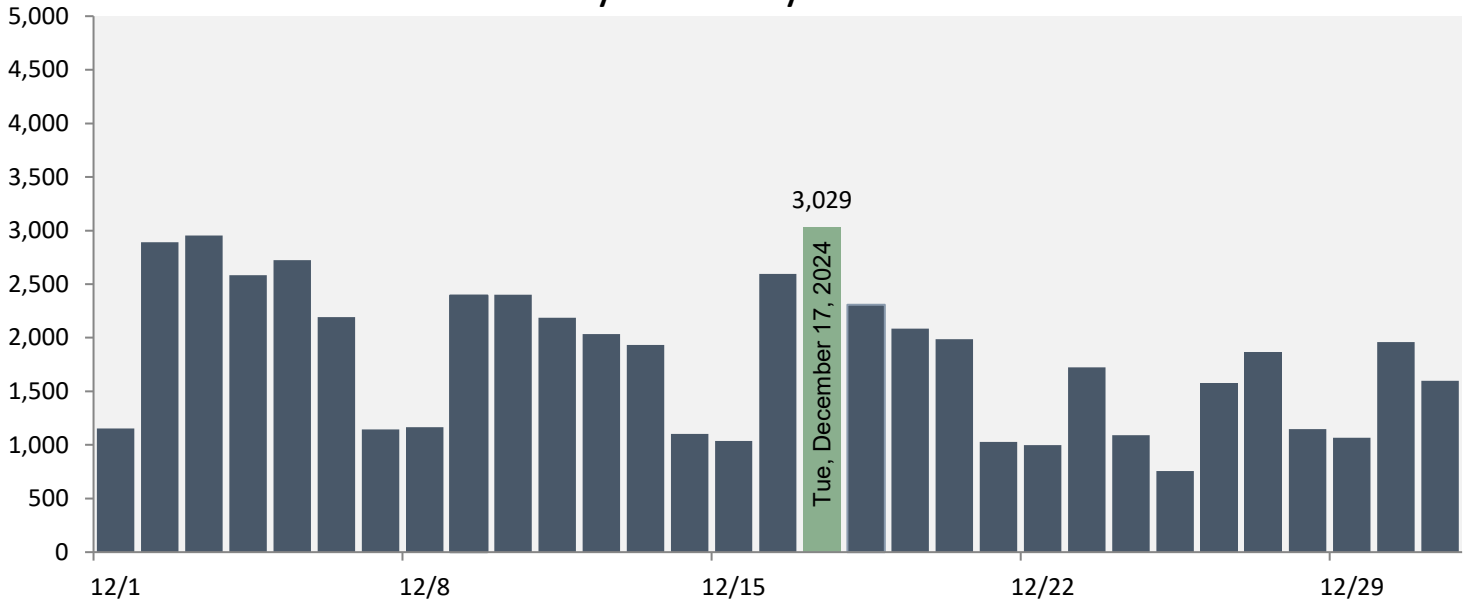
December was a relatively slow month in all areas of the website, even a bit slower than the same month of 2023. The decrease in total hits continues to provide evidence of the moderate decrease in post-pandemic website traffic, long predicted by UI/UX Designer Ouellette, finally materializing in 2024.

HEAP reigned supreme over total page hits and search keywords in December, as it so often does this time of year. EPP page hits continue to hold total rental program activity above homebuyer programs. There were no new or particularly surprising trends that we observed.

December 2024 - MaineHousing Website Statistics

Hit Summary

Daily Hit Analysis

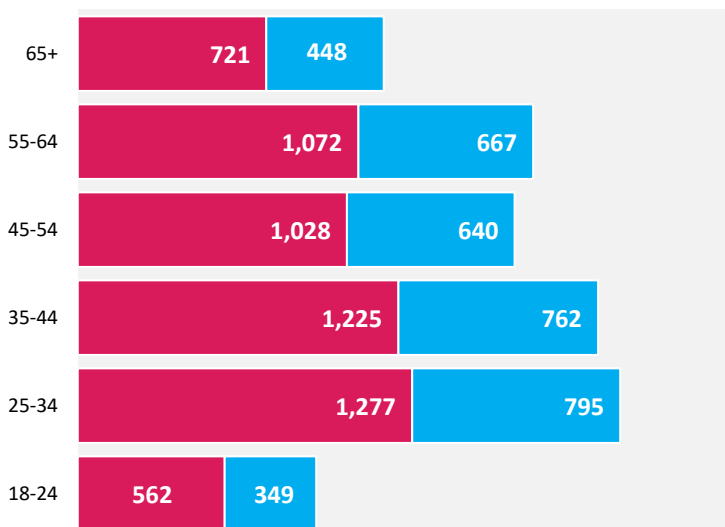


| Visitors | Unique Visitors | Page Loads (Hits) | Avg Page Views | Avg Duration | Avg Engagement Rate |
|----------|-----------------|-------------------|----------------|--------------|---------------------|
| 56,712 | 32,309 | 201,789 | 3.52 | 0:03:00 | 87.1% |

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 user's mobile device, browser history, and other factors. Users must have previously allowed this information to be collected through browser or app settings.

AGE & GENDER



62%



38%

TOP CITIES

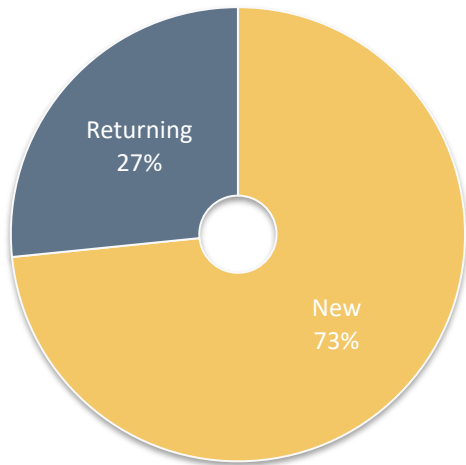
| | |
|----------------------------|-------|
| Boston, Massachusetts | 9,097 |
| Portland, Maine | 4,554 |
| New York, New York | 4,201 |
| Bangor, Maine | 4,201 |
| Maine | 1,836 |
| Augusta, Maine | 1,213 |
| Lewiston, Maine | 1,096 |
| Sanford, Maine | 676 |
| Frankfurt, Hessen, Germany | 644 |
| Ashburn, Virginia | 619 |
| Brunswick, Maine | 619 |
| Maine | 578 |

Top Cities account for 43.23% of all website traffic.

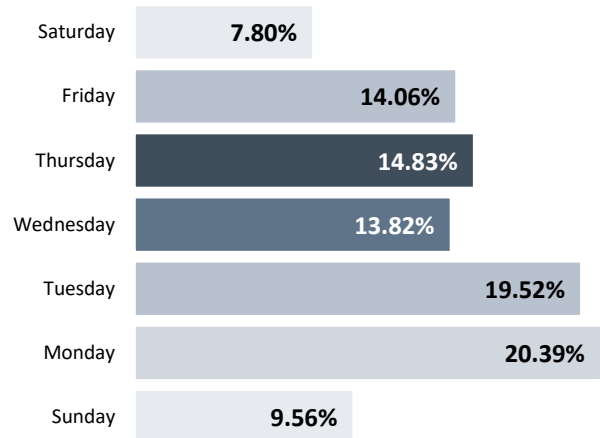
Visitor Engagement

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 user's mobile device, browser history, and other factors.

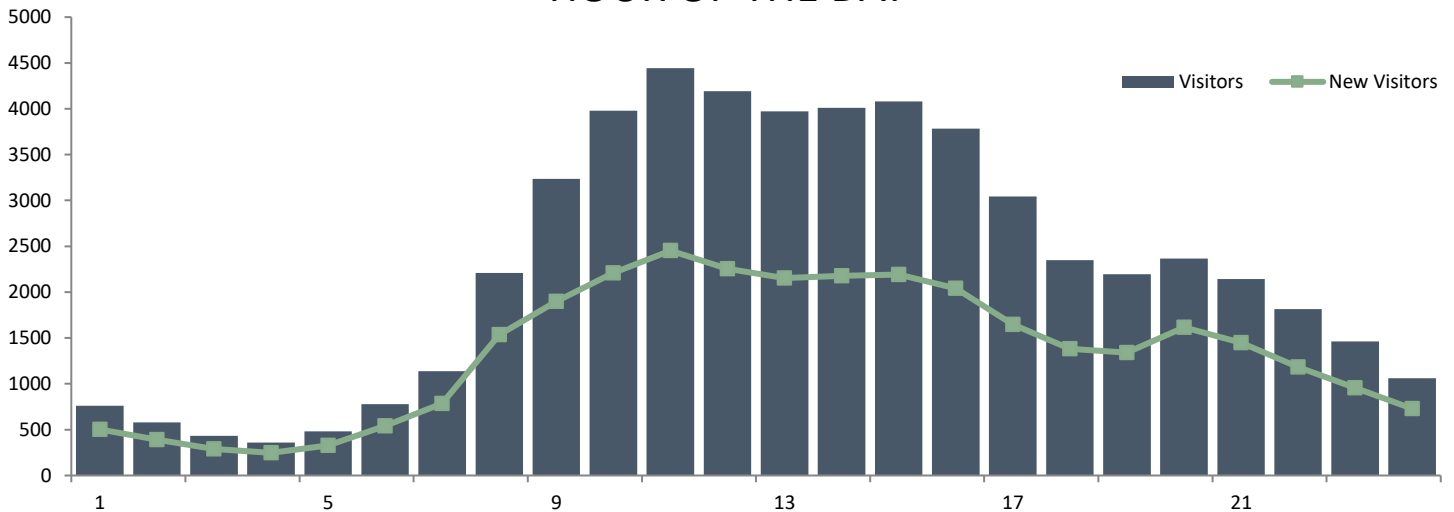
NEW & RETURNING VISITORS



DAYS OF THE WEEK

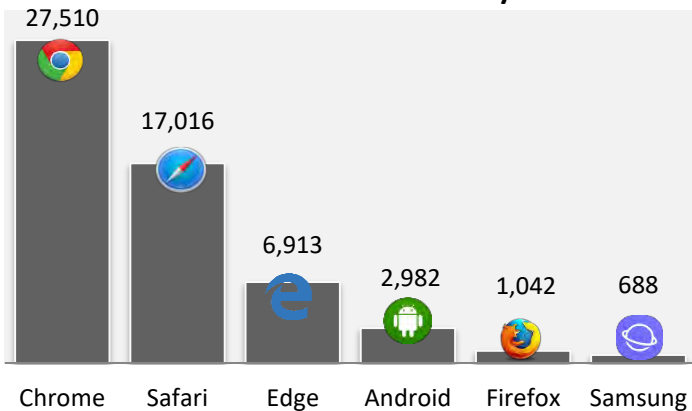


HOUR OF THE DAY



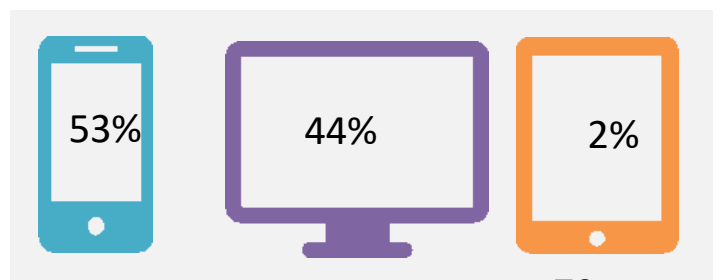
Visitor Technology Summary

Web Browser Analysis



DEVICE ANALYSIS

Cell Phone Deskto Tablet

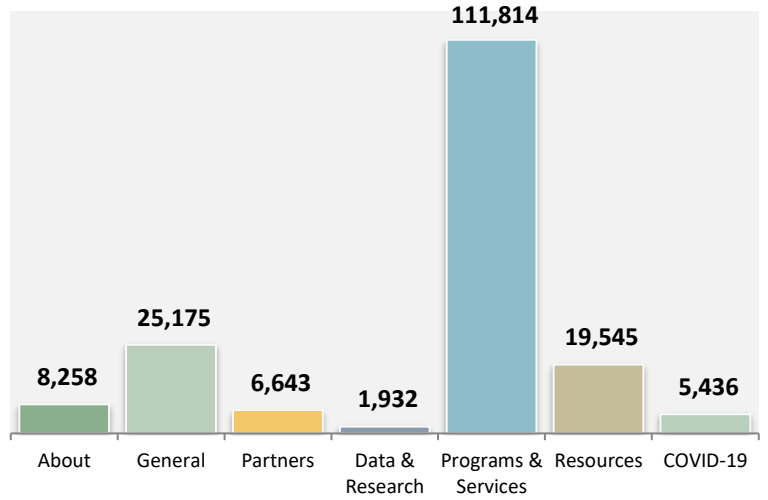


Popular Content

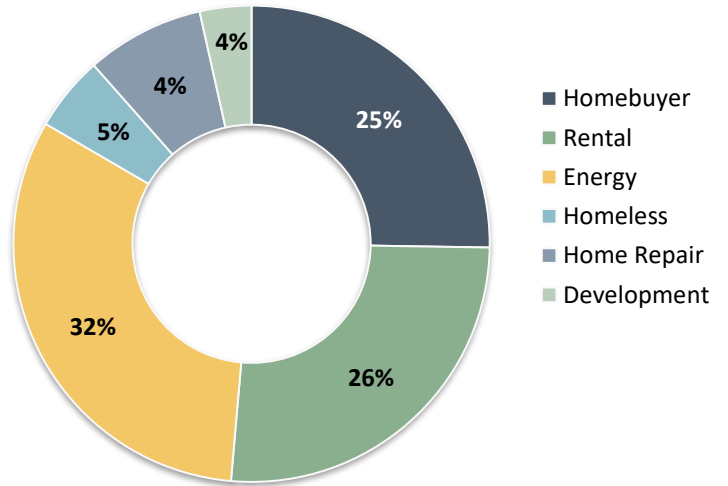
Popular content on our site is defined by pages and/or sections of our site that have the highest visits. Below content has been categorized by page, program area and content sections. COVID-19 was added in March of 2020.

| Page Title | Hits |
|------------------------------------|--------|
| Home Energy Assistance Program | 27,526 |
| Home | 23,363 |
| HEAP Income Eligibility | 11,026 |
| First Home Loan Program | 10,103 |
| Eviction Prevention Program | 7,312 |
| Rental Assistance | 6,525 |
| Housing Choice Vouchers | 5,928 |
| Subsidized Housing | 5,265 |
| Home Repair | 3,573 |
| Emergency Shelters | 3,091 |
| Mortgage Calculator | 2,973 |
| MaineHousing Lenders | 2,909 |
| Programs - Services | 2,810 |
| Weatherization Program | 2,776 |
| Current Interest Rates | 2,725 |
| Homebuyer Income & Purchase Limits | 2,617 |
| Contact MaineHousing | 2,158 |
| Energy Assistance | 2,077 |
| HEAP Agency Contacts | 1,967 |
| Steps to Homeownership | 1,869 |
| Rent - Income Charts | 1,823 |
| Multifamily Developers Programs | 1,736 |
| Careers at MaineHousing | 1,671 |
| Homeless Initiatives | 1,526 |
| Low Income Assistance Program | 1,513 |

Popular Content By Program

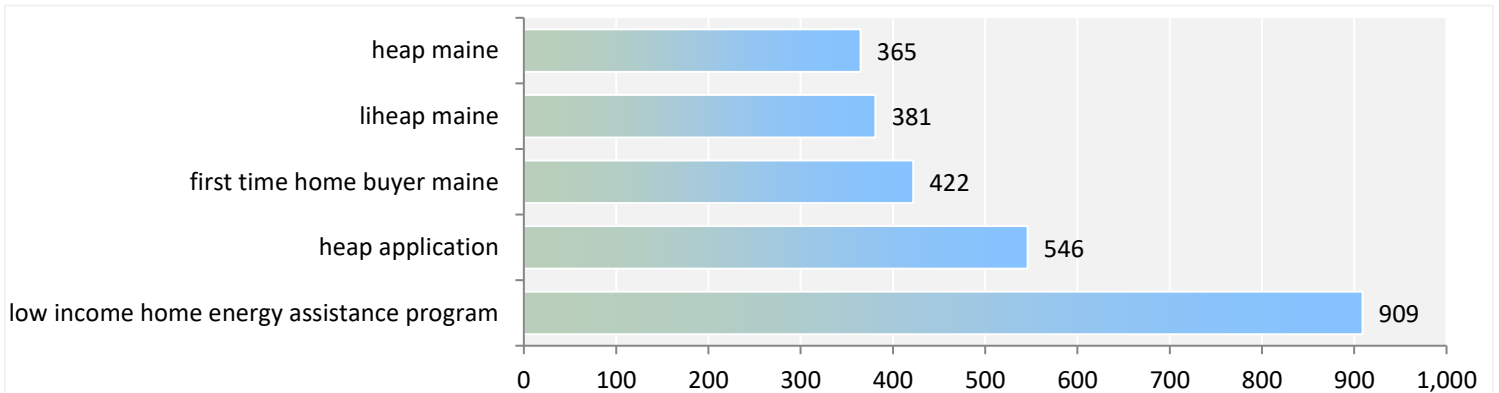


Popular Content By Section



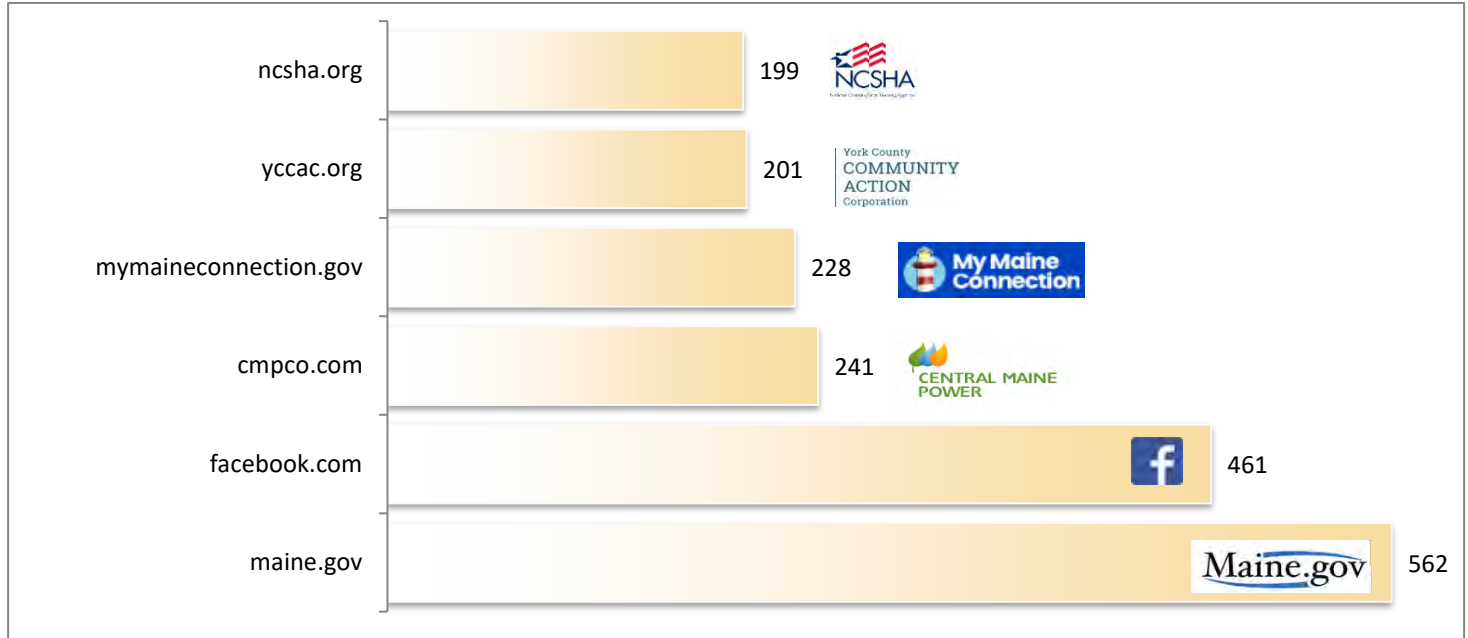
Search Keywords

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 2025

| | |
|---|--|
| <p>JANUARY 21, 2025 <u>Board Business:</u></p> <ul style="list-style-type: none"> Legislative Preview Dean Klein – Maine CoC Executive Director - intro <p><u>Program Presentations:</u> Multi-family Development – 2024 Review, 2025 Preview</p> | <p>FEBRUARY 18, 2025 <u>Board Business:</u></p> <ul style="list-style-type: none"> Legislative Update Governor’s Office Update <p><u>Program Presentations:</u> Homeownership – 2024 Review, 2025 Preview</p> |
| <p>MARCH 18, 2025 <u>Board Business:</u></p> <ul style="list-style-type: none"> Legislative update HEAP Rule/State Plan introduction <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> Asset Management department update | <p>APRIL 15, 2025 <u>Board Business:</u></p> <ul style="list-style-type: none"> Commence Rulemaking HEAP Rule (VOTE) 2025 Goals 1Q report Legislative Update <p><u>Program Presentations:</u> 2024 Budget and Audit results</p> |
| <p>MAY 20, 2025 <u>Board Business:</u></p> <ul style="list-style-type: none"> HEAP Rule/State Plan Public Hearing <p><u>Program Presentations:</u> 2024 Mortgage Purchase Program (MPP) Overview</p> | <p>JUNE 17, 2025 <u>Board Business:</u></p> <ul style="list-style-type: none"> Adopt HEAP Rule/State Plan (VOTE) HEAP State Plan Public Hearing Legislative Update (final) Update from the Governor’s Office (Greg Payne) <p><u>Program Presentations:</u> Planning and Research department update</p> |
| <p>JULY 15, 2025</p> <p style="text-align: center;">Meeting to be held if necessary</p> | <p>AUGUST 19, 2025 <u>Board Business:</u></p> <ul style="list-style-type: none"> 2026 Goal Setting – initial discussion Introduce PHA Plan <p><u>Program Presentations:</u></p> |
| <p>SEPTEMBER 16, 2025 <u>Board Business:</u></p> <ul style="list-style-type: none"> PHA Plan Public Hearing 2025 Goal Setting – continued discussion <p><u>Program Presentations:</u></p> | <p>October 21, 2025 <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> |
| <p>NOVEMBER 18, 2025 <u>Board Business:</u></p> <ul style="list-style-type: none"> DOE Weatherization State Plan Public Hearing Review Preliminary 2026 Budget Resource Allocation Updates from the Governor’s office (Greg Payne) Housing First Rule Public Hearing | <p>DECEMBER 16, 2025 <u>Board Business:</u></p> <ul style="list-style-type: none"> Adopt DOE Weatherization State Plan (VOTE) Approve 2026 Budget (VOTE) Elect Officers (VOTE) MPP Series Resolution (VOTE) <p><u>Program Presentations:</u></p> |