

November 21, 2023 Board Packet

November 21, 2023 Meeting Agenda	1
October 24, 2023 Meeting Minutes	2
Audit Committee Report	5
2024 DOE State Plan DRAFT 2	7
2024 Preliminary Budgets Report	32
2024 Goal Setting	44
Asset Management	45
Development	46
Energy & Housing Services	50
Finance Monthly Report	54
Financial & Budget Report	55
Finance Delinquency Report & Charts	64
Homeless Initiatives	74
Homeownership	79
Housing Choice Vouchers	83
Human Resources and Facilities	85
Information Technology	87
Planning and Research	88
2023 Board Calendar	95



Board of Commissioners Meeting – November 21, 2023 9:00 a.m. to 12:00 p.m.

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

9:00	Adopt Agenda (VOTE)	All
	Remote Commissioners	Frank O’Hara
	- Reason remote	
	- Any other persons at their location	
	Approve minutes of October 24, 2023 meeting (VOTE)	All
	Communications and Conflicts	All
	Chair of the Board Updates	Frank O’Hara
	Director Updates	Dan Brennan
9:30	DOE Weatherization State Plan Public Hearing	Amanda Roy/Ashley Carson
9:45	Legislative and Governor’s Office Updates	Erik Jorgenson/Greg Payne
10:15	Review Preliminary 2024 Budgets	Darren Brown
11:15	Homeless Update	Lauren Bustard
11:30	Resource Allocation/2024 Goal Setting	Adam Krea/Jamie Johnson
	<u>Department Reports:</u>	All
	Asset Management	
	Development	
	Energy and Housing Services	
	Finance Monthly Report	
	Financial & Budget Report	
	Finance Delinquency Report & Charts	
	Homeless Initiatives	
	Homeownership	
	Housing Choice Vouchers	
	Human Resources & Facilities	
	Information Technology	
	Planning and Research	
	2023 Board Calendar	
	Adjourn (VOTE)	All

The next meeting of the Board is scheduled for December 19, 2023
virtually and in person at 26 Edison Drive, Augusta, Maine



Minutes of the Board of Commissioners Meeting October 24, 2023

MEETING CONVENED

A meeting of the Board of Commissioners for MaineHousing convened on October 24, 2023 at the offices of MaineHousing, 26 Edison Drive, Augusta, Maine and virtually. Notice of the meeting was published on October 13, 2023 in Central Maine newspapers. Notice of Board of Commissioners meetings is also on MaineHousing's website at www.mainehousing.org.

Chair Frank O'Hara called the meeting to order at 9:00 a.m. Director Dan Brennan, Commissioners Elizabeth Dietz and Nancy Harrison attended in person. Commissioner Paul Shepherd attended virtually due to a transportation issue, he was alone at his location. Commissioner Noël Bonam attended virtually due to a scheduling conflict, he was alone at his location. Commissioner Renee Lewis attended virtually due to a scheduling conflict, she was alone at her location. Deputy State Treasurer Gregory Olsen attended virtually due to a scheduling conflict, he was alone at his location. Commissioner Laura Buxbaum was absent. There was a quorum present.

PUBLIC ATTENDANCE

Guests and staff present for all or part of the meeting included: Ashley Carson, Chief Counsel; Santo Longo, Counsel; Adam Krea, Senior Director of Finance and Lending; Karen Lawlor, Executive Administrator; Jamie Johnson, Senior Director of Operations; Lauren Bustard, Senior Director of Homeless Initiatives; Genevieve Soucy, Director of Energy & Housing Services; Scott Thistle, Communications Director; Erik Jorgensen, Senior Director of Government Relations & Communications; Jonny Kurzfeld, Director of Planning & Research; Allison Gallagher, Director of Housing Choice Vouchers; Andrew Thomas, Help Desk Analyst II; Jane Whitley, Director of Human Resources and Facilities; Mark Wiesendanger, Director of Development; Linda Grotton, Director of Audit and Compliance; Tom Cary, Treasurer; Joshua Cole, Data Analyst; Amanda Roy, Manager of Weatherization; Kim Ferenc, Manager of Housing and Weatherization; DeAnna Trask, Weatherization Program Officer; Kathryn Levesque, Manager of Home Energy Assistance Programs; Laura Mitchell, Maine Housing Coalition; Randy Billings, Portland Press Herald; Glenn Ruesswick, Maine Island Cottages; and Gerrylynn Ricker, Paralegal and Note taker.

ADOPT AGENDA

Commissioner Harrison made a motion seconded by Commissioner Dietz to adopt the October 24, 2023 agenda.

APPROVE MINUTES OF SEPTEMBER 19, 2023 MEETING

Commissioner Dietz made a motion seconded by Commissioner Harrison to accept the September 19, 2023 minutes as written.

COMMUNICATIONS AND CONFLICTS

None

CHAIR OF THE BOARD UPDATES

- Chair O'Hara attended the housing conference. He spoke with people from Preble Street and is going to visit that facility.

DIRECTOR UPDATES

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

- Activities:
 - The housing conference was a huge success;
 - A representative from HUD Office of Lead Hazard Control delivered a “big check” \$5.7 million for a lead grant;
 - Attended several conferences: the Maine Council on Aging, the National Housing and Rehab Association, the National Council of State Housing Authorities, the Maine Association of Public Housing;
 - Attended two ground breakings and ribbon cuttings with Governor Mills: Thornton Heights in South Portland and 55 Weston Avenue, Madison;
 - The Land Bank Authority has been created and Director Brennan will be an ex officio member of their Board; and
 - Meet with the Maine Climate Council.
- Upcoming events:
 - Meeting with Tom Fritzsche at Pine Tree Legal Assistance;
 - West End grand opening in South Portland;
 - Meeting with Nancy Owen’s the head of Evernorth;
 - The Housing Committee;
 - Erik will be meeting with HHS with people from DHHS regarding the general assistance program; and
 - Darren Brown, Director of Finance will be presenting a preliminary operating budget at next months’ meeting.
- MaineHousing Activities:
 - The Development department hosted its counter parts from around New England here at MaineHousing’s office;
 - Scoring the eight 9% tax credit applications received;
 - Processing the first HEAP benefit payment of ~\$7.9 million;
 - Taking application for the Rural Program starting 12/7/23;
 - Scoring the 17 Warming Shelter Proposals that applied for \$1.3 million dollars of available funds; and
 - Preparing for a 12/1/23 rollout of the 4% Program.
- Dan shared the sole source memorandum regarding the Emergency Housing money.

ADOPT HOUSING CHOICE VOUCHER ANNUAL PLAN

Director of Housing Choice Vouchers Allison Gallagher, told the Board that no additional comments were received at the Public Hearing and through the end of the comment period. She asked the Commissioners to adopt the PHA plan as presented to them.

Commissioner Dietz made a motion seconded by Commissioner Lewis to adopt the PHA Annual Plan for the Housing Choice Voucher program as presented. The vote carried unanimously.

2024 DOE WEATHERIZATION STATE PLAN INTENT TO PROCEED

Manager of Weatherization Amanda Roy gave an overview of the 2024 Department of Energy’s (DOE) Weatherization State Plan using the guidance received from DOE. A public hearing will be held at the November Board meeting.

HOMELESS REDESIGN UPDATE

Senior Director of Homeless Initiatives, Lauren Bustard came to talk about unsheltered homeless being on the rise and not just in Portland. Lauren discussed the major difficulties because of the resource gap in outreach services which is something MaineHousing does not fund. All the HUB coordinators are working with providers and the outreach workers in their areas. There was discussion around how hard it is to keep outreach workers, it doesn't pay well, there are safety issues going into encampments, there is a lot of turnover and it is hard to recruit people. Lauren reported that in Portland they have created an Encampment Crisis Response Team. This team includes police and fire and emergency response as well as all the social service providers. Lauren touched on the overnight winter warming shelter funding that she and Adam are working on.

2024 GOAL SETTING

Senior Director of Operations Jamie Johnson reviewed the summary she pulled together from the Affinity Diagram brainstorming session. Jamie talked about the themes identified from the brainstorming session. Chair O'Hara asked Jamie to rank the different themes in order of priority. That information will be provided at the November meeting. MaineHousing continues to have a long-term commitment to the priorities of homelessness, multifamily production and preservation, and homeownership. Looking forward to 2024 MaineHousing will focus on the Board's additional priorities of climate/energy and internal and external systems, specifically in the areas of planning and research; diversity, equity, inclusion, and belonging; internal communications; and continuous process improvement.

ADJOURN

Commissioner Lewis made a motion seconded by Commissioner Harrison to adjourn the meeting. The meeting was adjourned at 10:15 a.m. p.m. by unanimous vote of the Board.

Respectfully submitted,

Elizabeth Dietz

Audit and Compliance Department Memorandum

To: Board of Commissioners
From: Linda L. Grotton, Director of Audit and Compliance
Date: November 21, 2023
Subject: Audit Committee Report

The MaineHousing Audit Committee held their quarterly meeting on October 30, 2023. Laura Buxbaum (Chair of the Audit Committee) and Audit Committee members Betty Dietz and Nancy Harrison met with Linda Grotton.

Linda provided the Audit Committee with an update of activities within the Audit and Compliance Department.

Fraud Investigations

Until the beginning of this year, MaineHousing's Fraud Prevention Specialist focused primarily on investigating fraud allegations within the ERA Rent Relief Program. He has since expanded to working with staff in the Homeowner Assistance Fund (HAF) program, the Housing Choice Voucher (HCV) program, and the Home Energy Assistance Program (HEAP). He supported Asset Management with a request for assistance, and he is using his skills to help investigate complaints of discrimination.

Internal / External Audits

Several external audit/reviews were completed during the last quarter, including a Data Validation Review of the HCV Voucher Management System, and a Maine DHHS examination report of the Recovery Residence Pilot Program. There were no findings, and minor concerns have all been addressed and closed. MaineHousing was also selected as part of a nation-wide sample for a review of the Older Adult Home Modification Program. A report to the US Congress by the auditing firm is forthcoming.

Also, as noted in the October Board packet, the Uniform Guidance Audit conducted by Baker Newman and Noyes resulted in no new material weaknesses or significant deficiencies and all prior year deficiencies have been resolved.

Internal Audit work in progress includes a review of housing stability services and assistance to Homeless Initiatives to streamline quarterly financial monitoring of shelters.

Data Security

The Information Security Committee recently completed an RFP process to select a firm to conduct Security Assessment and Penetration testing for future years. Additionally, the Audit Committee discussed MaineHousing's new Generative AI (Artificial Intelligence) Policy. Our policy mirrors the six month moratorium on the use of Generative AI implemented by the State of Maine.

Conflict of Interest

Working with Chief Legal Counsel, Linda updated MaineHousing's Conflict of Interest Policies. No substantive changes were made, but definitions and other points of clarification were included. The annual conflict of interest survey will be distributed soon.

Linda also discussed an initiative to address potential conflict of interest situations involving staff of our partners / sub-grantees.

Compliance

MaineHousing's Compliance Officer II is currently wrapping up the final 2024 Annual Action Plan under the current State of Maine Consolidated 5-Year Plan. Each month she issues several internal reports to track the myriad of federal funds MaineHousing receives, to reconcile amounts against federal reporting systems, and to raise flags if obligation or spending deadlines are approaching. She is also working with Development and Homeless Initiatives to establish allocation plans for Recovery Housing and HOME-ARP (American Rescue Plan) funds, as well as all related performance reports.

Working as MaineHousing's liaison with FEMA (Federal Emergency Management Agency) and MEMA (Maine Emergency Management Agency) since early 2020, she has overseen 202 submissions for reimbursement of COVID related expenses totaling over \$54 million. Only one submission remains -- to request reimbursement of allowed administrative expenses incurred.

In the area of environmental reviews, MaineHousing depends on the Compliance Officer II to certify compliance with the variety of environmental requirements in the construction and rehabilitation of multifamily building using federal funds. More limited environmental reviews are required of units in support of lead hazard mitigation, homeownership vouchers, and rental assistance for STEP recipients and homeless youth.

The next quarterly Audit Committee meeting is scheduled for January 8, from noon to 1:30 p.m.

U.S. Department of Energy
WEATHERIZATION ANNUAL FILE WORKSHEET
(Grant Number: DE-EE0009906,) State: ME, Program Year: 2024

IV.1 Subgrantees

Subgrantee	City	Tentative	
		Funding	Units
Aroostook County Action Program	Presque Isle	\$575,528.00	50
Community Concepts, Inc.	South Paris	\$969,871.00	86
Downeast Community Partners	Ellsworth	\$448,556.00	37
Kennebec Valley Community Action Program	Waterville	\$869,755.00	77
Penquis Community Action Program	Bangor	\$877,508.00	79
Waldo Community Action Partners	Belfast	\$223,474.00	13
Western Maine Community Action	East Wilton	\$223,472.00	14
York County Community Action Corporation	Sanford	\$422,363.00	34
Total:		\$4,610,527.00	390

IV.2 WAP Production Schedule

Weatherization Plans	Units
Total Units (excluding reweatherized units)	390
Rewatherized Units	0

Average Unit Costs, Units subject to DOE Project Rules		
VEHICLE & EQUIPMENT AVERAGE COST PER DWELLING UNIT (DOE RULES)		
A	Total Vehicles & Equipment (\$5,000 or more) Budget	\$0.00
B	Total Units Weatherized	390
C	Total Units Reweatherized	00
D	Total Dwelling Units to be Weatherized and Reweatherized (B + C)	390
E	Average Vehicles & Equipment Acquisition Cost per Unit (A divided by D)	\$0.00
AVERAGE COST PER DWELLING UNIT (DOE RULES)		
F	Total Funds for Program Operations	\$3,096,657.00
G	Total Dwelling Units to be Weatherized and Reweatherized (from line D)	390
H	Average Program Operations Costs per Unit (F divided by G)	\$7,940
I	Average Vehicles & Equipment Acquisition Cost per Unit (from line E)	\$0.00
J	Total Average Cost per Dwelling (H plus I)	\$7,940

IV.3 Energy Savings

(08/05)

U.S. Department of Energy
WEATHERIZATION ANNUAL FILE WORKSHEET
(Grant Number: DE-EE0009906,) State: ME, Program Year: 2024

Method used to calculate energy savings: MaineHousing will be using the DOE WAP algorithm to calculate energy savings.	Other (describe below)
Estimated energy savings (Mbtus):	<u>\$12,013</u>
This year estimated energy savings:	\$12,013
Prior year estimated energy savings:	\$7,823

IV.4 DOE-Funded Leveraging Activities

See Maine 2024 DOE State Plan Master File.
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IV.5 Policy Advisory Council Members

Suzanne MacDonald, Chair	Type of organization: Efficiency Maine Trust, Board of Directors Phone: (866) 376•2463 Email: efficiencymaine@efficiencymaine.com
Glenn Pole, Vice Chair	Type of organization: Efficiency Maine Trust, Board of Directors Phone: (866) 376•2463 Email: efficiencymaine@efficiencymaine.com
Kenneth Colburn, Treasurer	Type of organization: Efficiency Maine Trust, Board of Directors Phone: (866) 376•2463 Email: efficiencymaine@efficiencymaine.com
Joan Welsh, Secretary	Type of organization: Efficiency Maine Trust, Board of Directors Phone: (866) 376•2463 Email: efficiencymaine@efficiencymaine.com
Heather Furth	Type of organization: Efficiency Maine Trust, Board of Directors Phone: (207) 376-2463 Email: efficiency@efficiencymaine.com
Mark Isaacson	Type of organization: Efficiency Maine Trust, Board of Directors Phone: (866) 376•2463 Email: efficiencymaine@efficiencymaine.com
Christopher Rauscher	Type of organization: Efficiency Maine Trust, Board of Directors Phone: (866) 376•2463 Email: efficiencymaine@efficiencymaine.com
Daniel Brennan (Maine State Housing Authority Ex Officio)	Type of organization: Unit of State Government, Maine State Housing Authority Phone: (207) 626•4600 Email: dbrennan@mainehousing.org

**U.S. Department of Energy
WEATHERIZATION ANNUAL FILE WORKSHEET
(Grant Number: DE-EE0009906,) State: **ME**, Program Year: **2024****

Dan Burgess (Governor's Energy Office Ex Officio)	Type of organization: Unit of State Government, Governor's Energy Office Phone: (207) 624-7446 Email: daniel.burgess@maine.gov
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IV.6 State Plan Hearings (Note: attach notes and transcripts to the SF-424)

Date Held	Newspapers that publicized the hearings and the dates the notice ran
November 21, 2023	<p><i>Notice of Public Hearing was published on November 7, 2023 in the following daily newspapers:</i></p> <p><i>Kennebec Journal</i></p> <p><i>Waterville Morning Sentinel</i></p> <p><i>Brunswick Times Record</i></p> <p><i>Portland Press Herald</i></p> <p><i>Bangor Daily News</i></p> <p><i>The public hearing transcript will be sent to the DOE Regional Office as part of Maine's 2023 DOE Application.</i></p>

IV.7 Miscellaneous

Genevieve Soucy is named as MaineHousing's Recipient Business Officer and is the representative authorized to act on behalf of MaineHousing to negotiate the award. All DOE official correspondence related to the award will be addressed to the Recipient Business Officer.

Genevieve Soucy is named as MaineHousing's Recipient Principal Investigator and is the technical representative authorized to act on behalf of MaineHousing as project manager for the award. The Recipient Principal Investigator is the prime point of contact for the DOE Project Officer during the project period of performance and will receive a copy of all DOE official correspondence related to the award.

Program Partners:

Grantee WAP management staffs attend regularly scheduled monthly meetings with Subgrantee Housing Directors. These meetings provide ongoing opportunities for Subgrantees to provide input regarding WAP implementation, including suggestions for changes and content in the DOE Annual State Plan.

Weatherization Readiness Funds (WRF):

Maine State has the fifth oldest housing stock in the nation. Many Maine homes are older than 1940 and are in need of repairs before any weatherization measures can be installed. MaineHousing will follow DOE guidance in 23-4 and use WRF funds to provide necessary repairs (e.g., Health and Safety issues, structural) in dwellings that have been deferred from receiving weatherization services. MaineHousing's Subgrantees maintain a list of homes deferred for weatherization services that will benefit from the WRF funding.

U.S. Department of Energy
WEATHERIZATION ANNUAL FILE WORKSHEET
(Grant Number: DE-EE0009906,) State: ME, Program Year: 2024

Distribution of WRF Funds: MaineHousing will distribute the funds among each of our eight Subgrantees. The Subgrantees will identify projects from their deferral tracking list to complete repairs using WRF funding.

WRF Household Prioritization: MaineHousing will require Subgrantees to use the same prioritization method used to determine priority for weatherization services. Priority for weatherization services is identified through HEAT Enterprise based on household composition, annual energy consumption usage for heat (cost), and poverty level. Households with an older adult (60 years or older), a person with disabilities, and/or a child younger than six (6) years of age will be given priority for WRF and weatherization services.

Restrictions related to the funding: WRF funding will be restricted to eligible site-built single family and manufactured housing. CAA must certify that home will receive WAP services after the WRF tasks have been completed. Projects that receive WRF must also be weatherized using DOE WAP funding. The DOE funded weatherization job must be completed within 6 months of the WRF job completion.

Grantee Monitoring of WRF activities: The Grantee will work closely with the Subgrantee personnel to ensure there is quality workmanship, financial systems and procedures in place. Grantee Technical staff will inspect each Subgrantee's completed work to verify compliance with the Installation Standards set forth by DOE SWS and Maine State Building codes. The Grantee will monitor/inspect a minimum of 10% of the WRF completed units.

The Grantee will track the funds for each building and unit including the measures/repairs and costs associated with the WRF completion through HEAT Enterprise. The funds will be monitored as part of the annual monitoring of the Subgrantee to ensure funds are expended in accordance with this plan and to ensure the end result is a completed weatherization unit.

Average Cost per Unit (WRF ACPU): The WRF ACPU is set at \$15,000.00. However, MaineHousing will consider additional cost waivers on a case-by-case basis for projects that exceed the ACPU limit.

Work in Progress:

Grantee intends to apply to DOE for use of the regional priority lists. Maine is located in Region 3 (cold) and intends to apply to DOE to use all three established regional priority lists: single-family site-built homes, manufactured homes, and low-rise multifamily projects. The Grantee will work with the DOE Technical Project Officer to apply for and implement these lists for the Maine WAP network.

.Policy Advisory Council: 2009 Public Law Chapter 372, An Act Regarding Maine's Energy Future, repeals 5 MRSA §3327, which established the Energy Resources Council, and places oversight of energy related programs under the jurisdiction of the Efficiency Maine Trust as of July 1, 2010. The new law requires that "after July 1, 2010, the Maine State Housing Authority, prior to applying for federal funds on behalf of the State...for weatherization, energy conservation and fuel assistance pursuant to the Weatherization Assistance for Low Income Persons Program administered through the United States Department of Energy and the Low Income Home Energy Assistance Program administered through the United States Department of Health and Human Services, shall submit to the board for its review and input the authority's implementation plans for the use of such funds. The plans must provide for coordination by the Maine State Housing Authority in its use of such funds with the programs administered by the trust.... The Maine State Housing Authority shall include in its plans any recommendations of the board to the extent the recommendations are consistent with the applicable federal guidelines governing the use of the funds." The Efficiency Maine Trust is controlled by a board of nine voting members. The statutory membership includes the Director of the Maine State Housing Authority, the Director of the Governor's Office of Energy Independence and Security and seven members appointed by the Governor that adequately represent the interests of commercial energy consumers, industrial energy consumers, small business energy consumers, residential energy consumers, and low income energy consumers. The body as a whole must include persons with knowledge and experience in financial matters, consumer advocacy, conservation fund programs, carbon reduction programs, and climate change policy.

The Efficiency Maine Trust reviewed MaineHousing's draft plans for the 2024 DOE WAP program at its October 25, 2023 meeting.

**U.S. Department of Energy
WEATHERIZATION ASSISTANCE PROGRAM
STATE PLAN MASTER FILE**

(Grant Number DE-EE0009906, State: ME, Program Year: 2024)

V.1	Eligibility.....	4
	V.1.1 Approach to Determining Client Eligibility.....	4
	1. Provide a description of the definition of income used to determine eligibility	4
	2. Describe what household eligibility basis will be used in the Program.....	4
	3. Describe the process for ensuring qualified aliens are eligible for weatherization benefits ...	4
	V.1.2 Approach to Determining Building Eligibility	4
	1. Procedure to determine that units weatherized have eligibility documentation	4
	2. Describe re-weatherization compliance.....	5
	3. Describe what structures are eligible for weatherization	5
	4. Describe how rental units/multifamily buildings will be addressed	6
	5. Describe the deferral process	7
	V.1.3 Definition of Children.....	7
	V.1.4 Approach to Tribal Organizations.....	7
V.2	Selection of Areas to Be Served	7
V.3	Priorities	8
V.4	Climatic Conditions.....	8
V.5	Type of Weatherization Work to Be Done	9
	V.5.1 Technical Guides and Materials.....	9
	V.5.2 Energy Audit Procedures	10
	V.5.3 Final Inspection	11
V.6	Weatherization Analysis of Effectiveness	12
V.7	Health and Safety.....	12
V.8	Program Management	15
	V.8.1 Overview and Organization.....	15
	V.8.2 Administrative Expenditure Limits.....	17
	V.8.3 Monitoring Activities	17
	V.8.4 Training and Technical Assistance Approach and Activities	21
V.9	Energy Crisis and Disaster Plan	23

V.1 Eligibility

V.1.1 Approach to Determining Client Eligibility

1. **Provide a description of the definition of income used to determine eligibility**

Definition of Low Income. Grantee has chosen to use the definition of household income, as described in the Home Energy Assistance Program Rule. Incomes calculated using this definition are adjusted as needed to align with WPN 23-3 PY 2023 *Poverty Income Guidelines and Definition of Income*¹, WPN 22-5 *Expansion of Client Eligibility In the Weatherization Assistance Program* and any related DOE guidance thereafter, to determine household energy burden and eligibility.

Income Verification. Subgrantees obtain required income documentation and verify income eligibility as part of the intake process to certify households eligible to receive fuel assistance benefits from the Department of Health and Human Services' Low-Income Home Energy Assistance Program (HEAP). If a household member receives either TANF or SNAP assistance, the household will have Categorical Income Eligibility for HEAP, as the Maine Department of Health and Human Services has already vetted the household income. Only those households who have Categorical Income Eligibility or whose income has been verified within the previous 12 months to be at or below 200 percent poverty level are considered for weatherization services. Subgrantees will re-verify income eligibility prior to commencing an energy audit for households whose application eligibility certification has expired. Subgrantees are required to ensure client eligibility during the period in which services are delivered. Clients that do not qualify for HEAP, but are still at or below 200% of poverty or for those that choose not to apply for HEAP, but still want weatherization services will be required to complete a DOE Weatherization Assistance Program only application and provide all required documentation to determine Program eligibility.

2. **Describe what household eligibility basis will be used in the Program**

Grantee has chosen the following definition of low income for the basis of eligibility for the Weatherization Assistance Program (WAP): Low income means that income in relation to household/family size is at or below 200 percent of the poverty level determined in accordance with criteria established by the Director of the Office of Management and Budget.

3. **Describe the process for ensuring qualified non-citizen are eligible for weatherization benefits**

A household may include:

- a. A qualified non-citizen who has obtained the status of a non-citizen lawfully admitted for temporary residence under Section 210 of the Immigration and Nationality Act by approval of an application and are categorized as Special Agricultural Workers (SAWS) who perform seasonal agricultural work during a specified period of time; or
- b. A qualified non-citizen who has obtained the status of a qualified non-citizen lawfully admitted for temporary residence under Section 245A and 210A of the Immigration and Nationality Act by approval of an application and who is aged, blind and/or has a disability as defined in Section 1414 (a)(1) of the Social Security Act (Public Law 74271); or
- (c) Cuban or Haitian aliens as defined in Public Law 96422, Section 501(e).

Households are considered eligible if qualified non-citizen members have a "Green Card" or show permanent residence (I-551 Alien Registration Card, Passport, I-688 Employment Authorization Card, I-766 Employment Authorization Document, I-94 with R-1 or R-2 status designation).

V.1.2 Approach to Determining Building Eligibility

1. **Procedure to determine that units weatherized have eligibility documentation**

Eligible Dwellings: Household members must meet one of the following eligibility criteria to be considered for weatherization services and to assure compliance with the requirements of 10 CFR 440.22:

- a. A dwelling unit shall be eligible for weatherization assistance if it is occupied by a household who has Categorical Income Eligibility or whose income is at or below 200 percent of the poverty level and/or meets the eligibility for assistance under the Low Income Home Energy Assistance Act of 1981 as determined in accordance with criteria established by the Director of the Office of Management and Budget; or
 - b. Prior to weatherizing entire rental buildings, a specific eligibility test will be applied. Not less than 66 percent (or 50 percent in the case of rental dwellings of two (2) or four (4) dwelling units), must be eligible or must become eligible dwelling units within 180 days under a federal, state or local program for rehabilitating the building or making similar improvements to the building.
2. Multi-family eligibility – (WPN) 22-5 expanded WAP’s categorical income eligibility to include HUD means-tested programs’ income qualifications at or below 80% of Area Median Income (AMI). WPN 22-5 was accompanied by three spreadsheets listing HUD properties which were categorically or potentially income eligible.
3. [Weatherization Memorandum 109: Eligible Buildings - U.S. Department of Housing and Urban Development \(HUD\) Lists \(energy.gov\)](#)

Eligibility Documentation. All subgrantee files and records contain authorized HEAP applications with verified income documentation (home owners and renters), as well as *WAP Consent Form*, *Proof of Ownership* and *Landlord/Tenant Agreement* (if applicable). All documents are available for review by state or federal staff as needed. Documentation of categorical eligibility will be obtained and kept in client file.

Undue or Excessive Enhancements. Grantee conducts desk reviews on weatherization jobs to confirm that no undue or excessive enhancements occurred to the value of the dwelling unit. If costs are questionable, an “Open Item Report” is issued to the Subgrantee. Dialog and documentation determines whether the cost is allowable. If not, it is removed from the DOE billing and the subgrantee uses non-WAP funding.

4. **Describe re-weatherization compliance**

The Consolidation Appropriations Act of 2021 allows Grantee to weatherize units 15 years after the date of such previous weatherization was completed to receive further financial assistance for weatherization utilizing DOE and other federal program funds. Grantee requires that these units be reported separately. Each dwelling unit served must receive a completely new energy audit that takes into account any previous energy conservation improvements to the dwelling. Subgrantees are allowed to count these homes as completions for the purposes of compliance with the per-home expenditure limit in 10 CFR 440.18.

The Maine State Housing Authority (Grantee) maintains available data of previously weatherized homes and assists Subgrantees in determining compliance with the re-weatherization requirements. For weatherization jobs completed in the prior 15 years Grantee and Subgrantee rely primarily on records maintained by the Subgrantee. Weatherization jobs completed between 1998-2008 are tracked in Grantee’s Central Heating Improvement Program and Weatherization Jobs SIR database. Weatherization jobs completed 2009-September 2016 are tracked in Grantee’s ECOS database. Weatherization jobs completed October 2016 to present are tracked in Hancock Software’s web-based energy audit software system referred to as HEAT Enterprise (HEAT Enterprise). Multi-family projects will be tracked in the DOE MulTEA database upon DOE’s approval for the use of the database.

5. **Describe what structures are eligible for weatherization**

Grantee defines an eligible structure as a dwelling unit, including a stationary manufactured home, stick built house, and multi-family buildings. An eligible dwelling does not include a camper, or other structures designed and constructed to provide temporary living quarters. All dwelling units will have a permanent physical address documented by a current tax bill or confirmation from a municipal official.

A dwelling unit is eligible for weatherization assistance if it is occupied by a family who has Categorical Income Eligibility or whose income is at or below 200 percent of the poverty level and/or is eligible for assistance under the Low-Income Home Energy Assistance Program.

Non-traditional dwelling units such as shelters and units with a business component will be discussed with DOE prior to commencement of the project.

Maine WAP includes the following components:

- a. An individual audit for each dwelling unit;
- b. Energy savings calculations based on the American Society of Heating and Refrigerating and Air Conditioning Engineers (ASHRAE) fundamentals; and
- c. A comprehensive health and safety protocol. Prior to initiating any weatherization activities, Subgrantees are required to evaluate the physical condition of the home, the mechanical systems, and building tightness.

If the structure fails to meet minimum standards as to Structural Integrity and Health & Safety, weatherization must be deferred until the issue is resolved. See V.1.2.5 Deferral Process and V.5.2 Energy Audit Procedures.

Grantee complies with its State Historic Preservation Office (SHPO) Programmatic Agreement (PA) to satisfy DOE's Section 106 requirement for all structures eligible for weatherization.

Grantee complies with DOE WAP Memorandum 110, Historic Preservation Review Process for Utilizing Weatherization Funds on Tribal Lands, to follow the written procedures of Historic Preservation on Tribal land.

6. Describe how rental units/multifamily buildings will be addressed

Grantee intends to weatherize rental units/multifamily buildings with the DOE Grant Funds.

Rental units will be eligible for WAP provided that the Subgrantee has obtained written authorization from landlords/building owners and not less than 66% (50% for duplexes and four-unit buildings, and certain eligible types of multi-family buildings) of the dwelling units in the building are: (i) eligible dwelling units, or (ii) will become eligible dwelling units within 180 days under a Federal, State or local government program for rehabilitating the building or making similar improvements.

The Subgrantee is required to ensure that the benefits of the weatherization assistance on rental units accrue primarily to the low income tenants residing in the units and that no undue or excessive enhancement occurs to the value of the rental units. Additionally, the Subgrantee must require that the landlords/building owners execute the *Weatherization Rental Agreement* https://www.mainehousing.org/docs/default-source/ehs-partners-library/maine-weatherization-programs/program-forms/program-forms/rental-agreement-wap-chip10012019.pdf?sfvrsn=2bd3b115_4 to ensure that for a period of one (1) year following the weatherization work, the tenants in that rental unit will not be subjected to rent increases unless the increases are demonstrably related to matters other than the weatherization work performed. The *Weatherization Rental Agreement* further requires adherence by the landlords/owners to the requirements of 10 CFR §440.22(b)(3) and §440.22(c)-(e), as laid out in the *Weatherization Assistance Program Guidance*.

If the landlords/owners increase the rent in violation of the *Weatherization Rental Agreement* and the *Weatherization Assistance Program Guidance*, the landlords/owners must repay the full cost of the weatherization assistance. Any dispute as to the circumstances for a rent increase will be reviewed by the Subgrantee or MaineHousing, if requested by the Subgrantee, landlord/owner or tenant.

Grantee will consider using a competitive process to attract a new Subgrantee or Subgrantees to weatherize multifamily units. WAP will be working closely with the DOE Project Officer and the new multifamily Subgrantee(s) to ensure that all DOE approvals and training needs are met. Priority will be given to identifying and providing weatherization assistance to: older adult persons, persons with disabilities, families with children, high residential energy users, and households with high energy burden. Multifamily buildings because of their size and character, may offer an opportunity to meet many of these priorities. When addressing "significant energy improvements" in multifamily dwellings, WAP will contact the DOE Project Officer and refer to the WPN 22-12 Multifamily Weatherization and WPN 22-13 Weatherization of Rental Units.

Eligible Dwelling Units. Grantee intends to weatherize rental dwelling units occupied by income eligible (low-income) tenant(s), providing a direct benefit to the low-income tenant(s). In the event of 2-4 unit buildings, one of the units may be occupied by the owner. Grantee, consistent with Department of Energy guidance, requires the weatherization of the entire building not just the low-income units.

Prioritization. Rental unit buildings will be prioritized similar to single unit buildings: tenants with the highest energy use and highest energy burden (as a percentage of income) will receive priority. DOE funding is used to weatherize multi-family unit buildings provided at least 66 percent of residents in a three (3) unit property and 50 percent in a two (2) or four (4) unit property (determined on a building-by-building basis in a multi-building property) meet WAP income guidelines or HUD categorical eligibility.

Written Permission. Prior to conducting the energy audit, the Subgrantee must verify the ownership of the unit/building and secure landlord's/owner's and tenant's consent, in writing, to proceed with weatherization measures. In addition, the landlord and tenant are required to sign a Weatherization Rental Agreement before the Subgrantee can proceed with weatherization. The provisions of this Agreement include:

- a. **Rent Increases:** Secure landlord's/owner's and tenant's signature on a Weatherization Rental Agreement that prohibits an increase for twelve (12) months because of any increase in the value of the property due solely to the weatherization work.
- b. **Sale of Property:** If the property is sold within one (1) year of the completion of weatherization work, the owner may be required to reimburse the Grantee for the cost of the weatherization material installed.

Tenant Complaints. Customer survey cards, client phone calls, and client comments during site monitoring are tracked by Grantee. Grantee technicians, program and management staff engage with clients and Subgrantees as needed to address issues. Closure is documented in applicable Grantee databases.

7. Describe the deferral process

Some dwelling conditions or client circumstances may require deferral of weatherization until the issues are resolved. Documentation of all activities in the client's file is required. "Deferral" does not necessarily mean that the home will not receive weatherization services, but that until the conditions are rectified, the weatherization services are temporarily postponed.

Deferral of Services Policy. See Grantee's Weatherization Assistance Program Guidance, Section 6(J) for Grantee's Deferral of Weatherization Services Policy, which provides the guidelines for Subgrantees when a building should be deferred because the building is not appropriate for weatherization.

Deferral Tracking. All deferred jobs, including the reason for deferral, are entered and tracked in an excel spreadsheet developed by DOE and electronically in the appropriate system of record (Heat Enterprise or ORNL's MulTEA when approved).

Deferral Notification: Subgrantee provides a written Notice of Deferral to each deferred client with the reason for deferral. A copy of the Notice of Deferral is retained with the weatherization job in HEAT Enterprise.

Once the applicant notifies the Subgrantee that the deferral reason(s) have been resolved/addressed the applicant will receive priority for WAP providing they still meet WAP eligibility.

Clients have the right to appeal the decision to defer WAP services. They must make this request by contacting the Manager of Weatherization Services in writing within 30 calendar days of the date the Deferral of Services Notice was signed. The request must include the reason(s) why they don't agree with this decision along with any documentation that will show that the deferral reason was made in error or not accurate.

V.1.3 Definition of Children

Definition of children: younger than six (6) years of age.

V.1.4 Approach to Tribal Organizations

Grantee has five federally recognized Indian Tribes and each of them participate in the HEAP fuel assistance, as well as HEAP and DOE weatherization programs (WAP): Penobscot Indian Nation; Houlton Band of Maliseets; Aroostook Band of Mic Macs; Passamaquoddy Tribe, Pleasant Point; and Passamaquoddy Tribe, Indian Township. Grantee and the Indian Tribes maintain annual Memorandums of Understanding that outline the disbursement terms of WAP funds for these Tribal Entities.

The low-income members of an Indian tribe shall receive benefits equivalent to the assistance provided to other low-income persons within Maine. Grantee allocates funds to five (5) tribal organizations based upon the number of eligible HEAP clients. This has resulted in three percent of Grantee's DOE grant award being allocated to the five (5) tribes. Actual administration of the weatherization programs within tribal organizations' land is provided by Subgrantees that service areas include Counties in which Indian Tribes are located.

Process: Tribal organizations process HEAP fuel assistance applications for tribal members and verify eligibility for benefits. Subgrantees contact the local tribal organizations to obtain eligible HEAP fuel assistance applications, as well as contact information for tribal members that are at 200% or below poverty guidelines that do not meet HEAP fuel assistance income eligibility or who have not applied for fuel assistance. Upon receipt of the applications/information, audits and weatherization jobs will be scheduled.

V.2 Selection of Areas to Be Served

Selection Method. In the case of areas currently served by a Subgrantee established under Section 222(a)(12) of the Economic Opportunity Act of 1964, as amended, funds available under this program will be granted to that Subgrantee for the same geographic area. Any new or additional Subgrantees shall be selected at a hearing in accordance with 10 CFR Section 440.14(a), as amended, and upon the basis of the criteria set forth in 10 CFR 440.15(a), as amended.

Grantee's WAP serves all counties statewide through eight (8) Subgrantees. Each Subgrantee is, in fact, a Community Action Agency or other public or non-profit entity. Grantee intends to expand the Subgrantee Network to add additional non-profit organizations to provide WAP services.

The Grantee ensures that each Subgrantee is selected on the basis of public comment received during a public hearing conducted pursuant to 440.14(a) and other appropriate findings regarding:

- a. The Subgrantee's experience and performance in weatherization or housing renovation activities;
- b. The Subgrantee's experience in assisting low-income persons in the area to be served; and
- c. The Subgrantee's capacity to undertake a timely and effective weatherization program.

In selecting a Subgrantee, preference is given to any Community Action Agency or other public or non-profit entity, which has, or is currently administering, an effective program under this part or under Title II of the Economic Opportunity Act of 1964. Program effectiveness is evaluated by consideration of factors including, but not necessarily limited to the following:

- a. The extent to which the past or current program achieved or is achieving weatherization goals in a timely fashion;
- b. The quality of work performed by the Subgrantee;
- c. The number, qualifications, and experience of the staff members of the Subgrantee; and
- d. The ability of the Subgrantee to secure volunteers, training participants, public service employment workers, and other federal or state training programs.

Subgrantee Removal. In the event that a Subgrantee is unable to complete the terms of its Subgrantee Agreement, or if Grantee determines that the Subgrantee cannot fulfill its obligations under the Subgrantee Agreement, Grantee will reach out to other Subgrantees to fulfill the terms of their Subgrantee Agreement and work with the Subgrantees to extend their WAP services into the territory needing service coverage or Grantee will select new Subgrantee pursuant to 10 CFR Section 440.14(a), as amended, and upon the basis of the criteria set forth in 10 CFR 440.15(a), as amended. Contracts would be amended as needed to accommodate the change in service area. This process ensures that WAP services are delivered with minimal interruption to clients if this type of situation was encountered.

V.3 Priorities

Prioritization. Priority for weatherization services is identified through HEAT Enterprise, based on household composition, annual energy consumption usage for heat (cost), and poverty level. This process gives priority to households with high residential energy users and high energy burden. Households with an older adult (60 years or older), a person with disabilities, and/or families with children younger than six (6) years of age are given priority for weatherization services. Grantee reports this information in the Quarterly Performance Report submitted to DOE. Data from Grantee's fuel assistance database (referred to as LIHEAP Cloud) is uploaded annually into HEAT Enterprise and becomes the basis for determining priority and wait lists. HEAT Enterprise calculates a WAP ranking for each household by assigning points based on household income, home energy costs, and households with children age 6 or less. The maximum number of points allotted to a household is 20, which would result in the highest priority.

Wait Lists. Subgrantees are required to develop and maintain a wait list consisting of HEAP eligible households. Households on the Subgrantee's wait list should be weatherized in order of ranking according to HEAT Enterprise. Households with the highest WAP ranking have the highest priority. A Subgrantee may move up an eligible household's priority based on geographic considerations (e.g., if a high priority weatherization project is

out of town, another dwelling with a lower priority ranking in the same area may also be weatherized during or at the same time to save on travel costs) or because the Subgrantee is funding the project with additional other resources.

V.4 Climatic Conditions

Maine’s weather and geography directly affect energy consumption in homes. Heating requirements vary from south to north based on the District Heating Factors for the United States. Maine’s 7500 to 9800 degree day environment mandates consideration of heating needs. In order to meet the additional heating needs of those in the northern and western portions of Maine, the Grantee uses a sliding scale of allocation based on recorded Heating Degree Days (HDD).

Maine’s Hancock Software Energy Audit Tool (HEAT Enterprise) accounts for localized climatic variances by using climate data from the National Oceanic and Atmospheric Administration (NOAA). Heating degree hours are calculated using state climate data associated with each Maine zip code. The data set that is used to determine HDD can be found at [NOAA.org](http://www.ncei.noaa.gov/access/search/data-search/normals-hourly-1991-2020). ([www.ncei.noaa.gov/ access/search/data-search/normals-hourly-1991-2020](http://www.ncei.noaa.gov/access/search/data-search/normals-hourly-1991-2020)).

Maine’s Heating Degree Days by County (HDD):

Subgrantee	Service Area – counties	Heating Degree Days
Aroostook County Action Program	Aroostook	8,204
Community Concepts, Inc.	Androscoggin, Oxford	6,904
Community Concepts, Inc.	Cumberland	6,248
Downeast Community Partners	Washington, Hancock	6,734
Kennebec Valley Community Action Program	Kennebec, Somerset	7,255
Kennebec Valley Community Action Program	Lincoln, Sagadahoc	6,170
Penquis Community Action Program	Penobscot, Piscataquis	7,257
Penquis Community Action Program	Knox	6,352
Waldo Community Action Partners	Waldo	6,856
Western Maine Community Action	Franklin	8,078
York County Community Action Corporation	York	6,301

V.5 Type of Weatherization Work to Be Done

V.5.1 Technical Guides and Materials

Technical Guides. Standards for the proper installation of materials and procedures are described in the *Maine Weatherization Standards* and the *Maine Field Guide* which are located on the Grantee’s website <https://www.mainehousing.org/partners/partner-type/community-agencies/maine-weatherization-programs>.

The *Maine Weatherization Standards* are aligned with the companion Maine Field Guide, which embodies SWS applicable to the Maine Weatherization Assistance Program. While the *Maine Weatherization Standards* and the Maine Field Guide are fully aligned, the documents are distinct. The *Maine Weatherization Standards* provides more overview and detail on overarching goals and guidance for delivery of weatherization services. The Maine Field Guide format provides clear quality standards for specific measures and test procedures using concise SWS language and photographs, and is well suited for direct use in the field.

Notification/Distribution to Subgrantees. Grantee has created and maintains a dedicated web portal for Subgrantees, which provides electronic access to current versions of technical guides, program updates, procedure manuals, standard documents, relevant client education brochures, and a link to all WAP Program Notices and Memoranda. See <http://www.mainehousing.org/partners/partner-type/community-agencies>.

Notifications of updates to program manuals or guidance are posted to the HEAT Enterprise Home/News page. This page is maintained as a “Bulletin Board” and includes highlights of updates, implementation dates and directions to guidance as applicable. Since all users view the Home/News page on log-in, this ensures that Subgrantee field staff are apprised of and directed to the details of important updates as they are implemented.

Program updates and notifications are emailed to Subgrantee Housing Directors and posted on our web portal.

Required Language. All Subgrantee Agreements contain the following language: "Subgrantee agrees to ensure that the standard work specifications for work quality outlined in WPN 22-4, Section 1, will be met and that all contracts with vendors will contain the same requirement." The Subgrantee's signature on the Agreement confirms that all expectations contained in the Subgrantee Agreement, Work Plan, and Budget are understood and implemented. The Subgrantee must deliver the executed Agreement, with Work Plan and Budget to the Grantee for approval before WAP funds will be disseminated.

All weatherization work is performed in accordance to DOE approved energy audit procedures and 10 CFR 440 Appendix A.

NEPA Review. Subgrantees may only perform activities identified in the current NEPA Maine determination.

Maine Field Guide type approval dates.

Maine Weatherization Field Guide (Single-family and Mobile Home) DOE approved on September 23, 2021

Supplemental DOE Approval for Spray Foam as an Air Sealing (Infiltration) Material as well as Insulation Material approved November 27, 2018

V.5.2 Energy Audit Procedures

Audit Procedures and Dates Most Recently Approved by DOE

Audit Procedure: Single-Family

Audit Name: Other (specify) 12/5/2016 Hancock Software

Approval Date: 8/24/2022 DOE approved HEAT v1.0.1(G015-SP8)

Approval Date: 12/5/2016

Audit Procedure: Manufactured Housing

Audit Name: Other (specify) May 22, 2017 Hancock Software

Approval Date: 8/24/2022 DOE approved HEAT v1.0.1(G015-SP8)

Audit Procedure: Multi-Family

Audit Name: Other (specify) Weatherization Assistant Multifamily Tool for Energy Audits (MulTEA)

Approval Date: MaineHousing is currently applying for ORNL's MulTEA web based energy audit system.

Comments

1. Grantee's energy audits consists of the following components:
 - a. an individual audit for each dwelling unit,
 - b. energy savings calculations based on ASHRAE fundamentals, and
2. A comprehensive health and safety protocol. Prior to initiating any weatherization activities, Subgrantees are required to evaluate: the physical condition of the home, the mechanical systems, and building tightness. Evaluation of the physical condition of the home and its mechanical systems is accomplished using blower door tests, combustion efficiency analysis, ventilation assessment, fossil fuel appliance combustion safety testing, and moisture level evaluation. Results determine the necessity for various remedial actions, which must be accomplished prior to weatherization, as well as whether investing program dollars in the structure is appropriate.
3. Grantee's health and safety procedures, as described in the Maine Weatherization Standards require a total assessment of the home. Briefly, and not all inclusive, the auditor is required to assess the home from basement to attic using HEAT Enterprise:
 - a. list possible pollutant sources;
 - b. record any observable pollutant indicators;
 - c. interview the client as to health problems and lifestyle;
 - d. test all combustion appliances to the degree allowed by law as to efficiency and safe operation;
 - e. perform zone pressure diagnostic testing if applicable;
 - f. determine combustion air requirements and assess the adequacy of the existing combustion air supply;
 - g. test for spillage, back-drafting, and venting capability of all combustion exhaust vents; and

- h. check CO production of all combustion appliances.
 - Homes that fail combustion safety tests must be deferred until corrective action is taken. Homes with unvented fossil fuel heaters cannot be weatherized until such heaters are removed, except when ANSI approved and used as secondary heat only. In addition, no weatherization activity that will affect the drying capability of the home may be undertaken until all necessary moisture control activities have been completed. After the weatherization measures are completed, the home must be checked again to ascertain that all combustion appliances are operating safely. If homes fail to meet minimum standards as to Structural Integrity and Health & Safety, weatherization must be deferred until the issue is resolved. Once a deferred home becomes eligible for weatherization, all energy audit diagnostics, including blower door testing and combustion safety testing, must be redone to establish a new baseline for the building conditions. Documentation of all activities in the client file is required.
4. Grantee standard work specifications are embodied in the *Field Guide* and is posted on the Grantee's website. This measures selection system applies to all types of dwelling units and is based on instrumented audits interacted with ASHRAE 62.2–2016 based calculations for energy use, actual installation and energy costs and material lifetimes to produce a savings investment ratio (SIR)-driven work order. These calculations will be conducted using HEAT Enterprise.
5. Grantee requires Subgrantees to utilize, to the degree allowed by law, diagnostic equipment including blower doors, combustion analyzers, hygrometers, CO analyzers, digital manometers and infrared cameras. Mandated tests include blower door tests, combustion efficiency analysis, minimal ventilation assessment, fossil fuel appliance CO testing, and moisture level evaluation.
6. Grantee's HEAT Enterprise uses the basic heat loss equation for conductive heat loss, (BTU/hr times area times degrees Fahrenheit over "R") taken from the ASHRAE 62.2–2016 Fundamentals Handbook, for pre and post weatherization energy use. Included in the calculations are heating degree-day correction factors and a blower door "N" factor when necessary. The results are checked against actual consumption whenever possible (HEAP vendors are required to provide consumption data; clients are asked to provide fuel bills during the audit). As the database grows, any necessary adjustments to correction factors will be made. Grantee's energy audit calculates SIRs for each contemplated weatherization measure, which reflect local heating degree-day figures and a heating degree-day correction factor.
7. In HEAT Enterprise, material lifetimes were updated based on DOE input and are the most conservative generally accepted by the industry. Installation costs are established by using actual subcontractor and supplier bids as well as crew installation costs at each Subgrantee.
8. A SIR is calculated for each contemplated energy conservation measure (ECM). Measures are arranged in descending order of payback by HEAT Enterprise with any individual measure with a SIR of less than 1 being considered "unallowable" unless paid for with another funding source (non-DOE). It is possible for the Subgrantee to elect to do fewer measures than proposed on any given job as long as measures are accomplished in the order established by HEAT Enterprise.
9. Projected incidental repair costs are also calculated and added to the total cost. Incidental repair costs are capped at 15 percent of the total cost of weatherization tasks being completed (conductive + air infiltration + mechanical tasks) in a contract period. Overall calculated SIR for activities excluding health and safety must be equal to or greater than 1. Grantee's audit system assigns an energy savings to air infiltration reduction as determined by reduction of the CFM50 figure from blower door testing. As there is no way to accurately predict a post weatherization CFM50 figure, Grantee may waive the SIR requirement for the aggregate of air infiltration reduction measures on a case-by-case basis if the overall payback requirement is not met by the post blower door test.
10. All weatherization work is performed in accordance to DOE approved energy audit procedures and 10 CFR 440 Appendix A. Supplemental DOE Approval for Spray Foam as an Air Sealing (Infiltration) Material as well as Insulation Material approved November 27, 2018

V.5.3 Final Inspection

Every DOE WAP unit reported as a completed unit receives a final inspection by the Subgrantee's BPI certified Quality Control Inspector (QCI), to ensure that all work meets the minimum standard work specifications as outlined in the National Renewable Energy Laboratory (NREL) Single-Family Quality Control Inspector Job Task Analysis. The QCI must complete and provide an Inspection Completion Form to Grantee for every completed unit, certifying that the weatherization materials and measures were properly installed in accordance with the Grantee WAP standards.

Grantee conducts desk reviews on up to 100 percent of completed jobs, based on Subgrantee performance. Grantee will only authorize payment to the Subgrantee when satisfied that all work is completed in accordance with the work quality requirements outlined in WPN 22-4, Section 1. The Subgrantee is notified of any job not in compliance and is required to take the steps necessary to complete the job. In addition, the Grantee will perform quality assurance inspection reviews of at least 5 percent of completed units and 10 percent of all completed units of Subgrantees that allow the audit and inspection to be done by the same person.

Subgrantee Agreements outline disciplinary action for inadequate inspection practices, as well as other duties not performed in accordance with expectations contained in the Agreement. *To wit:* Grantee shall notify the Subgrantee of the respects in which the Subgrantee's performance is deficient and the time period Subgrantee has to conform its performance. In the event the Subgrantee fails to correct deficiencies in its performance within the specified time, Grantee may withhold Subgrantee's funding under the Agreement until Subgrantee is in compliance.

If a Subgrantee weatherizes a project that is financed/owned by the Subgrantee, or sufficient reserves are in place for the project to incur these costs, without prior approved clearance, the Grantee has the right to refuse to reimburse for weatherization costs incurred.

Maine Weatherization Standards, Subgrantee Agreements, and Grantee's Weatherization Assistance Program Guidance and Procedures (Section 6), provide policies and procedures that govern the inspection process.

V.6 Weatherization Analysis of Effectiveness

HEAT Enterprise system reports are used as tools by the Grantee to monitor Subgrantee WAP production. Additionally, the HEAT Enterprise system calculates an Energy Savings Report for each job that includes pre-R, post-R as well as annual and lifetime BTU savings for the dwelling. Grantee plans to implement the following procedures to analyze the effectiveness of weatherization projects:

1. Grantee reviews estimated energy savings calculations and reports produced by HEAT Enterprise, which also prioritizes all activities in all types of housing addressed by WAP.
2. Grantee surveys recipients of weatherization services and shares results with Subgrantees performing the work.
3. Grantee's Energy and Housing Services team (EHS) communicates regularly with Subgrantee weatherization technicians through telephone, email and onsite visits.
4. Grantee's EHS staff participates in monthly Housing Council meetings and Building Technician Committee (BTC) meetings hosted and attended by Subgrantees directors, managers and technical staff. These meetings provide a platform to receive and solicit feedback from Subgrantees regarding technical concerns, training and other areas that may need improvement. Grantee will implement training based on need.

Grantee conducts up to 100 percent desk review of all jobs and provides timely feedback to Subgrantees. Grantee's State Monitor Technical Review Checklist and State Monitor Compliance Review Checklist classifies common or problematic areas of work identified during desk audits of each weatherized unit. This checklist includes specific areas of the building model, which prompts the monitor to require that the audit be restated if housing characteristics were not accurately entered into the initial audit. Grantee maintains a database which tracks jobs that have issues, follows-up with the Subgrantee, and documents resolutions.

The desk review process will flag any units that need additional monitoring in the form of a unit inspection. Any uncharacteristic testing numbers, costs, or unusual circumstances and measures will trigger this inspection. These inspections will be considered part of the required Quality Control Inspections. When findings or concerns are found on these inspections, the state monitor will work with the Subgrantee to help them understand how the issue occurred, how to prevent it and provide any additional training as needed.

V.7 Health and Safety

Purpose and scope. The primary goals for Grantee WAP are to implement cost effective weatherization procedures to conserve energy and to assess and correct related health and safety hazards. Materials used for the abatement of such hazards not listed in Appendix A of 10 CFR 440 must meet all standards incorporated by reference and made a part of 10 CFR 440.

1. Subgrantees will be allowed to expend program funds for the abatement of energy related health and safety hazards up to an average of \$1,200 per unit. Grantee health and safety related costs will be charged to either the administrative or training and technical assistance cost category. It is the responsibility of Subgrantees to manage the health and safety expenditure report as part of the billing process. The health and safety costs

excluded from the cost effective calculations are tracked separately.

The cost of eliminating health and safety hazards, which is necessary before or because of installation of weatherization materials, is an allowable expense. Definitions of “minor” or allowable Health & Safety related repairs, and at what point repairs are considered beyond the scope of weatherization are included in the applicable sections of Grantee’s 2023 Health and Safety Plan Template, (4.0, 7.6, 7.9, 7.14, 7.16), and are aligned with the *Maine Weatherization Standards*. Grantee WAP has set parameters by defining allowable minor repairs versus unallowable major repairs for potentially out-of-scope repairs such as roof, structure, moisture, electrical, and worker/client safety. This has greatly reduced the call for case-by-case considerations. However, rigors will be applied to any case-by-case consideration, including cost, Health and Safety risk, SIRs, pursuit of non-WAP resources, and the extent of benefits to especially vulnerable low-income households and individuals per 10 CFR 440.

2. Subgrantees are encouraged to leverage other funds whenever possible when addressing non-cost effective tested items. Problems with the dwelling unit that have no connection with weatherization activities can only be addressed with other funding sources, such as Grantee’s *Lead Hazard Reduction Demonstration Grant*, or its *Home Repair Program*. Potential funding sources include, but are not limited to:
 - a. Central Heating Improvement Program (CHIP)
 - b. Community Development Block Grant (CDBG)
 - c. Maine State Housing Authority programs
 - d. City or Town assistance
 - e. USDA Rural Economic Development (formerly FHA)
 - f. Housing and Urban Development (HUD)
 - g. Local church and community groups
 - h. Building Materials Bank
 - i. Habitat for Humanity
 - j. Donations from local businesses
 - k. Landlords

Intake Procedures. Per the Maine Weatherization Standards, the auditor's duties include an evaluation of available information starting with viewing the client application, interviewing the client, and assessing the dwelling. A series of tests as outlined in the *Maine Weatherization Standards* and the *Field Guides* are performed in order to identify potential health and safety hazards as well as energy conservation opportunities. The clients sign a WAP Consent Form that specifies, “In consideration of any WAP services received, I have received a copy of the EPA publication *The Lead-Safe Certified Guide to Renovate Right* and have also been educated on weatherization and health and safety topics pertinent to my home.”

Client Education and Training. As outlined in WPN 22-7, the auditor makes the client aware of potential hazards and provides them with appropriate instructions and educational materials. The client also receives guidance and information on energy conservation tips, both verbally and through educational materials relating to the subject(s). In addition to various brochures and manuals available to clients, education is provided as the home is being weatherized. Crews, contractors, inspectors and other qualified personnel explain various related concepts as the work progresses. Clients are encouraged to contact appropriate Subgrantee after weatherization if they have any questions, concerns, or wish to report feedback on the conservation efforts.

Deferral of Services Policy: See Grantee’s *Weatherization Assistance Program Guidance*, Section 6(J) for Maine’s *Deferral of Weatherization Services Policy*.

Grantee Health and Safety Program: Grantee health and safety related costs will be charged to either the administrative or training and technical assistance cost category. Grantee will follow all Occupational Safety and Health Administration (OSHA) safety regulations, and national, state and local codes as further described under the Subgrantee/Contractor Safety section below.

Subgrantee/Contractor Safety: Subgrantees must comply with OSHA requirements in all weatherization activities. When contractors are employed by Subgrantees, those contractors are expected to comply with OSHA requirements as well. The contractors’ costs to comply with OSHA, as applicable, are part of their bid price. Related costs for Subgrantees to comply with OSHA requirements may be charged under section 440.18 as health and safety, tools and equipment, incidental repairs, etc.

1. Grantee WAP expects the crews, contractors, and other field personnel to be able to work under

conditions that do not jeopardize their own health and safety.

2. Weatherization personnel shall be properly trained in workplace safety and will be provided with necessary protective equipment by their employer. All weatherization workers must comply with EPA's Renovation, Repair and Painting Rule (RRP) and at least one (1) person on each weatherization crew (includes both subcontractor crews and Subgrantee direct hires) must be trained in Renovation, Repair and Painting (RRP).
3. Subgrantees and contractors are expected to follow the requirements of Construction Industry OSHA Safety and Health Standards (29 CFR 1926/1910).
4. Subgrantees must comply with the OSHA Hazard Communication "Right to Know Program." The program requires chemical manufacturers or importers to assess the hazards of chemicals that they produce or import. It also requires that all employers provide information to their employees about the hazardous chemicals to which they are exposed, by means of a hazard communication program, labels and other forms of warning, material safety data sheets, and information and training. Subgrantees must follow the record keeping requirements for Occupational Injuries and Illnesses.
5. Subgrantees are responsible for maintaining vehicles purchased with federal funds so that they are in safe and proper operating condition.
6. Subgrantees are responsible for ensuring all work performed in client homes abides by federal, state, and local codes and regulations.
7. Grantee verifies contractor and Subgrantee compliance with OSHA 10, Safety Data Sheets (SDS), and RRP requirements as follows:
 - a. As part of the annual bid process, contractors are required to submit RRP certifications. Grantee reviews this documentation to ensure compliance.
 - b. Grantee conducts in-progress monitoring inspections to verify compliance with OSHA 1910 and 1926, RRP, and reviews/compares SDS information to actual products being installed.
 - c. Grantee conducts client interviews to confirm that they received SDS information prior to the installation of WAP measures.

Client Health and Safety. Client health and safety is a priority for Grantee WAP. Through DOE trainings, related trainings at Maine Safety Works, and field training, Grantee has developed a comprehensive plan to ensure safety in energy related areas. Subgrantees are required to have the proper equipment to perform the necessary weatherization tests. Subgrantee personnel are required to attend trainings as determined necessary. Homes constructed prior to 1978 are presumed to contain lead paint. All weatherization clients residing in homes constructed prior to 1978 will receive the EPA publication [The Lead-Safe Certified Guide to Renovate Right](#) prior to the commencement of any weatherization activities.

1. Maine's Community Action Agency Building Technology Committee (BTC) meets on a monthly basis to discuss all technical aspects of the weatherization program. The committee consists of a technical representative from each Subgrantee. Through this venue, Subgrantees are continually updated with information and techniques regarding energy conservation and health and safety issues. This system ensures that all Subgrantees are receiving the same information and creates consistency for a quality program statewide.
2. The Weatherization and CHIP programs work in unison to guarantee "A House as a System" approach when conducting an audit.
3. All Subgrantees have blower doors, digital manometers, CO testers, heating system efficiency testers, and hygrometers, as well as other test equipment. All weatherization personnel are required to be trained in energy related health and safety issues and indoor air quality problems. Testing and corrective procedures requiring special licensing on a state level will be referred to the appropriate authority.

Health and Safety Guidance Grantee uses the [Table of Issues](#) (adopted in [DOE WPN 22-7](#)) as a reference of a majority of conditions that Grantee regards as hazardous. In all cases these conditions will determine the course that weatherization will take. The chart outlines the hazard, the importance of correction, if postponement of weatherization services is necessary, types of testing, and corrective procedures for each hazard. In addition to the prescribed guidance in the Table of Issues, the following will be assessed and addressed, as applicable:

1. Air Conditioning and Heating Systems. Because of Maine's high heating degree-day environment, cooling needs are considered insignificant for Maine dwellings. Therefore, Maine climate conditions do not warrant defining at-risk occupants or the repair or replacement of air conditioning systems under DOE WAP.

2. Asbestos. According to the EPA's *Building Air Quality Guide*, the mere presence of asbestos in a building does not mean that the health of a building occupant is endangered. Asbestos-containing material in good condition, not damaged or disturbed, is not likely to release asbestos into the air.
3. Combustion Appliances and Combustion Gases. Grantee recognizes that combustion gases in homes pose the most serious hazard. As a result, Grantee has adopted a comprehensive plan to ensure safe operation of combustion appliances and to make sure that weatherization procedures do not contribute to a problem.
4. Per the SWS, (2.02 Combustion Safety) CO in the appliance vent, ambient CO and spillage testing must occur as part of a weatherization job. If the mandatory testing results are outside of the allowable limits, a clean, tune & evaluate (CTE) of the heating system must occur as part of a weatherization job.
5. Energy auditors must comply with the rules of the Maine Fuel Board: Prior to performing a combustion safety and efficiency test, a limited energy auditor technician shall obtain the manufacturer's installation and operating instructions for the specific equipment to be tested. Energy auditors must make every effort to obtain an equipment manual on site or online. When a manual is not obtainable, the energy auditor must order a CTE by a licensed Heating Technician. This CTE must be performed prior to invoicing the job. A visual inspection, CAZ pressure test, spillage test, and ambient CO measurement must still be conducted as part of the energy audit.
6. In addition, CTEs should also be conducted as part of routine maintenance and safety practices. Subgrantees must provide in their Work Plan established internal policies that describe how CTEs will be addressed for clients of the weatherization program. Of all the by-products of fuel combustion, carbon monoxide (CO) is deadly. Grantee views any ambient level of CO as potentially dangerous and will be considered a warning signal that a problem exists. Corrective procedures requiring special licensing will be referred to the appropriate authority. Grantee follows guidance provided in the ASHRAE standards.
7. Mold and Moisture. A thorough moisture assessment of the home is done during the audit process and conditions are noted in HEAT Enterprise. The assessment process includes a client interview, visual inspection, measuring humidity levels and blower door testing. Corrective procedures include client education, eliminating/reducing source of moisture, and providing mechanical ventilation as prescribed by ASHRAE standards.
8. Occupant Pre-existing or Potential Health Conditions. Agencies will provide an "Occupant Pre-Existing or Potential Health Conditions" form to the client which explains that some weatherization measures create dust, smells, or other conditions that may aggravate certain health conditions in some individuals. The client will then have the opportunity to self-identify any pre-existing or potential health concerns that may be aggravated by weatherization services.
9. Diagnostic equipment, such as blower doors, will not be used on units where such equipment could exacerbate existing problems (e.g., vermiculite in open floored attics).
10. Spray Polyurethane. Grantee must follow EPA recommendations (available online at <http://www.epa.gov/saferchoice/ventilation-guidance-promote-safe-use-spray-polyurethane-foam-spf-insulation-incluyendo>).

V.8 Program Management

V.8.1 Overview and Organization

Organization Overview. The Maine State Housing Authority (MaineHousing), created in 1969 by the state legislature, is Maine's housing finance agency. MaineHousing is a quasi-state agency with a Board of Commissioners appointed by the Governor and confirmed by the Legislature. MaineHousing administers the DOE Weatherization Assistance Program. MaineHousing's mission statement reads, "The mission of MaineHousing is to assist Maine people to obtain and maintain decent, safe, affordable housing and services suitable to their unique housing needs." In carrying out this mission, MaineHousing provides leadership, maximizes resources, and promotes partnerships to develop and implement sound housing policy.

Since its inception, MaineHousing has provided housing for low and very low-income renters and the opportunity for low and moderate-income Maine families to purchase their own homes. In the more recent past, MaineHousing has expanded its programs to meet new challenges posed by various housing needs: people who are homeless; people with special housing needs (such as mental health consumers); older adults; low income homeowners who cannot afford basic home repairs; and others.

The State of Maine developed the nation's first Weatherization Program in 1973 in response to the energy crisis that gripped the northeast and caused economic hardship across the country. Maine WAP became the model used in developing funding for a program in every state in the nation. The program was originally administered by the Division of Community Services, an executive department agency. It was re-assigned to MaineHousing in 1991.

By its nature, MaineHousing rarely serves its customers directly. It places a heavy reliance on its partners to deliver its programs and services to the households that it serves. These partners include real estate professionals and lenders, non-profit organizations, other government agencies (in particular, Maine Department of Economic and Community Development, and Health and Human Services) municipalities, for-profit corporations, private developers, private property owners, management corporations, and Community Action Agencies. With offices located throughout Maine, eight (8) of Maine's Community Action Agencies serve as Subgrantees for the DOE Weatherization and Low Income Home Energy Assistance Programs (HEAP).

In addition to WAP, MaineHousing serves as Grantee for HEAP, Central Heating Improvement Program and other home repair programs. Weatherization serves as MaineHousing's cornerstone to providing thousands of Maine homeowners and renters with funds to repair and improve their homes. CDBG and other state and federal sources of funds will be used in conjunction with WAP funds to address this home repair crisis. In addition, MaineHousing consistently designates 15 percent of its HEAP grant to weatherization and heating system repair programs.

Review of Subgrantee Work Plans, Budgets, and Reported Results - Grantee requires Subgrantees to provide a Work Plan and Budget for the 2024 DOE program as part of the Subgrantee Agreement. Grantee will review the Work Plan and Budget and request any updates, if necessary, for the program year. No funds will be advanced to Subgrantees until the Work Plan and Budget is reviewed and approved by Grantee. Grantee's EHS staff will perform comparisons of Subgrantees monthly billings versus their approved budgets to identify financial or compliance variances. EHS staff will work with Subgrantees to correct/understand variances as they are identified during this process.

Allocation of Funding to Subgrantees - Grantee will allocate program funding to Subgrantees based on the percentage of HEAP applications approved. Grantee reserves the right to re-allocate funding among Subgrantees during the program year based on program performance and need statewide.

Competitive Process for Subgrantees

Grantee intends to conduct a competitive process to attract new Subgrantees to provide DOE WAP services. The Grantee will ensure that each Subgrantee is selected on the basis of public comment received during a public hearing conducted pursuant to 440.14(a). Grantee will consider:

- a. The Subgrantee's experience and performance in weatherization or housing renovation activities;
- b. The Subgrantee's experience in assisting low-income persons in the area to be served; and
- c. The Subgrantee's capacity to undertake a timely and effective weatherization program.

Preference will be given to a Subgrantee who is currently administering, an effective program. Program effectiveness is evaluated by consideration of factors including, but not necessarily limited to the following:

- a. The extent to which the past or current program achieved or is achieving weatherization goals in a timely fashion;
- b. The quality of work performed by the Subgrantee;
- c. The number, qualifications, and experience of the staff members of the Subgrantee; and
- d. The ability of the Subgrantee to secure volunteers, training participants, public service employment workers, and other federal or state training programs.

Although preference will be given to Subgrantees currently administering an effective program, Grantee recognizes that with the abundance of job vacancies and labor shortages it may be necessary to enlist less experienced Subgrantees to provide weatherization services. Grantee intends to use the DOE BIL Grant Funds to assist local advocate groups and coalitions in becoming non-profit organizations that could administer the DOE BIL WAP. Through the competitive process, Grantee will solicit applications from these groups and award grants for start-up costs, training, establishment of non-profit status, salaries for key personnel and staff for up to eighteen months, budgeted indirect costs, as well as other approved expenses.

V.8.2 Administrative Expenditure Limits

Pursuant to 10 CFR 440.18(e) Grantee will not allow more than 7.5% of the DOE allocation to be available to Subgrantees for administrative purposes, unless Subgrantees meets the below criteria for an additional 5%. Subgrantees will be required to provide budgets reflecting actual administrative costs, and allocations will be made in accordance with those budgets.

Grantee WAP may allow up to an additional five percent administrative funding for Subgrantees that qualify based on the following criteria:

1. As required by federal regulations, the Subgrantees must receive less than \$350,000 for their total annual sub-granted amount.
2. Subgrantee budgets must reflect reasonably expected administrative costs for the new grant period, which are in excess of the five percent. These expected costs should be based on the best information currently available.
3. The Subgrantees must have no uncorrected audit or monitoring findings regarding the allocation of costs to the DOE sub-grant for the most current period available.

Any Subgrantee meeting criteria defined in 10 CFR 440.18(d) may receive increased administrative funding, not to exceed an additional five percent (20 percent total), based on actual costs incurred. The Grantee will require the Subgrantees to submit a letter of application for additional administrative funding. This letter must address the impact on production and the need for the additional administrative funds as well as the three (3) criteria shown above.

V.8.3 Monitoring Activities

Programmatic/Subgrantee Monitoring. The monitoring approach under the Grantee WAP is to work closely with Subgrantee personnel to ensure continued quality workmanship and to ensure adequate financial systems and procedures. Grantee WAP will administer Quality Control Inspections (QCI) in accordance with SWS outlined in the Field Guides and 10 CFR 440 using both the independent QCI and independent auditor/QCI. This will enable Subgrantees with fewer staff to utilize the process. In all cases QCIs will be Subgrantee employees or hired contractors and the Grantee will perform quality assurance reviews of at least 5 percent of completed units and 10 percent of all completed units of Subgrantees that allow the audit and inspection to be done by the same person.

Comprehensive coverage of all Subgrantee WAP activities is achieved by a combination of regularly scheduled Grantee efforts:

1. Administrative and
2. Fiscal monitoring – annually.
3. Onsite inspection of completed units – monthly.
4. Client file review (Compliance & Technical) – monthly.
5. Subgrantee monitoring – annually.
6. Review of Subgrantee work plans, budgets, and reported results – ongoing.
7. Review of independent Subgrantee annual audits – annually.

Grantee has developed its own monitoring tool that includes reviews of the Subgrantee Uniform Grant Guidance Audit prescribed by 2 CFR 200. Among other things, Grantee has determined that the DOE monitoring tool duplicates many financial and compliance audit requirements under 2 CFR 200 which all Subgrantees must have their independent auditors perform annually. Subgrantees are required to submit their annual independent audit (Single-Audit) report to Grantee as soon as the report is available.

Subgrantee Monitoring: On site monitoring will consist of administrative, programmatic and technical components. All eight of our Subgrantees will have at a minimum one on site monitoring on an annual basis.

1. Annual Subgrantee Administrative Monitoring Review
 - a. Priority & Wait List
 - b. Reweatheringization
 - c. Deferrals
 - d. Contractors & Procurement
 - e. Required Documents
 - f. Energy Audits
 - g. Field Notes
 - h. Licensing & Certifications
 - i. HEAT Audits
 - j. Photo Documentation
 - k. Equipment Compliance
2. Each comprehensive monitoring visit will include an exit interview during which the WAP Program Officer apprises Subgrantee personnel of any findings, recommended improvements, and best practices as applicable. Within 30 days of the Subgrantee Monitoring visit, the WAP Program Officer will prepare and deliver a report to the Subgrantee summarizing any findings and requesting corrective actions. The WAP Program Officer will perform a follow-up review of any corrective action plans within six months of the monitoring visit.
3. If significant issues are identified, Grantee requires the Subgrantee to submit a corrective action plan for Grantee's review/approval. Grantee will conduct a six (6) month follow-up review to ensure the plan was executed and effective in addressing the issues.
4. If Grantee is not able to conduct onsite administrative and/or programmatic monitoring remote desk monitoring will be performed. The same monitoring tools and criteria will be used as much as possible utilizing online software for individual meetings/interviews and information submissions to MaineHousing via Sharefile to obtain the same outcome as a physical onsite.

Financial Monitoring. Grantee staff will perform comprehensive fiscal monitoring of each Subgrantee on an annual basis using the Compliance Review Administrative Monitoring Tool. During the annual fiscal audit, Grantee conducts a 10 percent file review of Subgrantee's production. If a significant issue is cited, Grantee will expand the sample size.

The EHS Fiscal Compliance Specialist addresses the following areas of performance under DOE Weatherization:

1. Annual Financial Monitoring review
 - a. Financial/Fiscal Accountability
 - b. Uniform Grant Guidance Audit prescribed by 2 CFR 200
 - c. General ledger
 - d. Payroll/Personnel/Timecards
 - e. Vehicles and equipment purchases
 - f. Indirect rate review to make sure it is being calculated correctly
 - g. Invoicing
 - h. Corrective action plans
 - i. Contractor payments

2. Each comprehensive monitoring visit includes an exit interview in person meeting, or written communication, during which the EHS Fiscal Compliance Specialist apprises Subgrantee personnel of pertinent findings and recommended improvements, as applicable. Within 30 days of the administrative/fiscal monitoring visit, the EHS Fiscal Compliance Specialist will prepare and deliver a report to the Subgrantee summarizing these findings and requesting corrective actions. Additionally, the Fiscal Compliance Specialist will perform a six (6) month follow-up review of corrective action plans, if applicable.
3. If significant issues are identified, Grantee requires the Subgrantee to submit a corrective action plan for Grantee's review/approval. Grantee will conduct a six (6) month follow-up review to ensure the plan was executed and effective in addressing the issues.
4. If Grantee is not able to perform fiscal monitoring onsite for numerous reasons all needed data for review will be sent to Grantee and a comprehensive desk review will be completed.

Grantee Monitoring Personnel:

TITLE/GROUP CATEGORY	HRS /YR	TIME %	ADMIN %	T&TA %	DESCRIPTION OF DUTIES
Fiscal Compliance Specialist	624	30.00%	25.00%	5.00%	Performs fiscal reviews of Subgrantees to ensure fiscal compliance to federal rules and regulations; provides Programmatic Guidance to Sub-Grantees.
Technical Services Specialists #1	1,456	70.00%	50.00%	20.00%	Primary responsibility for field inspections and monitoring of completed weatherized units to ensure quality and compliance with program regulations. Assists in technical training, such as conducting energy audits, contractor relations, including contractor bids
Technical Services Specialists #2	1,456	70.00%	50.00%	20.00%	Primary responsibility for field inspections and monitoring of completed weatherized units to ensure quality and compliance with program regulations. Assists in technical training, such as conducting energy audits, contractor relations, including contractor bids
WAP Program Specialist #1					Performs compliance desk review of completed jobs and onsite Grantee Programmatic compliance monitoring. Provide Subgrantee training to address administrative requirements, compliance issues, Heat Enterprise, and other areas as needed and/or requested by Subgrantee. Provides Programmatic Guidance to WAP Subgrantee
WAP Program Officers #1	874	42.00%	32.00%	10.00%	Performs compliance desk review of completed jobs and onsite Grantee Programmatic compliance monitoring. Provide Subgrantee training to address administrative requirements, compliance issues, Heat Enterprise, and other areas as needed and/or requested by Subgrantee. Provides Programmatic Guidance to WAP Subgrantee

WAP Program Officers #2	1,206	58.00%	33.00%	25.00%	Performs compliance desk review of completed jobs and onsite Grantee Programmatic compliance monitoring. Provide Subgrantee training to address administrative requirements, compliance issues, Heat Enterprise, and other areas as needed and/or requested by Subgrantee. Provides Programmatic Guidance to WAP Subgrantee
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Independent QCI Monitoring: QCI monitoring has three components: Desk Review, Unit Inspections, and On-site Subgrantee Monitoring Visits.

1. Grantee State Monitors conduct a minimum of 10 percent and up to 100 percent desk/file review of the completed units submitted by each Subgrantee. The percentage of desk review depends on Subgrantees' performance, which is captured on Grantee's internal tracking sheet. This practice allows the Grantee to monitor best practices, identify concerns, and select/prioritize units for onsite inspections for each Subgrantee. *State Monitor Desk Review Checklists* provide Subgrantee with the desk review results for jobs reviewed, including job deficiencies. Deficiencies are tracked by number and level of concern of reviewed jobs on Grantee's internal tracking sheet. *State Monitor Review Checklists* are made available to the Subgrantee in HEAT Enterprise. Any deficiencies identified on the checklists must be addressed in the job file before payment can be issued.
2. EHS Technical Service Specialists will perform onsite unit inspections of completed and in-progress units statewide on a monthly basis. They will inspect a minimum of five percent of completed units and 10 percent of all completed units of Subgrantees that allow the audit and inspection to be done by the same person.
3. If significant issues are identified, the Technical Services Specialists will expand the percentage of inspected units. Technical Guides and Materials (V.5.1) establishes the criteria for inspection procedures.
4. Capture and reporting of inspection data will be accomplished using the Maine WAP QCI Field Form, which provides a comprehensive checklist that includes:
 - a. Assessment of auditors' pre-existing R-values and accurate building model
 - b. Evaluation of auditors' approach for each distinct area of the structure, attic, walls, basement, site specifics, etc.
 - c. Verification and evaluation of each installed measure
 - d. Combustion appliance inspection and combustion safety testing data
 - e. Blower door, pressure pan and other applicable building diagnostics data
 - f. Exhaust device cfm measurement and confirmation of correct ASHRAE ventilation requirement
 - g. Confirmation of on-site documentation required by SWS such as Insulation Certificates
 - h. Client comments, concerns and positive remarks
5. Within 30 days of the site inspection, the Grantee monitor submits a Unit Inspection Report to the Subgrantee. These reports include findings and any required corrective actions, communications with the client/owner and contractor, observations and an assessment of the auditor's performance. If a rework is ordered, the Subgrantee will have 30 days to complete the rework and notify EHS, in writing, of its completion. The Subgrantee may also contact the Manager of Weatherization in writing during this 30-day period to appeal a rework finding. The unit will be revisited by the Manager of Weatherization, a representative of the Maine Community Action Agency Housing Council, the Grantee monitor, and a Subgrantee representative to resolve the dispute through actual onsite observations and discussion of discrepancies.
 - a. If the rework ordered is not rescinded following this appeal process, the Subgrantee will have 30 days from the date of the appeal resolution to complete the rework.
 - b. If reworks are not completed within 30 days, and the Subgrantee has not demonstrated reasonable cause for delay, a billing adjustment will be made for the entire dwelling unit. The unit will not be reinstated until the rework has been completed.
 - c. If there are significant deficiencies identified, the Grantee monitor will increase the number of units

reviewed and frequency of monitoring visits to the Subgrantee until there are assurances that all deficiencies have been resolved.

6. Subgrantees are required to submit corrective action plans when there are indications that the Subgrantee has significant compliance issues.
7. EHS Technical Service Specialists conduct multi-day focused technical monitoring at each Subgrantee office on an annual basis. This includes face-to-face meetings and interviews with Subgrantee weatherization managers, field staff and contractors to evaluate processes and training needs. A written summary of the site visit is provided to the Subgrantee within 30 days. The Subgrantee must respond to any requests, concerns or findings within 30 days.

Independent Subgrantee Audit: Each Subgrantee will have an audit of their financial statements and a Uniform Grant Guidance Audit prescribed by 2 CFR 200 compliance audit conducted by an independent CPA firm following the close of the Subgrantee fiscal year. These audits will comply with all regulations pertaining to DOE WAP and will be made available to Grantee management. Grantee's Fiscal Compliance Specialist evaluates/reviews the results of these audits on an annual basis.

Subgrantee must provide written assurance that corrective action has been taken or present a plan to correct any noted deficiencies within 60 days. During and following this 60-day corrective action period, Grantee staff will offer and be available for training and technical assistance as needed by the Subgrantee.

V.8.4 Training and Technical Assistance Approach and Activities

Grantee has begun ramping up staffing capacity in preparation for DOE BIL funds. Recently, a Weatherization Manager and additional Program Compliance Officer were added to the current staff. Furthermore, the budget has additional funding to add another Program Officer and Technical Specialist to ensure sufficient staff are in place. Subgrantees have also ramped up their staffing capacity and are continuing to add additional staff trained as Energy Auditors and QCIs. The Grantee plans to conduct an RFP to find a potential multi-family service provider who will service the entire state of Maine.

In addition to Grantee and Subgrantee staffing, the Grantee has partnered with Maine Building Performance Association (BPA) on a Workforce Development Project. BPA recently conducted an in-depth needs assessment survey and are currently analyzing the data. BPA will also work on creating pathways to bring people, schools, and contractors together; integrate a feeder system into statewide energy specialists, pre-apprenticeship, apprenticeship, and internship programs; provide outreach and bring attention to historically underrepresented communities. The Grantee will also conduct outreach via community events such as trade and home shows.

The Grantee has also partnered with the Governor's Energy office and Efficiency Maine Trust. This collaboration will open up additional referral streams for potential program recipients as well as contractor and vendor resources. This partnership will not only enhance the production, but will provide program recipients with additional resources to help reduce their energy burden and increase efficiency.

Grantee will continue to support Subgrantees by providing training opportunities for crews and contractors, as well as providing guidance regarding the allowable use of DOE Training and Technical Assistance (T&TA) funds for training weatherization contractors, as well as Subgrantee technicians and weatherization crews. Subgrantees are encouraged to renew their certified employees certifications and licenses six months prior to expiration. These certifications include, but are not limited to, HEP Energy Auditor, HEP Quality Control Inspector, BPI Building Analyst, as well as all other occupational specialties requiring certification. All Subgrantees and contractors are required to have all state and local licenses as required by the state of Maine.

Grantee uses monitoring methods and tools to evaluate each Subgrantee's performance and develops T&TA activities to address areas in need of improvement. Grantee is working with the approved energy audit software provider to obtain back end access of the software. This will allow Grantee to develop expanded reporting methods to track and compare production and energy savings between Subgrantees. This reporting ability will aid in identifying training needs by comparing Subgrantees' performance. This will be initiated over the coming year, to be implemented when development is completed during this grant period.

Grantee's WAP T&TA plan provides a variety of activities to support developing and enhancing skills of personnel at the Grantee, Subgrantee and contractor levels. The desired result of all T&TA activities is to maximize energy savings, ensure health and safety of clients and WAP personnel, minimize operating costs, improve management and administrative procedures, and prevent waste, fraud and abuse. New WAP staff who do not possess all required training and certifications will receive necessary training as soon as possible and no later than 6 months from their date of hire. WAP staffs work under supervision as needed until they have received required training and certifications.

The T&TA plan incorporates results and information made available through EHS field monitoring visits and input from Subgrantees, weatherization contractors, WPNs, DOE monitoring visits, internal state audits, IG reports and/or ACSI reports. All Comprehensive Training will be conducted by Interstate Renewable Energy Council (IREC) accredited training organizations. Specific trainings will be administered by qualified personnel as needed. The percentage of comprehensive and specific trainings will be roughly thirty and seventy percent respectively. A comprehensive breakdown of training activities are found on the T&TA Template submitted as an attachment to this document.

Grantee/Subgrantee Training. Grantee supports the professional development and training needs of Grantee and Subgrantee weatherization staff and contractors. Subgrantees are provided T&TA funds that allow them flexibility in meeting training needs for their WAP staffs and contractors.

1. *BPI (HEP) Comprehensive Training.* Grantee will coordinate and fund mandatory accredited certifications for Grantee and Subgrantee staff as required by Weatherization Program Notices. Comprehensive training will be scheduled as current certifications are expiring or new staff/contractors are employed. Certification renewal is currently on a rolling three-year timeframe.
 - a. During the 2024 DOE plan year, Grantee anticipates coordinating and funding accredited trainings and testing for Grantee, Subgrantee technicians, Contractors, and Subgrantee Crew workers as detailed on Grantee's 2024 DOE T&TA Planning and Reporting Template.
 - b. Grantee will coordinate and fund Crew Leader (CL) and Retrofit Installer (RIT) Comprehensive Training and certification for Subgrantee crew workers and weatherization contractors as needed. Grantee makes training opportunities available annually. These Comprehensive Trainings will be provided to Grantee's weatherization network to ensure continuity and best practices across the work force for weatherization contractors and Subgrantee crews performing weatherization work. IREC accredited training will align with the NREL Job Task Analysis (JTAs) for the scope of work performed by the WAP professional.
2. *Grantee, Subgrantee and Contractor Training.* Grantee will coordinate and fund training to address the top training topics/needs identified by Subgrantees including: HEAT Enterprise software, monitoring and technical best practices, WPN guidance, and training needs identified through Grantee monitoring activities. Training topics will be addressed through Comprehensive or Specific training avenues as needed.
3. *National and Regional Conferences.* Grantee will send Grantee staff, and encourage Subgrantee technical and fiscal personnel and weatherization contractors to attend NASCSP and DOE approved training conferences, as well as other conferences relating to health and safety, air quality, energy audits and weatherization specific measures.
4. *In-House Training.* Grantee staff will provide training on-site as needed in technical and fiscal matters and to address acute deficiencies in the field such as combustion safety training, audit training, ASHRAE, etc..
5. *Online Training Modules.* Grantee continues to develop online training modules geared toward new staff orientations for Subgrantees and/or weatherization contractors, as well as modules focusing on technical, fiscal and overall program management to provide support for weatherization installation and standards on an as needed basis. These trainings are offered to the WAP network via MaineHousing's Bridge Learning Software. Training will be added to address building code compliance. This training is sponsored by the Maine Fuel Board and Maine Manufactured Housing Board at no cost and is virtual. This training is listed on the Maine T&TA Template.

All Subgrantees are required to submit a T&TA work plan with their budget for Grantee approval. These work plans will identify and address T&TA needs at Subgrantee agencies. A standard outline is provided to all Subgrantees setting forth the areas required in their work plans.

The Grantee will review the Work Plans and Budgets to determine whether the Subgrantees are complying with the outline as well as the standards stated above. The Grantee will also coordinate and provide all Subgrantees with current developments in technical procedures and DOE guidance on technical issues. Through these procedures, the Grantee will ensure consistency in the Subgrantees' procedures as well as identifying needs of individual Subgrantees. The Grantee will expend every effort, through monitoring and management activities, to ensure that Grantee continues to operate a quality WAP.

In addition, Subgrantees submit semi-annual activity reports to Grantee identifying agency staff and/or contractor employees benefiting from the use of DOE T&TA funds for training.

The Housing Director of each Subgrantee will notify the Grantee and the Housing Council of any and all planned training sessions so that common needs are coordinated and duplication is avoided.

The Grantee will continue to conduct surveys of all Subgrantees and solicit input from Grantee staff to identify training needs. This information is utilized to determine which topics the Grantee and Subgrantees will schedule for trainings during this and future grant periods. The results of the survey will be shared with the Housing Council to assist with their employee and subcontractor trainings and meetings.

Grantee also relies heavily on information gathered during the monitoring process to determine and prioritize training needs. There will continue to be training such as EPA Certified Lead Renovator training which requires EPA certified trainers and other specialized training as it becomes available (i.e. Maine Indoor Air Quality, Building Performance Association, etc.). Grantee is notified of these external training opportunities and informs Subgrantees/contractors of them.

Grantee tracks applicable Grantee and Subgrantee credentials to ensure maintenance of these credentials.

The effectiveness of T&TA activities is gauged by:

1. review of session evaluation forms;
2. feedback from Building Technical Committee and contractor meetings;
3. comparison of pre & post training on-site results; and
4. analysis of responses to annual Subgrantee training needs surveys.

Contractor Training. Grantee requires that contractors receiving DOE T&TA funds for DOE approved training events sign a retention agreement confirming that the contractor will provide weatherization services for a period of one year from the date of training. The use of T&TA funds to reimburse contractors is limited to T&TA that supports the four Home Energy Professionals occupations (Retrofit Installer Technician, Crew Leader, Energy Auditor, Quality Control Inspector).

Client Education. Per the Maine Weatherization Standards, energy auditors and inspectors are required to provide the client/owner education during all phases of the weatherization process. This includes, but is not limited to:

1. how the weatherization process will address health and safety issues;
2. explanation of energy-conserving measures that will be installed;
3. recommendations on how the client can conserve energy; and
4. explanation of required maintenance for existing equipment, including equipment calibration requirements, added equipment, or energy-saving measures.

V.9 Energy Crisis and Disaster Plan

In the event that an energy crisis or disaster plan is triggered by state or federal declarations, Grantee will ensure that use of WAP funds adhere to procedures outlined in WPN 12-7.



Finance Department Memorandum

To: Board of Commissioners
From: Darren R. Brown
Date: November 14, 2023
Subject: 2024 Budgets - Preliminary

Preliminary budgets for Fiscal Year 2024 are attached for your review and consideration. The attachments include information on Fiscal Year 2022 (actual results), Fiscal Year 2023 (approved budgets and forecasted results), and the proposed Fiscal Year 2024 budgets. The 2023 forecasted amounts take into account the first nine months of actual results and three months of projections using current trends and expected activities through the end of the year, and serve as the basis for the 2023 to 2024 comparisons on the attachments.

This year's operating results and profitability have been favorably impacted by the much higher interest rate environment. Net operating income this year will substantially exceed the budget amount due primarily to higher rates and income from non-mortgage investments. MaineHousing financial position and performance is expected to remain strong in 2024. A consistent level of loan production and growth in mortgage loan assets and significant program funding from federal and state sources will contribute to substantial net operating income next year.

Net operating income for 2024, however, is not projected to be at an amount comparable to this year. There is much uncertainty as to where interest rates will be throughout 2024 and the reduction is partly due to interest rate assumptions used for non-mortgage investments. Nevertheless, revenues are projected to exceed expenses by \$16 million in 2024.

MaineHousing's two primary business segments consist of mortgage lending activities and the administration of various federal and state programs. The following is an overview of projected activities for each segment:

Mortgage Lending Activities

Net interest income, which is the difference between income from mortgage and non-mortgage investments and the interest paid on bonds, is generated from lending activities and is used to pay for related operating and administrative expenses. The following presents the major components and factors used in the development of the 2024 budgets for mortgage lending activities.

- Interest income from mortgages is projected to increase by approximately \$7.4 million. The loan portfolio is expected to increase by a net amount of \$168 million in 2024. New loan production is estimated at \$275 million. This amount is consistent with current year activity and averages for the last two years. Loan reductions from scheduled repayments, prepayments, and foreclosures combined are estimated at \$107 million, which is also consistent with current year activity. The average rate on loans will be moderately higher in 2024.
- Interest income from investments is projected to decrease by \$2.2 million. This reduction is due to the interest rate assumption used for short-term investments. An interest rate assumption that is below actual yields for this year is being used for 2024 because of interest rate uncertainty.

- Interest expense is projected to increase by approximately \$10.3 million due to higher outstanding bonds, which will increase as new bonds are issued to fund loan production. The average rate on bonds will also be higher in 2024.

Program Administration Activities

MaineHousing administers numerous federal and state funded programs and receives fee income for the administration of these programs. This fee income is used to pay for related operating and program administrative costs.

Total program revenues will be lower in 2024 due to the completion of more federal COVID-related programs and reductions in certain one-time program funds from the State. The reduction in program funds will be offset to some extent by new funds from federal and state sources. The following are the major factors associated with program activities for 2024:

- Program revenues from grants are projected to decrease by \$19.2 million or 7% and amount to \$256.3 million. The change is due primarily to the following:
 1. \$15 million decrease due to the completion of various COVID-19 programs.
 2. \$87.5 million decrease in one-time funds from the State (\$50 million LIHEAP supplement, \$25 million Emergency Housing Relief Fund, \$5 million Shelter Operating Subsidy, and \$7.5 million Low Income Assistance Program).
 3. \$25 million increase from new federal Inflation Reduction Act: Energy rehabilitation of multifamily projects.
 4. \$5 million increase from new federal Sustainable Energy Resources – Heat Pumps.
 5. \$38 million increase from new State funds (Rural housing developments, homeless shelter repairs, and lead remediation).
 6. \$11 million increase from new federal Infrastructure Weatherization program (Total Award \$31 million).
 7. \$4 million increase from carryforward amounts associated several federal programs (LIHEAP, Weatherization, and Older Adults Home Modification).
- Federal rent subsidy income from six HUD Section 8 programs is projected to increase by \$2.8 million to \$118 million. This is a 2% increase based on HUD’s annual adjustment factors.
- Fee income is projected to be \$19.3 million. Although fees from some of the COVID programs end this year or will be lower in 2024, fees from new programs and from programs that will be in place for a full year versus a partial year in 2023 will provide for higher income.

BUDGET ATTACHMENTS

MaineHousing’s 2024 budgets consist of the following attachments:

- Consolidated Revenues and Expenses Budget (**Attachment A**)
- Operating and Direct Program Administrative Expenses Budget (**Attachment B**)
- Capital Budget (**Attachment C**)
- Itemization of Certain Revenues (**Attachment D**)
- Revenues and Expenses Budget by Fund Group (**Attachment E**)

The following presents a brief summary and the major components for each attachment.

Consolidated Revenues and Expenses Budget – Attachment A

This attachment provides a macro view of the agency’s budget and it presents total consolidated revenues and expenses for all activities. Total revenues are budgeted at \$493.7 million, which is a decrease of approximately \$9.8 million or 2%. The decrease is due primarily to lower grant income. Total expenses are budgeted at \$477.7 million and represents a decrease of 1%. The decrease is due mainly to lower grant income, which will decrease relative to grant income.

Total revenues are projected to sufficiently cover all expenses and profitability is expected to remain strong in 2024, with revenues exceeding expenses by approximately \$16 million.

Operating Expenses Budget – Attachment B (Top Section)

The Operating Expenses Budget presents the agency's overhead and operational costs. The total 2024 budget amount is \$25.6 million, which is an increase of approximately \$1.3 million or 5% over the approved 2023 budget. Total actual expenses for this year are projected to be below budget by approximately \$0.4 million or 2% and the 2024 budget is an increase of \$1.7 million or 7% over forecasted actual expenses.

The total increase is attributed primarily to higher salaries and employee benefit expenses. The increase to employee benefits is mostly due to higher premiums for medical and dental insurance. Although premiums are set to significantly increase in 2024, they have remained virtually unchanged over the past five years. In the past five years, premiums were reduced twice and there's been no net percentage increase for health insurance and less than a one-half percent increase for dental insurance.

The following provides a description of each expense and a summary of the major components and assumptions used for the 2024 budget:

1. Salaries

- Based on a staff level of 194 full-time equivalent (FTE) positions. This is an increase of 1 FTE compared to the approved 2023 budget. Actual salary expenses are expected to be under budget this year by approximately 1-2 FTEs due to a number of position turnovers and internal position changes throughout the year. Some positions were vacant for an extended period due to the tight labor market.
- Includes approximately \$525,000 for merit adjustments. Additional information will be provided at the meeting.
- Includes approximately \$735,000 for potential compensation structure changes. Additional information will be provided at the meeting.

2. Payroll taxes – Employer portion of Federal Insurance Contribution Act (FICA) taxes.

3. Health, dental and other insurance benefits – Costs for health, dental, life, long-term care, and disability insurance benefits and includes the following for 2024:

- A. Health insurance – a 19.5% premium increase with only mandatory coverage changes and no change with the current provider, Anthem BC/BS.
- B. Dental insurance – a 9% premium increase with no coverage changes and no change with the current provider, Delta Dental.

4. Retirement – Employees have an option to participate in one of two retirement plans offered: (1) a defined contribution plan (Lincoln Financial Group) or (2) a defined benefit plan (MEPERS). There are no benefit or contribution rate changes for either plan.

5. Other fringe benefits – Costs associated with the Employee Wellness Program, which provides employees a maximum annual amount of \$280 for wellness activities like exercise, weight loss, and smoking cessation programs. Payments to employees under this program are a taxable fringe benefit.

6. Office supplies – Costs for standard small expendable office supplies as well as office equipment and furnishings.

7. Printing – Printing costs for various items including: informational pamphlets and brochures, legal and public notices, the annual report, envelopes, business cards, checks and other business forms. Several federal programs will have additional printing of program information and materials for partners and clients in 2024.
8. Memberships, dues, and fees – Membership fees to professional associations for the agency and employees, as well as dues for professional licenses. Approximately \$34,000 of the total is for the agency’s annual membership fee to the National Council of State Housing Agencies (NCSHA).
9. Subscriptions – Trade, legal and other technical periodicals and publications for staff to stay current on industry requirements and trends.
10. Sponsorships – Expenses associated with sponsoring housing or program-related events for the purpose of promoting MaineHousing and its programs. Includes the following for 2024:
 - \$2,500 - State Affordable Housing Conference
 - \$2,000 - GrowSmart Maine Annual Summit
 - \$2,000 – BuildME Conference
 - \$1,600 - Maine Real Estate and Development Association Annual Conference
 - \$3,000 - New England Resident Services Coordinators Conference
 - \$3,000 - Maine Resident Services Coordinators Conference
 - \$3,000 - Maine Real Estate Managers Annual Conference
 - \$2,000 – Northern New England Community Action Agencies Conference
 - \$500 - Maine Wisdom Summit/Council on Aging
11. Staff Education/Training/Conferences – All costs (e.g. registration fees and tuition) associated with necessary training for staff, except for the travel and meal costs. Related travel and meal costs are separated due to a law requirement (see next line).
12. Staff Education/Training/Conferences – Travel and Meals - Travel and meal costs associated with staff training (e.g. meals, lodging, mileage, airfare, and parking).

The combined increase of \$116,000 for lines 11 and 12 is largely due to new and additional trainings in the areas of multifamily loan underwriting, various workshops for all staff and Diversity Equity and Inclusion trainings.

13. Partner and Client Trainings/Meetings – All costs associated with business partner or client trainings and meetings (e.g. lenders/homebuyers/agents/CAA agencies), other than travel and meals. Costs include things such as facility rental and material costs. Related travel and meal costs are separated due to a law requirement (see next line).
14. Partner and Client Trainings/Meetings – Travel and Meals - Travel and meal costs associated with partner/client trainings and meetings with outside partners and clients.

The combined increase of \$37,000 for lines 13 and 14 is primarily due to new and additional technical trainings associated with various federal programs.

15. Staff events –All costs, other than meals, associated with agency-sponsored employee recognition events or meetings. The cost for food associated with staff events are accounted for separately (see next line).
16. Staff events - Meals - Meals associated with an agency-sponsored employee recognition event or meeting
17. Leased vehicles- Certain employees are provided with a leased vehicle to fulfill their job requirements. All vehicles are leased through the State of Maine Central Fleet Division. The amount for 2024 includes one

additional vehicle and several replacement vehicles. There's also a variable cost associated with leasing based on mileage and additional miles are projected for 2024.

18. Computer supplies – Includes desktop computers, monitors, as well as other computer-related items.
19. Software licenses (SAAS) – Costs for software that is provided as a service on a subscription basis.
20. Computer maintenance - MaineHousing maintains a significant computer network and most of the computer systems and applications have required maintenance and support agreements. The increase is due mainly to the new JAI system for the federal LIHEAP and Wx programs, which will be implemented mid-year.
21. Interest expense – Interest expense for the \$16 million loan used for the acquisition and rehabilitation of the Edison Drive office building. The loan is an amortizing 15-year note with a fixed rate of 3.2%.
22. Office building property expenses – Costs associated with owning and operating the Edison Drive office building. Includes: payments in lieu of taxes, services for cleaning and groundskeeping, utilities, and other maintenance. The increase is due to higher costs for electricity and natural gas.
23. Depreciation – Capital expenditures are recorded as assets and then depreciated (expensed) over their useful life. The budget amount is based on actual depreciation schedules for existing assets and estimates for new capital expenditures in 2024 (see Capital Budget). The increase is due primarily to the new JAI system for the federal LIHEAP and Wx programs.
24. Rent – Primarily rental of archive storage space and a disaster recovery backup system/storage.
25. Telecommunications - Costs for the agency's RingCentral phone system, wireless phones, land-lines, and internet connections.
26. Employment advertisements –Advertising cost associated with filling vacant positions.
27. Postage and shipping – Costs for postage, UPS mailings, and other shipments. Additional bulk mailings for certain program outreach and survey initiatives are planned for 2024.
28. Insurance – Premiums for workers compensation, property, liability, crime, fidelity bond and auto insurance. Also, as a governmental agency, MaineHousing directly pays unemployment insurance claims.
29. Recording fees – Fees paid for certain UCC and deed filings and discharge recordings.
30. Payroll services – Costs associated with using Paylocity, which is an external payroll system and service provider.
31. Audit services – Costs associated with the annual audits, which includes an audit of the financial statements and a compliance audit of federal programs.
32. Professional services – Includes amounts for various contract services and consultants. The decrease is due primarily to certain services associated with the Section 8 PBCA program and a study on zoning and land use regulations that were needed in 2023, but not for 2024. The following are the major items budgeted for 2024:

Legal services	\$50,000
DEIB consultants	60,000
Compensation market study (potentially)	25,000
Information Technology consultants	15,000

Davis Bacon monitoring	10,000
Rent affordability data collection	15,000
Fair Hearing Officer and background check services	50,000
Housing research services	17,000
Defined contribution retirement plan advisors	30,000
Information Technology security and monitoring work	68,000
Business Continuity Plan (Disaster Recovery) testing	12,000
Services for rent comparables and capital needs assessments	25,000

Direct Program Administrative Expenses Budget – Attachment B (Bottom Section)

Direct program administrative expenses are costs that are specifically related to the administration of a particular program. Budgeted expenses for 2024 amount to \$10 million, which is a decrease of approximately \$60,000 or 1% over projected actual expenses for this year. The decrease is attributed to a reduction in program advertising and administrator fee expenses for the Homeowner Assistance Fund (HAF) (lines 8 and 13). The HAF program is projected to end mid-year in 2024.

1. Loan foreclosure expenses – Costs associated with foreclosing on loans, which includes expenses for attorney fees, appraisals, property inspections, clean-ups, and preservation work. The amount for 2024 is the same used for 2023 and is for potential increases in defaults and foreclosures.
2. REO expenses – Real estate owned expenses are incurred when the property title associated with a foreclosed or defaulted loan is transferred to MaineHousing. Consist of property maintenance, taxes, marketing, and other disposition costs. The amount for 2024 is the same used for 2023 and is for potential increases in defaults and foreclosures.
3. Provision for losses on loans and REOs – Expenses associated with writing-off uncollectible loans and REO assets and is based in part on delinquency rates and the volume of loans in foreclosure. The amount for 2024 is the same used for 2023 and is for potential increases in defaults and foreclosures.
4. Mortgage servicing fees – Fees paid to six servicers to perform loan servicing work associated with the single-family loan portfolio. The increase is due mainly to a higher average number of loans in 2024.
5. Loan origination expenses – Origination fee of 1.5% and servicing release fee of 0.5% paid to lenders for underwriting and closing single-family loans. The budget amount is based on projected loan purchases for 2024.
6. Bond issuance expenses – Expenses associated with preparing and selling bonds, which includes legal, underwriting, commission, printing, and registration fees.
7. Trustee/Bank fees – Fee payments to U.S. Bank for trustee services associated with the Mortgage Purchase Bond Fund (MPP).
8. Program advertisements– Expenses associated with promoting the First Home Loan program and various other programs. Costs may include print and online venues, broadcast time, radio time and direct mail advertising. The decrease is due to lower advertisements for the HAF program.
9. Bond and mortgagee insurance – Insurance costs associated with certain bonds and mortgage loan programs.
10. Variable rate bond remarketing & SBPAs – Costs associated with variable rate demand notes (VRDN's). Includes fees payments to remarketing agents for resetting interest rates and liquidity facilities expenses.

11. Cash flow/arbitrage/swap consultants/legal – Includes costs for bond cash flows and arbitrage tax services, consulting services associated with interest rate swap instruments, and legal cost associated with the remarketing of bonds and SBPAs. The 4% increase is due to higher costs associated with cash flows and arbitrage services.
12. Homebuyer education – Education classes for the First Home Loan program. This training covers all aspects of the home buying process and provides consumers with knowledge about homeownership costs and responsibilities.
13. Program administrator fees– Payments to outside agents to perform administrative work associated with several programs. The decrease is due to the completion of the HAF program mid-year in 2024.

Capital Budget – Attachment C

The Capital Budget is for items that provide the agency with an economic benefit over a period of time. Items are recorded as assets and then depreciated and expensed over their estimated useful life. The proposed Capital Budget for 2024 is approximately \$685,000, which is a decrease of approximately \$680,000 from capital expenditures for this year.

Most of the 2024 capital expenditures are for computer software items. A large portion of the budget is for the third installment of the ProLink multifamily housing system and the Amplifund grant management software. There are also amounts for upgrading the Salesforce Project Management software and replacing the IT helpdesk and software patching application and the internal Intranet.

The budget also includes amounts for additional workstations, potential building improvements/repairs and replacing the director’s vehicle.

Itemization of Certain Revenues – Attachment D

This attachment is for informational purposes and presents an itemized listing of the following revenues that are presented on Attachment A: Federal rent subsidy income, Grant income (grouped by federal and non-federal programs), Fee income, and Other income.

Revenues and Expenses Budget by Fund Group – Attachment E

This attachment presents projected revenues and expenses for each of MaineHousing’s seven Fund Groups, which from a financial structure perspective represent separate and stand-alone entities. The purpose of this attachment is to illustrate how operating costs for 2024 will be allocated to the different internal entities and ultimately paid.

In addition, MaineHousing’s Bond Resolution requires that a budget be prepared for the Mortgage Purchase Fund Group (MPP) as part of the agency’s annual budget process. The MPP budget is presented in the second column from the left.

The total amounts presented in the left-hand column of this attachment are the same as the 2024 budget amounts presented on Attachment A.

**MAINE STATE HOUSING AUTHORITY
CONSOLIDATED REVENUES AND EXPENSES BUDGET
FOR THE YEAR ENDING DECEMBER 31, 2024**

(IN THOUSANDS OF DOLLARS)

	2022 Actual	2023 Budget	2023 Forecast	2024 Budget	\$ Increase¹ (Decrease)	% Increase¹ (Decrease)
REVENUES:						
Interest from mortgages and notes	60,073	66,500	67,145	74,545	7,400	
Income from investments	8,216	12,305	27,700	25,500	(2,200)	
Federal rent subsidy income ²	110,586	112,979	115,224	117,994	2,770	
Grant income ²	373,155	202,594	275,561	256,334	(19,227)	
Fee income ²	13,753	14,153	17,756	19,266	1,510	
Other income ²	107	160	206	105	(101)	
Total Revenues	<u>565,890</u>	<u>408,691</u>	<u>503,592</u>	<u>493,744</u>	<u>(9,848)</u>	<u>(2%)</u>
EXPENSES:						
Operating expenses ³	22,067	24,294	23,897	25,556	1,659	
Direct program administrative expenses ³	8,319	8,864	10,082	10,021	(61)	
Interest expense	41,245	51,340	56,245	66,565	10,320	
Federal rent subsidy expense	110,586	112,979	115,224	117,994	2,770	
Grant expense	372,127	202,594	277,556	257,599	(19,957)	
Total Expenses	<u>554,344</u>	<u>400,071</u>	<u>483,004</u>	<u>477,735</u>	<u>(5,269)</u>	<u>(1%)</u>
Net Operating Income	<u>11,546</u>	<u>8,620</u>	<u>20,588</u>	<u>16,009</u>	<u>(4,579)</u>	<u>(22%)</u>

¹ 2023 Forecast Vs. 2024 Budget

² Amounts are itemized on Attachment D.

³ Amounts are itemized on Attachment B.

**MAINE STATE HOUSING AUTHORITY
OPERATING AND DIRECT PROGRAM ADMINISTRATIVE EXPENSES BUDGET
FOR THE YEAR ENDING DECEMBER 31, 2024**

ATTACHMENT B

	2022	2023	2023	2024	\$ Increase¹	% Increase¹
	Actual	Budget	Forecast	Budget	(Decrease)	(Decrease)
Operating Expenses						
1. Salaries	12,758,537	13,517,480	13,455,668	13,772,913	317,245	
2. Payroll taxes	947,376	994,335	991,719	1,007,551	15,832	
3. Health, dental and other insurance benefits	1,193,079	3,116,854	2,963,033	3,634,519	671,486	
4. Retirement	2,806,407	1,273,244	1,251,377	1,378,443	127,066	
5. Other fringe benefits	10,809	10,000	10,000	10,000	0	
6. Office supplies	51,708	51,365	57,951	60,525	2,574	
7. Printing	71,065	75,560	70,095	85,450	15,355	
8. Membership, dues and fees	56,932	63,811	63,781	66,879	3,098	
9. Subscriptions	18,225	32,077	25,892	20,080	(5,812)	
10. Sponsorships	16,100	14,600	14,600	19,600	5,000	
11. Staff Education/Training/Conferences	96,513	180,131	151,809	213,342	61,533	
12. Travel/Meals - Staff Educ/Train/Conferences	59,389	197,859	176,338	230,594	54,256	
13. Partner/Client Trainings/Meetings	42,619	138,510	55,196	87,250	32,054	
14. Travel/Meals - Partner/Client Train/Meetings	45,172	112,546	84,889	89,506	4,617	
15. Staff events	8,086	28,580	25,683	36,680	10,997	
16. Meals - Staff events	12,143	33,130	26,832	33,590	6,758	
17. Leased vehicles	165,084	177,773	166,533	186,991	20,458	
18. Computer supplies	29,834	39,812	39,812	31,000	(8,812)	
19. Software licenses (SAAS)	259,171	254,048	247,491	248,564	1,073	
20. Computer maintenance contracts	675,315	789,721	840,046	986,752	146,706	
21. Interest expense - office building	462,507	458,669	458,669	448,452	(10,217)	
22. Property expenses - office building	471,854	522,435	512,548	556,950	44,402	
23. Depreciation	985,319	1,200,000	1,162,495	1,279,000	116,505	
24. Rent - storage and disaster recovery	37,295	39,430	37,245	44,519	7,274	
25. Telecommunications	118,215	125,584	127,441	131,750	4,309	
26. Employment advertisements	985	1,000	13,112	18,000	4,888	
27. Postage and shipping	107,796	141,022	139,145	152,512	13,367	
28. Insurance	92,922	105,748	98,422	102,186	3,764	
29. Recording fees	785	1,000	1,000	1,000	0	
30. Payroll services	45,948	49,418	50,637	51,668	1,031	
31. Audit services	158,800	172,000	167,000	175,350	8,350	
32. Professional services	261,414	376,108	410,241	394,018	(16,223)	
Total Operating Expenses	22,067,404	24,293,850	23,896,700	25,555,634	1,658,934	7%
Direct Program Administrative Expenses						
1. Loan foreclosure expenses	34,284	200,000	90,000	200,000	110,000	
2. REO expenses	9,693	50,000	10,000	50,000	40,000	
3. Provision for losses on loans and REOs	(460,000)	125,000	50,000	125,000	75,000	
4. Mortgage servicing fees	1,784,006	1,850,000	1,873,000	1,975,000	102,000	
5. Loan origination expenses	3,221,276	3,230,000	3,135,000	3,230,000	95,000	
6. Bond issuance expenses	1,238,558	900,000	897,534	900,000	2,466	
7. Trustee/Bank fees	162,279	170,000	172,711	178,000	5,289	
8. Program advertisements	312,587	343,450	383,635	336,500	(47,135)	
9. Bond and mortgagee insurance	17,607	19,550	21,142	24,313	3,171	
10. Variable rate bond remarket/SBPAs	909,210	710,000	640,566	645,000	4,434	
11. Cash flow/arbitrage/swap consultants/legal	578,885	675,000	710,217	738,500	28,283	
12. Homebuyer education	118,950	135,000	135,000	150,000	15,000	
13. Program administrator fees	391,558	455,610	1,962,939	1,469,000	(493,939)	
Total Direct Program Administrative Expenses	8,318,893	8,863,610	10,081,744	10,021,313	(60,431)	(1%)

¹ 2023 Forecast vs. 2024 Budget

**MAINE STATE HOUSING AUTHORITY
CAPITAL BUDGET
FOR THE YEAR ENDING DECEMBER 31, 2024**

ATTACHMENT C

Description	2022 Actual	2023 Budget	2023 Forecast	2024 Budget	\$ Increase ¹ (Decrease)	% Increase ¹ (Decrease)
Computer Hardware:						
Network backup hardware - Data Domain		15,000	0	0		
Laptop replacements		55,000	55,000	57,000		
Total computer hardware	<u>29,747</u>	<u>70,000</u>	<u>55,000</u>	<u>57,000</u>	<u>2,000</u>	<u>4%</u>
Computer Software:						
Enterprise multi-family housing system		240,679	272,437	176,958		
Amplifund grant management software		45,600	45,600	45,600		
Mobile device management software		8,000	0	0		
ITMS & Patching replacement		0	0	20,000		
Internal communication enhancements		0	0	25,000		
Website redesign		7,000	0			
Single Family loan servicing system modifications		10,000	0	10,000		
Single Family lender & loan tracking systems mods		10,000	10,000	10,000		
Hancock systems mods (LIHEAP & Wx Programs)		100,442	15,000	0		
Salesforce Project Management software - upgrades		120,000	0	220,000		
New LIHEAP & Wx system		575,000	855,000	0		
Total computer software	<u>501,581</u>	<u>1,116,721</u>	<u>1,198,037</u>	<u>507,558</u>	<u>(690,479)</u>	<u>(58%)</u>
Office Building:						
Audio visual equipment upgrade		0	9,439	0		
Additional workstations & furniture		24,460	38,600	40,000		
Patio repair/resurface		46,000	39,539	0		
Stairwell repair		0	6,290			
Fencing for office building		0	17,300	0		
Potential office building improvements/repairs		0	0	50,000		
Total office building	<u>55,074</u>	<u>70,460</u>	<u>111,168</u>	<u>90,000</u>	<u>(21,168)</u>	<u>(19%)</u>
Director's Vehicle:	<u>0</u>	<u>0</u>	<u>0</u>	<u>30,000</u>	<u>30,000</u>	<u>0</u>
Total	<u><u>586,402</u></u>	<u><u>1,257,181</u></u>	<u><u>1,364,205</u></u>	<u><u>684,558</u></u>	<u><u>(679,647)</u></u>	<u><u>(50%)</u></u>

¹ 2023 Forecast Vs. 2024 Budget

**MAINE STATE HOUSING AUTHORITY
ITEMIZATION OF CERTAIN REVENUES
FOR THE YEAR ENDING DECEMBER 31, 2024**

ATTACHMENT D

(IN THOUSANDS OF DOLLARS)

	2022	2023	2023	2024	\$ Increase ¹	% Increase ¹
	Actual	Budget	Forecast	Budget	(Decrease)	(Decrease)
Federal rent subsidy income:						
HUD Section 8 Housing Choice Vouchers	30,969	30,900	34,118	35,465	1,347	
HUD Section 8 Emergency Housing Vouchers-ARP Act	317	550	669	597	(72)	
HUD Section 8 Performance Based Contract Admin	78,442	80,669	79,723	81,052	1,329	
HUD Section 811 - Project Rental Assistance	107	164	73	222	149	
HUD Section 8 Moderate Rehabilitation	629	564	515	526	11	
HUD Section 8 Mainstream Vouchers	122	132	126	132	6	
Total Federal rent subsidy income	110,586	112,979	115,224	117,994	2,770	2%
Grant Income - Federal (Non-COVID-19):						
HUD Home Investment Partnership Program (HOME)	842	3,955	4,044	4,126	82	
HUD National Housing Trust Fund	0	2,695	2,759	2,722	(37)	
HUD Homeless Management Info System	125	132	132	132	0	
HUD Lead-Based Hazard Program	1,720	1,000	1,506	1,550	44	
HUD Older Adult Home Modification Program	64	262	100	633	533	
HUD Emergency Solutions Grant	1,283	1,287	1,287	1,289	2	
HUD Housing Counseling Grant	1	0	0	0	0	
HUD Continuum of Care Planning Grant	12	68	51	105	54	
HUD Tenant-Based Rental Assistant	263	0	0	0	0	
HUD Recovery House Program	827	1,734	1,240	989	(251)	
DHHS Low Income Home Energy Assistance (LIHEAP)	59,281	43,636	36,595	37,000	405	
DHHS Maine Association of Recovery Residences	213	0	0	0	0	
DOE Weatherization	2,465	3,254	2,800	4,436	1,636	
DOE Weatherization Training Centers	0	288	50	296	246	
DOE Weatherization - Infrastructure	0	5,413	0	8,195	8,195	
DOE Weatherization Training Centers - Infrastructure	0	468	38	2,535	2,497	
DOE Sustainable Energy Resources (Heat Pumps)	0	0	0	4,765	4,765	
DOE Inflation Reduction Act - MF Energy Rehabs	0	0	0	25,000	25,000	
State - Federal TANF/LIHEAP Supplement	2,340	2,720	2,148	4,050	1,902	
Total Grant income - Federal (Non-COVID-19)	69,436	66,912	52,750	97,823	45,073	85%
Grant Income - Federal (COVID19):						
CARES Act Emergency Solutions Grant	3,066	0	64	0	(64)	
CARES Act - Low Income Water Assistance Program	356	1,585	2,176	0	(2,176)	
CARES Act - FEMA-COVID-19 Homeless Initiatives	20,831	3,040	5,500	0	(5,500)	
CARES Act - Emergency Rental Assistance 1.0	122,756	0	0	0	0	
ARP Act (State Allocation)-Shelter Operating Subsidy	10,000	0	0	0	0	
ARP Act (State Allocation) - Housing Navigators	174	750	937	389	(548)	
ARP Act (State Allocation) - Expand Housing Options	0	40,000	15,000	25,000	10,000	
ARP Act - Low Income Home Energy Assistance	20,989	14,000	15,112	4,829	(10,283)	
ARP Act - Homeowners Assistance Fund	0	10,000	25,972	17,400	(8,572)	
ARP Act - Home Investment Partnership Program	0	9,325	9,325	6,361	(2,964)	
ARP Act - Emergency Rental Assistance 2.0	81,843	0	13,800	18,988	5,188	
ARP Act - Community Development Block Grant - SHP	329	2,565	1,258	1,571	313	
Total Grant income - Federal (COVID-19)	260,344	81,265	89,144	74,538	(14,606)	(16%)
Total Grant income - Federal	329,780	148,177	141,894	172,361	30,467	21%
Grant income - Non-Federal:						
State - Real Estate Transfer Taxes	28,896	30,000	24,500	24,500	0	
State - Shelter Operating Subsidy	2,500	2,500	7,500	2,500	(5,000)	
State - Maine Energy Housing & Economic Recovery	4,319	4,319	4,319	4,319	0	
State - CHIP Lead Program	0	270	0	900	900	
State - Emergency Housing Relief Fund #1	5,008	14,211	14,816	2,176	(12,640)	
State - Emergency Housing Relief Fund #2	0	0	18,948	2,052	(16,896)	
State - Emergency Housing Relief Fund #3	0	0	4,106	7,894	3,788	
State - Home Repair Program (Arsenic)	28	0	0	0	0	
State - Lead Abatement Program	236	1,098	571	440	(131)	
State - LIHEAP Supplemental	0	0	50,000	0	(50,000)	
State - Maine Association of Recovery Residences	523	0	330	0	(330)	
State - Revolving loan State G.O. funds	116	0	0	0	0	
State - Rural Affordable Rental Hsg & LIHTC	0	0	0	35,000	35,000	
State - Rural Recovery Residence Fund	0	0	0	1,500	1,500	
State - Homeless Shelter Repair Program	0	0	0	257	257	
State - Well Water Treatment Program	0	100	30	100	70	
State/Utilities - Low Income Energy Assistance Plan (LIAP)	1,749	1,919	8,547	2,335	(6,212)	
Total Grant income - Non-Federal	43,375	54,417	133,667	83,973	(49,694)	(37%)
Total Grant income	373,155	202,594	275,561	256,334	(19,227)	(7%)
Fee income:						
HUD Section 8 Vouchers	3,396	2,810	3,543	3,644	101	
HUD Section 8 Emergency Housing Vouchers-ARP Act	107	57	67	77	10	
HUD Section 8 FSS	82	94	85	90	5	
HUD Section 8 Mod Rehab.	94	78	71	73	2	
HUD Section 8 New Construction - MPP	710	0	0	0	0.00	
HUD Section 811 - Project Rental Assistance	31	30	19	0	(19)	
HUD Section 8 PBCA	2,645	2,892	2,872	3,040	168	
HUD Section 8 Mainstream Vouchers	17	13	18	19	1	
Total HUD Section 8 Programs (all programs)	7,082	5,974	6,675	6,943	268	4%
HUD Home Investment Partnership Program (HOME)	216	440	449	459	10	
HUD National Housing Trust Fund	315	300	307	303	(4)	
HUD Homeless Management Info System	205	213	213	213	0	
HUD Lead-Based Hazard Program	129	50	75	139	64	
HUD Older Adult Home Modification Program	56	94	40	142	102	
HUD Emergency Solutions Grant	104	105	105	105	0	
HUD Housing Counseling Grant	4	0	0	0	0	
HUD Continuum of Care Planning Grant	391	358	375	400	25	
HUD Tenant-Based Rental Assistant	42	0	0	0	0	
HUD Coordinated Entry Grant	8	0	0	0	0	
HUD Recovery House Program	41	30	30	25	(5)	
DHHS Low Income Home Energy Assistance (LIHEAP)	1,017	1,091	900	925	25	
DHHS Maine Association of Recovery Residences	7	0	0	0	0	
DOE Weatherization	230	360	200	297	97	
DOE Weatherization Training Centers	87	288	67	423	356	
DOE Weatherization - Infrastructure	29	199	134	586	452	
DOE Weatherization Training Centers - Infrastructure	0	468	0	1,166	1,166	
DOE Sustainable Energy Resources (Heat Pumps)	0	0	0	150	150	
State - Federal TANF/LIHEAP Supplement	79	106	95	157	62	
CARES Act - Emergency Solutions Grant	46	75	0	0	0	
CARES Act - Low Income Water Assistance Program	54	86	109	0	(109)	
CARES Act - FEMA-COVID-19 Homeless Initiatives	0	75	0	500	500	
CARES Act - Emergency Rental Assistance 1.0	167	0	0	0	0	
ARP Act - Low Income Home Energy Assistance	464	93	415	24	(391)	
ARP Act - Homeowners Assistance Fund	5	150	1,795	1,150	(645)	
ARP Act - Home Investment Partnership Program	48	100	95	65	(30)	
ARP Act - Emergency Rental Assistance 2.0	349	0	160	120	(40)	
State - CHIP Lead Program	0	30	0	90	90	
State - Home Repair Program (Arsenic)	15	0	0	0	0	
State - Lead Abatement Program	74	91	60	90	30	
State - Recovery House Program	9	0	4	0	(4)	
State - Well Water Treatment Program	0	51	10	18	8	
Utilities - Low Income Assistance Plan (LIAP)	280	356	346	290	(56)	
Multi-family loan origination fees	1,165	1,500	3,445	3,219	(226)	
Low income housing tax credit fees	919	1,349	1,531	1,146	(385)	
Conduit bonds servicing fees - Princeton Properties	114	116	116	116	0	
Other fees	2	5	5	5	0	
Total Fee income	13,753	14,153	17,756	19,266	1,510	9%
Other Income						
Real estate owned income	7	75	121	100	(21)	
Affordable Housing Conference	0	80	80	0	(80)	
Federal Home Loan Bank - Helping to House NE	100	0	0	0	0	
Miscellaneous	0	5	5	5	0	
Total Other income	107	160	206	105	(101)	(49%)

¹ 2023 Forecast Vs. 2024 Budget

**MAINE STATE HOUSING AUTHORITY
REVENUES AND EXPENSES BUDGET BY FUND GROUP
FOR THE YEAR ENDING DECEMBER 31, 2024**

ATTACHMENT E

(IN THOUSANDS OF DOLLARS)

	<u>2024 Budget</u>	<u>Mortgage Purchase Fund</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 Fund</u>
REVENUES:								
Interest from mortgages and notes	74,545	74,045	0	340	120	0	0	40
Income from investments	25,500	21,275	340	1,485	1,050	0	300	1,050
Federal rent subsidy income	117,994	0	0	0	0	117,994	0	0
Grant income	256,334	0	0	0	27,000	172,361	52,654	4,319
Fee income	19,266	3,219	0	1,267	0	14,292	488	0
Other income	105	100	0	5	0	0	0	0
Total Revenues	493,744	98,639	340	3,097	28,170	304,647	53,442	5,409
EXPENSES								
Operating expenses	25,556	0	0	25,556	0	0	0	0
Direct program expenses	10,021	8,415	0	20	0	1,296	290	0
Interest expense	66,565	65,570	0	0	0	0	0	995
Federal rent subsidy expense	117,994	0	0	0	0	117,994	0	0
Grant expense	257,599	0	0	0	28,170	172,361	52,654	4,414
Allocated operating costs	0	12,305	255	(24,226)	0	11,283	383	0
Total Expenses	477,735	86,290	255	1,350	28,170	302,934	53,327	5,409
Net Operating Income	16,009	12,349	85	1,747	0	1,713	115	0

Operating Expenses Budget - Attachment B

MaineHousing 2024 Goals

MaineHousing has a long-term commitment to the priorities of homelessness, multifamily production and preservation, and homeownership. Looking forward to 2024 we will further focus on the priorities of climate and energy, and internal and external systems, specifically in the areas of planning and research; diversity, equity, inclusion, and belonging; internal communications; and continuous process improvement.

Climate/Energy		
Goals – Climate and Energy	Measurable Outcomes	Comments
<p>During 2024 we will explore ways to leverage the energy funding that is available nationally and increase our energy initiatives. We will:</p> <ul style="list-style-type: none"> • Collaborate with the Governor’s Office of Policy Innovation and Future in regards to the Greenhouse Gas Reduction Fund (GGRF); • Implement weatherization initiatives through the Department of Energy’s Bipartisan Infrastructure Law (BIL); • Commit to financing multifamily rental properties that meet MaineHousing’s advanced energy efficiency standards. 	<ul style="list-style-type: none"> • 100 units (two projects) \$4.5MM • 325 units \$3.2MM • 120 4% units and 150 9% units 	<ul style="list-style-type: none"> • If received, \$60MM Efficient Very Low Income Housing Preservation and \$30MM Solar for All • \$31MM – funds received • 4% (\$17.5MM subsidy) and 9% (\$9MM subsidy) LIHTC
Internal/External Systems		
Goals – Internal/External systems	Measurable Outcomes	Comments
<p>In 2024 we will enhance our planning and research team and the way in which we use data from various sources to drive decision-making. We will:</p> <ul style="list-style-type: none"> • Establish a Data Governance Team; • Facilitate the collaboration of the production departments, planning and research, and information technology to create an environment of data readiness to ensure optimal decision making. 	<ul style="list-style-type: none"> • Data Governance Policy • Data Stewardship Infrastructure 	<ul style="list-style-type: none"> • 15 staff dedicating two to three hours per month • Salary/Benefits - Business Systems Manager Position
<p>During 2024 we will ensure MaineHousing is an organization focused on Diversity, Equity, Inclusion, and Belonging.</p>	<ul style="list-style-type: none"> • Independent organizational assessment • Enhanced strategies 	<p>\$60K line item in Operating Budget</p>
<p>In 2024 we will improve internal communication within MaineHousing by developing a comprehensive internal communication strategy that links communications to our strategic goals, including the organization’s mission and vision.</p>	<p>Intranet analytics, participation in agency events, and ongoing employee feedback</p>	<p>16 staff dedicating one to two hours per month</p>
<p>During 2024 we will promote Lean - Continuous Process Improvement. This will require launching an enhanced Lean White Belt Certification and a new Lean Yellow Belt Certification.</p>	<p>White and Yellow Belt Certification Courses</p>	<p>30 to 60 staff dedicating 16 hours per year</p>

Asset Management Department Memorandum

To: MaineHousing Board of Commissioners
From: Robert Conroy – Director, Asset Management
Date: November 13, 2023
Subject: November Board Report - Asset Management

Required & Alternative Management and Occupancy Review (MOR) Procedures

Under our PBCA contract terms with HUD MaineHousing is required to do MORs onsite at the Management Agent office location or property site, wherever the property files are located. During Covid HUD temporarily waived this requirement. However on November 6, 2023 HUD issued instructions to the PBCA's that re-established the requirement to perform MORs onsite. Provided with these instructions was guidance that provided alternative MOR procedures in specific circumstances.

In instances where federal or state/local laws, health codes, or other emerging health and safety issues at the property prevent or prohibit a PBCA from following the required MOR procedures, then the PBCA must contact their HUD Contract Administration Oversight Monitor (CAOM) for a determination on how to proceed to conduct the MOR.

The CAOM will determine if a PBCA may conduct any part of the MOR remotely or using other alternative procedures, excluding the tenant file review portion and reviews of master files and waiting lists, which must be conducted on-site.

PBCAs must document the following items in the written MOR report: which portions of the MOR were conducted using HUD-approved alternative procedures; the alternative procedure(s) used; the reasons(s) why the alternative procedures were necessary; and the date that HUD approved the alternative procedure(s).

We have found that the remote MOR option has been beneficial under certain situations, like Covid, and we are pleased that this option is still available to us.



Development Department Memorandum

To: MaineHousing Board of Commissioners
From: Mark C. Wiesendanger, Director of Development
Date: November 21, 2023
Subject: Monthly Report

2024 4% LIHTC Program

We are putting the final touches on a new 4% tax credit program Request for Proposals, to make use of the funding recently received from the State. As the funding is limited, the 4% tax credits will require a competitive process, unlike the recent 4% “walk-in” programs. Scoring criteria and relative weighting will differ slightly from that of the 9% LIHTC program. We expect to have the new program published before December 1.

Development Pipeline

Below you will find the Development Pipeline updated as of November 14. 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 2023					
155 Danforth	Bunker	4%	Portland	Family	30
Blake & Walnut	Raise-Op	4%	Lewiston	Family	18
Milliken Heights	Szanton	4%	OOB	Senior	55
Mountain View Apts.	Bateman	4%	Fairfield	Senior	28
The Uplands II	Bunker	4%	Scarborough	Senior	39
Mary Street Apartments	KVCAP	4%+State	Skowhegan	Family	40
Phoenix Flats	CHOM	4%+State	Portland	Senior	45
Front Street Re-Dev I	Portland HA	9%	Portland	Family	47
Sr. Living at the Marketplace	Tim Gooch	9%	Augusta	Senior	42
Washington Gardens*	Portland HA	9%	Portland	Senior	100

West End Apts. Phase II	Avesta	9%	So. Portland	Family	52
Clarks Bridge Crossing	Patco	AHOP	Waterboro	Family	6
Highpines Village Condos	Highpine Properties LLC	AHOP	Wells	Family	4
Stearns Farm	S.E. MacMillan Co, INC	AHOP	Hampden	Family	7
89 Olive Street	Penquis CAP	HTF	Bangor	Family	6
Tucker's House	LB Dev Part.	RHP	Bridgton	Supp.	10
Total Projects	16			Total Units	529

Under Construction - likely completed in 2023

Brunswick Landing	Developers Collaborative		Brunswick	Family	36
Blueberry Ridge	Bangor HA	4%	Bangor	Senior	32
The Schoolhouse*	CHOM	4%	Bangor	Family	66
Porter Station	Avesta	4%+State	Portland	Family	60
Cranberry Road	Cranberry Isles Realty Trust	Islands	Cranberry Island	Family	2
100 Ohio Street	CHOM	SHP	Bangor	Family	4
Total Projects	6			Total Units	200

Under Construction - likely completed in 2024

One Edgemont Drive	ACAP	SHP	Presque Isle	Family	13
99 Western Ave	Mastway Dev LLC	4%	Augusta	Family	38
Harrison Ridge	Developers Collaborative	4%	Bridgton	Senior	48
Hartland II	KVCAP	4%	Hartland	Senior	30
Jocelyn Place	SoPo HA	4%	Scarborough	Senior	60
Millbrook Estates*	Westbrook HA/EBM	4%	Westbrook	Senior	100
Stacy M. Symbol Apts.	Westbrook HA	4%	Westbrook	Senior	60
Stroudwater Apartments	Westbrook HA	4%	Westbrook	Senior	55
Snow School Apartments	Avesta	4%+HTF	Fryeburg	Senior	28
Congress Square Commons	Developers Collaborative	9%	Belfast	Family	36
Front Street Re-Devt Phase 2	Portland HA	9%	Portland	Senior	45
The Uptown	Szanton	9%	Bath	Senior	60
Village Commons	Avesta	9%	Scarborough	Senior	31
Clarks Bridge Crossing	Patco	AHOP	Waterboro	Family	3
Highpines Village Condos	Highpine Properties LLC	AHOP	Wells	Family	16
Stearns Farm	S.E. MacMillan Co, INC	AHOP	Hampden	Family	16
Theresa Bray Knowles Place	Penquis Cap	HOME-ARP	Bangor	Family	36
18 Central Ave	Home Start	Islands	Peaks Island	Family	3
CICA 2022 Island Housing	CICA	Islands	Chebeague Island	Family	4
ICDC Town Acquisition	ICDC	Islands	Isle au Haut	Family	4
NHSH Affordable	NH Sustainable Housing	Islands	New Haven	Family	4
Reeby Road	Islesboro Affordable	Islands	Islesboro	Family	2
18 Green Street	Motivational Svs	HTF	Augusta	Family	8
55 Weston Ave	55 Weston Avenue LLC	Rural	Madison	Family	18
Total Projects	24			Total Units	718

Under Construction - likely completed in 2025

The Equinox	CHOM	4%+State	Portland	Family	43
Winter Landing	CHOM	4%+State	Portland	Senior	52

Berry Park Apartments*	Northland Enterprises	4%	Biddeford	Family	46
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
Harbor Terrace*	Portland HA	4%	Portland	Senior	120
Lambert Woods North	Maine Coop. Dev. Partners	4%	Portland	Family	74
Lockwood Mill	North River Co.	4%	Waterville	Family	65
Meadowview II	Avesta	4%	Gray	Senior	27
North Deering Gardens*	Wingate Dev.	4%	Portland	Family	164
Wedgewood	Lewiston HA/Avesta	4%	Lewiston	Family	82
Adams Point	Biddeford HA	9%	Biddeford	Family	39
Landry Woods	South Portland Housing	9%	So. Portland	Senior	43
Milford Place	Penquis CAP	9%	Bangor	Senior	40
Oak Grove Commons*	Realty Resources	9%	Bath	Family	34
Peasley Park	Developers Collaborative	9%	Rockland	Senior	49
Picker House Lofts	Szanton	9%	Lewiston	Family	72
Rumford Senior Living	Developers Collaborative	9%	Rumford	Senior	33
Sturgeon Landing	Augusta Housing	9%	Augusta	Family	32
Wildlands	Greater Portland Habitat	AHOP	Standish	Family	12
22 Shapleigh Road	Fairtide	HOME-ARP	Kittery	Family	6
Colonial Valley & Mt Blue	WMCA	HOME-ARP	Farmington	Family	33
Tucker's House Harrison	LB Dev Partners	Recovery	Harrison	Supp.	10
Total Projects	24			Total Units	1191

Preliminary Underwriting

45 Dougherty	Szanton	4%	Portland	Family	63
Farwell Mill	Realty Resources	4%	Lisbon Falls	Family	96
Munjoy South	Avesta	4%	Portland	Family	106
Place St. Marie*	Brisa Dev with Andy J	4%	Lewiston	Family	40
Riverton Park*	Portland HA	4%	Portland	Family	182
Seton Tower	Kevin Mattson with Andy J	4%	Waterville	Family	68
Summer Block*	Bateman	4%	Saco	Senior	32
89 Elm Apartments	Tom Watson & CO LLC	4% PLA	Portland	Family	201
3i Home at The Downs	POAH/3iHoME	9%	Scarborough	Family	51
Avesta Seavey Street	Avesta	9%	Westbrook	Senior	61
Equality Community Housing	Equality Comm. Center	9%	Portland	Senior	54
Essex View	Penquis CAP	9%	Bangor	Family	40
Martel School Apartments	LAAHDC	9%	Lewiston	Senior	44
Oak Ridge Apartments	Realty Resources	9%	Bath	Senior	30
Sunset Avenue	Bangor HA	9%	Bangor	Senior	50
Varney Heights	Freeport HA	9%	Freeport	Senior	42
19 Bodwell Street	Androscoggin Homes	AHOP	Sanford	Family	9
Alexander Way	BH Land Trust	AHOP	Boothbay Harbor	Family	7
Beals Ave WF Housing	LB Dev Partners	AHOP	Ellsworth	Family	23
Windward Estates	Penquis CAP	AHOP	Searsport	Family	7
OddFellows Apts.	Archer Properties LLC	Rural	Norway	Family	13

Berry's Block Apts.	Lake City Investments	Rural	Rockland	Family	9
520 Centre Street	Bath HA	Rural	Bath	Family	18
The Elm Estates	East Town Rentals	Rural	Presque Isle	Family	18
Mechanic Street	WLR Properties	Rural	Houlton	Family	18
Firefly Fields	Midcoast Habitat	Rural	Rockland	Family	10
Charles Jordan House	ME Prisoner Adv Coalition	SHP	Auburn	Supp.	11
Lupine Landing	Safe Voices	SHP	Farmington	Supp.	6
Seavey House	Biddeford Housing	SHP	Saco	Supp.	8
Total Projects	29			Total Units	1317

Total Projects	99			Total Units	3955
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Total Projects in Underwriting & Construction	83			Total Units	3426
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** denotes some preservation of units*



Energy & Housing Services Department Memorandum

To: MaineHousing Board of Commissioners
From: Genevieve Soucy, Director Energy and Housing Services
Date: November 13, 2023
Subject: EHS Monthly Report

Home Energy Assistance Program (HEAP)

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

	PY 2024	PY 2023	% Change
Total Applications Taken	32,602	31,584	+ 3.2%
Confirmed Eligible	18,452	15,570	+ 18.5%
Pending (in process)	9,954	13,890	-28.3%
Other (ineligible, denied, void etc.)	4,196	2,124	+ 97.6%

Additional information:

- **Funding Announcement** – On October 24, ninety percent of the \$4billion proposed in the federal budget for LIHEAP was released to the states. Maine received \$36,427,369 from our base grant as well as an additional \$652,620 from Infrastructure Bill funding. If the budgeted amount from Congressional Appropriations remains at the proposed funding of \$4billion, Maine will receive approximately \$40.5million.
- **First payment run** - The first payment run for the 2024 HEAP program was processed on October 31. This payment run consisted of 17,542 benefits totaling \$8.8million, the average benefit amount (excluding the \$21 benefits) is \$541.

Emergency Crisis Intervention Program (ECIP)

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

	Processed/Committed
ECIP Occurrence Processed	151
ECIP Funds Committed	\$100,037.10

Weatherization Assistance Programs (WAP)

WEATHERIZATION							
Reporting Period: January 1, 2023 – November 13, 2023							
	Projects	Readiness Jobs	Total Cost	Program Delivery & Support	DOE Funded	DOE Wx Readiness	HEAP Funded
DOE & HEAP Wx	249	38	\$4,027,126	\$829,462	\$1,349,938	\$329,497	\$1,518,228
BIL Funding	5		\$87,651	\$31,373	\$56,278		
2022 TOTAL	319	1	\$6,442,853	\$2,017,550	\$1,545,698	\$6,700	\$1,705,181

Central Heating Improvement Program (CHIP)

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

CENTRAL HEATING IMPROVEMENT							
Reporting Period: January 1, 2023 – November 13, 2023							
	Projects	Total Cost	Program Delivery & Support	Projects	Heating System CTE, Repair or Replacement	Projects	Chimney or Oil Tank Repairs or Replacements
TOTAL	1,884	\$5,576,665	\$920,533	1,645	\$3,998,655	239	\$657,477
2022 TOTAL	2,506	\$6,772,882	\$1,185,574	2,121	\$4,369,621	385	\$1,217,687

Home Accessibility and Repair Program (HARP)

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

HARP PROGRESS							
Reporting Period: January 1, 2023 – November 13, 2023							
	Program Delivery & Support	Home Repair		Emergency		2023 Wx Readiness	
TOTAL	\$544,522	67	\$967,718	131	\$1,605,495	18	\$149,399
2022 Program	\$832,625	117	\$2,070,223	121	\$2,092,903		

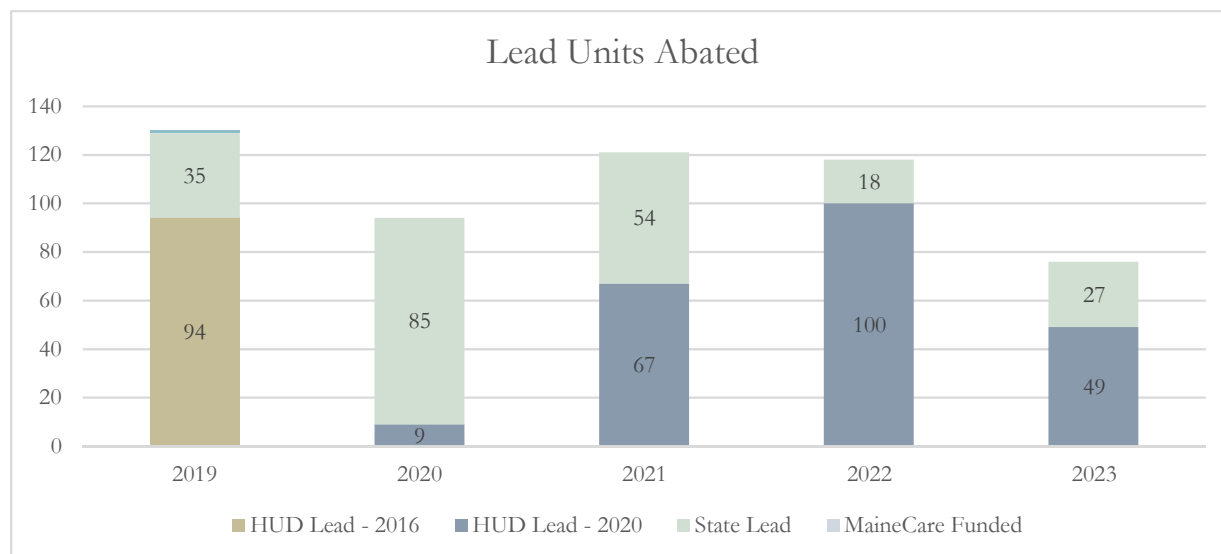
Heat Pump Installation Program (HPP)

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

HEAT PUMP				
Reporting Period: January 1, 2023 – October 15, 2023				
	Projects	Total Cost	Program Delivery & Support	Heat Pump Installation Costs
2023 YTD	652	\$3,316,037	\$584,427	\$2,731,610
2022 TOTAL	1,697	\$3,265,421	\$682,844	\$2,582,577

Lead Abatement Program

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



Additional Information

Approved Grant – MaineHousing has received \$1.4million for a State Lead Abatement program funded through the CDC and DHHS, this is a 15month program. The funding may be braided with HUD Lead Abatement funding to be used in homes where a MaineCare eligible child resides.

Low Income Assistance Plan (LIAP)

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

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

Additional information:

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

Well Water Abatement

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

WELL WATER ABATEMENT PROGRAM	
REPORT PERIOD: January 1, 2023 – November 7, 2023	
Number of Inquires	133
Number of Applications Received	31
Number of Filtration Systems Installed	13
Number of Water Test Completed	53
Program Allocated Funds	\$ 500,000.00
Expenditures for Water Tests and Filtration Systems	\$ 77,528.45
Available Funds	\$ 422,471.55

Finance Department Memorandum

To: Board of Commissioners

From: Darren R. Brown

Date: November 14, 2023

Subject: Monthly Report – Finance Department

ACCOUNTING AND FINANCIAL REPORTING (AFR):

- The agency’s preliminary budgets for 2024 have been completed. The AFR staff worked closely with the various departments to compile the necessary information for inclusion in the agency-wide budgets. A report on the preliminary 2024 budgets has been prepared and is included in this month’s packet. The report will be presented and reviewed at the meeting for your input and feedback. The final budgets will be presented for a vote at the December meeting.
- Planning and preparation has begun for this year’s annual audit of the financial statements. The necessary records and information are being compiled and prepared for the auditors. A planning meeting with the auditors will be held later this month and they will begin the interim phase of the audit the last week of November. This phase involves documenting and assessing internal controls and performing various audit procedures on the September and October account balances. The year-end audit work will take place over an eight-week period starting in February, 2024.
- Quarter-end closing procedures for the agency’s general ledger and accounting systems were completed and the financial statements for the nine-month period ended September 30, 2023 are being finalized. Draft financial statements have been prepared and the preliminary results are included in the Financial and Budget Results section of this packet.

LOAN ADMINISTRATION:

- Staff continued work on the annual Housing and Urban Development (HUD) and Rural Development (RD) Quality Control Review for the portfolio of loans that is being sub-serviced by Mortgage Servicing Solutions (MSS). This is a system and operational review of MSS’s servicing procedures and it entails conducting interviews with MSS’s key personnel to ensure staff are knowledgeable of HUD and RD servicing requirements and that they are adhering to their respective processing guides. It also involves performing individual loan file reviews to confirm that MSS is compliant with federal guidelines and that the procedures they have in place are sufficient and proper. Initial interviews with MSS staff and a review of their internal processes and procedures were performed in October. The review is being conducted remotely again this year and is expected to be completed by the end of November.

Finance Department Memorandum

To: Board of Commissioners

From: Darren R. Brown

Date: November 14, 2023

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 nine-month period ended September 30, 2023.

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

Total combined assets are approximately \$2.5 billion and total combined liabilities approximate \$2.06 billion. Total net assets amount to approximately \$440 million. Total combined revenues approximate \$358.1 million and total expenses amount to approximately \$333 million, which results in net operating income of \$25.1 million. For this period in 2022, net operating income was \$1.9 million. Net operating income is \$23.2 million higher in 2023 due primarily to the activities and operating results of the Mortgage Purchase Fund (MPP), MaineHousing's largest fund group.

The MPP has net operating income of approximately \$11 million. This is a \$20.5 million increase compared to the net operating loss of \$9.5 million in 2022. The increase is due to a change in the carrying values of non-mortgage investments and higher interest rates. A paper loss of \$3.9 million has been recognized in 2023, which represents an increase of \$10.5 million compared with the paper loss of \$14.4 million recorded in 2022. The change associated with the recording of paper gains and losses is attributed to interest rate changes during the year.

The recording of paper gains and losses is required for accounting purposes. However, because MaineHousing does not actively buy and sell related investments, actual gains and losses will not occur and these amounts are ignored by the rating agencies, bond analysts, and management when assessing profitability.

Excluding the paper gains and losses, the MPP's net operating income is \$14.9 million at the end of September 2023. This is an increase of \$10 million compared to \$4.9 million net operating income in 2022. This net operating income improvement is due to the higher interest rate environment in 2023, which has increased net interest income by \$9.1 million. Although interest expense on bonds increased \$10.6 million, interest income from mortgages and investments is higher in 2023 by a combined amount of \$19.7 million.

BUDGET RESULTS

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

OPERATING REVENUES AND EXPENSES BUDGET

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

The Operating Revenues and Expenses Budget, **Attachment A**, presents the revenues available to pay operating and program administrative expenses. It also presents the aggregate operating and program administrative expenses. Total budgeted revenues for 2023 are \$92.1 million and total expenses are budgeted at \$83.5 million. Total actual revenues as of September 30, 2023 amount to \$82 million, while total expenses amount to \$64.5 million. For the nine-month period ended September 30, 2023, revenues exceed expenses by approximately \$17.5 million.

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

Total expenses are also running above budget due to higher interest expense on bonds. Interest expense will exceed the budget for the year as a result of the higher rate environment. The operating and other program administration expenses (the first two expense lines) are detailed on **Attachment B** and summarized below:

OPERATING AND OTHER PROGRAM ADMINISTRATIVE EXPENSES

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

Operating expenses are budgeted at approximately \$24.3 million. As of September 30, 2023, approximately \$17.9 million or 74% of the total operating budget has been used. In total, operating expenses are below budget at this point and are projected to be under for the year by approximately \$400,000 or 2%. Full-time equivalents are estimated to be under budget by one or two positions. There were a number of position turnovers and internal position changes throughout the year. Some positions were vacant for an extended period due to a tight labor market. Additionally, costs associated with staff and partner trainings and meetings are expected to be below budget.

Total other program administrative expenses are budgeted at \$8.9 million and actual expenses amount to \$6.7 million as of September 30, 2023. Expenses in this areas are running over budget and will exceed the budget for the year due to higher than projected program administrator fees.

Program administrator fees will exceed the budget because of the HAF program that was implementing this year. The work approach for this program was not known at the time the budget was adopted and fees for outsourcing various administrative functions were not included in the budget. As

noted previously, fee income from the HAF program is also above budget and the program provides sufficient income to cover these fees as well as all other related administrative costs.

CAPITAL BUDGET

The Capital Budget, **Attachment C**, presents items that provide an economic benefit to MaineHousing over a period of time. Items are recorded as assets and depreciated over an estimated useful life. The total authorized capital budget for 2023 is \$1.3 million and expenditures amounted to approximately \$1.3 million as of September 30, 2023.

Capital expenditures were mainly for the acquisition of the new system for the federal LIHEAP and WX programs (JAI system) and the multifamily loan system. Expenditures associated with the JAI system will exceed budget estimates. However, this will be offset by a number of computer software items not being 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 September 30, 2023.

MAINE STATE HOUSING AUTHORITY
BALANCE SHEETS
SEPTEMBER 30, 2023
(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>2022</u>	<u>2023</u>							
ASSETS:									
Cash, principally time deposits	84,669	79,402	17,011	0	55,664	1	6,488	238	0
Investments	509,797	658,626	566,990	8,284	18,245	31,879	0	3,951	29,277
Accounts receivable - Government	13,919	22,304	0	0	0	2,576	16,689	3,039	0
Accrued interest and other assets	9,278	16,682	15,430	20	801	87	188	60	96
Mortgage notes receivable, net	1,514,865	1,675,786	1,607,610	0	6,265	34,844	0	4,567	22,500
Other notes receivable, net	44	0	0	0	0	0	0	0	0
Land, equipment and improvements, net	17,436	18,318	22	0	18,296	0	0	0	0
Other real estate owned	44	0	0	0	0	0	0	0	0
Derivative instrument - interest rate swaps	18,570	26,758	26,758	0	0	0	0	0	0
Net pension asset	217	0	0	0	0	0	0	0	0
Deferred pension expense	1,123	959	509	3	102	0	0	345	0
Deferred amount on debt refundings	2,428	2,090	2,090	0	0	0	0	0	0
Total Assets	2,172,390	2,500,925	2,236,420	8,307	99,373	69,387	23,365	12,200	51,873
LIABILITIES AND NET ASSETS:									
Accrued interest payable	15,271	24,229	23,851	0	0	0	0	0	378
Accounts payable - Federal	321	473	0	0	0	0	473	0	0
Accounts payable & accrued liabilities	17,083	16,408	347	2	15,894	0	165	0	0
Unearned income	42,398	35,139	0	0	0	215	14,959	19,965	0
Net pension liability	0	1,780	945	5	189	0	0	641	0
Deferred pension credit	3,159	798	424	3	84	0	0	287	0
Accumulated increase in fair value of hedging derivatives	18,570	26,758	26,758	0	0	0	0	0	0
Interfund	0	0	2,787	23	28,459	(17,133)	2,677	(12,410)	(4,403)
Mortgage bonds and notes payable, net	1,667,301	1,955,384	1,890,516	0	13,787	0	0	0	51,081
Deferred grant income	0	0	0	0	0	0	0	0	0
Deferred loan origination points	13	11	11	0	0	0	0	0	0
Total Liabilities	1,764,116	2,060,980	1,945,639	33	58,413	(16,918)	18,274	8,483	47,056
NET ASSETS:									
Restricted Net Assets	370,468	398,985	290,781	8,274	0	86,305	5,091	3,717	4,817
Unrestricted Net Assets	37,806	40,960	0	0	40,960	0	0	0	0
Total Net Assets	408,274	439,945	290,781	8,274	40,960	86,305	5,091	3,717	4,817
Total Liabilities and Net Assets	2,172,390	2,500,925	2,236,420	8,307	99,373	69,387	23,365	12,200	51,873

MAINE STATE HOUSING AUTHORITY
STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET ASSETS
FOR THE PERIOD ENDED SEPTEMBER 30, 2023

(IN THOUSANDS OF DOLLARS)

	Memorandum Only Combined Totals		Mortgage Purchase Fund Group	Bondholder Reserve Fund	General Fund	HOME Fund	Federal Programs Fund	Other Funds	Maine Energy Housing & Economic Recovery Funds
	2022	2023							
REVENUES:									
Interest from mortgages and notes	44,459	49,703	49,401	0	210	60	0	0	32
Income from investments	4,530	21,925	18,316	300	891	976	17	218	1,207
Net increase (decrease) in the fair value of investments	(14,395)	(3,850)	(3,850)	0	0	0	0	0	0
Fee income	8,935	12,548	2,110	0	1,095	0	9,039	304	0
Other revenue	38	306	130	0	37	54	0	0	85
Grant income	252,799	170,140	0	0	0	1,671	88,427	80,042	0
Income from State	25,802	20,989	0	0	0	16,671	0	0	4,318
Federal rent subsidy income	82,461	86,357	0	0	0	0	86,357	0	0
Gain on bond redemption	211	0	0	0	0	0	0	0	0
Total Revenues	404,840	358,118	66,107	300	2,233	19,432	183,840	80,564	5,642
EXPENSES:									
Operating expenses	16,794	17,891	0	0	17,891	0	0	0	0
Other program administrative expenses	4,821	5,315	3,746	0	(3)	0	1,380	192	0
Mortgage servicing fees	1,320	1,408	1,400	0	8	0	0	0	0
Provision for losses on loans	0	9	0	0	0	9	0	0	0
Losses on foreclosed real estate	25	0	0	0	0	0	0	0	0
Interest expense	30,102	40,691	39,929	0	0	0	0	0	762
Grant expense	266,608	180,808	0	0	0	17,179	86,923	76,286	420
Federal rent subsidy expense	83,255	86,924	0	0	0	0	86,924	0	0
Allocated operating costs	0	0	10,014	59	(15,959)	0	5,801	85	0
Total Expenses	402,925	333,046	55,089	59	1,937	17,188	181,028	76,563	1,182
Net Operating Income	1,915	25,072	11,018	241	296	2,244	2,812	4,001	4,460
Transfers between funds, net	0	0	0	0	784	(416)	(2,295)	(27)	1,954
Change in net assets	1,915	25,072	11,018	241	1,080	1,828	517	3,974	6,414
Net assets at beginning of year	406,359	414,873	279,763	8,033	39,880	84,477	4,574	(257)	(1,597)
Net assets at end of period	408,274	439,945	290,781	8,274	40,960	86,305	5,091	3,717	4,817

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

(IN THOUSANDS OF DOLLARS)

	Mortgage Lending Activities Actual	Federal & Other Program Administration Actual	Total Combined Actual	Total Annual Budget	Total Under/(Over)	% Variance
REVENUES:						
Interest from mortgages and notes	49,611	0	49,611	66,400	16,789	25%
Income from investments	19,507	235	19,742	11,390	(8,352)	(73%)
Fee income	3,205	9,343	12,548	14,153	1,605	11%
Other revenue	167	0	167	160	(7)	(4%)
Total Revenues	72,490	9,578	82,068	92,103	10,035	11%
EXPENSES:						
Operating expenses	12,005	5,886	17,891	24,294	6,403	26%
Other program administrative expenses	5,151	1,572	6,723	8,864	2,141	24%
Interest expense	39,929	0	39,929	50,325	10,396	21%
Total Expenses	57,085	7,458	64,543	83,483	18,940	23%
Excess Revenues Over Expenses	15,405	2,120	17,525	8,620	(8,905)	(103%)

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

ATTACHMENT B

	Total Annual Budget	Total Year to Date Actual	Budget Available	Percentage of Budget Available
Operating Expenses				
Salaries	13,517,480	10,267,404	3,250,076	24%
Payroll Taxes	994,335	769,016	225,319	23%
Retirement	1,273,244	951,151	322,093	25%
Medical and Life Insurance	3,116,854	2,189,563	927,291	30%
Other Fringe Benefits	10,000	4,431	5,569	56%
Office Supplies	51,365	44,000	7,365	14%
Printing	75,560	48,283	27,277	36%
Membership and Dues	63,811	54,955	8,856	14%
Subscriptions	32,077	14,934	17,143	53%
Sponsorships	14,600	8,000	6,600	45%
Staff Educ/Train/Conf	180,131	63,552	116,579	65%
Travel/Meals - Staff Educ/Train/Conf	197,859	80,296	117,563	59%
Partner/Client Train/Meetings	138,510	19,429	119,081	86%
Travel/Meals - Partner/Client Training	112,546	30,926	81,620	73%
Staff Events	28,580	11,841	16,739	59%
Meals - Staff Events	33,130	20,854	12,276	37%
Leased Vehicles	177,773	125,733	52,040	29%
Computer Supplies	39,812	23,014	16,798	42%
Computer License SAAS	254,048	226,286	27,762	11%
Rent-Other	39,430	26,198	13,232	34%
Computer Maintenance	789,721	518,236	271,485	34%
Depreciation	1,200,000	868,898	331,102	28%
Telephone	125,584	95,220	30,364	24%
Employment Advertising	1,000	9,112	(8,112)	(811%)
Postage and Shipping	141,022	98,385	42,637	30%
Insurance	105,748	76,953	28,795	27%
Recording Fees	1,000	585	415	42%
Payroll Services	49,418	37,613	11,805	24%
Audit Services	172,000	139,000	33,000	19%
Property Expenses	522,435	385,077	137,358	26%
Professional Services	376,108	338,887	37,221	10%
Building Interest Expense	458,669	342,972	115,697	25%
Total Operating Expenses	24,293,851	17,890,804	6,403,047	26%
Other Program Administrative Expenses				
Loan foreclosure expenses	200,000	19,455	180,545	90%
REO expenses	50,000	3,894	46,106	92%
Mortgage Servicing fees	1,850,000	1,408,207	441,793	24%
Provision for losses on loans & REOs	125,000	0	125,000	100%
Loan Origination expenses	3,230,000	1,863,779	1,366,221	42%
Bond Issuance Costs	900,000	545,953	354,047	39%
Trustee/Bank fees	170,000	129,820	40,180	24%
Program advertising/printing	343,450	312,667	30,783	9%
Bond and mortgagee insurance	19,550	21,142	(1,592)	(8%)
Variable rate bond remarket/liquidity facilities	710,000	481,210	228,790	32%
Cash flow/arbitrage/swap consultants/legal	675,000	496,942	178,058	26%
Homebuyer education	135,000	66,000	69,000	51%
Program administrator fees	455,610	1,374,516	(918,906)	(202%)
Total Other Program Administration Expenses	8,863,610	6,723,585	2,140,025	24%

**MAINE STATE HOUSING AUTHORITY
CAPITAL BUDGET
FOR THE PERIOD ENDED SEPTEMBER 30, 2023**

ATTACHMENT C

Description	2023 Budget	2023 Actual	Budget Available	% Expended
Computer Hardware:				
Network backup hardware - Data Domain	15,000	-	15,000	
Laptop replacements	55,000	19,211	35,789	
Total computer hardware	<u>70,000</u>	<u>19,211</u>	<u>50,789</u>	<u>27%</u>
Computer Software:				
Enterprise multi-family housing system	240,679	289,077	(48,398)	
Amplifund grant management software	45,600	45,600	-	
Mobile device management software	8,000	-	8,000	
Website redesign	7,000	-	7,000	
Single Family loan servicing system modifications	10,000	-	10,000	
Single Family lender & loan tracking systems mods	10,000	-	10,000	
Hancock systems mods (LIHEAP & Wx Programs)	100,442	-	100,442	
Salesforce software upgrades	120,000	-	120,000	
New LIHEAP & Wx system	575,000	855,000	(280,000)	
Total computer software	<u>1,116,721</u>	<u>1,189,677</u>	<u>(72,956)</u>	<u>107%</u>
Office Building:				
Additional workstations & furnitures	24,460	30,090	(5,630)	
Patio repair/resurface	46,000	39,539	6,461	
Stairwell repair	-	6,290	(6,290)	
Audio Visual equipment upgrade	-	9,439	(9,439)	
	<u>70,460</u>	<u>85,358</u>	<u>(14,898)</u>	<u>121%</u>
Total	<u><u>1,257,181</u></u>	<u><u>1,294,245</u></u>	<u><u>(37,064)</u></u>	<u><u>103%</u></u>

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

Description	Amount
Memberships and Dues	
American College of Mortgage Attorneys - employee dues	225
American Payroll Association - employee annual membership	298
Association of Certified Fraud Examiners - (2) employee annual membership	470
Association of Government Accountants - (2) employee annual memberships	220
Construction Specifications Institute - employee annual membership	375
Council of State Community Development Agencies - annual membership	1,500
Diversity Hiring Coalition - annual membership	300
Information Systems Audit and Control Association - employee annual membership	45
Institute of Internal Auditors - employee annual membership	190
Kennebec Board of Realtors - employee dues	196
Maine Association of Mortgage Professional - employee annual membership	395
Maine Bankers Association - annual affiliate membership	950
Maine Building Officials and Inspectors Association - (9) employee membership	325
Maine Indoor Air Quality Council - annual membership	500
Maine Public Relations Council - employee annual membership	75
Maine Real Estate & Development Association - annual membership	1,200
Maine Real Estate Management Association - annual membership	125
Maine State Bar Association - (4) employee annual memberships	950
Board of Overseers of the Bar - (6) employee annual registration	1,485
National Affordable Housing Management Association - affiliate membership	1,300
National Association for State Community Services Programs - annual membership	1,627
National Council of State Housing Agencies - annual membership	32,242
National Energy & Utility Affordability Coalition - annual membership	500
National Energy Assistance Directors' Association - annual LIHWAA membership	1,088
National Energy Assistance Directors' Association - annual membership	6,817
National Leased Housing Association - annual membership	660
NCHM Accounting Office Employee Certification dues	125
Notary Public - (2) employee renewal fees	100
Project management Institute - employee membership	164
Society for Human Resource Management - employee annual membership	244
Urban Land Institute - employee annual membership	264
Total	<u>\$ 54,955</u>
Sponsorships	
Maine Resident Service Coordinator Association - annual sponsor	2,500
Maine Council on Aging - conference sponsor	500
Growsmart Maine - annual conference sponsor (2022)	2,000
New England Resident Service Coordinator - conference sponsor	3,000
Total	<u>\$ 8,000</u>



Finance Department Memorandum

To: Board of Commissioners
From: Darren Brown
Date: November 3, 2023
Subject: Monthly Delinquencies Report

MULTI-FAMILY DELINQUENCIES

The Multi-Family portfolio totals \$878 million with 1,307 loans as of October 31, 2023. There are four delinquent loans, as shown in *Exhibit 1*. The Multi-Family delinquency rate is benchmarked against MaineHousing's historical rates, as shown in *Exhibit 2*.

SINGLE-FAMILY DELINQUENCIES

The Single-Family portfolio totals \$1 billion with 9,777 loans as of September 30, 2023. The over 60-day delinquencies increased from 2.50% to 2.55%, and the in-foreclosures stayed at 0.48%. The over 60-day delinquencies amount to \$26 million, with approximately \$4.8 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 2.67%. 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 September 2023, Bank of America (BOA) had the highest overall delinquency rate of 10.89% (10 loans), with an in-foreclosure rate of 6.10% (6 loans). BOA no longer originates loans for MaineHousing and they are servicing an old portfolio of loans. The average age of the loans in their portfolio is 16 years. There have been no new loans added to this portfolio since 2011 and the high delinquency rate is attributed mainly the decreasing portfolio balance and its small size.

Delinquencies for our largest servicer, Mortgage Servicing Solutions, decreased from 2.98% to 2.91%, while the in-foreclosure rate decreased from 0.53% to 0.50%. Salem Five Mortgage Corp. portfolio had a rate of 0.00%, which was the lowest rate for the month. Delinquency rates for each servicer are shown in *Exhibit 3*.

Delinquencies by Insurance Type – In September 2023, FHA insured loans had the highest delinquency rate by total insurance type of 4.48%, with in-foreclosures at 0.52%. When compared to the total loan portfolio, RD insured loans had the highest delinquency rate of 1.46%, with in-foreclosures at 0.30%. Delinquencies by insurance type and the portfolio as a whole are shown in *Exhibit 6*.

FHA insured loans comprise 18% of the Single-Family portfolio and 31% of delinquencies, while RD insured loans comprise 56% of the portfolio and represent 57% 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 September 2023, we have assisted 688 borrowers with various foreclosure prevention options. From January through September 2023, sixty-five HAF reinstatements have occurred.

Multi-Family Delinquent Loans

MAINE STATE HOUSING AUTHORITY
MULTI-FAMILY DELINQUENCIES
10/31/2023

Section 8

BORROWER	LEVEL PMT	PTD	LOCATION	PROJECT OWNER	ORIGINATION DATE	DELINQUENT		
						1 MONTH	2 MONTHS	3+ MONTHS
AVIGNON APARTMENTS	2,024.97	08/01/23	BIDDEFORD	COMMONS HOUSING CORP	06/07/19	0.00	401,647.00	0.00
STRAWBERRY BLUFF	1,010.84	08/01/23	SOUTH PARIS	BAHRE, ROBERT P	06/09/99	0.00	80,742.00	0.00
						<u>0.00</u>	<u>482,389.00</u>	<u>0.00</u>

Rental Housing

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

Supportive Housing & Other

BORROWER	LEVEL PMT	PTD	LOCATION	PROJECT OWNER	ORIGINATION DATE	DELINQUENT		
						1 MONTH	2 MONTHS	3+ MONTHS
OHIO ST, 112	820.68	05/01/23	BANGOR	PENOBSCOT AREA HSG DEV CORP	10/01/09	0.00	0.00	18,843.00
ELM STREET, 63 (FNA PEACEFUL	436.74	09/01/23	MACHIAS	DOWNEAST COMMUNITY PARTNERS	04/01/99	26,866.00	0.00	0.00
						<u>26,866.00</u>	<u>0.00</u>	<u>18,843.00</u>

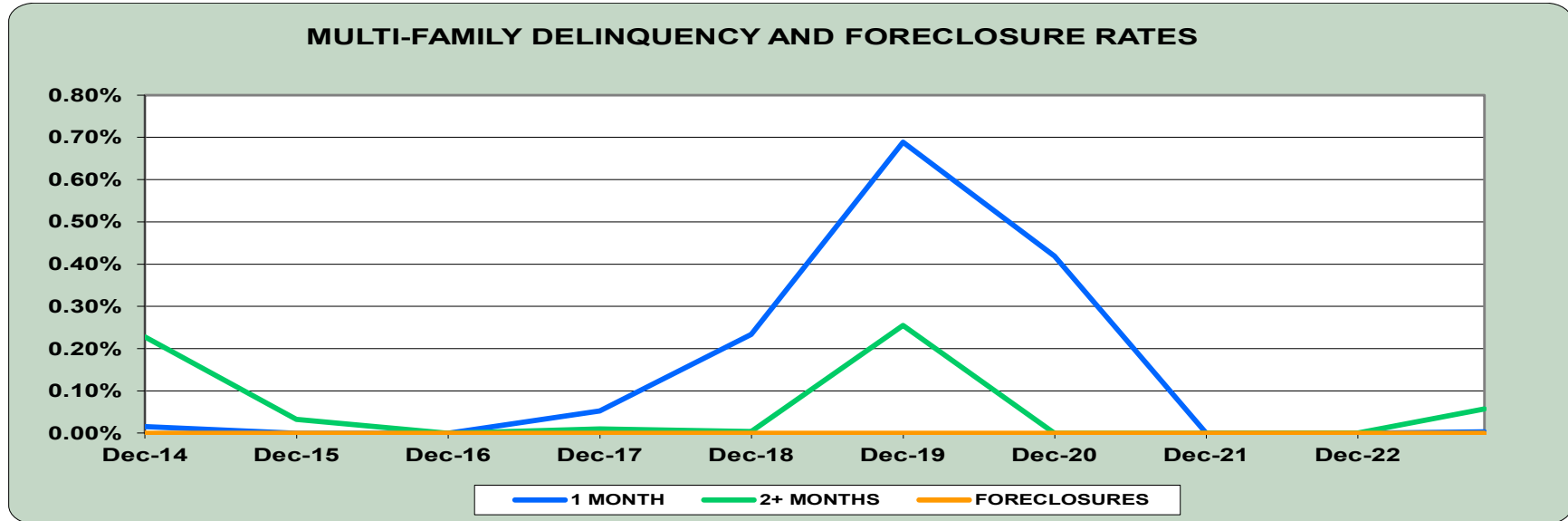
Grand Total

<u>26,866.00</u>	<u>482,389.00</u>	<u>18,843.00</u>
------------------	-------------------	------------------

% of Portfolio Delq 60+ days **0.06%**
Total Number of Loans **1,307**



Multi-Family Delinquency & Foreclosure Trends



	OUTSTANDING PRINCIPAL	1 MONTH		2+ MONTHS		FORECLOSURES	
		DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE
Oct-23	\$ 878,301,453	\$ 26,866	0.00%	\$ 501,232	0.06%	\$ -	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%
Dec-14	\$ 513,937,525	\$ 77,568	0.02%	\$ 1,169,620	0.23%	\$ -	0.00%



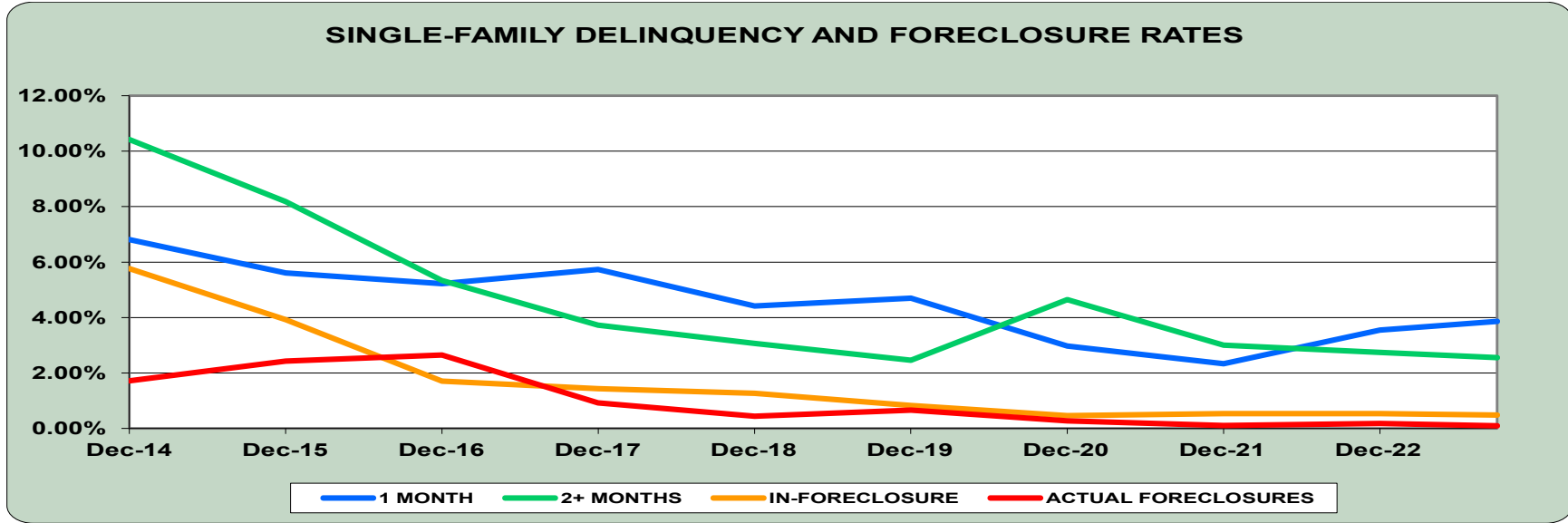
Single-Family Delinquent Loans

**Maine State Housing Authority
Single-Family Delinquencies by Servicer
9/30/2023**

SERVICER	% OF PORTFOLIO	% of Portfolio Delq 60 + days	OUTSTANDING PRINCIPAL	----- 1 MONTH	DELINQUENT 2 MONTHS	----- 3+ MONTHS	IN- FORECLOSURE
MORTGAGE SERVICING SOLUTIONS	67.17%	2.91%	673,288,092.91	29,490,421.02	6,727,265.19	9,534,569.34	3,349,204.78
BANGOR SAVINGS BANK	11.25%	1.14%	112,801,194.40	2,508,655.52	514,402.74	705,380.79	63,698.42
CAMDEN NATIONAL BANK UK	8.12%	1.16%	81,373,478.86	3,042,227.05	335,569.97	241,075.13	370,564.51
MACHIAS SAVINGS BANK	6.83%	3.55%	68,498,898.69	1,869,806.23	781,466.38	924,092.61	724,049.22
BANGOR SAVINGS BANK QS	6.05%	1.17%	60,634,976.40	857,510.40	483,361.05	228,193.49	0.00
BANK OF AMERICA NA	0.54%	10.89%	5,420,666.66	873,266.64	119,841.41	140,122.65	330,609.90
SALEM FIVE MORTGAGE CORP	0.03%	0.00%	322,815.13	23,105.39	0.00	0.00	0.00
TOTAL	100.00%	2.55%	1,002,340,123.05	38,664,992.25	8,961,906.74	11,773,434.01	4,838,126.83



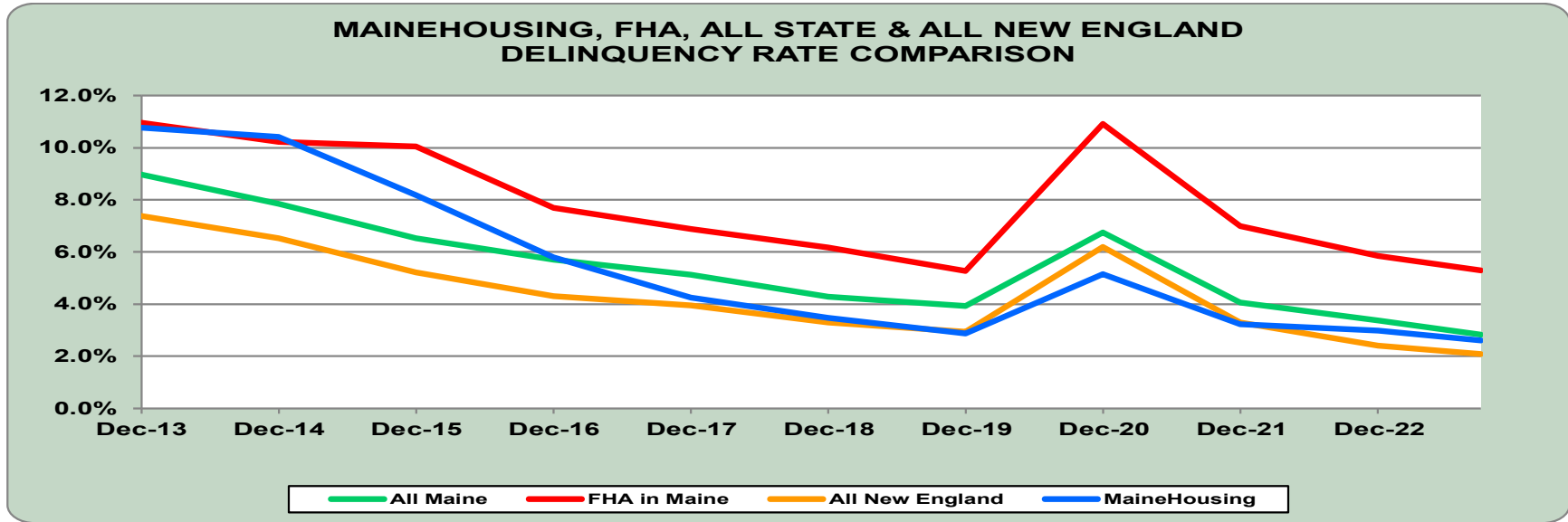
Single-Family Delinquency & Foreclosure Trends



	OUTSTANDING PRINCIPAL		1 MONTH		2+ MONTHS		IN-FORECLOSURE		ACTUAL FORECLOSURES	
	DOLLARS	DOLLARS	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE
Sep-23	\$ 1,002,340,123	\$ 38,664,992	\$ 25,573,468	3.86%	\$ 4,838,127	0.48%	\$ 1,007,894	0.10%		
Dec-22	\$ 958,984,521	\$ 33,996,366	\$ 26,378,301	2.75%	\$ 5,183,906	0.54%	\$ 1,733,447	0.18%		
Dec-21	\$ 887,303,920	\$ 20,685,547	\$ 26,645,647	3.00%	\$ 4,806,968	0.54%	\$ 941,490	0.11%		
Dec-20	\$ 960,761,414	\$ 28,645,024	\$ 44,603,599	4.64%	\$ 4,471,656	0.47%	\$ 2,617,001	0.27%		
Dec-19	\$ 967,171,381	\$ 45,399,415	\$ 23,774,547	2.46%	\$ 8,037,512	0.83%	\$ 6,357,994	0.66%		
Dec-18	\$ 916,608,577	\$ 40,526,473	\$ 28,155,105	3.07%	\$ 11,647,401	1.27%	\$ 4,056,247	0.44%		
Dec-17	\$ 844,497,676	\$ 48,457,930	\$ 31,454,643	3.72%	\$ 12,099,518	1.43%	\$ 7,847,858	0.93%		
Dec-16	\$ 799,557,471	\$ 41,780,468	\$ 42,682,410	5.34%	\$ 13,625,991	1.70%	\$ 21,142,137	2.64%		
Dec-15	\$ 790,409,905	\$ 44,303,365	\$ 64,656,769	8.18%	\$ 31,066,182	3.93%	\$ 20,797,314	2.43%		
Dec-14	\$ 810,139,060	\$ 55,171,703	\$ 84,385,397	10.42%	\$ 46,711,687	5.77%	\$ 13,904,155	1.72%		



Single-Family Delinquency Comparison Trends



MAINEHOUSING LOAN COUNT COMPARISON

	<u>Loan Count</u>	<u>2 Months</u>	<u>3+ Months</u>	<u>In-Foreclosure</u>	<u>Totals</u>
All State*	121,257	0.49%	1.19%	1.14%	2.82%
FHA for State*	16,621	1.32%	2.50%	1.47%	5.29%
All New England*	1,703,736	0.52%	1.00%	0.56%	2.08%
MaineHousing**	9,777	0.95%	1.16%	0.56%	2.67%

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

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



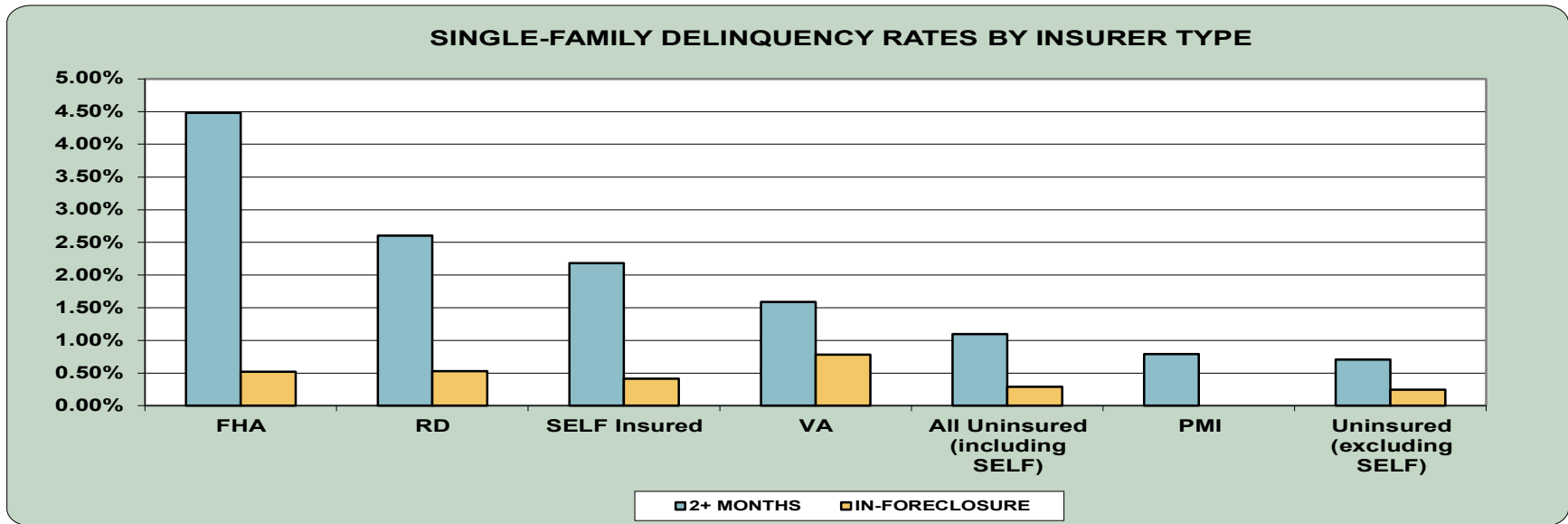
Single-Family Delinquencies by Mortgage Insurer

As A Percent of Total Insurance Type
9/30/2023

TYPE	2+ MONTHS	IN-FORECLOSURE
FHA	4.48%	0.52%
RD	2.60%	0.53%
SELF Insured	2.18%	0.42%
VA	1.59%	0.78%
All Uninsured (including SELF)	1.10%	0.29%
PMI	0.79%	0.00%
Uninsured (excluding SELF)	0.71%	0.25%

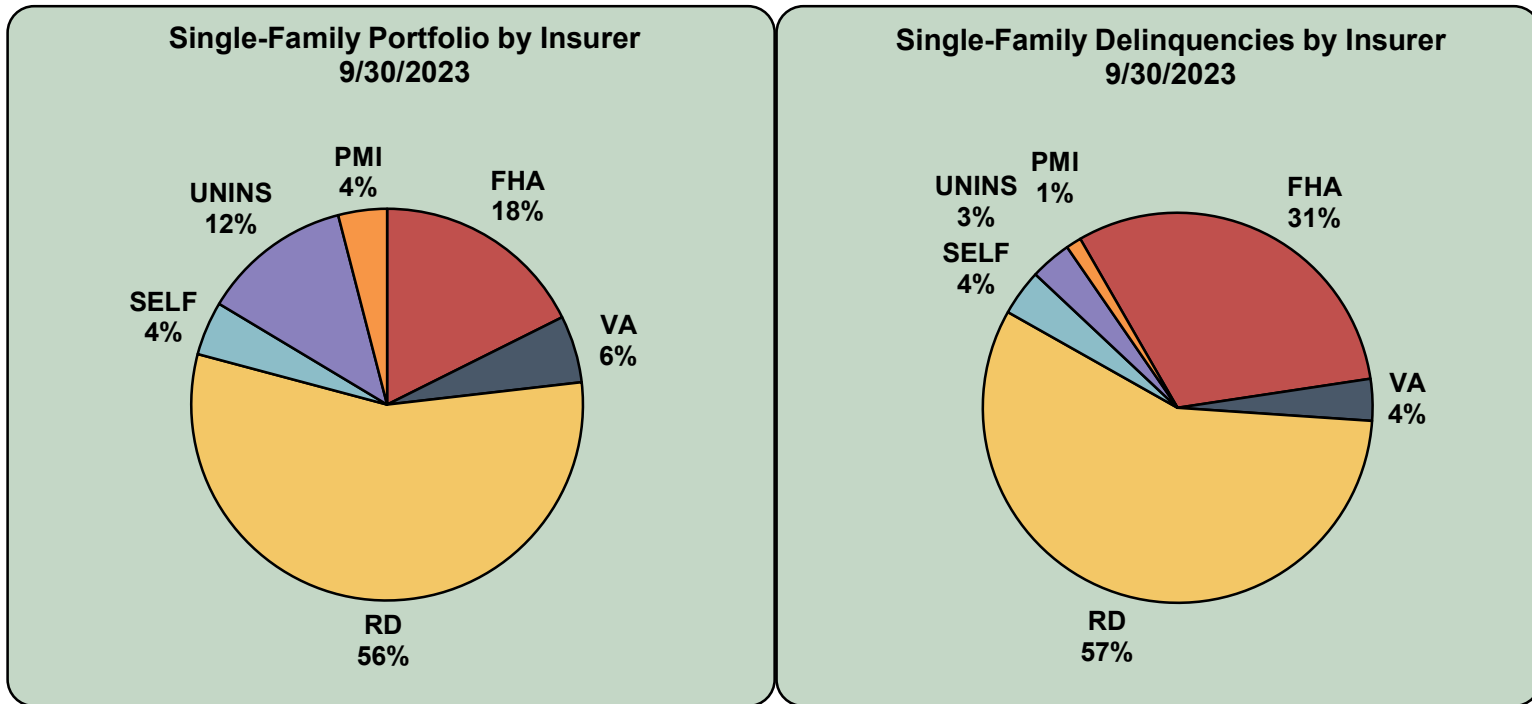
As A Percent of Total Loan Portfolio
9/30/2023

TYPE	2+ MONTHS	IN-FORECLOSURE
RD	1.46%	0.30%
FHA	0.79%	0.09%
All Uninsured (including SELF)	0.18%	0.05%
SELF Insured	0.10%	0.02%
VA	0.09%	0.04%
Uninsured (excluding SELF)	0.09%	0.03%
PMI	0.03%	0.00%

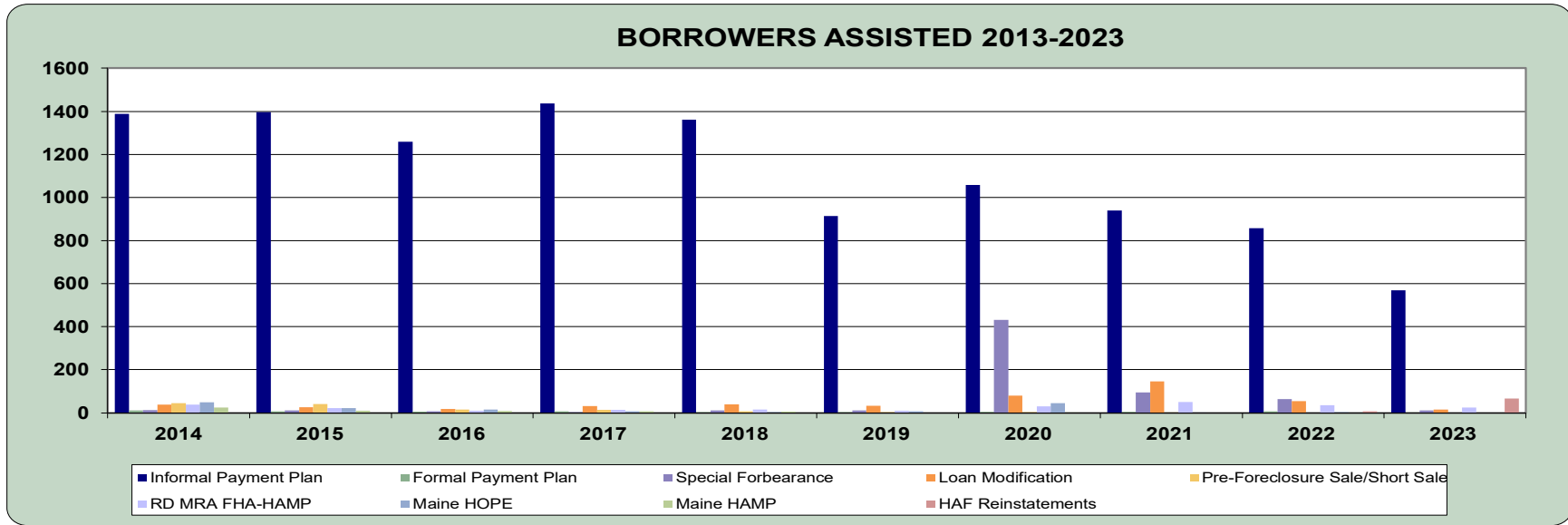


Single-Family Delinquencies by Mortgage Insurer

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



Single-Family Foreclosure Prevention Activities



Number of Borrowers Approved for Assistance

	Informal Payment Plan	Formal Payment Plan	Special Forbearance	Loan Modification	Pre-Foreclosure Sale/Short Sale	RD MRA FHA-HAMP	Maine HOPE	Maine HAMP	HAF Reinstatements	Total Workouts
Sep-23	568	2	12	15	0	24	1	1	65	688
Dec-22	857	8	63	54	0	35	4	0	7	1028
Dec-21	939	5	94	146	2	50	2	0	0	1238
Dec-20	1058	5	432	79	3	29	44	2	0	1652
Dec-19	914	3	12	32	4	10	8	0	0	983
Dec-18	1361	4	12	39	8	15	3	6	0	1448
Dec-17	1437	8	4	31	14	14	8	7	0	1523
Dec-16	1259	6	8	19	15	10	16	9	0	1342
Dec-15	1397	8	11	26	40	21	22	10	0	1535
Dec-14	1388	12	13	38	44	38	48	24	0	1605

Actual Foreclosures

	Number of Foreclosures	Number of Loans in Portfolio	Percentage of Portfolio
Sep-23	15	9,777	0.15%
Dec-22	21	9,739	0.22%
Dec-21	14	9,750	0.14%
Dec-20	38	10,668	0.36%
Dec-19	86	10,904	0.79%
Dec-18	57	10,673	0.53%
Dec-17	97	10,332	0.94%
Dec-16	258	10,097	2.56%
Dec-15	233	10,258	2.27%
Dec-14	162	10,526	1.54%



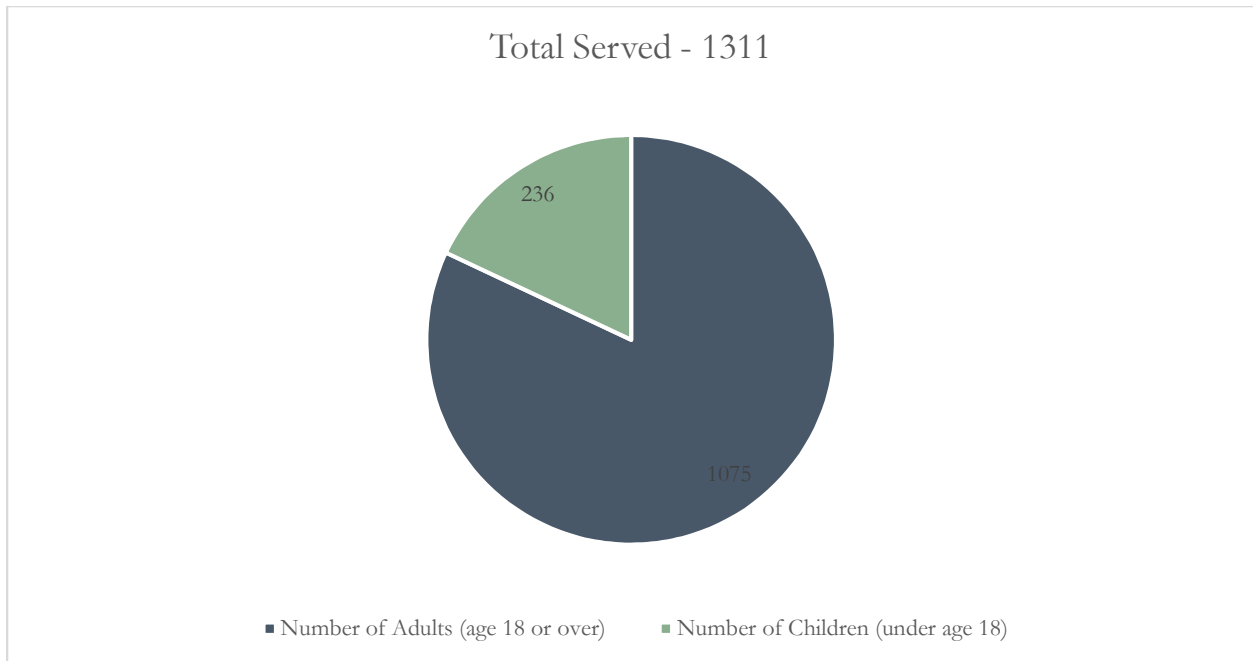
Homeless Initiatives Department Memorandum

To: Board of Commissioners
From: Kelly Watson, Director of Homeless Initiatives
Date: November 14, 2023
Subject: Homeless Initiatives Report

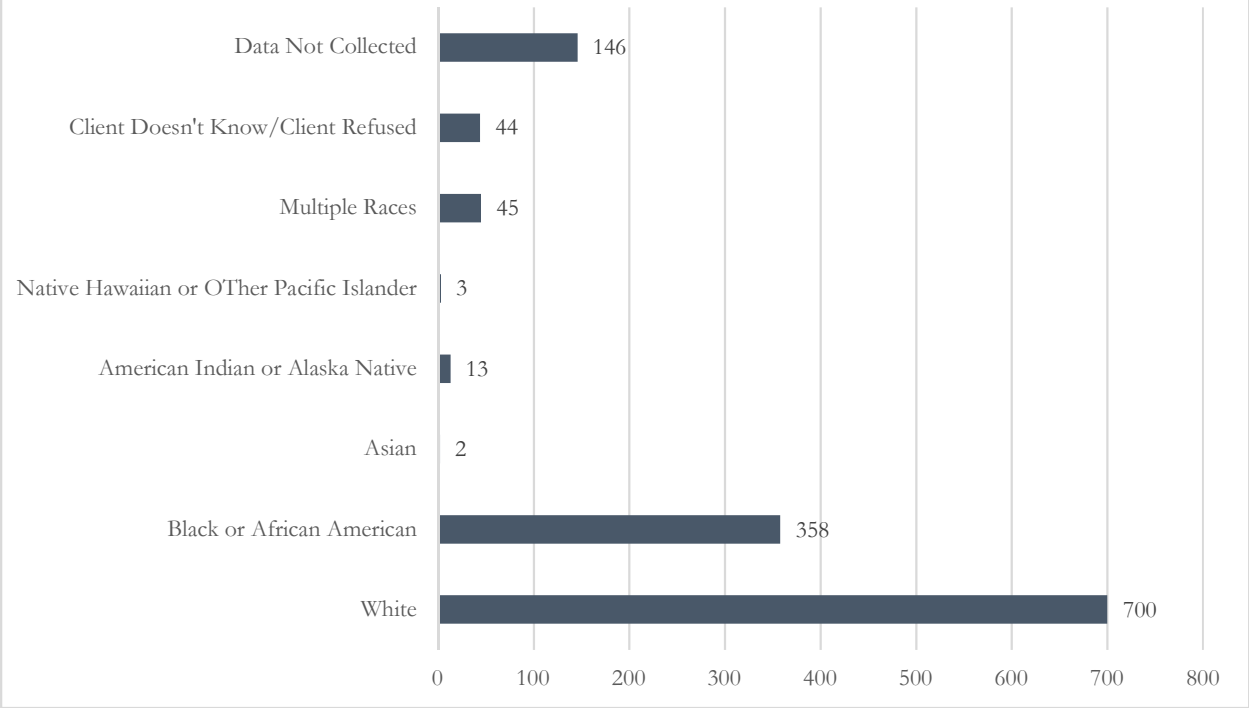
Homeless Data – October 2023

The following are the monthly statistics for October:

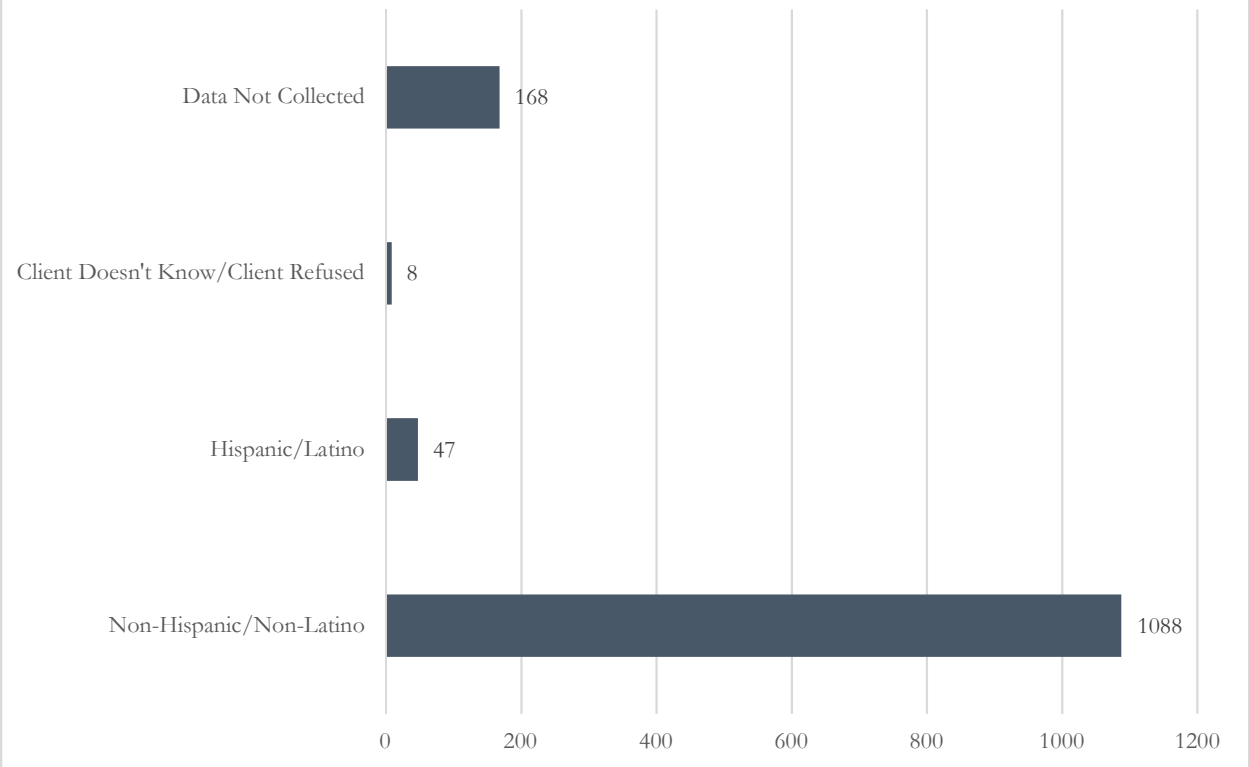
1. Total number of people served (1311) increased by 21 individuals. We have seen the number of unsheltered individuals continue to increase in many areas of the state. As the weather cools, we may see more individuals seeking shelter. This number also does not include many of the Asylum Seekers in Portland as well as those served in hotels through GA, or those seeking emergency shelter with a Victim Service Provider.
2. Racial equity – the percentage of people of color served decreased slightly from 38.1 in September to 37.6 in October. The number for those who identify as Hispanic/Latino stayed almost steady at 47 individuals compared to 48 the previous month.
3. The number of Exits to Permanent Housing last month increased from 57 permanent exits in September to 112 in October, with less people exiting to temporary destinations. The total exits from shelter to any location was up by 26 from the previous month.



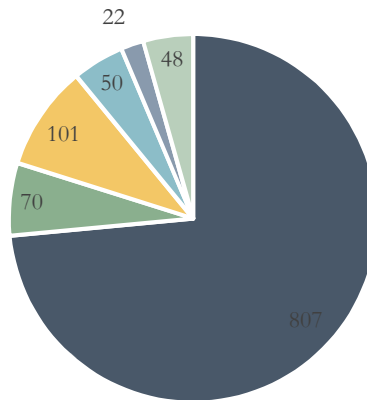
Number of People Served by Race



Number People Served by Ethnicity

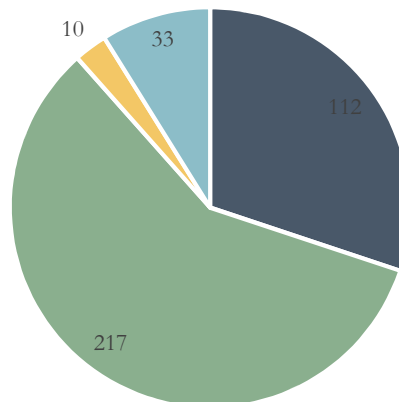


Residence of Clients Prior to Entry



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

Residence of Clients after Entry



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

Overnight Winter Warming Shelter Funding

Ten agencies were awarded funding, totaling \$1.4 million, for the 2023-2024 Winter Overnight Warming Shelter program. The warming shelters are expected to operate from November 15, 2023 through April 30, 2024. The shelters cover various areas throughout the state from Aroostook to York counties. The funding will create shelter for more than 300 unsheltered people each night for the coldest part of the year.

Emergency Shelter and Housing Assistance Program (ESHAP)

The Homeless Initiatives department has been hard at work on our annual application for shelter operations and housing navigation funding through ESHAP. Applications for the program opened on November 3rd and awards will be made by year's end for the 2024 calendar year. As part of this process, we invite Housing Navigators from funded agencies to join us for an all-day training to encourage learning and connections. This year's training will be held on December 5th in Augusta.

Quarter 3 disbursements under 2023 ESHAP were made the week of October 30th in amounts detailed below.

		ESG	State HOME	State General	Total Funding Disbursed
Quarter 3 (July-September)	Operations	\$644,864.21	\$175,230.24	\$ -	\$820,094.45
	Stabilization	\$644,864.21	\$175,230.24	\$ -	\$820,094.45
					\$1,640,188.90

Shelter Operating Subsidy

As part of the Governor's change package, \$5 million was transferred from surplus to the Shelter Operating Subsidy program. These funds will be disbursed in the coming weeks to the 39 shelters currently participating in ESHAP and can be used for operations, maintenance, and capital improvements.

Service Hub Implementation – Built for Zero Initiative

Hub Coordinators are currently preparing for the unsheltered portion of the 2024 Point in Time count that will take place on the night of Jan 23, 2024 with 3 service based days following. The service based days allow for agencies that are interacting with people experiencing homelessness to ask them where they were sleeping on the night of Jan 23rd, and, if they were unsheltered on that evening, ask if the individual or family would be willing to complete the count survey. This allows for a little extra time to help get as accurate of an unsheltered count as possible. Planning activities include recruiting of survey volunteers, identifying areas where people may be sleeping unsheltered, soliciting donations to provide to folks who are surveyed, providing training and support to volunteers, and overall coordination of the count.

In the efforts to create more robust housing options in the MCoC Coordinated Entry System, Hub Coordinators are currently having conversations with the Public Housing Authorities in their hubs to see if it would be possible to get more vouchers and site based units into the system.

Conversations have been going very well with lots of interest as each housing authority considers how best to implement options and potentially designate vouchers and/or units to Coordinated

Entry. Coordinated Entry can make referrals to the PHA and participants would have housing navigators or case managers to assist in the housing application and lease up process. Housing authorities are seeing a great benefit to this set up.

Homeownership Department Memorandum

To: MaineHousing Board of Commissioners

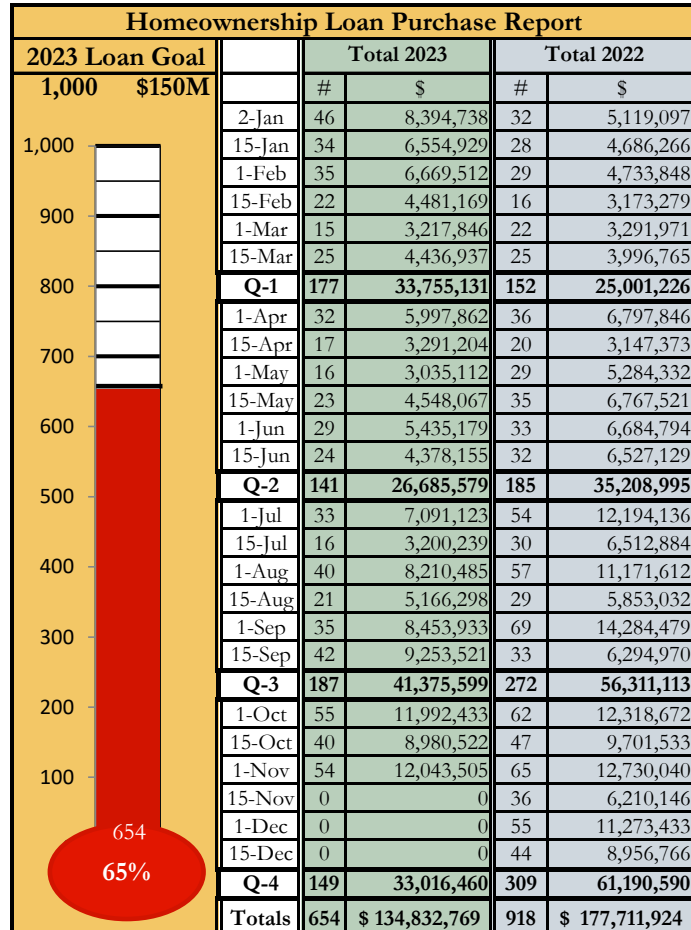
From: Adam S. Krea, Senior Director of Finance and Lending

Date: November 13, 2023

Subject: Monthly Report – Homeownership Department

PRODUCTION UPDATE

Following is a snapshot of loans purchased and reserved to date in 2023 as compared to 2022.



Monthly Loan Reservations: 11/01/23	
#	\$ Volume
131	\$ 30,825,613

Loan Pipeline as of: 11/01/23	
#	\$ Volume
368	\$ 79,742,128

Loan Reservation Comparison					
October 2022		October 2023		2022 vs 2023	
#	\$ Volume	#	\$ Volume	#	\$ Volume
297	\$57,840,047	368	\$ 79,742,128	24%	38%

HIGHLIGHTS IN HOMEOWNERSHIP IN THE PAST MONTH

National Council of State Housing Agencies (“NCSHA”) National Housing Finance Agency (“HFA”) Conference

Mortgage Lending Manager, Tina Partridge, attended the NCSHA National HFA Conference held in Boston. It was a great opportunity to network and share information with other HFA members. Some of the sessions were: a community meeting for those involved in Single Family Programs and Servicing, which included such themes as Best of HFA’s Homeownership Programs; The Housing Market: Where we are now and what to expect in 2024; Homeownership Equity Programs; HFA1 and Expanding Lender Relationships, Programs and Trends in New Construction; and Best of HFA Internal Operations. Our mortgage software vendor, Emphasys, was available in the Show Place during the conference. Tina took the opportunity to introduce some of MaineHousing’s IT staff to the Emphasys staff that work with us in our daily work. This included staff that develops, markets and trains on their software.



Tina Partridge, Mortgage Lending Manager, with Glenn Gallo, Legislative and Policy Associate for NCSHA.

Maine Association of Realtors Annual Convention

The MAR Annual Convention and Trade Show was held on October 3rd-5th at the Samoset Resort. This year’s theme was “CSI: Communicate, Socialize and Innovate: Solving the Mystery of the Changing Market.” Outreach and Education Coordinator, Jessica Gurney, represented MaineHousing/hoMEworks as an exhibitor and participate at the convention. Realtors from around the state attended this sold out event. MAR had a mystery clue sheet that required participants to visit each exhibitor in order to be entered into a drawing. Our question was “Which MaineHousing

Program offers a \$10,000 grant for First-Time Homebuyers?” Many Realtors visited the table to learn more, gather informational materials, and ask questions. Jessica spent the three day convention talking with many Realtors who were not familiar with our programs, Realtors who use our program, and even some of MaineHousing Lenders. Class topics included “Buyer Relationships”, “Fighting Wire Fraud”, “Sustainability Topics”, “Real Estate Karma”, and “2023 Legal Updates and 2024 Form Changes.” Lisa McKenna presented on October 5th in the final session entitled “Lending- Available Programs, Property Eligibility, and Appraisal Modernization.” Presenting with Lisa were Bob Stabb from Northpoint Mortgage and Bob Strong of Property Valuation Services.



Realtors are seen here visiting the MaineHousing table to learn about the First Generation Program.



Lisa McKenna, Mortgage Team Leader, is featured teaching.



Ana Nebunu, Realtor with Masiello Group, was the winner of MaineHousing’s Raffle Item.

First Generation Pilot Program Update

As of November 1st, we have purchased 50 First Generation Loans. Financial Literacy is an important component of The First Generation Program. Jessica Gurney, Outreach and Education Coordinator,

took part in a Financial Literacy course entitled “My Money Works” offered through New Ventures. This interactive class helps clients gain the skills and confidence they need to stretch their money, pay bills, reduce debt, find money for savings, plan for retirement, and set personal financial goals. At the end of the class, students have a plan to achieve greater financial stability. A follow-up session is offered to provide additional networking and support. The class meets weekly for 5 weeks. Some of the participants in the class were excited to start their journey towards homeownership and hope to use The First Generation Program to make it a possibility.

Healthy Homeworks offers a Financial Literacy and Homebuyer Education Class. Amy Smith, founder of Healthy Homeworks, created a video for first-time homebuyers. Previewed by Jessica Gurney, Erik Jorgensen, and Adam Krea, this video, entitled “A Beginner’s Guide”, lays the foundation for first-time homebuyers to begin understanding homeownership in a way that has not been done before. The video does not assume the client has any prior knowledge of how houses work and Amy explains all systems – from electricity to plumbing, to heating systems. This video will reach a new audience and truly provides a strong foundation for owning and caring for a home. Amy is thrilled with the result. Erik and Adam worked with Jessica to invite Amy to MaineHousing’s 2024 All Staff Day so that Amy can share the result and talk about the process with the entire MaineHousing team.

Housing Choice Vouchers Department Memorandum

To: MaineHousing Board of Commissioners

From: Allison Gallagher - Director of HCV Programs

Date: November 21, 2023

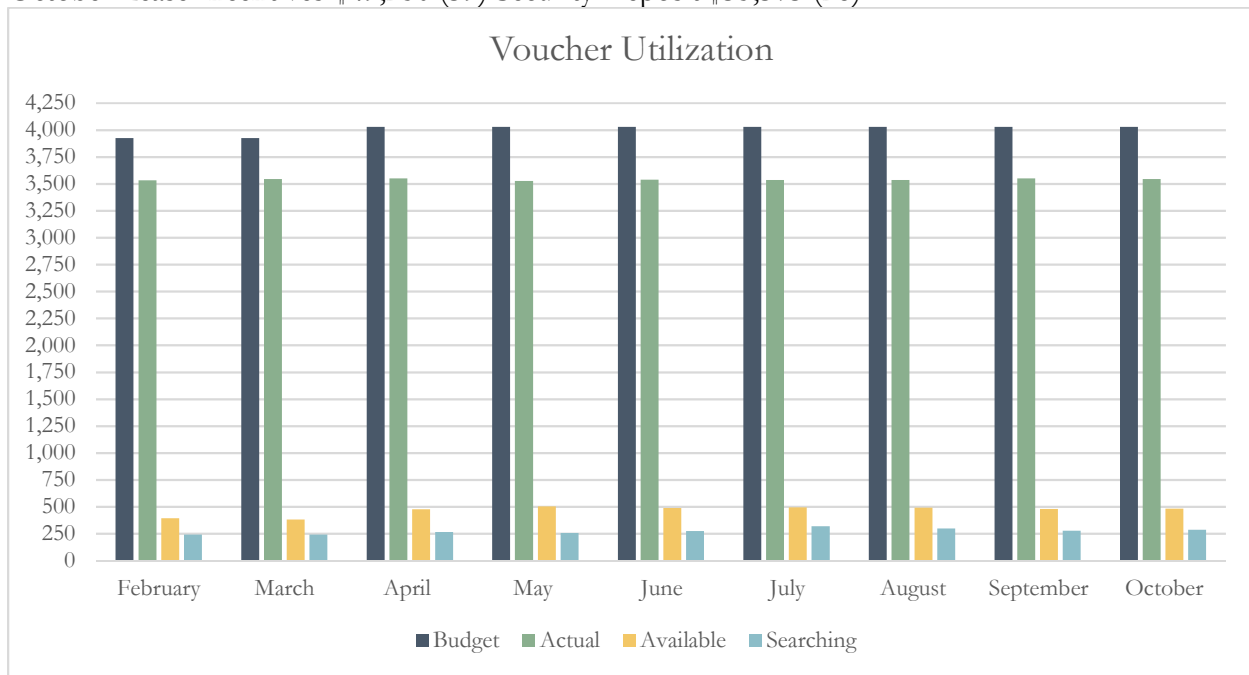
Subject: Monthly Report – Housing Choice Voucher Program

Program Updates:

The HCV department supports a two-year Housing Navigator Pilot that began in spring 2022. The pilot focuses on landlord engagement, pre-tenancy assistance, and housing stability. We contract with nine agencies across the state and below represents cumulative data as of 3rd quarter 2023.

- 1914 people served
- 495 housed
- 62 referrals for a voucher
 - 10 leased, 17 searching and 19 in verification of eligibility

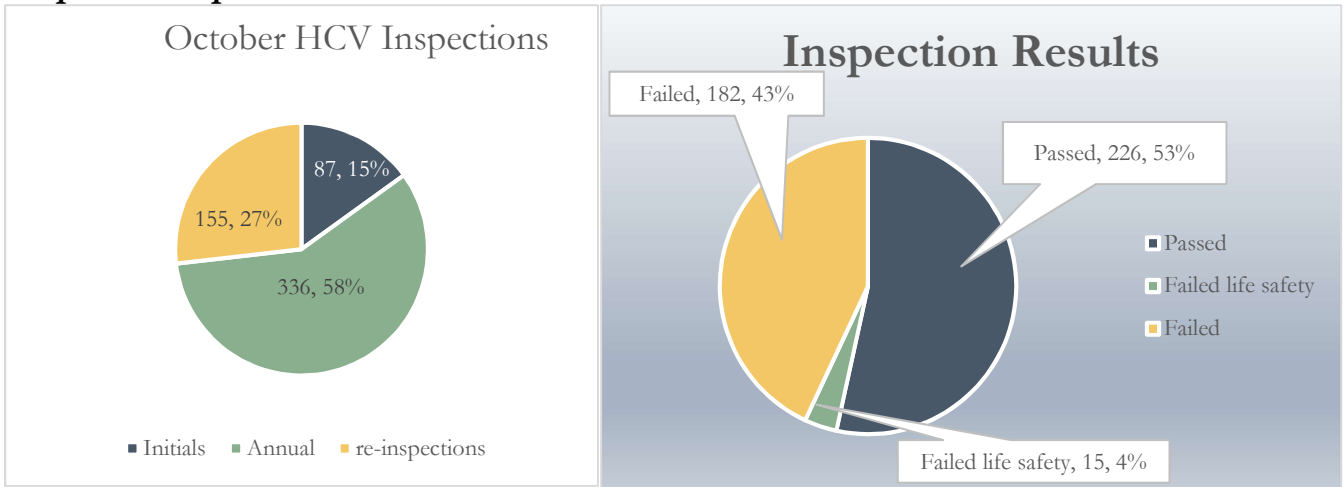
October Lease Incentives-\$49,250 (39) Security Deposit \$35,373 (28)



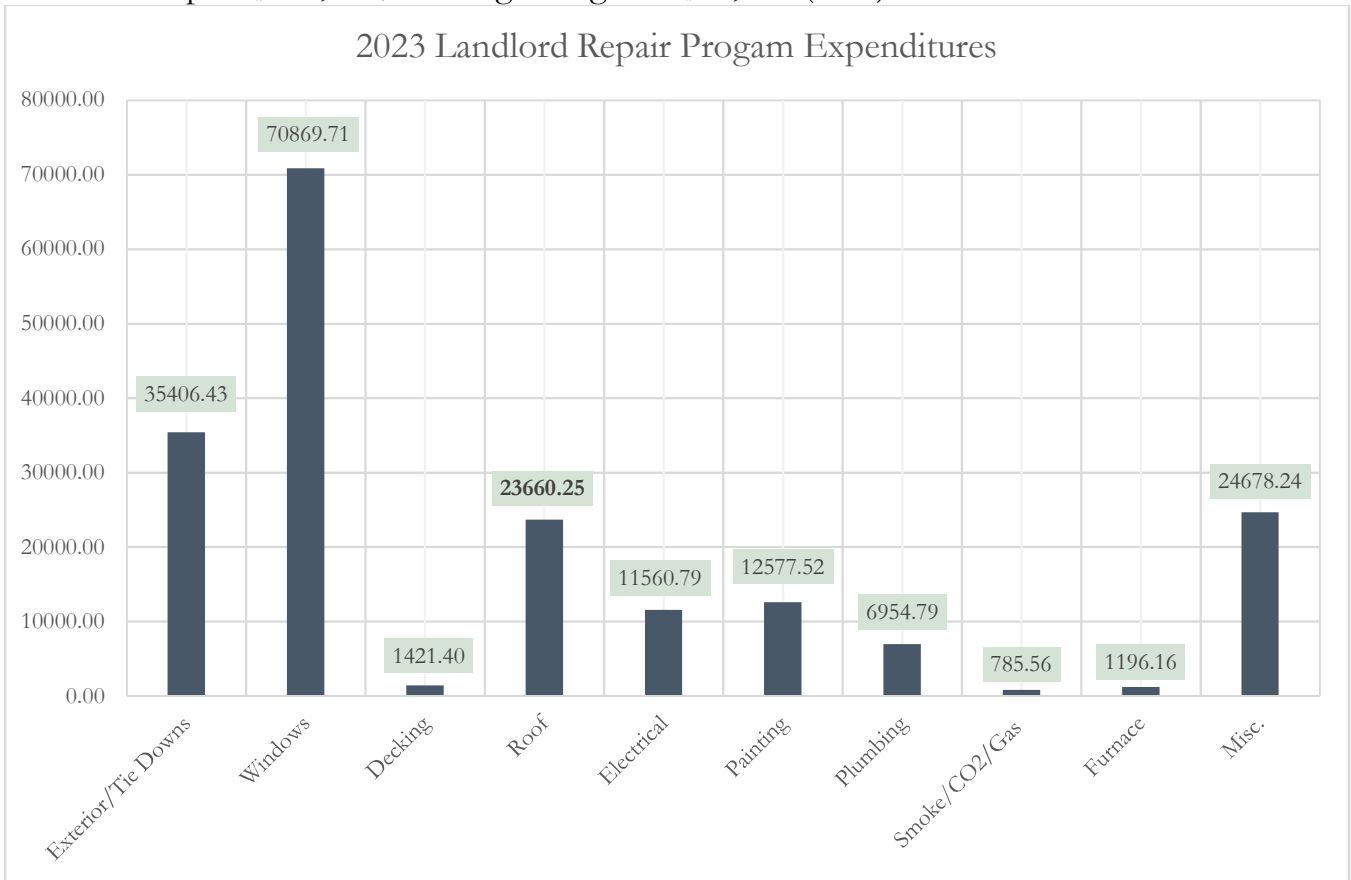
HCV (homeless initiatives)

	Leased	Searching
STEP	105	46
Home to Stay	218	92
Homeless Priority	282	68
EHV	63	41

Inspection Updates:



Landlord Repair \$189,110/ Damage Program: \$40,585 (YTD)



Human Resources and Facilities Department Memorandum

To: Board of Commissioners
From: Jane Whitley, Director of Human Resources & Facilities
Date: November 2023
Subject: Board Report

Human Resources – as of November 14



Fair Housing Training for Partners

MaineHousing is offering a free Understanding of Fair Housing training program. This program is on demand and self-paced. It is available through our online learning portal. To register for the training, please visit our website: <https://www.mainehousing.org/education/fair-housing-education>

Facilities Updates

A special shout out to Jason Stonier, our Operations Manager – Building & Grounds, who has been very busy this fall. Recently completed projects include:

- Repaired northern sections of security fencing (damaged by snowplowing and overgrowth) while also installing privacy slats bordering the hotel
- Fall leaf cleanup
- Tree pruning around exterior security lighting to improve visibility for staff
- Completed a fire drill - excellent performance by staff resulting in a smooth and timely evacuation
- Relocated a parking lot 'Stop' sign for safety concerns, and a new 'caution entering' sign will go in its place.
- Winter preparations are underway:
 - Safety tips have been sent out to staff regarding shoveling and proper footwear
 - A new heated entrance mat deployed to address ice buildup outside an exterior door
 - Boilers serviced and HVAC prepped
 - Salt bins have been restocked
 - A site meeting with the snowplowing contractor and crew has been done
 - Adjusting building environment as needed while we transition into heating season

- And, finally, our wildlife updates. . .
 - A bat has decided to hibernate on an exterior camera for the winter.
 - We have been invaded by thousands of crows at night, and they are congregating in our parking lots and leaving us with quite a mess.



Information Technology Department Memorandum

To: Board of Commissioners

From: Craig Given, Director of IT

Date: November 14, 2023

Subject: Monthly Report

Information Technology Updates:

- Scheduled interviews for vacant Application Specialist position to hire replacement.
- Conversion of off-site disaster recovery location to new vendor for better response and integration with data backup systems.
- Started migration of staff accounts from on premise to hosted Microsoft 365 environments.
- Continued discovery and initial wire frame design for software to support Heating Assistance and Weatherization programs with vendor and internal team.
- Applied security patches to critical systems to address identified vulnerabilities.
- Began review of IT Help desk processes and systems with goal of improved data tracking and better transparency of progress and results.
- Technology and application team members involved in software implementations, including grant management software.
- Development work continuing on updated CAIP database and information gathering tools.
- Quarterly Security training program launched for internal staff.

Planning and Research Department Memorandum

To: Board of Commissioners

From: Jonathan Kurzfeld, Director of Planning & Research

Date: November 14th, 2023

Subject: November 2023 Board Report

Planning and Research Department

The big development of the previous month in Planning and Research was the completion of the 2023 Program Evaluation Report, often referred to as the Sunset Review. This is a mandated review of all MaineHousing operations, finances, and policies, to be completed every seven years and submitted to the legislature. With contributions from all thirteen departments and the entire leadership team, we completed the report in a succinct 99 pages, making this iteration of the report 15 pages shorter than its predecessor. Although there was a degree of tedium to working on this project, I'll admit that it was quite valuable for me – still being relatively new to my role – in learning about our organizational structure and rationalizing its many elements.

Speaking of reports, on October 24th United for ALICE, an initiative by the United Way, released a unique and revealing report about the needs of working Mainers. This was extra exciting for us because our very own data analyst, Joshua Cole, represented MaineHousing as a part of that project, contributing his expertise their data validation strategies and analytical choices.

After the busy month of October, including hosting our own Affordable Housing Conference, sending a contingent to NCSHA, and the final rush to complete the Sunset Review before the end of the month, the first weeks of November have been a welcome opportunity for us in Planning and Research to get back to our regular order of business. Personally, I took this opportunity to summarize the research I've reviewed about homeownership over the past 8 weeks, both in the intranet blog post for the staff and a more succinct summary for the Director's team. For the staff, I outlined the main findings and provided a fulsome explanation of why economists expected to find evidence of social benefits (or "positive externalities" in the jargon of my field) associated with homeownership. For the Director's team, I stuck with the key takeaways and a few reliable pieces evidence that could be cited. To summarize even more succinctly, there is convincing evidence of three kinds of social benefit from homeownership: increased voter turnout of about 5 percentage points; increased educational attainment for children in the entire neighborhood or school; and increased neighborhood home prices, to the tune of 1.5% - 2% for a 10 percentage point increase in homeownership rate.

Finally, I am excited to report that just last week we made a change at MaineHousing that was simultaneously miniscule and momentous. We changed the electronic drive names where we store our department files from “CPU”, an abbreviation that was inaccurate even before we became Planning and Research, to instead say “PnR”. This change did disrupt all of the links within our files and webpages, but the team has been all over updating each those and no one outside of Planning and Research was adversely affected. I take this as an important symbolic step in completing the transition from the Communications and Planning department to the Planning and Research department.

External Communications

The tragedy in Lewiston, and the ensuing manhunt, created a lull in media requests to MaineHousing in late October. Understandably, our colleagues in the Maine press were consumed for several days covering this terrible incident and the fallout from it. However, Communications Director Scott Thistle reports that press interest in housing issues ratcheted right back to a high level of intensity. Director Thistle, with the support of the leadership team at MaineHousing, has responded to 22 new media requests during the 13 business day period since the last Board of Commissioners meeting.

Requests for information about our programs and activities continue to come from a broad range of outlets from near and far, including from reporters in Washington, D.C. and overseas in Germany. Quotes and information from a variety of MaineHousing staff have been included in published and broadcasts reports including interviews with Maine’s largest television broadcasters and stories in the state’s largest newspapers, including the Bangor Daily News, the Portland Press Herald, and the Lewiston Sun Journal. Smaller outlets and online only news outlets have also featured information and details from MaineHousing.

MaineHousing administered programs have been featured on Maine Public Radio and in by the local affiliates of ABC, CBS, NBC and FOX news. Heating assistance programs and homeless initiatives have, not surprisingly, loomed large in this coverage. Our new Development initiatives have also been prominent, particularly the BioHome3D research and the Rural Affordable Rental Housing program. The topics of interest continue to be ongoing affordable housing development, homelessness and energy costs.

We responded to one query from a newly minted online outlet in Maine, the Maine Morning Star regarding the lack of shelter for unhoused individuals in Lewiston during the lockdown that was ordered following the tragic shooting on October 25. The new outlet composed a fairly comprehensive report focused on the overall lack of resources in the region for those experiencing homelessness and highlighted a number of efforts by MaineHousing and its partners to increase resources in that region, with limited success.

As we roll into the dark days of November the press in southern Maine has turned its attention to several new laws that went on the books in October, including the Housing First law passed during the previous legislative session. That law provides funding for permanent supportive housing

developments and long-term funding for the support services connected to it. This collaboration between MaineHousing and the Maine Department of Health and Human Services is likely to be the subject of future news reports as we move into the New Year and beyond. Funding for this new law does not become available until state fiscal year 2025 but the press, the public and policy makers are already looking to this innovative and historic law and appear deeply curious as to how it will work as many of our most populated areas Maine, including Portland, Bangor and Lewiston continue to grapple with ongoing affordable housing shortages and homelessness.

Internal Communications:

The exciting news on this beat is that the Internal Communications Team, under the leadership of Senior Director Jamie Johnson, has finished the process of developing and drafting an Internal Communications Plan. This will now be reviewed by our Director's Team before being shared with leadership. This plan offers a coherent and thoughtful framework for communicating information within the agency so that all staff receive information with the appropriate urgency without inefficient overuse of any one channel, such as flooding email inboxes with unnecessary notifications.

Website

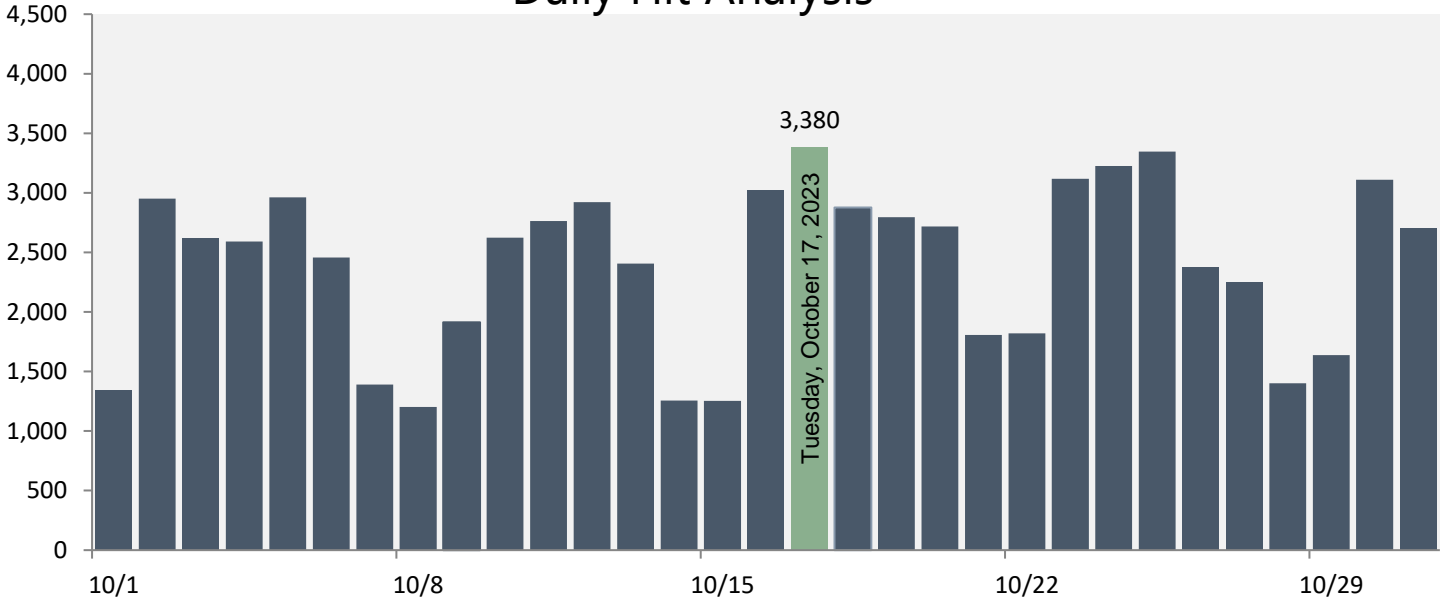
Attached are the web stats for October 2023. Webmaster Amanda Ouellette reports that the MaineHousing webpage increased in total hits by around 15%, relative to September, which is likely due to the restart of the HAF and Homeownership campaigns. She also noticed that the application, required docs, eligibility, and prescreening showed back up in the specific page hits. This is a good signal that the ad campaign is having the expected impact.

The other key data point is visits to the Energy section of the website, which were down from 38% of hits in October 2022 to only 28% of hits this year. We did a lot of press around the opening of the season and applying early for HEAP benefits. It is hard to gauge since this traffic is sensitive to weather conditions, but Webmaster Ouellette is hopeful that the decrease in hits is because people have already applied, are prepared for winter, and less worried at the first signs of cold weather.

October 2023 - MaineHousing Website Statistics

Hit Summary

Daily Hit Analysis

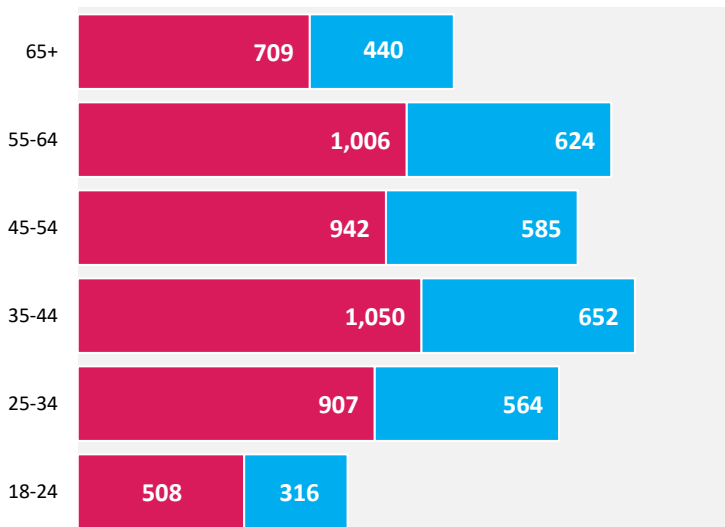


Hits	Unique Visitors	Page Loads	Avg Page Views	Avg Duration	Avg Engagement Rate
74,239	39,983	277,009	3.69	0:03:20	83.4%

Demographics Summary

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

AGE & GENDER



62%



38%

TOP CITIES

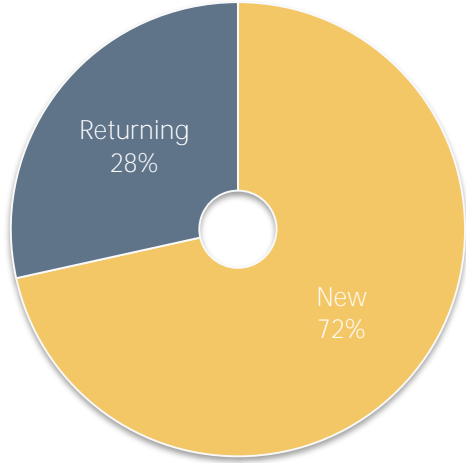
Boston, Massachusetts	5,711
Portland, Maine	3,875
Bangor, Maine	2,334
Augusta, Maine	1,847
Lewiston, Maine	1,809
Greenville, North Carolin	1,502
Hallowell, Maine	1,416
Waterville, Maine	1,269
Ashburn, Virginia	1,032
Sanford, Maine	909

Top Cities account for 29.24% of all website traffic.

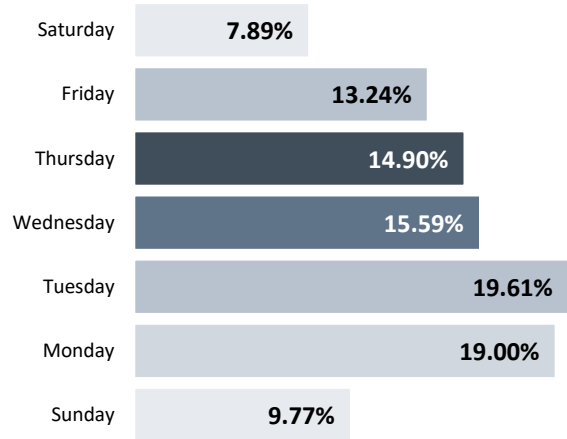
Visitor Engagement

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

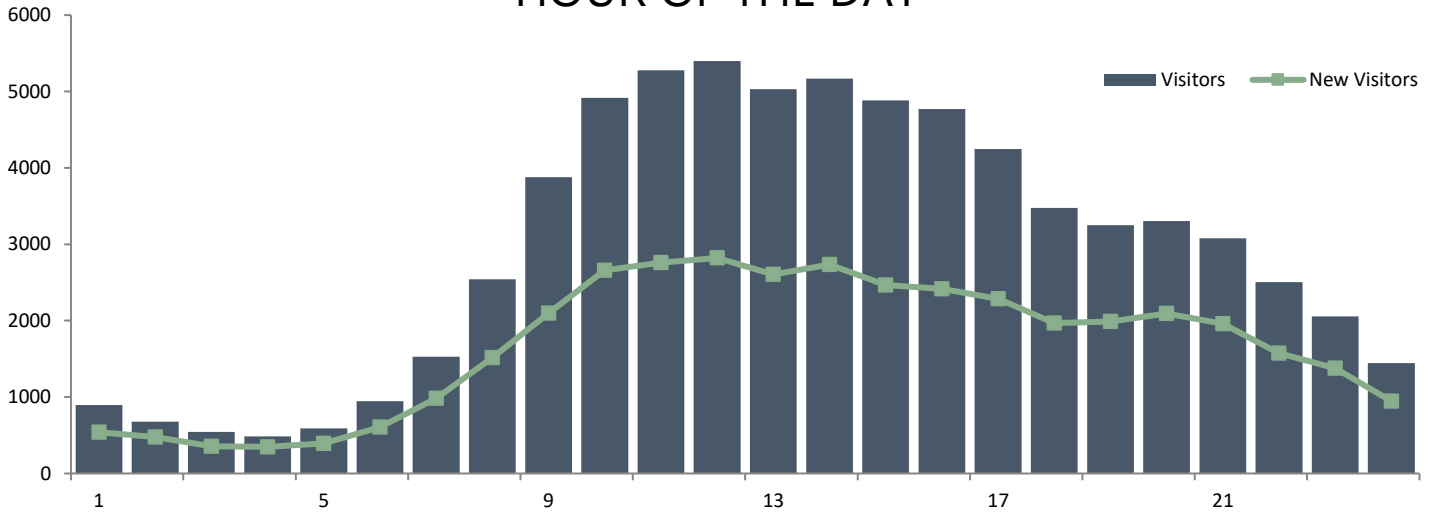
NEW & RETURNING VISITORS



DAYS OF THE WEEK

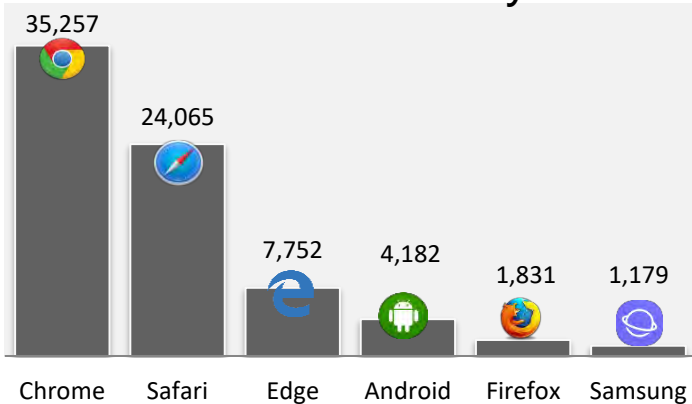


HOUR OF THE DAY

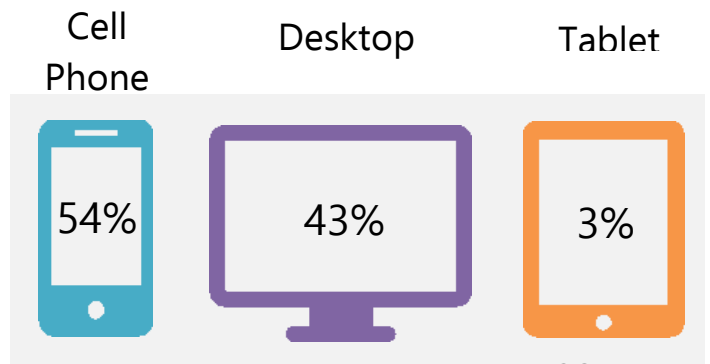


Visitor Technology Summary

Web Browser Analysis



DEVICE ANALYSIS

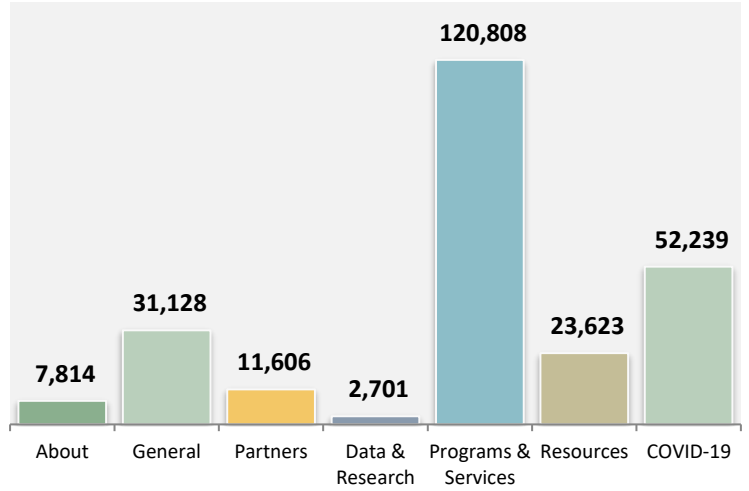


Popular Content

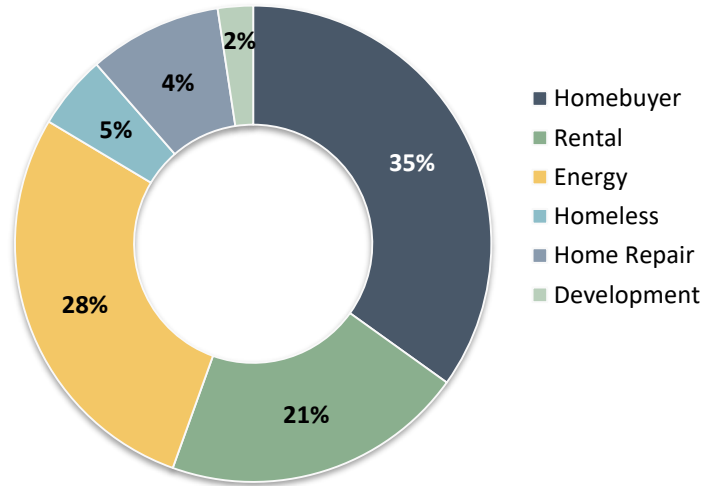
Popular content on our site is defined by pages and or sections of our site that have the highest visits. Below content has been categorized by page, program area and content sections. COVID-19 was added in March of 2020.

Page Title	Hits
MaineHousing Homepage	26,790
Home Energy Assistance Program	20,291
First Home Loan Program	15,599
Maine HAF	15,131
HEAP Income Eligibility	12,082
Maine HAF Application	10,485
Rental Assistance	7,167
Maine HAF Login	6,824
Housing Choice Vouchers	6,769
Maine HAF Message Center	6,304
Programs - Services	5,284
Subsidized Housing	5,197
First Generation Program	4,718
MaineHousing Lenders	4,365
Home Repair	4,031
Energy Assistance	3,867
Homebuyer Income & Purchase Limits	3,737
Contact MaineHousing	3,350
Current Interest Rates	3,284
Emergency Shelters	3,244
Weatherization Program	3,004
Home Energy Assistance Program	2,887
HEAP Agency Contacts	2,871
Maine HAF Session	2,852
Emergency Rental Assistance Program	2,797

Popular Content By Program

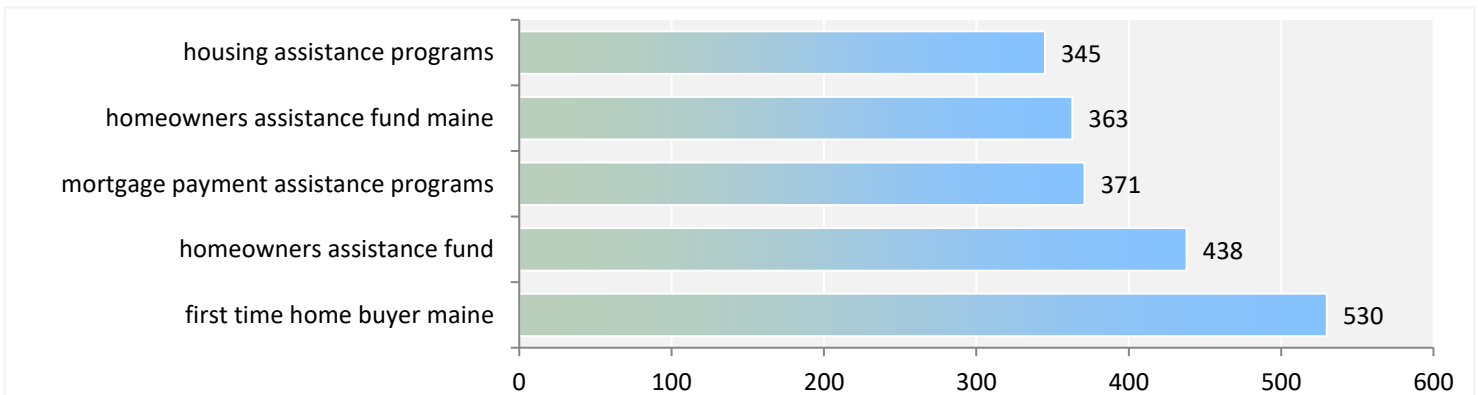


Popular Content By Section



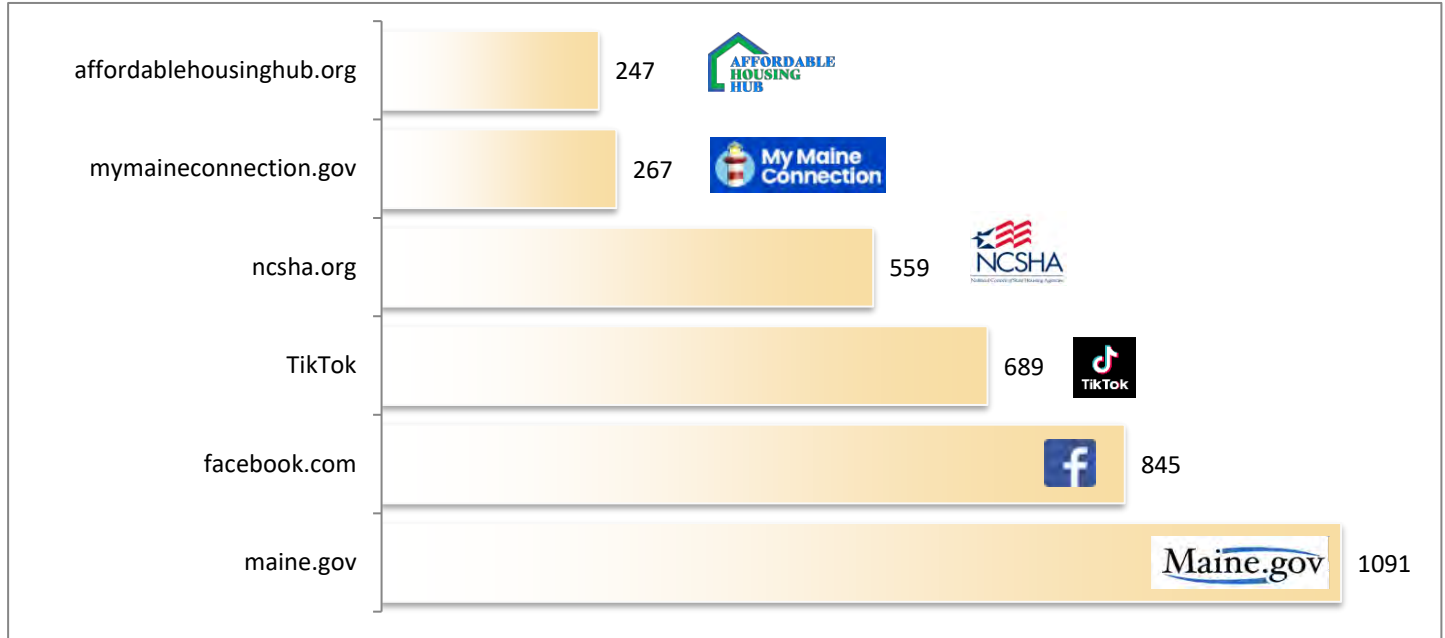
Search Keywords

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 2023

<p>JANUARY 17 <u>Board Business:</u></p> <ul style="list-style-type: none"> • QAP discussion (30 minutes) • Legislative Preview • Updates from the Governor’s office (Greg Payne) <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • HUB Coordinator update <p>NCSHA HFA Institute Washington, DC (Jan 8 – Jan 13)</p>	<p>FEBRUARY 21 <u>Board Business:</u></p> <ul style="list-style-type: none"> • Introduce HEAP Rule • Legislative Update <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • QAP (if needed) • Homeownership – 2022 Review, 2023 Preview
<p>MARCH 21 <u>Board Business:</u></p> <ul style="list-style-type: none"> • HEAP Rule Discussion • Legislative update • Updates from the Governor’s office (Greg Payne) • Executive Session – Personnel <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • QAP (if needed) <p>NCSHA Legislative Conf. Washington, DC (March 27- March 29)</p>	<p>APRIL 18 <u>Board Business:</u></p> <ul style="list-style-type: none"> • Commence Rulemaking HEAP Rule (VOTE) • Legislative Update • Executive Session – Personnel followed by a (VOTE) <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • 2022 Budget and Audit results
<p>MAY 23 <u>Board Business:</u></p> <ul style="list-style-type: none"> • HEAP Rule Public Hearing • Legislative Update <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • 2022 Financial Overview 	<p>JUNE 20 <u>Board Business:</u></p> <ul style="list-style-type: none"> • Updates from the Governor’s office (Greg Payne) • Adopt HEAP Rule (VOTE) • Legislative Final Report <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • Housing Choice Voucher Dept. presentation • Homeless Initiatives update <p>NCSHA Housing Credit Connect Seattle, WA (June 13 – June 16)</p>
<p>JULY 18</p> <p align="center">If necessary</p> <p>NCSHA Exe Directors Workshop Nashville, TN (July 16-July 19)</p>	<p>AUGUST 15 <u>Board Business:</u></p> <ul style="list-style-type: none"> • 2024 Goal Setting
<p>SEPTEMBER 19 <u>Board Business:</u></p> <ul style="list-style-type: none"> • PHA Plan Public Hearing • 2024 Goal Setting <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • Information Technology presentation <p>NCSHA Annual Conference & Showplace Boston, MA (Oct 14 – Oct 17)</p>	<p>OCTOBER 24 <u>Board Business:</u></p> <ul style="list-style-type: none"> • Adopt PHA Plan (VOTE) • Introduce DOE Weatherization State Plan • 2024 Goal Setting – final <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • Homeless Redesign Update - Lauren
<p>NOVEMBER 21 <u>Board Business:</u></p> <ul style="list-style-type: none"> • DOE Weatherization State Plan Public Hearing • Review Preliminary 2024 Budget • Resource Allocation • Updates from the Governor’s office (Greg Payne) <p><u>Program Presentations:</u></p> <ul style="list-style-type: none"> • Homeless Update 	<p>DECEMBER 19 <u>Board Business:</u></p> <ul style="list-style-type: none"> • Updates from the Governor’s office (Greg Payne) • Adopt DOE Weatherization State Plan (VOTE) • Approve 2024 Budget (VOTE) • Elect Officers (VOTE) • MPP Series Resolution (VOTE) <p><u>Program Presentations:</u></p> <p>NCSHA Special Board of Directors Meeting and Executive Directors Forum New Orleans, LA (Dec 3 – Dec 5)</p>