

March 16, 2021 Board Meeting

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Board of Commissioners Meeting – March 16, 2021 9:00 a.m. – 11:00 a.m.

MEMBERS OF THE BOARD: Lincoln Merrill, Jr. (Chair), Daniel Brennan, Henry Beck, Kevin P. Joseph, Bonita Usher (Vice Chair), Laura Buxbaum, Brian Hubbell replacing Tom Davis when sworn in, Nancy Harrison replacing Donna Talarico when sworn in, and John Wasileski replacing Larry Gross when sworn in.

9:00	Persons present at Commissioners Location	Lincoln Merrill
	Adopt Agenda (VOTE)	Lincoln Merrill
	Approve minutes of February 16, 2021 meeting (VOTE)	All
	Communications and Conflicts	All
	Chair of the Board Updates	Lincoln Merrill
	Elect Secretary (VOTE)	Lincoln Merrill
	Director Updates	Dan Brennan
9:45	HEAP Discussion	Troy Fullmer
10:15	Legislative Report	Erik Jorgensen
10:30	Partner Meeting – State Low Income Housing Tax Credit	Mark Wiesendanger
10:45	Emergency Rental Assistance	Peter Merrill
	<u>Development Reports:</u>	All
	Asset Management	
	Communications and Planning	
	Development	
	Energy and Housing Services	
	Finance Monthly Report	
	Financial & Budget Report	
	Finance Delinquency Report & Charts	
	Homeless Initiatives	
	Homeownership	
	Housing Choice Voucher	
	Information Technology	
	2021 Board Calendar	
	Adjourn (VOTE)	All

*The next meeting of the Board is scheduled April 20, 2021
via teleconference*



Minutes of the Board of Commissioners Meeting February 16, 2021

MEETING CONVENED

A regular meeting of the Board of Commissioners for MaineHousing convened on February 16, 2021 virtually. Notice of the meeting was published on February 5, 2021 in Central Maine newspapers.

Chair Lincoln Merrill called the meeting to order at 9:00 a.m. Director Dan Brennan and Commissioners Donna Talarico, Larry Gross, Laura Buxbaum, Tom Davis, Kevin Joseph, and State Treasurer Henry Beck all attended via video conference because of COVID-19. Commissioner Bonita Usher was absent. There was a quorum present.

PUBLIC ATTENDANCE

Guests and staff present for all or part of the meeting included: Linda Uhl, Chief Counsel; Peter Merrill, Deputy Director; Denise Lord, Senior Director of Communications and Planning; Troy Fullmer, Manager of HEAP & Weatherization Services; Karen Lawlor, Executive Administrator; Cara Courchesne, Communications Coordinator; Lauren Bustard, Senior Director of Programs; Linda Grotton, Director of Audit and Compliance; Jane Whitley, Director of Human Resources and Facilities; Erik Jorgensen, Director of Government Relations; Craig Reynolds, Director of Homeownership; Tom Cary, Treasurer; Brenda Sylvester, Community Housing of Maine, Inc.; Nancy Harrison; Brian Hubbell; and Gerrylynn Ricker, Paralegal and Note taker.

ADOPT AGENDA

Commissioner Buxbaum made a motion seconded by Commissioner Davis to adopt the February 16, 2021 agenda. The vote carried unanimously.

APPROVE MINUTES OF JANUARY 19, 2021 MEETING

Commissioner Gross made a motion seconded by Commissioner Joseph to accept the January 19, 2021 minutes as written. The vote carried unanimously.

COMMUNICATIONS AND CONFLICTS

Chair Merrill reported he still receives communication e-mails regarding Plant Home. Chair Merrill also reported he heard from former Congressman Bruce Poliquin who inquired about MaineHousing programs around new housing.

CHAIR OF THE BOARD UPDATE

Chair Merrill reported he had a conversation with Director of Homeownership Craig Reynolds.

DIRECTOR UPDATES

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

- Updated the Commissioners on Plant Home in Bath who is working with Avesta Housing.
- Work and time at MaineHousing right now is being consumed with the \$200 Million Emergency Rental Assistance Program. Waiting on guidance from the U.S. Treasury.
- Attended the Maine Association of Public Housing Directors quarterly meeting.
- Director Brennan and Director of Development, Mark Wiesendanger met with the leadership of Evernorth. Northern New England Housing Investment Fund (NNHIF) merged with

Housing Vermont and created Evernorth. MaineHousing as well as our colleagues in New Hampshire and Vermont all serve on an advisory committee. We held the first meeting in January.

- I had the opportunity through working with the Governor's Office of Policy Innovation of the Future to talk with a number of Maine's leading foundation leaders. The foundation leaders have been pulled together by the Governor's office to explore different areas of Maine's economy and how the foundations might be able to play a role.
- Had the first opportunity to speak with the Labor and Housing Committee. This is a routine meeting MaineHousing has at the beginning of the legislative session to meet the new members of the committee and re-familiarize ourselves with existing committee members.
- Met with Governor Mills and discussed the new rent relief program. We have been meeting routinely with the Governor's office two or three times a week.
- Had a visit from OPEGA. They are opening up a review of the Maine's Historic Tax Credit program. We play somewhat of an administrative role for the historic tax credit that is issued in Maine and helps multi-family projects get developed and built. There is an affordable housing component.
- Spoke to the Maine Affordable Housing Coalition at their regular meeting, mostly concerning the tax credit program and the rent relief program.
- Met with the Association of General Contractors at their annual meeting. Talked with them about MaineHousing's huge multi-family pipeline.
- We were able to use the State Low Income Housing Tax Credit to leverage and extend the number of projects that we could normally do in a tax credit round. We will be doing 9 projects with over 435 units.
- We had a half day virtual all staff meeting. It went very well.
- There has been an uptick in the COVID cases in the Portland area shelters. Director Brennan has asked Senior Director of Communications and Planning, Denise Lord, to give a brief update on that.

Denise reported that there is an outbreak in the shelter population in the Portland area. The CDC is treating it as an outbreak which means there is daily contact with the shelters; they've instituted a testing protocol; those individuals that are testing positive are relocated to the quarantine and isolation shelter and receive ongoing testing and treatment there. There are 40 individuals currently at the quarantine shelter.

SINGLE FAMILY MARKET UPDATE

Director of Homeownership, Craig Reynolds, reported that MaineHousing's first home loan program faced many challenges related to COVID over the past year. The program has, however, performed beyond our expectations given the potential consequences of the pandemic. To start 2020, the first three bi-weekly loan purchase totals significantly exceeded those of the prior two years. Shortly thereafter the focus totally became on COVID and understanding its impact. Not only were we now dealing with the pandemic and staff working remotely, but also a move of the entire agency. Lenders established the ability to take applications, process and close home loans by refining their on-line tools and instituting remote practices. Realtors utilized virtual tools allowing home seekers to view properties and submit purchase offers. In 2020, the Maine Association of Realtors reported record real estate sales for the year with single family home sales up 9.82%. Our first home loan program also fared very well ending the year with 930 loans purchased with a total loan value of \$136.2 Million. Turning to the outlook for 2021, there is every indication that the housing market will remain strong fueled in large part by the near historic low interest rate which continue.

INTRODUCE HOME ENERGY ASSISTANCE PROGRAM

Manager of HEAP & Weatherization Services, Troy Fullmer, gave some general information about the Home Energy Assistance Program (HEAP) in preparation for the program year 2022. In Maine, the funding that we receive every year has been pretty steady for the past several years. About \$40 million comes into Maine. There are five tribal organizations that administer their own HEAP programs and about \$1.5 Million of that \$40 Million goes to those tribal organizations. On average a household can anticipate receiving a benefit of around \$600 to \$1,000. Income eligibility criteria is the greater of 150% of the federal poverty level or 60% of the state median income. In 2020, there were just over 34,000 households that received a regular fuel assistance benefit. About 3,400 households received emergency fuel assistance. Troy reviewed for the Commissioners the various components of HEAP such as weatherization, assurance 16, the nominal benefit of \$21.00 which helps households that live in subsidized housing but do not have a direct heating burden receive additional Supplemental Nutritional Assistance Program (SNAP) benefits. Another component is the Central Heating Improvement Program (CHIP) which provides properly functioning heating systems. CHIP provides for cleaning and tuning heating systems as well. We also fund our heat pump program with our HEAP dollars. There is additional funding set aside by the Maine Department of Health and Human Services to provide a supplemental benefit to HEAP eligible households who have children 17 years of age or younger in the home. Troy went over the next steps for program year 2022. He will report to the Commissioners at the March 16, 2021 meeting the outcome of the stakeholder meetings; he will ask the Commissioners to commence rulemaking at the April 20, 2021 meeting; hold a public hearing at the May 18, 2021 meeting; and ask the Commissioners to adopt the HEAP rule at the June 15, 2021 meeting.

LEGISLATIVE REPORT

Director of Government Relations, Erik Jorgensen, presented a brief update of legislative activity. We testified on the bond cap bill, which is a routine law that must be passed in order to authorize the issuance of public activity bonds. We also submitted testimony on the supplemental budget. We are keeping an eye on and will be participating in the historic tax credit bill. We are also set to testify on the biannual budget next week. We are still in a situation where most of the bills out there are in their title form only. Some titles we are watching right now range from providing increases in the real estate transfer tax, a Medicaid waiver to help people who are experiencing homelessness, the management of arrearages, and proposed bonds both for shelter construction and weatherization. Erik will be testifying on a bill that would supply extra money for general fund support for shelters.

EMERGENCY RENTAL ASSISTANCE

Deputy Director, Peter Merrill, gave an update on the \$200 Million Emergency Rental Assistance Program. We are in really good shape. We've got a lot of the paper work done and it is being translated. We've got FAQ's in place. On January 19th, the day before the inauguration, the Treasury put out guidance on how to run the program. The day after the inauguration, the Treasury put out another memo that said, hang on, we're going to revise what we sent out and we'll get it to you as soon as we can. To date, we still have not received that guidance. One thing we're waiting on is the type of documentation that is going to be required - what proof of income, what proof of lost wages is going to be acceptable. We're working on the program details but until we have that guidance we're not ready to launch. We've been doing a lot of outreach to the landlords, to the advocates, and others that are interested in this. We have an implementation team that is working with the CAP's. 90% of the money has to go to rent relief and 10% of the money can be used to administer the program and to provide stability services.

HOMELESS INITIATIVES UPDATE

Senior Director of Programs and acting Director of Homeless Initiatives, Lauren Bustard, talked about one of the projects Homeless Initiatives is working on, which is developing a regionalized

system where we would have service hubs and we would bring not only the providers together but also all the other related parties, like local housing authorities, the Department of Corrections, We contracted with the Corporation for Supportive Housing. We're working in collaboration with the Statewide Homeless Council and also DHHS. Lauren then presented a slide show describing the three levels of the system: Systems-level policy recommendations; program, advocacy and policy-level work; and access, assessment, prioritization, and coordination for homeless response system. Lauren reviewed the Beta Service Hub Structure and who is involved at each hub: Hub coordinators, shelter and outreach providers, local administration agency for BRAP/Shelter + Care, supportive housing providers and legal assistance. Lauren then reviewed the next steps.

Chair Merrill did express gratitude to our outgoing Commissioners, Donna Talarico, Larry Gross, and Tom Davis. On behalf of the Board and MaineHousing Staff, Mr. Merrill thanked them for their service and asked them to attend the March meeting to be recognized.

ADJOURN

Commissioner Joseph made a motion seconded by Commissioner Davis to adjourn the meeting. The meeting was adjourned at 10:58 a.m. by unanimous vote of the Board.

Respectfully submitted,

PY 2022 HEAP Stakeholder Input Summary of Themes

Program Year Period and Period to Use HEAP Benefits

Community Action Agencies (CAAs) have asked to start taking HEAP applications for the upcoming Program Year starting on July 1 and taking applications through June 30. This change would yield a more year-round program. Traditionally, CAAs start taking HEAP applications towards the end of August, no later than the first part of September and take applications through July 15 (or first business day following July 15 if it falls on a weekend).

A HEAP vendor suggested that MH consider shortening the period where a Program Year benefit can be used- to require benefits being issued and used in the same Program Year/heating season.

Heat Pumps

Definition- the current definition of a heat pump for HEAP is that heat pumps are secondary heating systems. This may create confusion if a heat pump is listed as a primary heating system in a HEAP application. CAAs recommend removing the term, “secondary”.

Remove “installation of a heat pump” from the priority service order and as a CHIP allowable use and add “installation of a heat pump” as an allowable use under the HEAP Weatherization section of Ch. 24 HEAP Rule.

Social Security Number Documentation

Currently SSN documentation must be provided by an applicant for all household members two years of age or older. There are a variety of documents that can be submitted that document the applicant’s SSN and full name. CAAs have asked that applicants self-attest for SSNs. If documentation of SSN is still required, two forms of documentation currently listed in Ch. 24 HEAP Rule need to be removed as the new documents no longer provide the full nine digit SSN: SSA-1099 tax form and Medicare card.

CAAs have asked to allow self-attestation for social security numbers; and to remove language in the Ch. 24 HEAP Rule, “unless the Applicant’s SSN can be verified by using the electronic verification process established between MaineHousing and the Social Security Administration.” as MaineHousing is not currently set up with the SSA to use this verification system.

Timing of Determining Benefits and Issuing Initial Payments

Traditionally, HEAP benefit amounts (dollars per point) are not determined until after MaineHousing receives the annual Notice of Award, which is around the end of October, first part of November, and the first full benefit payment run is completed mid-/late-November. CAAs have asked to have dollars per point established prior to October 1 and to have regular HEAP benefits issued and paid out on or as close to October 1 as possible. Getting regular HEAP benefits issued will help alleviate the large volume of households seeking emergency fuel assistance when ECIP starts on November 1. The language in the current Ch. 24 HEAP Rule states that MaineHousing will announce the actual dollar value of Consumption Based and DHLC (Design Heat Load

Calculation) points no later than fifteen (15) calendar days following the receipt of the federal HEAP grant award. Determining the dollars per point prior to MaineHousing receiving the new program year's HEAP grant award should not conflict with the process currently outlined in the Ch. 24 HEAP Rule.

Benefit Matrix

Move to conventional rounding for poverty level brackets. Language in Ch. 24 HEAP Rule currently reads that, "calculated poverty level amounts falling between brackets will be rounded to the next higher amount. For example: income at 75.1% will be round to 76%." Change process and language to use convention rounding when working with poverty level brackets. Poverty level amounts falling between brackets will be rounded down if .4 or less and rounded up if .5 or greater.

Update Heating Degree Days

Updated Heating Degree Day data is available and should be used to update the Heating Degree Days table that is used as part of determining HEAP benefit amounts.

New Home Energy Type

Add Bioheat product as a new Home Energy Type as energy type information is used as part of determining HEAP benefit amounts.

Start Date for Energy Crisis Intervention Program (ECIP)

The traditional start date for ECIP is November 1. CAAs would like to see this start date moved until later in the program year, after the initial regular HEAP benefit payment run is completed (usually towards the end of November). CAAs have asked for flexibility with starting ECIP using their discretion, no later than the day after the first regular HEAP payment is made.

Household Eligibility

Update language in Ch. 24 HEAP Rule regarding the amount of time an applicant will reside in their home during a heating season (Oct. 1- April 30). Current language states that in order to be eligible, an applicant, "... is a full-time resident of the State and resides or will reside in the Dwelling Unit full-time for at least four (4) months during the heating season...", "If the Date of Application is on or after February 1, the Household may be eligible for a Benefit if the Household provides documentation that it has been a full-time resident of the State for at least 60 days." HEAP applications are taken until July 15, which is two and a half months after the heating season ends. Need to revisit and revise language to account for households that may not have lived in the State during the heating season.

Household Eligibility- Categorical Eligibility

The LIHEAP Statute allows certain households to be considered "Categorical Eligibility" for HEAP, including households receiving TANF cash assistance. Currently in Maine, there is no system in place to allow households receiving TANF cash assistance to be considered categorically eligible for HEAP. MaineHousing has been asked to utilize categorical eligibility for families who receive TANF cash assistance.

Income Verification

Households applying for HEAP must provide income documentation for the previous 3 calendar months or 12 calendar months. Recommendation from CAAs is to make it a 1-month or thirty days

preceding the Date of Application. If this change is made, it will require language changes in the ECIP section of the Ch. 24 HEAP Rule related to income verification periods.

For self-employment income verification period, consider changing last 365 days to 12 months for lookback period.

Consider allowing deductions and expenses related to self-employment to be factored in when calculating household income for applicants completing a self-employment worksheet verses submitting a copy of a current year's filed tax return. Current practice is that when a household provides self-employment documentation using a self-employment worksheet deductions or expenses related to self-employment income shall not be factored in.

Income Inclusions

Consider adding Senior Community Service Employment Program income as countable income.

Benefit Determination- Calculating Heating Burden

When a household heats with electricity, and the consumption based method is used to calculate heating burden, a flat \$600 is deducted from the reported consumption to account for non-heating electricity use. CAAs suggest a more individualized approach that would use 70% of reported consumption to determine heating burden (30% would be removed for non-heating electricity use).

ECIP- Determining Energy Crisis

CAAs suggest considering a household with 1/4 tank of fuel in an ECIP situation verses the current 1/8 tank reading requirement (on a standard 275 gallon heating oil tank). Per the LIHEAP Statute, an "energy crisis" means weather-related and supply shortage emergencies and other household energy-related emergencies. The LIHEAP Statute establishes required timeframes that energy crisis (non-life threatening) and life threatening situations must be resolved; however, the Statute does not provide any additional guidance regarding what constitutes an energy crisis beyond what is listed above.

Payments to Vendors

Vendors expressed that they do not receive payments for TANF Supplemental deliveries and ECIP deliveries within the ten day payment period as specified in Vendor agreements (MH to issue payment within ten days of receiving and approving submitted documentation). Vendor suggested forming a working group to help identify ways to address payment issues. EHS thinks there may be value in doing away with the requirement for vendors to charge their daily cash price and expand the amount of time to pay for deliveries, such as 15 or 20 business days.

Selection of Fuel Type (no impact to HEAP Rule)

Households that have fuel tanks outside or in unheated spaces are assigned their HEAP benefit for K1 (kerosene) even if they traditionally use and want #2 heating oil. Some HEAP vendors suggest that perhaps the questions or the way the questions are asked regarding heating systems and fuel tank location during HEAP application intake may not accurately portray the client's situation and the client may be assigned to receive K1 when in fact they could have received #2 oil. A recommendation was made for MH to consult with the Maine Energy Marketers Association regarding recommendations regarding when to use K1 vs. #2 oil. Vendor suggested removing K1 requirement if tank is in a basement.

Low Income Assistance Program (LIAP) (no impact to HEAP Rule)

Electricity utility company suggested having applicants in subsidized housing have their medical provider fill out documentation regarding oxygen use. CMP and Versant send MH their oxygen forms that were distributed to CAAs.

There are discussions being held regarding CAAs being able to process/submit LIAP applications with CMP prior to HEAP eligibility being submitted to CMP. CAAs agree that this would streamline the process considerably. It would be helpful if CAAs could see eligibility and/or benefit amounts for LIAP.

Annual Consumption Reporting (no impact to HEAP Rule)

Vendors asked if the requirement to list ECIP gallons on the ACR can be removed and if ECIP data could be prepopulated into the ACR- post payment process like TANF Supplemental. A suggestion was made to form a working group to look at the ACR process and see if efficiencies can be identified.

Emergency Fuel Deliveries (no impact to HEAP Rule)

CAAs would like to discuss the ECIP and Upfront processes to see if efficiencies can be gained. A vendor suggested a combine ECIP and Upfront form would be helpful and include a “non-urgent” option/designation. A suggestion was made to form a working group to look for ways to streamline and simplify the process.

Asset Management Department Memorandum

To: MaineHousing Board of Commissioners
From: Robert Conroy – Director, Asset Management
Date: March 9, 2021
Subject: March Board Report - Asset Management

Completion of HUD's Annual Compliance Review (ACR)

MaineHousing is the Performance Based Contract Administrator (PBCA) administering the Section 8 program in Maine on behalf of HUD. Our responsibilities include annually processing roughly \$75 million in rental assistance, performing program audits of properties, issuing regular reports to HUD, working with Residents and Owners and ensuring the program operates as intended. As a result of this, HUD performs a compliance review of Asset Management on an annual basis to determine if we are meeting the terms of our Contract.

HUD began our 2020 ACR on Thursday December 17, 2020 with an entrance interview and concluded our review on Thursday, February 11, 2021 with an exit interview and the subsequent issuance of a summary letter. The review covered the period from 10/1/2019 thru 9/30/2020.

In its summary letter HUD provided the following:

*Our enclosed ACR report has **No Performance Findings**. Therefore, no response from your office is required. The CTR provided several recommendations for completing MORs during the ACR as outlined in the report during our Exit Conference. Our office is acknowledging your organization's overall performance and continued success administering the PBCA program for HUD in **ME**.*

We are appreciative of HUD's recognition of these efforts over the past year, but must also make clear that 2020 was unlike any other year in terms of challenges. Despite it all, we were able to successfully complete all of our responsibilities under the contract. That made this year's ACR results even more rewarding.

Communications & Planning Department Memorandum

To: Board of Commissioners
From: Denise Lord
Date: March 9, 2021
Subject: March Board Report

Over the last month, the CPD team has worked with MaineHousing and CAA staff to design and implement the new Emergency Rental Assistance Program. Most of our department has been involved in aspects of program design, data gathering, public relations and communications, and launching the program on our website. A few key points:

Our Communications and Marketing team:

- Fielded 36 contacts from 12 reporters asking about the program, requesting interviews, and clarifying program details. This resulted in 8 interviews with Dan including Newscenter Maine, WGME, WMTW, WGAN, Marketplace (NPR), Fox 23, and the Bangor Daily News.
- Designed and developed the content for the website, which is the public's main form of access to the program. This included creating content that was easy to understand, developing FAQs for tenants and landlords, facilitating the translation and posting of the program documents and web information into 8 languages (Arabic, French, Spanish, Somali, Khmer, Vietnamese, Lingala, and Portuguese), and developing tools such as an income calculator and a way to identify one's local community action agency. The Emergency Rental Assistance page had over 44,000 hits during the first week of the program.
- Managed our social media engagement about the program, which has been significant. This included over 50 direct messages with members of the public over the last month, and responding to comments and questions posed on public posts. The engagement on our Facebook posts in the last month increased over 224% over the previous 28 days.
- Edited and provided feedback on a new PSA about the program, which should launch within the next week or so.
- Provided email updates to the list of 5,425 people signed up for ERA program information.
- Continues to update program information on social media and the website, develop additional collateral as identified by partners, and provide the Community Action Agencies with messaging and marketing materials as necessary.

Our policy and research team are responsible for the data collection and reporting components of the program including

- Working with the software developer for EmpowOR, modifying the application to capture the needed data to comply with US Treasury reporting requirements.
- Developing an internal dashboard for monitoring program administration and a public facing dashboard to track use of the program.

We assumed responsibility for designing the **Housing Stability Services** component of the Emergency Rental Assistance program:

- Developed an Operating Framework for the delivery of housing stability services;
- Requested budgets from the CAAs for its administration and needed services;
- Issued three Request for Proposals for
 - Legal aid and training
 - Mediation services
 - Application assistance, community engagement, and cultural support services

And finally, we are managing partner engagement and outreach to include reaching out to DHHS, landlords, utilities, tribal nations, and others

Policy Engagement:

- We hosted the last meeting of community land trusts. We will regroup once we have a First Home Loan product for their consideration. We were also strongly encouraged to continue our efforts to support small 3-10 unit rental property development.
- At the request of Rep. Holly Stover, we are working with recovery residences and the Maine Human Rights Commission to clarify the ability of recovery residence providers to end tenancy if a resident does not comply with house rules regarding behavior.

Strategic Plan Implementation/Innovation

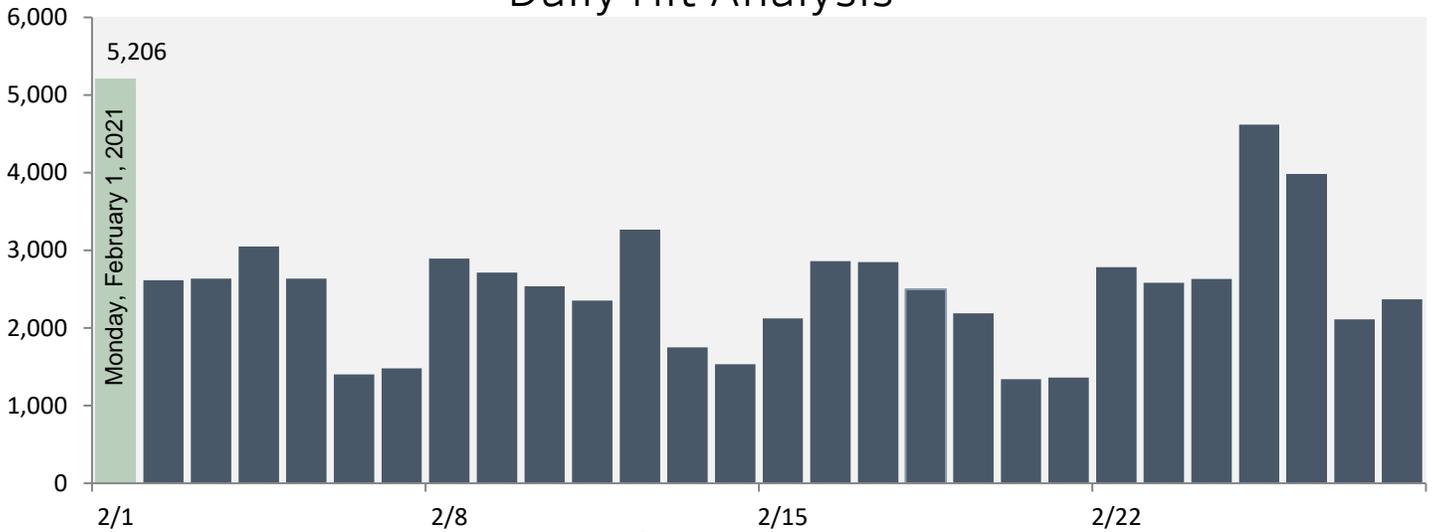
- The Affordable and Supportive Housing working group continues to review financing and service options for the development of additional permanent supportive housing.

Interagency Collaboration

- We held our first meeting of regularly scheduled meetings with DHHS Office of Aging and Disability Services that addressed independent living programs for persons with disabilities and implementation of the state’s Age Friendly Plan. We assisted with outreach to multifamily housing for older adults to coordinate vaccination clinics.

February 2021 - MaineHousing Website Quickstats

Daily Hit Analysis



Top Content

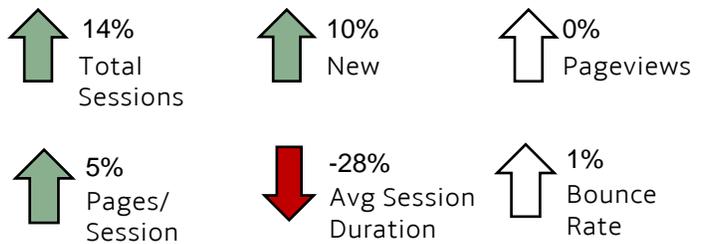
- 1 Emergency Rental Assistance Program
- 2 COVID-19 Rental Relief Program
- 3 MaineHousing Website
- 4 First Home Loan Program
- 5 First Home Loan

Top Documents

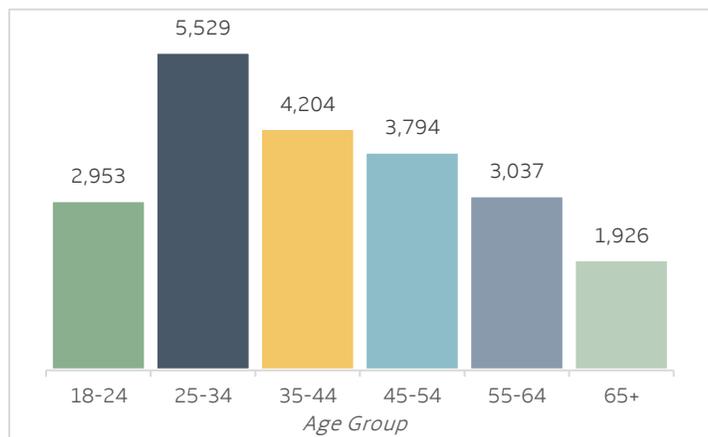
- 1 ERA Income Limits
- 2 SAMPLE ERA Landlord Application
- 3 Cumberland County Subsidized Housing List
- 4 Fair Market Rents
- 5 Kennebec County Subsidized Housing List

Statistics at a Glance

Compared to previous month



Visitor Profile

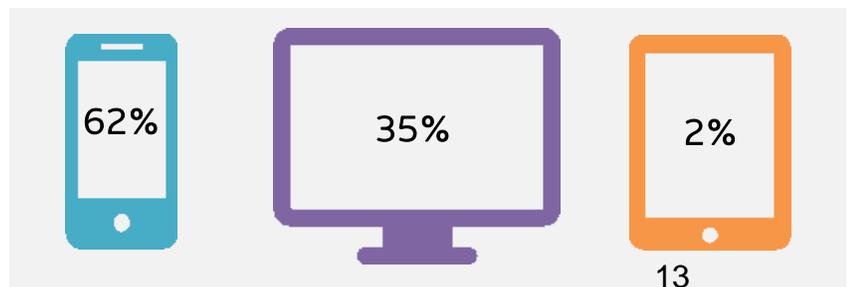
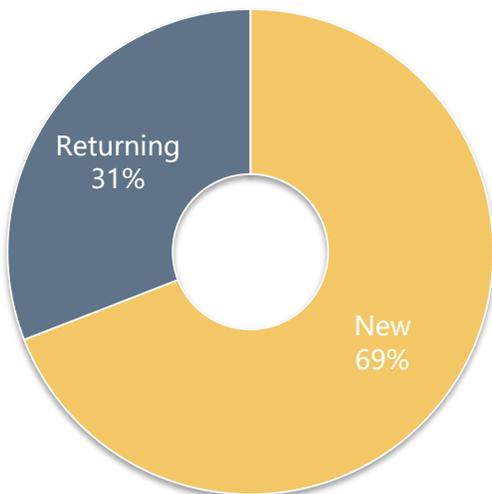


60%



40%

New vs Returning Users



13

Definitions

Daily Hit Analysis - This chart shows the number of visits made to the website per day.

Top Content - The top 5 pages visited on the website. This includes webpages only.

Top Documents - The top 5 documents visited on the website. This includes documents only.

Statistics at a Glance

Total Sessions - Total number of visits made to the site. An increase in this number is seen as positive.

New Users - A new user is someone who has not previously visited the site within the allotted time period. For this report it is 30 days. This number is used as a benchmark. An increase in this number is seen as neither negative nor positive.

Pageviews - The total number of web pages viewed on the site. An increase in this number is seen as positive.

Pages/Session - The average number of pages viewed per session. A session is defined as the entire time a specific visitor spends on the site. An increase in this number is seen as positive.

Avg Session Duration - The average amount of time spent per session. A session is defined as the entire time a specific visitor spends on the site. An increase in this number is seen as positive.

Bounce Rate - The percentage of visitors that view one page on your site and then leave. This number should be low. An increase in this number is seen as negative.

New vs Returning Users - Charts the % of new users vs returning users. A new user is someone who has not previously visited the site within the allotted time period. For this report that time period is 30 days. Neither an increase nor decrease is desired for either new or returning users. This chart helps serve as a benchmark for items such as new program releases, application openings for long standing programs and ad campaigns.

Visitor Profile



% of visitors who are women



% of visitors who are men

Age Group - Charts out visitors in common age groupings.



% of visitors viewing the site on a cell phone



% of visitors viewing the site on a laptop or desktop



% of viewing visiting the site on a tablet



Development Department Memorandum

To: MaineHousing Board of Commissioners
From: Mark C. Wiesendanger, Director of Development
Date: March 16, 2021
Subject: Monthly Report

2021 9% Low Income Housing Tax Credit Program (LIHTC) Applications

The 2021 9% and 4%/Maine Affordable Housing Tax Credit have officially been awarded. In total, 9 projects and 430 units were funded. The winners are as follows:

9% LIHTC

Table with 3 columns: Project Name, Location, and Developer. Rows include Oak Grove Estates, Front ST Housing II, Martel School Apts., The Uptown, Sr. Living at the Market Place, Bath, Portland, Lewiston, Bath, Augusta, Realty Resources, Portland Housing Authority, Lewiston Housing Authority/Avesta Housing, Szanton Company, and Tim Gooch.

4% LIHTC/Maine Affordable Housing Tax Credit

Table with 3 columns: Project Name, Location, and Developer. Rows include Mary ST Apartment Homes, Middle ST Apts., 337 Cumberland AVE, Valley ST Apts., Skowhegan, Portland, Portland, Portland, KVCAP, CHOM, Portland Housing Authority, and Avesta Housing.

4% LIHTC/Maine Affordable Housing Tax Credit Allocation Discussion

On March 2, Development met with interested parties to discuss the recent allocation of Maine Affordable Housing Tax Credits combined with 4% LIHTC. Recently, we opted to award the additional funding to projects that competed for 9% LIHTC, thereby increasing the number of projects funded from 5 to 9.

The general consensus was that it was a good use of funds for this round. However, in future rounds some would like to see the Maine Affordable Housing Tax Credits used differently. Some ideas of alternate uses include:

- In a 4% LIHTC walk-in program
• Not specifically for projects in Difficult Development Areas (DDAs) or Qualified Census Tracts (QCT's)
• At different times of the year
• For more rural projects

It was a robust and thoughtful discussion. MaineHousing is considering the comments and looking into what changes can and should be made to the allocation process.

Development Staff

In order to compensate for a marked increase in workload, due to additional funding resources, Development is hiring three new employees – one Loan Officer, one Construction Analyst, and one Development Assistant. The positions are currently open and can be seen on our website:

<https://mainehousing.org/about/careers>

Energy & Housing Services Department Memorandum

To: MaineHousing Board of Commissioners
From: Daniel Drost, Director of Energy and Housing Services
Date: March 16, 2021
Subject: EHS Monthly Report – March 2021

HOME ENERGY ASSISTANCT PROGRAM (HEAP)

PRODUCTION STATISTICS FOR PROGRAM YEAR 2021 (BEGUN AUGUST 24, 2020)

Number of Applications	PY 2021 THRU 3.5.2021	PY 2020 THRU 2.28.2020	+/-	% change
Total Applications Taken	41,252	39,112	+2,140	+5.5%
Confirmed Eligible/Paid	26,386	26,955	-569	-2.1%
Pending (in process)	8,358	9,052	-694	-7.7%
Other (ineligible, denied, void, etc.)	6,508	3,105	3,403	+109.6%

HEAP Program Year 2022 Planning- Partner Engagement

Energy and Housing Services Department (EHS) recently participated in several meetings with a variety of partners as part of the HEAP planning process for PY2022:

- February 3, met with the Community Action Agencies’ (CAA) Energy Council and Housing Council to receive their input regarding what they think is working well, what is not working well, and what they may want to see differently with HEAP in PY2022;
- February 10, met with the CAA Energy Council to review recommendations for possible changes with the HEAP that came out of a program Lean exercise that was completed January- April 2019; and
- February 18, met with the HEAP Stakeholder Working Group that consisted of ~50 participants representing the CAAs, HEAP fuel vendors, and Maine Equal Justice Partners.

Information gathered through these meetings is being considered as MaineHousing refines the list of changes that will be considered in preparation for HEAP PY2022. EHS will provide written responses to the CAAs’ Energy & Housing Councils’ and HEAP Working Group’s recommendations by April 1, 2021.

Emera Restructuring Rate Relief Benefit

Versant Power agreed to provide supplemental assistance to HEAP eligible households in connection with the approval of Versant’s acquisition of Emera Maine. The Maine Office of the Public Advocate (OPA) and MaineHousing partnered together to distribute \$5 million of funding made available through the acquisition to HEAP qualified customers of Versant Power, Eastern Maine Electric Cooperative, Houlton Water Company, Van Buren Light & Power and Isle au Haut

Electric Power Company. Eligible households are receiving a one-time, up to \$350 credit on their electricity account. This benefit is in addition to households' regular HEAP benefits.

As of the end of February 2021, over 11,460 HEAP clients received the Rate Relief credit (includes 318 clients receiving HEAP through Tribal Organizations) for a total of \$3,971,818 credits issued. Rate Relief credits will continue to be issued to households that are approved for HEAP in Program Year 2021 and were not previously served in Program Year 2020.

LEAD PAINT HAZARD REDUCTION PROGRAMS:

MaineHousing's Lead Hazard Reduction Programs provide grants to homeowners and owners of rental properties in Maine to help make their homes and rental properties lead safe. Priority for these program funds are granted to abatement projects for housing in which a child resides and who has been determined to have an elevated blood lead level. The lead program is delivered by three Community Action Agencies (Aroostook County Action Program, Community Concepts, Inc., and Penquis Community Action Program).

In 2019, MaineHousing was awarded \$3.8 million from the U.S. Department of Housing and Urban Development for the Lead Hazard Reduction Program (LHR) to complete lead hazard reduction statewide in 240 units. The period of performance for this program is February 3, 2020 through August 3, 2023. Like the rest of the nation, MaineHousing was unable to meet production benchmarks in 2020 due to challenges created by the pandemic. However, there is a strong pipeline and we predict we will be back on track early summer.

Total Units By Status and Agency

	ACAP	CCI	PCAP	Total
Complete	1	8	0	9
Declined	0	2	4	6
Under Contract	0	55	39	94
Pending ER Approval	0	2	0	2
Total	1	67	43	111

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

Total Units By Status and Agency

	ACAP	CCI	PCAP	Total
Complete	2	86	42	130
Under Contract	0	26	9	35
Out To Bid	0	0	6	6
SHPO	0	0	10	10
Total	2	112	67	181

WEATHERIZATION ASSISTANCE PROGRAM (WAP):

MaineHousing's Weatherization Program provides grants to low-income homeowners and renters with installation of energy conservation measures in their homes. The weatherization measures installed are intended to reduce the home's energy costs by improving home energy efficiency. The Weatherization Program is delivered statewide through the network of Community Action Agencies (CAAs). Western Maine Community Action Program (WMCA), services residents of Franklin County shared the following client email:

"I just wanted to let you know how very pleased I am with the work that has been done on my home this past month. I was so impressed with the quality and quantity of work performed by F and E builders. These men are so well qualified for the jobs they did. They were very courteous, friendly, polite, and efficient. They cleaned up after themselves every day before they left. They were always on time and. always informed me when they weren't able to be here when circumstances prevented them from coming here. Every job, and there were MANY, was done professionally and with expertise.

I want to thank them and WMCA for this wonderful gift to me. My home is so much warmer than it was before the work was done. I am always warm which is wonderful for someone as old as I am. ☺ I couldn't be happier and will always be thankful for your help in making this possible. I am so very fortunate to have been the receiver of such a gift."

Finance Department Memorandum

To: Board of Commissioners

From: Darren R. Brown

Date: March 9, 2021

Subject: Monthly Report – Finance Department

ACCOUNTING AND FINANCIAL REPORTING:

- The audit of the financial statements for the year ended December 31, 2020 is ongoing. The purpose of this audit is to ensure that the financial statements prepared in-house are properly done in accordance with accounting rules and requirements, and that they are free of material misstatements.

The Accounting and Financial Reporting (AFR) staff worked closely with the auditors from Baker Newman Noyes providing various schedules and documents, addressing questions, and preparing the financial statements. The auditors will be finalizing their work over the next several weeks. MaineHousing's bond resolution requires that the audited year-end financial statements be completed and submitted to our trustee by the end of March each year.

The auditors are scheduled to work on the Uniform Grant Guidance Audit in April. This is an audit of the various federal programs that are administered by MaineHousing. For the year ended December 31, 2020, MaineHousing administered and disbursed approximately \$186 million through twenty-two different federal programs.

Major federal programs are audited on a rotating basis and the programs for the 2020 audit have not been determined by the auditors at this point. The Uniform Grant Guidance Audit needs to be completed and filed with the federal Single Audit Clearinghouse and the HUD Real Estate Assessment Center (REAC) within nine months after year end. The AFR staff will be working with the program departments to compile and prepare information for this audit in the coming weeks.

LOAN ADMINISTRATION:

- The Loan Administration staff continues to work closely with our single-family loan servicers in responding to COVID-19 hardship requests and the volume of loans in forbearance due to the pandemic remains steady. Since the inception of COVID-19, 4.6% (492 loans) of MaineHousing's single-family loan portfolio received financial hardship relief.

Of the total borrowers assisted, 254 or 52% have brought their loan current and are no longer in forbearance or delinquent status. Eighty borrowers reinstated by making full payment, forty-six utilized the Maine HOPE program, ninety-two were reinstated through a loan modification, thirty-two received advances from FHA's partial claim, and four were reinstated with a repayment plan.

The 238 loans in forbearance at the end of February represents 2.24% of the portfolio. The Mortgage Bankers Association reported that the national forbearance rate was 5.23% as of the end of February.

Delinquency rates have also remained stable. The total delinquency rate at the beginning of 2020, just before the start of the pandemic, was 7.15%. The rate has decreased slightly and is 7.04% as of the end of February.

- The federal moratorium on foreclosures and evictions was again extended in February and it now runs through June 30, 2021. Properties that are vacant and abandoned remain excluded from the moratorium. Of MaineHousing's fifty-one loans currently in foreclosure, there are eleven vacant properties that are moving through the foreclosure process. In addition, there are six loans that are 60+ days delinquent that have been reported vacant. Four of these loans are listed for sale and the other two may be reoccupied or considered for a deed-in-lieu of foreclosure.



Finance Department Memorandum

To: Board of Commissioners
From: Darren R. Brown
Date: March 9, 2021
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 one month period ended January 31, 2021.

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

Total combined assets are approximately \$2 billion and total combined liabilities approximate \$1.65 billion. Total net assets amount to approximately \$382 million. Total combined revenues approximate \$28.1 million and total expenses amount to approximately \$26.6 million, which results in net operating income of \$1.5 million. Total combined net operating income for this one month period in 2020 was \$1.3 million. Overall, the operating results through one month in 2021 are consistent with the prior year.

The net operating income for the Mortgage Purchase Fund (MPP), MaineHousing's largest fund group, is approximately \$0.2 million compared to net operating income of \$0.4 million in 2020. MPP's net operating income has decreased by \$0.2 million and is due mainly to lower interest rates, which has lowered interest income from non-mortgage investments. Income from investments is approximately \$0.4 million lower 2021.

BUDGET RESULTS

Also attached are the budget variance results for the period ended January 31, 2021. 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 2021 are \$76.4 million and total expenses are budgeted at \$71.6 million. Total actual revenues as of January 31, 2021 amount to \$5.8 million, while total expenses amount to \$5.7 million. For the one month period ended January 31, 2021, revenues exceed expenses by approximately \$0.1 million.

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**.

Total 2021 operating expenses are budgeted at approximately \$19.5 million. As of January 31, 2021, approximately \$1.7 million or 9% of the total operating budget has been used. Total other program administrative expenses are budgeted at \$8.8 million and actual expenses amount to \$0.5 million as of January 31, 2021. Overall, expenditures in these areas are consistent with that anticipated for the period.

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 2021 is \$385,000. Expenditures amounted to \$10,500 as of January 31, 2021 and were for software upgrades to the Hancock systems used to administer the federal LHEAP and Weatherization programs.

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 January 31, 2021.

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

	<u>Memorandum Only Combined Totals</u>		<u>Mortgage Purchase Fund Group</u>	<u>Bondholder Reserve Fund</u>	<u>General Fund</u>	<u>HOME Fund</u>	<u>Federal Programs Fund</u>	<u>Other Funds</u>	<u>Maine Energy Housing & Economic Recovery Funds</u>
	<u>2020</u>	<u>2021</u>							
ASSETS:									
Cash, principally time deposits	31,047	40,405	19,430	4	14,859	13	6,099	0	0
Investments	385,804	473,677	404,818	8,054	20,921	23,627	0	12,013	4,244
Accounts receivable - Federal	3,324	9,533	0	0	0	0	9,533	0	0
Assets held for sale	3,234	0	0	0	0	0	0	0	0
Accrued interest and other assets	13,242	14,049	10,192	1	46	2,121	1,546	115	28
Mortgage notes receivable, net	1,446,378	1,458,003	1,416,453	0	5,789	26,172	0	0	9,589
Other notes receivable, net	246	212	0	0	202	0	0	10	0
Land, equipment and improvements, net	13,617	18,174	22	0	18,152	0	0	0	0
Other real estate owned	929	9	9	0	0	0	0	0	0
Accumulated decrease in fair value of hedging derivatives	10,860	18,409	18,409	0	0	0	0	0	0
Deferred pension expense	610	577	319	2	54	0	0	202	0
Deferred amount on debt refundings	3,677	3,082	3,082	0	0	0	0	0	0
Total Assets	1,912,968	2,036,130	1,872,734	8,061	60,023	51,933	17,178	12,340	13,861
LIABILITIES AND NET ASSETS:									
Accrued interest payable	9,323	9,247	9,136	0	0	0	0	0	111
Accounts payable - Federal	464	361	0	0	0	0	361	0	0
Accounts payable & accrued liabilities	6,473	4,749	171	4	3,251	4	1,316	3	0
Unearned income	7,635	17,120	0	0	0	0	623	16,497	0
Net pension liability	2,282	2,819	1,558	9	266	0	0	986	0
Deferred pension credit	867	243	134	1	23	0	0	85	0
Derivative instrument - interest rate swaps	10,860	18,409	18,409	0	0	0	0	0	0
Interfund	0	0	3,719	21	79	(9,115)	9,500	(4,204)	0
Mortgage bonds and notes payable, net	1,504,660	1,600,674	1,558,323	0	19,623	0	0	0	22,728
Deferred grant income	0	684	0	0	0	0	684	0	0
Deferred loan origination points	26	22	22	0	0	0	0	0	0
Total Liabilities	1,542,590	1,654,328	1,591,472	35	23,242	(9,111)	12,484	13,367	22,839
NET ASSETS:									
Restricted Net Assets	334,140	345,021	281,262	8,026	0	61,044	4,694	(1,027)	(8,978)
Unrestricted Net Assets	36,238	36,781	0	0	36,781	0	0	0	0
Total Net Assets	370,378	381,802	281,262	8,026	36,781	61,044	4,694	(1,027)	(8,978)
Total Liabilities and Net Assets	1,912,968	2,036,130	1,872,734	8,061	60,023	51,933	17,178	12,340	13,861

MAINE STATE HOUSING AUTHORITY
STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET ASSETS
FOR THE PERIOD ENDED JANUARY 31, 2021
(IN THOUSANDS OF DOLLARS)

	<u>Memorandum Only Combined Totals</u>		<u>Mortgage Purchase Fund Group</u>	<u>Bondholder Reserve Fund</u>	<u>General Fund</u>	<u>HOME Fund</u>	<u>Federal Programs Fund</u>	<u>Other Funds</u>	<u>Maine Energy Housing & Economic Recovery Funds</u>
	<u>2020</u>	<u>2021</u>							
REVENUES:									
Interest from mortgages and notes	5,278	5,100	5,064	0	25	7	0	0	4
Income from investments	533	85	82	0	1	1	0	1	0
Net increase (decrease) in the fair value of investments	3	19	18	0	1	0	0	0	0
Fee income	612	671	1	0	9	0	649	12	0
Other revenue	3	0	0	0	0	0	0	0	0
Grant income	7,387	11,285	0	0	0	0	11,281	4	0
Income from State	1,563	2,065	0	0	0	2,065	0	0	0
Federal rent subsidy income	8,465	8,917	0	0	0	0	8,917	0	0
Gain on bond redemption	0	0	0	0	0	0	0	0	0
Total Revenues	23,844	28,142	5,165	0	36	2,073	20,847	17	4
EXPENSES:									
Operating expenses	1,651	1,659	0	0	1,659	0	0	0	0
Other program administrative expenses	590	383	370	0	(1)	0	14	0	0
Mortgage servicing fees	144	144	143	0	1	0	0	0	0
Provision for losses on loans	0	0	0	0	0	0	0	0	0
Losses on foreclosed real estate	0	0	0	0	0	0	0	0	0
Interest expense	3,725	3,644	3,575	0	0	0	0	0	69
Grant expense	7,828	11,832	0	0	0	547	11,281	4	0
Federal rent subsidy expense	8,590	8,892	0	0	0	0	8,892	0	0
Loss on bond redemption	0	0	0	0	0	0	0	0	0
Excess arbitrage	0	0	0	0	0	0	0	0	0
Allocated operating costs	0	0	906	5	(1,490)	0	567	12	0
Total Expenses	22,528	26,554	4,994	5	169	547	20,754	16	69
Net Operating Income (Loss)	1,316	1,588	171	(5)	(133)	1,526	93	1	(65)
Transfers between funds, net	0	0	0	0	15	0	(15)	0	0
Change in net assets	1,316	1,588	171	(5)	(118)	1,526	78	1	(65)
Net assets at beginning of year	369,062	380,214	281,091	8,031	36,899	59,518	4,616	(1,028)	(8,913)
Net assets at end of period	370,378	381,802	281,262	8,026	36,781	61,044	4,694	(1,027)	(8,978)

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

(IN THOUSANDS OF DOLLARS)

	Mortgage Lending Activities Actual	Federal & Other Program Administration Actual	Total Combined Actual	Total Annual Budget	Total Under/(Over)	% Variance
REVENUES:						
Interest from mortgages and notes	5,089	0	5,089	64,025	58,936	92%
Income from investments	83	1	84	1,500	1,416	94%
Fee income	10	661	671	10,764	10,093	94%
Other revenue	0	0	0	140	140	100%
Total Revenues	5,182	662	5,844	76,429	70,585	92%
EXPENSES:						
Operating expenses	1,080	579	1,659	19,510	17,851	91%
Other program administrative expenses	513	14	527	8,811	8,284	94%
Interest expense	3,575	0	3,575	43,270	39,695	92%
Total Expenses	5,168	593	5,761	71,591	65,830	92%
Excess Revenues Over Expenses	14	69	83	4,838	4,755	98%

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

ATTACHMENT B

	Total Annual Budget	Total Year to Date Actual	Budget Available	Percentage of Budget Available
Operating Expenses				
Salaries	10,777,009	981,011	9,795,998	91%
Payroll Taxes	788,606	67,895	720,711	91%
Retirement	1,065,276	83,681	981,595	92%
Medical and Life Insurance	2,619,299	207,094	2,412,205	92%
Other Fringe Benefits	10,000	280	9,720	97%
Office Supplies	54,095	3,903	50,192	93%
Printing	118,044	919	117,125	99%
Membership and Dues	61,745	13,560	48,185	78%
Subscriptions	22,660	1,288	21,372	94%
Sponsorships	13,500	0	13,500	100%
Staff Educ/Train/Conf	114,176	8,991	105,185	92%
Travel/Meals - Staff Educ/Train/Conf	74,801	0	74,801	100%
Partner/Client Train/Meetings	56,672	500	56,172	99%
Travel/Meals - Partner/Client Training	46,325	151	46,174	100%
Staff Events	10,225	239	9,986	98%
Meals - Staff Events	16,175	0	16,175	100%
Leased Vehicles	141,429	7,761	133,668	95%
Computer Supplies	19,300	427	18,873	98%
Computer License SAAS	177,415	14,915	162,500	92%
Rent-Other	34,130	3,311	30,819	90%
Computer Maintenance	622,493	54,723	567,770	91%
Depreciation	940,000	75,998	864,002	92%
Telephone	125,384	9,951	115,433	92%
Employment Advertising	3,400	0	3,400	100%
Postage and Shipping	97,050	21,103	75,947	78%
Insurance	90,935	125	90,810	100%
Recording Fees	1,300	19	1,281	99%
Payroll Services	36,075	2,356	33,719	93%
Audit Services	153,800	0	153,800	100%
Building Interest Expense	491,495	42,513	448,982	91%
Property Expenses	410,779	32,547	378,232	92%
Professional Services	316,088	23,736	292,352	92%
Total Operating Expenses	19,509,681	1,658,997	17,850,684	91%
Other Program Administrative Expenses				
Loan foreclosure expenses	200,000	25,195	174,805	87%
REO expenses	50,000	0	50,000	100%
Mortgage Servicing fees	1,820,000	144,376	1,675,624	92%
Provision for losses on loans & REOs	175,000	0	175,000	100%
Loan Origination expenses	3,000,000	182,876	2,817,124	94%
Bond Issuance Costs	900,000	0	900,000	100%
Trustee/Bank fees	158,000	13,560	144,440	91%
Program advertising/printing	147,500	0	147,500	100%
Bond and mortgagee insurance	15,200	0	15,200	100%
Variable rate bond remarket/liquidity facilities	1,175,000	108,352	1,066,648	91%
Cash flow/arbitrage/swap consultants/legal	600,000	38,893	561,107	94%
Homebuyer education	110,000	0	110,000	100%
Program administrator fees	447,000	14,587	432,413	97%
Section 8 security deposits/landlord incentives	13,000	0	13,000	100%
Total Other Program Administration Expenses	8,810,700	527,839	8,282,861	94%

**MAINE STATE HOUSING AUTHORITY
CAPITAL BUDGET
FOR THE PERIOD ENDED JANUARY 31, 2021**

ATTACHMENT C

Description	2021 Budget	2021 Actual	Budget Available	% Expended
Computer Hardware:				
Network backup hardware - Data Domain	50,000	0	50,000	
Laptops	18,000	0	18,000	
Total computer hardware	<u>68,000</u>	<u>0</u>	<u>68,000</u>	<u>0%</u>
Computer Software:				
Enterprise multi-family housing system	170,000	0	170,000	
Coordinated Entry Portal - client list software homeless programs	10,000	0	10,000	
Mobile device management system	5,000	0	5,000	
Website redesign	27,000	0	27,000	
Hancock system upgrades (LIHEAP & Wx Programs)	50,000	10,500	39,500	
Salesforce software upgrades (Lead Program)	10,000	0	10,000	
Single Family loan servicing system modifications	10,000	0	10,000	
Community Outreach Dashboard	25,000	0	25,000	
Emphasys (AOD) Single Family lender (LOL) & tracking (LT) systems modifications	10,200	0	10,200	
Total computer software	<u>317,200</u>	<u>10,500</u>	<u>306,700</u>	<u>3%</u>
Total	<u><u>385,200</u></u>	<u><u>10,500</u></u>	<u><u>374,700</u></u>	<u><u>3%</u></u>

**MAINE STATE HOUSING AUTHORITY
MEMBERSHIPS, DUES, AND SPONSORSHIPS
FOR THE PERIOD ENDED JANUARY 31, 2021**

ATTACHMENT D

Description	Amount
Memberships and Dues	
Kennebec Valley Board of Realtors - annual affiliate membership	171
Maine Association of Mortgage Professionals - annual membership	375
Maine Bankers Association - annual affiliate membership	950
Maine Real Estate Management Association - annual membership	125
National Leased Housing Association - annual membership	600
National Association for State Community Services Programs - annual membership	2,603
National Energy Assistance Directors' Association - annual membership	6,341
International Code Council - annual membership	145
Council of State Community Development Agencies - annual membership	1,500
American College of Mortgage Attorneys - employee dues	525
American College of Real Estate Lawyers - employees dues	225
Total	\$ 13,560
 Sponsorships	
Total	\$ -



Finance Department Memorandum

To: Board of Commissioners
From: Darren Brown
Date: March 5, 2021
Subject: Monthly Delinquencies Report

MULTI-FAMILY DELINQUENCIES

The Multi-Family portfolio totals \$669 million with 1,144 loans as of February 28, 2021. There are no 60+ days delinquent loans, as shown in *Exhibit 1*. The delinquency rate is 0.00%. 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 \$957 million with 10,624 loans as of January 31, 2021. The over 60-day delinquencies decreased from 4.64% to 4.34% and the in-foreclosures decreased from 0.47% to 0.45%. The over 60-day delinquencies amount to \$42 million, with approximately \$4.3 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 4.34%; and the overall delinquency rate by loan count is 4.41%. As reflected in *Exhibit 5*, the overall delinquency rate by loan count is below the delinquency rate for all Maine Loans.

Servicer Delinquencies – As of January 31, 2021, Bank of America, NA had the highest overall delinquency rate of 17.07%, with an in-foreclosure rate of 2.21%. Delinquencies for our largest servicer, Mortgage Servicing Solutions, decreased from 4.98% to 4.75%, while the in-foreclosure rate decreased from 0.42% to 0.41%. Bangor Savings Bank had the lowest rate of delinquencies at 1.56%. Delinquency rates for each servicer are shown in *Exhibit 3*.

Delinquencies by Insurance Type – In January 2020, FHA insured loans had the highest delinquency rate by total insurance type of 7.33%, with in-foreclosures at 0.57%. When compared to the total loan portfolio, RD insured loans had the highest delinquency rate of 2.41%, with in-foreclosures at 0.26%. Delinquencies by insurance type and the portfolio as a whole are shown in *Exhibit 6*.

FHA insured loans comprise 17% of the Single-Family portfolio and 28% of delinquencies, while RD insured loans comprise 59% of the portfolio and represent 55% 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. In January 2021, we have assisted 116 borrowers with various foreclosure prevention options. By December 2020, we assisted a total of 1,652 borrowers. Activity increased in 2020 due to financial hardship requests associated with the COVID-19 pandemic. The requests for assistance due to COVID-19 are anticipated to continue into 2021.

Multi-Family Delinquent Loans

MAINE STATE HOUSING AUTHORITY
MULTI-FAMILY DELINQUENCIES
2/28/2021

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

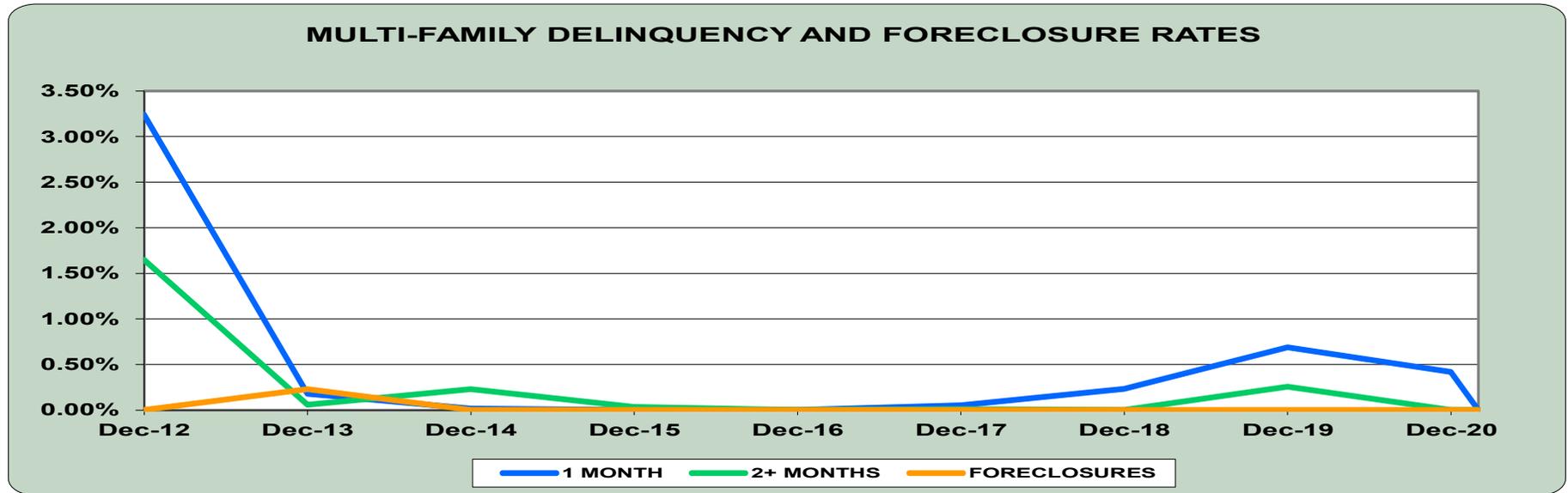
Rental Housing BORROWER	LEVEL PMT	PTD	LOCATION	PROJECT OWNER	ORIGINATION DATE	DELINQUENT 1 MONTH	DELINQUENT 2 MONTHS	DELINQUENT 3+ MONTHS
NONE						0.00	0.00	0.00

Supportive Housing & Other BORROWER	LEVEL PMT	PTD	LOCATION	PROJECT OWNER	ORIGINATION DATE	DELINQUENT 1 MONTH	DELINQUENT 2 MONTHS	DELINQUENT 3+ MONTHS
OHIO ST, 112	820.68	01/01/21	BANGOR	PENOBSCOT AREA HSG DEV CORP	10/01/09	36,543.00	0.00	0.00
						36,543.00	0.00	0.00
						36,543.00	0.00	0.00

Grand Total
% of Portfolio Delq 60+ days 0.00%
Total Number of Loans 1,144



Multi-Family Delinquency & Foreclosure Trends



	OUTSTANDING PRINCIPAL		1 MONTH		2+ MONTHS		FORECLOSURES	
	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE
Feb-21	\$ 669,088,360		\$ 36,543	0.01%	\$ -	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%
Dec-14	\$ 513,937,525		\$ 77,568	0.02%	\$ 1,169,620	0.23%	\$ -	0.00%
Dec-13	\$ 506,871,177		\$ 896,386	0.18%	\$ 297,366	0.06%	\$ 1,166,866	0.23%
Dec-12	\$ 487,638,082		\$ 15,815,491	3.24%	\$ 8,056,115	1.65%	\$ -	0.00%



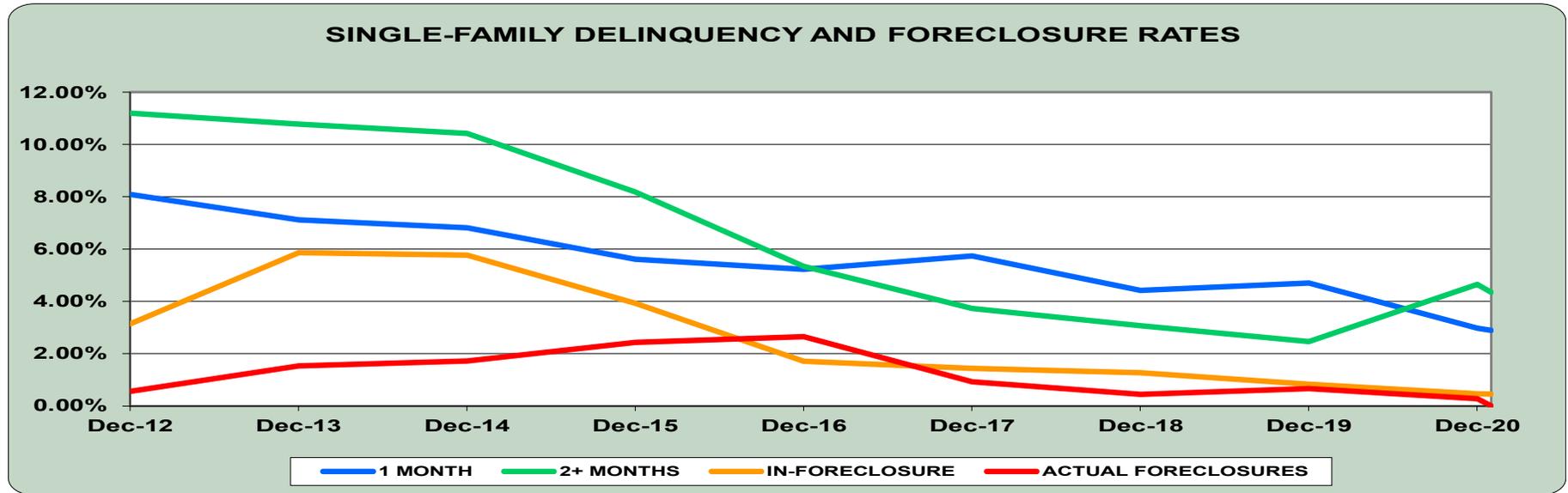
Single-Family Delinquent Loans

**Maine State Housing Authority
Single-Family Delinquencies by Servicer
1/31/2021**

SERVICER	% OF PORTFOLIO	% of Portfolio Delq 60 + days	OUTSTANDING PRINCIPAL	----- 1 MONTH	DELINQUENT 2 MONTHS	----- 3+ MONTHS	IN- FORECLOSURE
MORTGAGE SERVICING SOLUTIONS	67.00%	4.75%	641,848,954.02	22,110,836.74	5,645,266.95	22,159,653.66	2,658,735.46
BANGOR SAVINGS BANK	16.44%	1.56%	157,475,912.62	2,440,989.17	476,920.71	1,692,067.64	283,487.40
CAMDEN NATIONAL BANK UK	9.07%	5.44%	86,877,753.42	1,392,844.23	334,755.70	4,021,273.01	373,875.81
MACHIAS SAVINGS BANK	6.51%	3.88%	62,350,108.77	1,286,517.97	330,594.85	1,301,113.25	787,360.65
BANK OF AMERICA NA	0.91%	17.07%	8,744,086.12	377,000.92	57,514.20	1,241,786.96	193,427.97
SALEM FIVE MORTGAGE CORP	0.07%	3.33%	635,959.17	43320.52	0.00	21,199.38	0.00
TOTAL	100.00%	4.34%	957,932,774.12	27,651,509.55	6,845,052.41	30,437,093.90	4,296,887.29



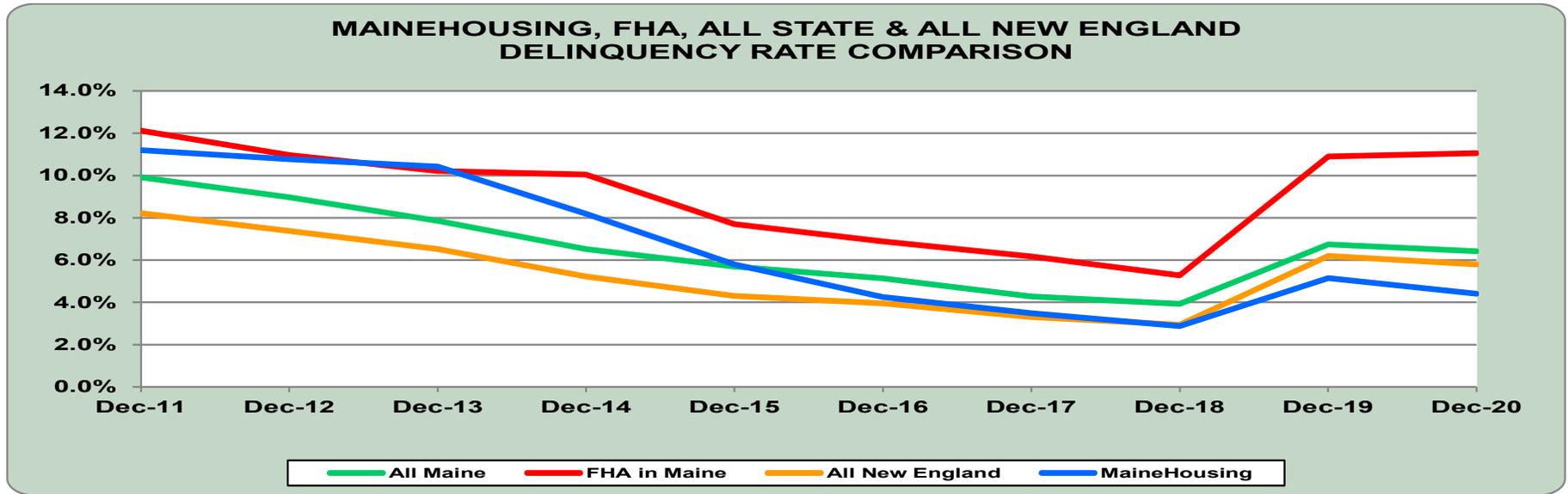
Single-Family Delinquency & Foreclosure Trends



	OUTSTANDING PRINCIPAL		1 MONTH		2+ MONTHS		IN-FORECLOSURE		ACTUAL FORECLOSURES	
	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE
Jan-21	\$ 957,932,774	2.89%	\$ 27,651,510	4.34%	\$ 41,579,034	0.45%	\$ 4,296,887	-	\$ -	0.00%
Dec-20	\$ 960,761,414	2.98%	\$ 28,645,024	4.64%	\$ 44,603,599	0.47%	\$ 4,471,656	\$ 2,617,001	\$ 2,617,001	0.27%
Dec-19	\$ 967,171,381	4.69%	\$ 45,399,415	2.46%	\$ 23,774,547	0.83%	\$ 8,037,512	\$ 6,357,994	\$ 6,357,994	0.66%
Dec-18	\$ 916,608,577	4.42%	\$ 40,526,473	3.07%	\$ 28,155,105	1.27%	\$ 11,647,401	\$ 4,056,247	\$ 4,056,247	0.44%
Dec-17	\$ 844,497,676	5.74%	\$ 48,457,930	3.72%	\$ 31,454,643	1.43%	\$ 12,099,518	\$ 7,847,858	\$ 7,847,858	0.93%
Dec-16	\$ 799,557,471	5.23%	\$ 41,780,468	5.34%	\$ 42,682,410	1.70%	\$ 13,625,991	\$ 21,142,137	\$ 21,142,137	2.64%
Dec-15	\$ 790,409,905	5.61%	\$ 44,303,365	8.18%	\$ 64,656,769	3.93%	\$ 31,066,182	\$ 20,797,314	\$ 20,797,314	2.43%
Dec-14	\$ 810,139,060	6.81%	\$ 55,171,703	10.42%	\$ 84,385,397	5.77%	\$ 46,711,687	\$ 13,904,155	\$ 13,904,155	1.72%
Dec-13	\$ 849,385,825	7.11%	\$ 60,378,599	10.77%	\$ 91,501,809	5.86%	\$ 49,783,071	\$ 12,980,502	\$ 12,980,502	1.53%
Dec-12	\$ 899,788,247	8.09%	\$ 72,815,090	11.20%	\$ 100,738,963	3.14%	\$ 28,237,109	\$ 4,987,749	\$ 4,987,749	0.55%



Single-Family Delinquency Comparison Trends



MAINEHOUSING LOAN COUNT COMPARISON

	<u>Loan Count</u>	<u>2 Months</u>	<u>3+ Months</u>	<u>In-Foreclosure</u>	<u>Totals</u>
All State*	118,112	0.81%	4.18%	1.43%	6.42%
FHA for State*	18,349	1.48%	8.10%	1.48%	11.06%
All New England*	1,672,183	0.84%	4.21%	0.74%	5.79%
MaineHousing**	10,624	0.87%	3.07%	0.47%	4.41%

*This information is obtained from MBA's National Delinquency Survey for the fourth quarter of 2020.

**MaineHousing's overall delinquency rate based on loan dollars is 4.34%, whereas rates in this exhibit are based on loan count.



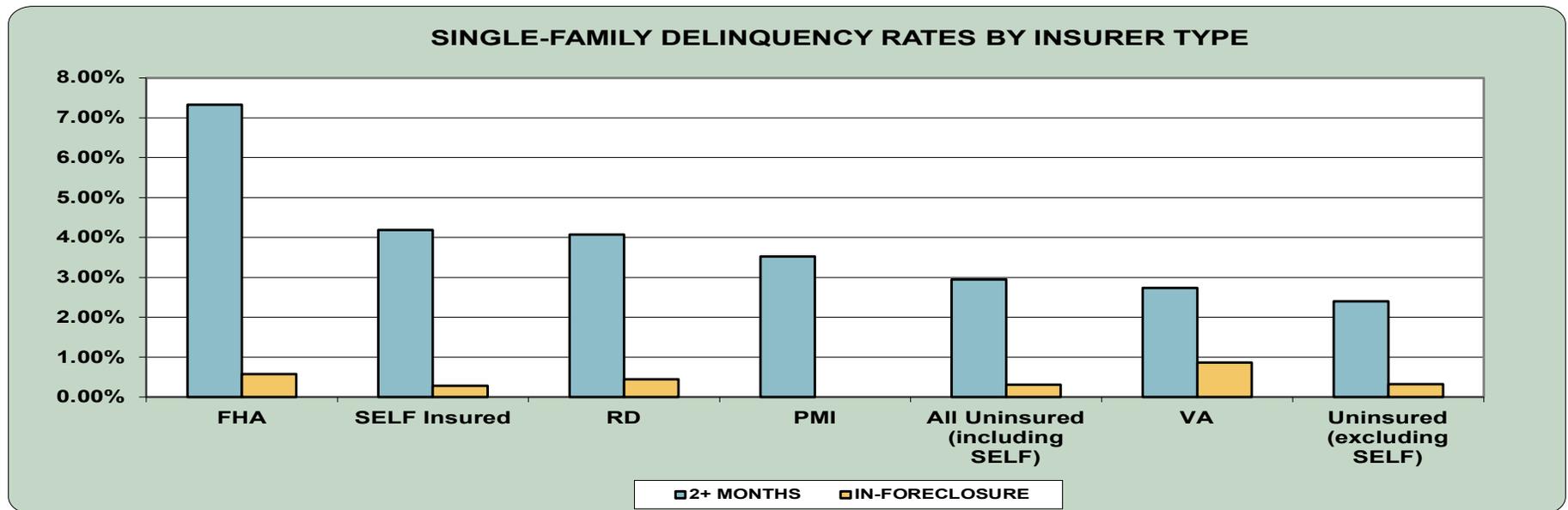
Single-Family Delinquencies by Mortgage Insurer

As A Percent of Total Insurance Type
1/31/2021

TYPE	2+ MONTHS	IN-FORECLOSURE
FHA	7.33%	0.57%
SELF Insured	4.19%	0.28%
RD	4.07%	0.44%
PMI	3.52%	0.00%
All Uninsured (including SELF)	2.95%	0.31%
VA	2.74%	0.87%
Uninsured (excluding SELF)	2.40%	0.32%

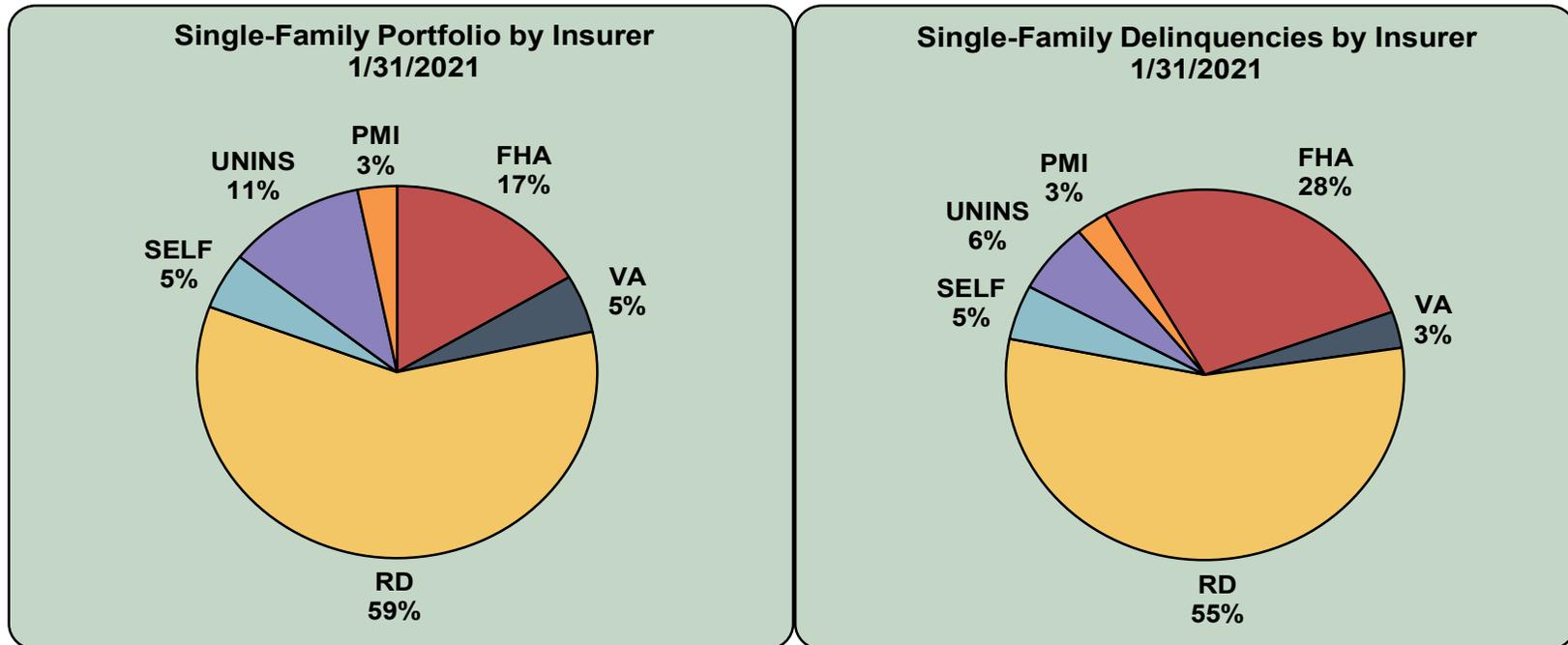
As A Percent of Total Loan Portfolio
1/31/2021

TYPE	2+ MONTHS	IN-FORECLOSURE
RD	2.41%	0.26%
FHA	1.21%	0.09%
All Uninsured (including SELF)	0.48%	0.05%
Uninsured (excluding SELF)	0.27%	0.04%
SELF Insured	0.21%	0.04%
VA	0.14%	0.04%
PMI	0.11%	0.00%

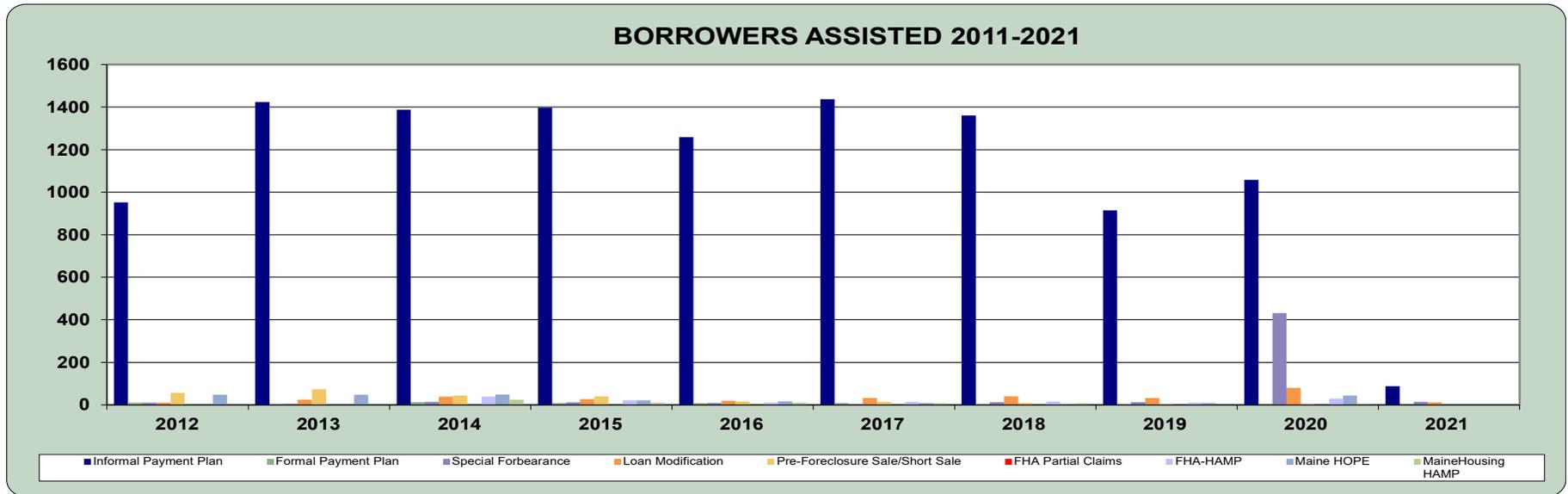


Single-Family Delinquencies by Mortgage Insurer

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	FHA Partial Claims	FHA-HAMP	Maine HOPE	MaineHousing HAMP	Total Workouts
Jan-21	86	0	13	11	0		6	0	0	116
Dec-20	1058	5	432	79	3		29	44	2	1652
Dec-19	914	3	12	32	4		10	8	0	983
Dec-18	1361	4	12	39	8		15	3	6	1448
Dec-17	1437	8	4	31	14		14	8	7	1523
Dec-16	1259	6	8	19	15		10	16	9	1342
Dec-15	1397	8	11	26	40		21	22	10	1535
Dec-14	1388	12	13	38	44		38	48	24	1605
Dec-13	1424	4	5	24	73			46		1576
Dec-12	952	9	9	9	56			47		1082

Actual Foreclosures

	Number of Foreclosures	Number of Loans in Portfolio	Percentage of Portfolio
Jan-21	0	10,624	0.00%
Dec-20	38	10,668	0.36%
Dec-19	86	10,904	0.79%
Dec-18	57	10,673	0.53%
Dec-17	97	10,332	0.94%
Dec-16	258	10,097	2.56%
Dec-15	233	10,258	2.27%
Dec-14	162	10,526	1.54%
Dec-13	146	10,952	1.33%
Dec-12	60	11,571	0.52%



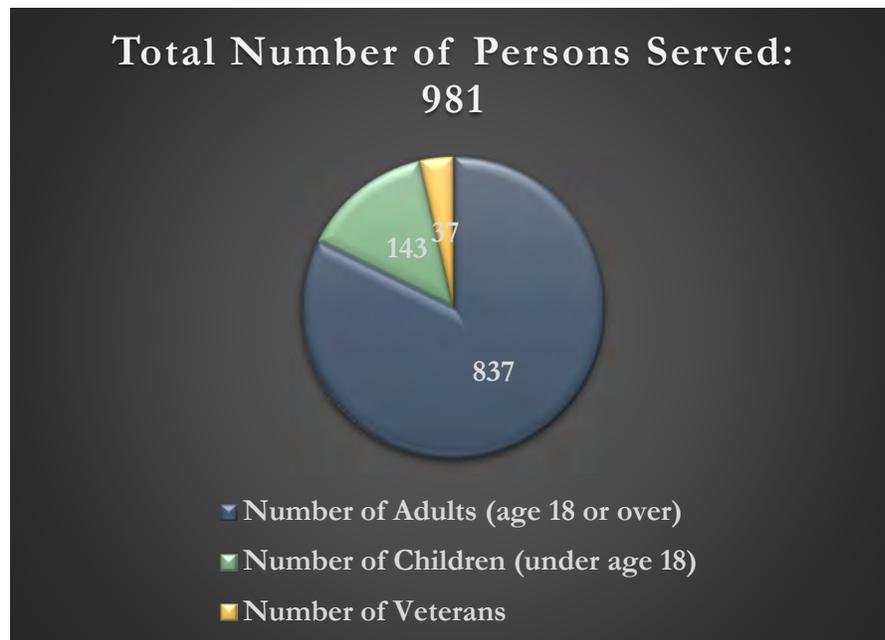
Homeless Initiatives Department Memorandum

To: Board of Commissioners
From: Lauren Bustard, Director of Homeless Initiatives
Date: March 9, 2021
Subject: Homeless Initiatives Report

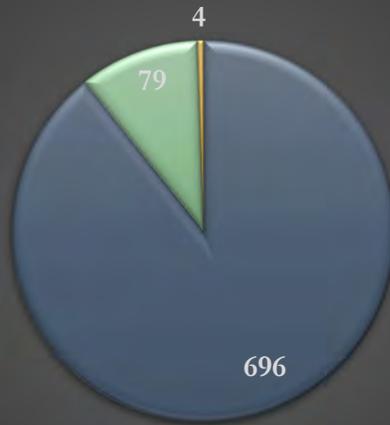
Homeless Data – February 2021

I am trying out a new system of reporting using our monthly/quarterly dashboards. The following are the monthly statistics that we are tracking in the Homeless Initiatives Department. While we are waiting for CPD to create a ‘prettier’ version, here is the data. Some of the things we are specifically tracking:

1. Racial equity – although people of color make up 3-4% of Maine’s population, they made up 18% of the homeless population in February.
2. 14% of those entering the homeless response system are coming from institutions. We need to investigate which institutions these are and collaborate toward a better solution than discharging into homelessness. Institutions can include the following:
 - Foster care
 - Hospital
 - Psychiatric hospital
 - Long-term care facility
 - Jail, prison or juvenile corrections facility
 - Substance use treatment facility
3. We are still significantly down from last year on exits to permanent housing. In February 2020 we had 262 exits to permanent while this year we had only 73.

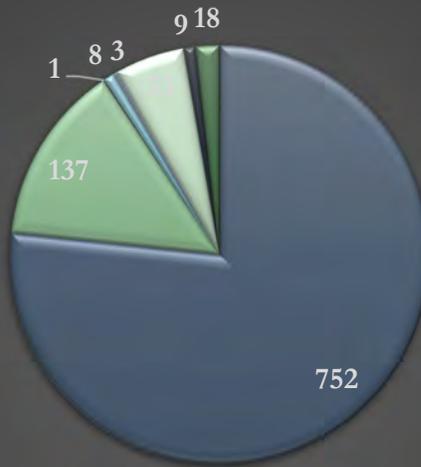


Households Served: 780



■ Adult Only ■ Adult/Child ■ Child Only

Race



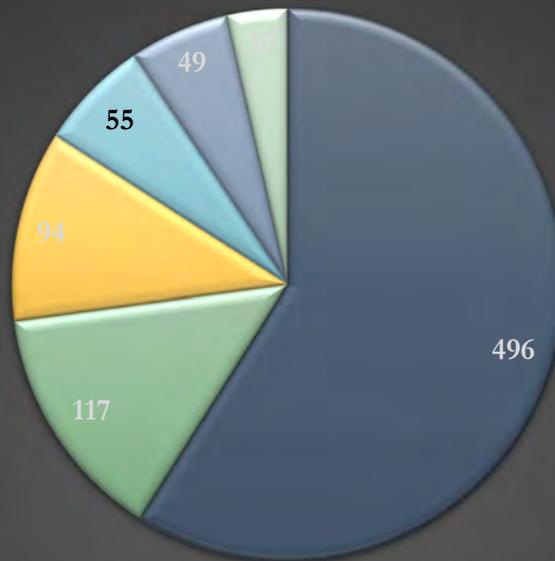
■ White ■ Black or African American
■ Asian ■ American Indian or Alaska Native
■ Native Hawaiian or Other Pacific Islander ■ Multiple Races
■ Client Doesn't Know/Client Refused ■ Data Not Collected

Ethnicity



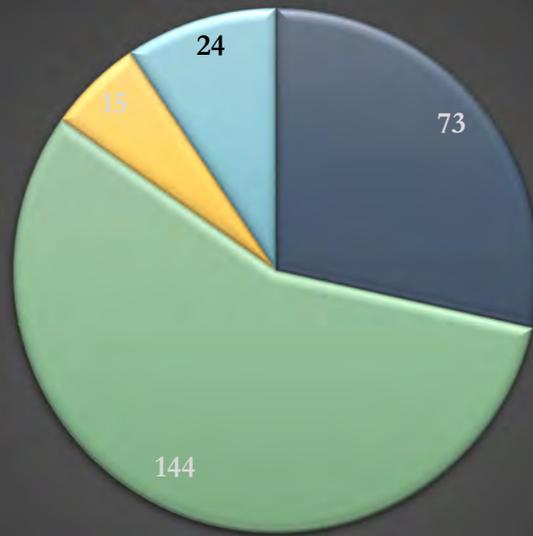
- Non-Hispanic/Non-Latino
- Hispanic/Latino
- Client Doesn't Know/Client Refused
- Data Not Collected

Residence Prior to Entry



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

Destination



Permanent Destinations Temporary Destinations
Institutional Settings Other Destinations

Homeownership Department Memorandum

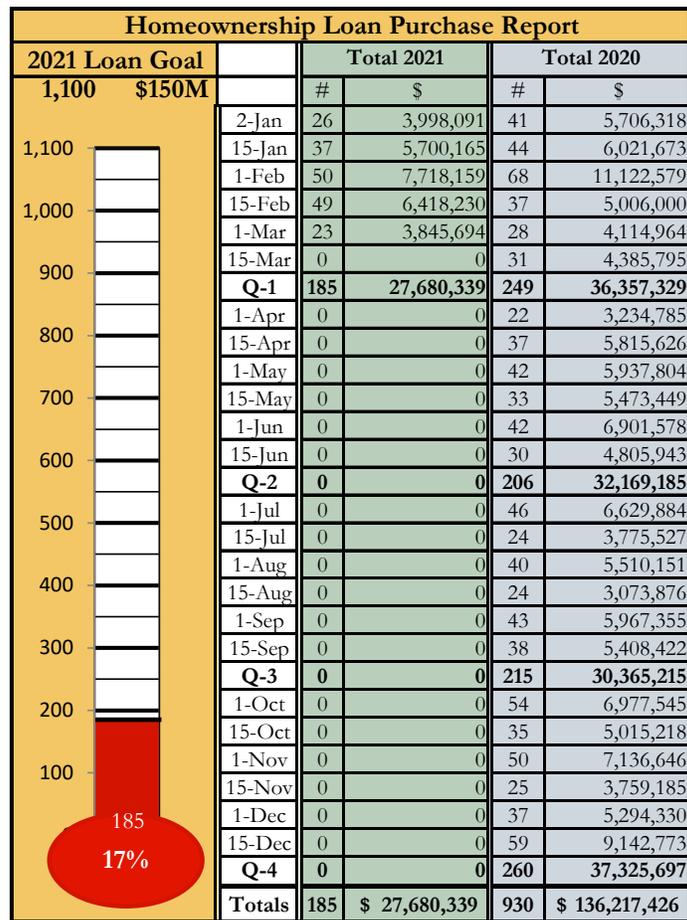
To: MaineHousing Board of Commissioners

From: Craig Reynolds, Director of Homeownership

Date: March 8, 2021

Subject: Monthly Report – Homeownership Department

PRODUCTION UPDATE



Monthly Loan Reservations: 03/01/21	
#	\$ Volume
56	\$ 8,183,098

Loan Pipeline as of: 03/01/21	
#	\$ Volume
193	\$ 27,000,506

YTD Loan Reservation Comparison					
February 2020		February 2021		2020 vs 2021	
#	\$ Volume	#	\$ Volume	#	\$ Volume
198	\$ 27,753,896	193	\$ 27,000,506	-3%	-3%

PROGRAM HIGHLIGHTS

Loan Production & Market Status

Loan purchases are off to a strong start in 2021 with 185 loans at a dollar volume of \$27.6M purchased thus far. Another 193 loans are currently held in the reservation pipeline at a dollar volume of \$27M as shown in the Production Update above.

As we stand on the doorstep of the traditional spring real estate market, the overwhelming hope is that the severe impact of the COVID-19 pandemic may finally be lifting with the arrival of multiple vaccines against the disease. The reluctance of homeowners to sell while under the threat of COVID and its resulting social restrictions may ease somewhat, and should bring a desperately needed increase in the homes for sale inventory. An increase in for sale inventory could ultimately lead to a slowdown in the pace of home price increases which threaten the ability to afford a home for many first time buyers.

Mortgage interest rates remain very low helping to offset some effects of the home price increase, but a recent slow trend upward over the past month has occurred due in part, according to industry analysts, to concerns with an increase in inflation in certain sectors of the economy. Homeownership will be carefully monitoring market rates to determine whether the increase is due to normal market fluctuations or could possibly signal a long term trend. Currently, market mortgage rates in Maine are generally averaging in the low 3% range, while MaineHousing's 0 point/30 year First Home Loan rate remains at an attractive 2.875% and continues to offer the \$3500 Advantage down payment and closing cost assistance option to its borrowers.

Lender Partner Training

Mortgage Lending Officer, Kristin Ross and Partner Education & Outreach Officer, Michelle White conducted a virtual First Home Loan training for 17 originators and new employees at Machias Savings Bank.

Partner Education & Outreach Officer, Michelle White and Mortgage Lending Officer, Casey Erlebach conducted a virtual First Home Loan training for a group of underwriters, processors and some new staff members at People's Bank.

Tri-State Bankers Association Conference

Partner Education & Outreach Officer, Michelle White attended the virtual conference which is typically a live event held annually in Portsmouth, NH. A varied menu of topics were presented and discussed during the 2 day event including the renewed role of the Consumer Finance Protection Bureau (CFPB) under the Biden administration, the new Uniform Residential Loan Application or URLA, and Diversity/Inclusion litigation and enforcement which is involved with such issues as Comparative Redlining and Fair Lending and the racial gap in homeownership, ESL discrimination, and undervaluation of properties owned by families of color. Comparative Redlining has been in litigation recently by calling out lenders for not opening up employment to minorities, and for limiting lending activity based on geographical location.

HFA Institute

Mortgage Lending Officer, Casey Erlebach was among three Homeownership staff members attending the recent virtual 2021 HFA Institute, which is sponsored by the National Council of State Housing Agencies (NCSHA). Normally the live event is held in Washington, D.C. and is attended by a nationwide variety of housing and finance industry professionals. Sessions held during the February meeting covered financing program basics, legislative and regulatory updates, industry perspectives, and solutions to the latest program administration challenges. Homeownership staff reported interesting discussions were also held on such topics as streamlining HFA programs to more closely resemble loan products and mirror procedures that lenders are already familiar with. The need for clear and consistent communication between lenders and the HFA was also heavily stressed. The value of homebuyer education for buyers, specifically first time buyers was a major topic with all parties agreeing that in general “more is more”. There was also consensus among attendees that the low inventory of homes for sale coupled with the increase in home prices is a major concern having an impact on the affordability of homes in most parts of the country. This has been our experience in Maine as well, especially in southern and coastal real estate markets.

Housing Choice Vouchers Department Memorandum

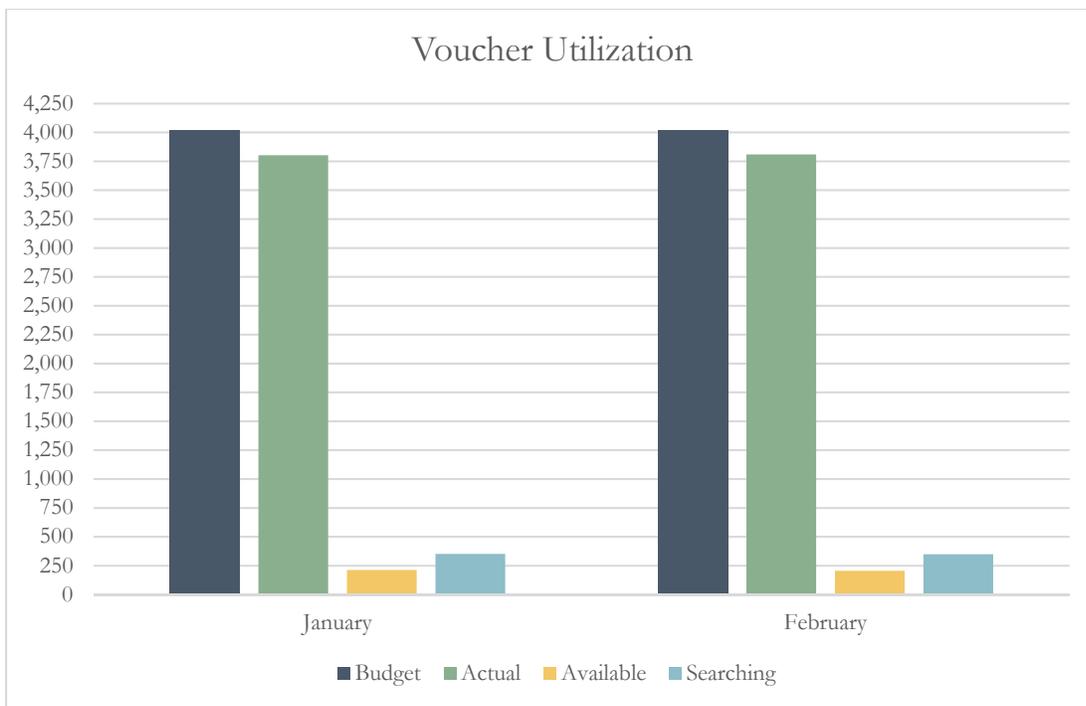
To: MaineHousing Board of Commissioners

From: Allison Gallagher - Director of HCV Programs

Date: March 15, 2021

Subject: Monthly Report – Housing Choice Voucher Program

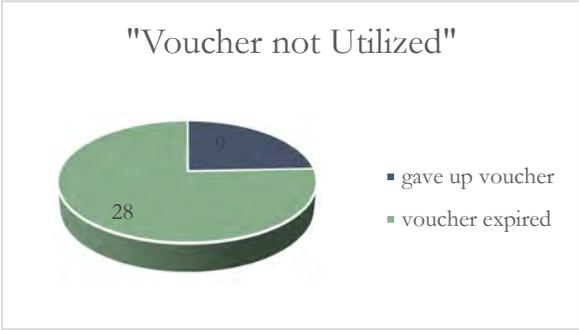
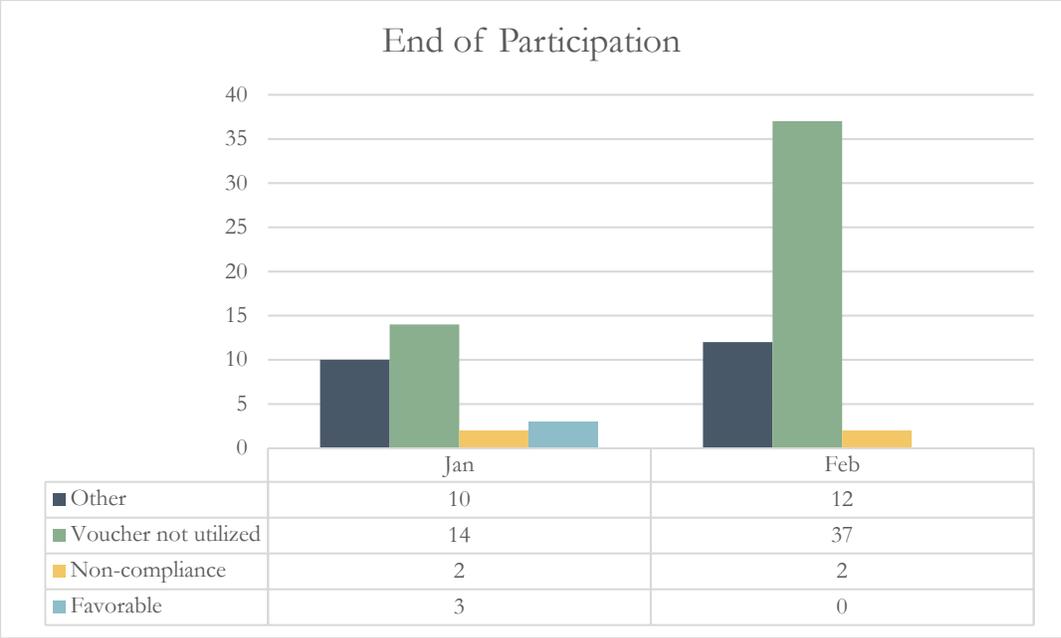
Program Updates:



HCV (homeless initiatives)

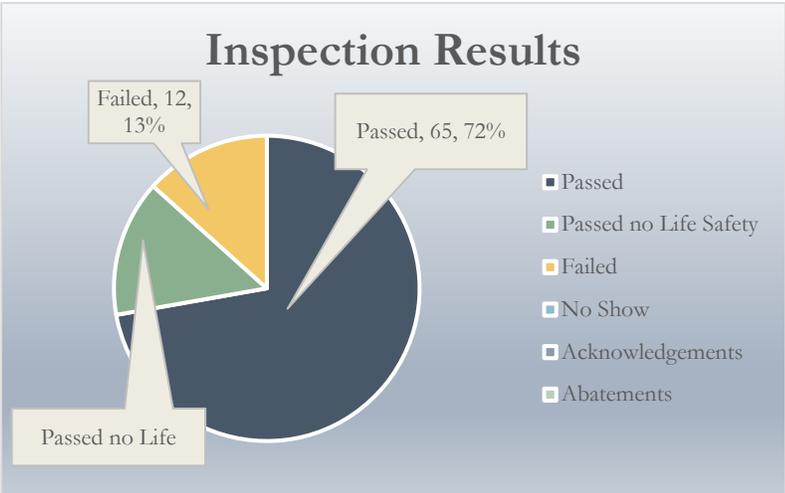
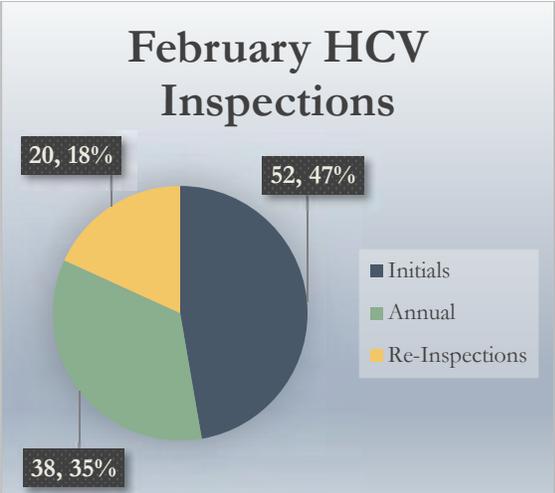
STEP, Home to Stay, Homeless priority

	Leased	Searching
STEP	155	40
Home to Stay	158	45
Homeless Priority	230	35

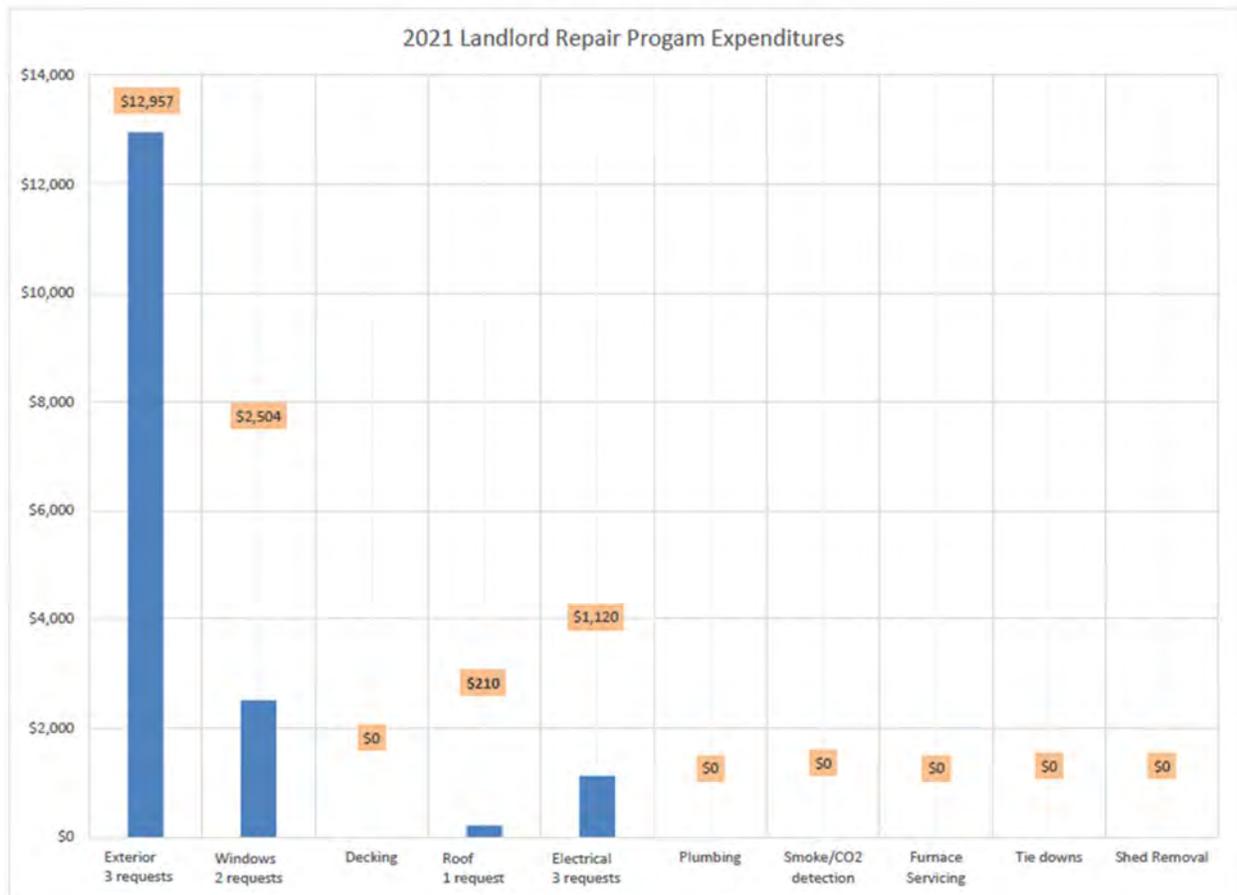


Inspection Updates:

87 initial self-certifications that will need inspections after 6/30/2021.
 23 Annual self-certifications and 7 Inspections conducted using Facetime.



Landlord Repair/Damage Grant



Landlord Repair Program: \$16,790.29/Damage Reimbursement Program: \$7,822.90

Training:

Allison attended a webinar titled “Toward a Racially Just Housing System: A National Symposium.”

Allison attended a webinar titled “Expanding the Housing Choice Voucher Program: Why and How”

Shawn, Colin, Rob & Ed (inspectors) attended the two day HUD Mold training webinar.

Information Technology Department Memorandum

To: Board of Commissioners

From: Sheila Nielsen, Director of IT

Date: March 16, 2021

Subject: Monthly Report

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

- Supported launch of the emergency rental assistance program by setting up call queues, email communication groups, shared folders, providing IT equipment and training to the Customer Care Team, facilitating meetings with community action agencies, etc.
- Added email phishing button to Outlook to provide easy option for staff to report suspicious emails. Concluded Cisco advanced phishing tool proof of concept and finalized decision to not purchase.
- Applied Microsoft Exchange server patches to resolve high alert vulnerabilities. Continue to monitor the environment using scripts provided by Microsoft, no breach detected. Illumant, annual security testing partner, made the recommendation last year that MaineHousing disable Outlook Web Access to email. Following this recommendation likely prevented this exploit from occurring.

Board Calendar 2021

<p>JANUARY 19</p> <ul style="list-style-type: none"> • Adopt DOE Weatherization State Plan • Legislative Preview (P. Merrill) <p>NCSHA HFA Institute (Jan. 25-Feb. 5) Virtual</p>	<p>FEBRUARY 16</p> <ul style="list-style-type: none"> • Introduce HEAP
<p>MARCH 16</p> <ul style="list-style-type: none"> • HEAP discussion <p>NCSHA Legislative Conference (March 22-24) Washington, DC</p>	<p>APRIL 20</p> <ul style="list-style-type: none"> • Commence rulemaking HEAP • 2020 Year-end Financials • Commence rulemaking QAP
<p>MAY 18</p> <ul style="list-style-type: none"> • HEAP public hearing • QAP public hearing 	<p>JUNE 15</p> <ul style="list-style-type: none"> • Adopt HEAP rule • Adopt QAP <p>NCSHA Credit Connect (June 22-25) Denver, CO</p>
<p>JULY 20</p> <ul style="list-style-type: none"> • BOARD MEETING IF NEEDED 	<p>AUGUST 17</p> <ul style="list-style-type: none"> • HCV Annual Plan Public Hearing
<p>SEPTEMBER 21</p> <ul style="list-style-type: none"> • Adopt HCV Annual Plan <p>NCSHA Annual Conf. (Sept. 25-27) Detroit, MI</p>	<p>OCTOBER 19</p> <ul style="list-style-type: none"> • Introduce DOE Weatherization State Plan
<p>NOVEMBER 16</p> <ul style="list-style-type: none"> • Review Preliminary 2022 Budget • DOE Weatherization State Plan Public Hearing 	<p>DECEMBER 21</p> <ul style="list-style-type: none"> • Approve 2022 Budget • Elect Officers • MPP Series Resolution • Adopt DOE Weatherization State Plan