

# September 21, 2021 Board Meeting

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**Board of Commissioners Meeting – September 21, 2021 9:00 A.M. – 12:00 P.M.**

MEMBERS OF THE BOARD: Lincoln Merrill, Jr. (Chair), Daniel Brennan, Henry Beck, Bonita Usher (Vice Chair), Kevin P. Joseph (Secretary), Laura Buxbaum, Brian Hubbell, Nancy Harrison, and John Wasileski

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9:00	<b>Adopt Agenda (VOTE)</b>	<b>Lincoln Merrill</b>
	Approve minutes of August 17, 2021 meeting (VOTE)	All
	Communications and Conflicts	All
	Chair of the Board Updates	Lincoln Merrill
	Director Updates	Dan Brennan
9:30	<b>HCV Annual Plan Public Hearing</b>	<b>Linda Uhl/Allison Gallagher</b>
9:45	<b>Cost Discussion</b> Rebecca Hatfield, Avesta Housing Pete Pelletier, Ledgewood Construction	<b>Mark Wiesendanger</b>
	Future Presentations/Topics	All
	<b><u>Department Reports:</u></b>	All
	Asset Management	
	Communications and Planning	
	Development	
	Energy and Housing Services	
	Finance Monthly Report	
	Financial & Budget Report	
	Finance Delinquency Report & Charts	
	Homeless Initiatives	
	Homeownership	
	Housing Choice Voucher	
	Human Resources and Facilities	
	Information Technology	
	2021 Board Calendar	
	<b>Adjourn (VOTE)</b>	<b>All</b>

***The next meeting of the Board is scheduled for October 19, 2021  
virtually and in person at 26 Edison Drive, Augusta, Maine***

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## **Minutes of the Board of Commissioners Meeting August 17, 2021**

### **MEETING CONVENED**

A meeting of the Board of Commissioners for MaineHousing convened on August 17, 2021 at the offices of MaineHousing, 26 Edison Drive, Augusta, Maine and virtually. Notice of the meeting was published on August 6, 2021 in Central Maine newspapers. Notice of Board of Commissioners meetings are also on MaineHousing's website at [www.mainehousing.org](http://www.mainehousing.org).

Chair Lincoln Merrill called the meeting to order at 9:00 a.m. Chair Merrill, Director Dan Brennan, Commissioners Laura Buxbaum, Nancy Harrison, Kevin Joseph, Brian Hubbell, and Deputy State Treasurer Gregory Olson all attended in person. Commissioners Bonita Usher and John Wasileski attended remotely due to COVID concerns. There were no other persons at their locations. There was a quorum present.

### **PUBLIC ATTENDANCE**

Guests and staff present for all or part of the meeting included: Linda Uhl, Chief Counsel; Peter Merrill, Deputy Director; Denise Lord, Senior Director of Communications and Planning; Troy Fullmer, Manager of HEAP; Daniel Drost, Director of Energy and Housing Services; Cara Courchesne, Communications Coordinator; Linda Grotton, Director of Audit and Compliance; Jane Whitley, Director of Human Resources and Facilities; Craig Reynolds, Director of Homeownership; Erik Jorgensen, Director of Government Relations; Karen Lawlor, Executive Administrator; Steven McDermott, Strategic Planning and Research Team Leader; and Gerrylynn Ricker, Paralegal and Note taker.

### **ADOPT AGENDA**

*Commissioner Buxbaum made a motion seconded by Commissioner Joseph to adopt the August 17, 2021 agenda. The vote carried unanimously.*

### **APPROVE MINUTES OF JULY 20, 2021 MEETING**

*Commissioner Harrison made a motion seconded by Commissioner Joseph to accept the July 20, 2021 minutes as written. The vote carried unanimously.*

### **COMMUNICATIONS AND CONFLICTS**

Commissioner Hubbell reported he continues to work with the Governor's office on policy.

### **CHAIR OF THE BOARD UPDATES**

None

### **DIRECTOR UPDATES**

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

- Attended virtually the NCSHA executive directors workshop in July. The pandemic, homelessness, and emergency rental assistance were discussed.
- Over the past few weeks there has been a tremendous amount of press attention on MaineHousing with interviews on subjects such as emergency rental assistance, eviction

moratorium, homelessness, and lack of affordable housing.

- The Homeless Initiatives department underwent an audit from HUD on its emergency solutions grant program (ESG). The audit was conducted in its entirety virtually and the department passed with flying colors.
- The Frequent User System Engagement (FUSE) collaborative came out of the last legislative session. FUSE is an effort to help those chronically homeless mostly due to their involvement with the corrections system. Lauren Bustard will be heading that collaborative. The first meeting is scheduled for September 3<sup>rd</sup>.
- Another legislative initiative spearheaded by Speaker Ryan Fecteau is a zoning commission. The purpose is to establish best practices for local municipalities to find out where barriers to affordable housing exist within the community. The next meeting is scheduled for August 26<sup>th</sup>.
- Presented at the Maine Town and County Managers Association.
- Met with a developer at a site in Cape Elizabeth.
- Annual housing conference plans are coming along nicely. This will be a two half-day virtual event on October 20 and 21.
- Through part of the Governor's state and local recovery funds, Maine will be receiving \$50 million for affordable housing. Denise Lord and Erik Jorgenson are working with the Department of Economic and Community Development, the Governor's office, and others on how to deploy that money. As part of that there is \$20 million that needs to be set aside for projects that are going to be constructed via project labor agreement which is working with organized labor and labor unions. Met with representatives of the Maine Building Trades Council which is the organization that represents the unions in Maine.
- Will be attending the ground breaking at Olive Street, Bangor - a six-bed supportive housing facility on a vacant lot owned by Penquis CAP.
- Continuing to make progress on the dashboards. There are dashboards up now for the homeownership department, multi-family in development and the housing programs in energy and housing services will be up soon.
- We have received a \$1 million grant from HUD for the older adult home modification program.

### **APPROVE HEAP WEATHERIZATION WAIVER REQUEST**

Manager of HEAP Troy Fullmer requested the Board to vote to approve the PY2021 HEAP Weatherization Waiver. The waiver allows MaineHousing to use up to an additional 10% (not to exceed 25%) of the regular PY2021 HEAP allocation and the PY2021 HEAP supplemental awards towards weatherization services.

*Commissioner Hubbell made a motion seconded by Commissioner Buxbaum to approve the proposed waiver up to 25% of the weatherization cap for the PY2021 Home Energy Assistance Program. After discussion, the vote was unanimous.*

### **HCV ANNUAL PLAN REVIEW**

Director of Housing Choice Voucher Allison Gallagher presented the 2022 Housing Choice Voucher Annual Plan. She reviewed the timeline and stakeholder process. The public notice was published statewide on August 3, 2021; she will seek feedback/recommendations from the Resident Advisory Board; the public hearing will be held at the September 21, 2021 Board meeting; and she will ask the Commissioners to adopt the Plan at the October 19, 2021 meeting.

### **EMERGENCY RENTAL ASSISTANCE (ERA) PROGRAM UPDATE**

Director of Housing Choice Voucher Allison Gallagher gave an update on the ERA program. She

stated we have reached a milestone with both ERA 1 and ERA 2 – we have served over 10,000 households and have spent over \$50 million. ERA 2 (\$152 million) has more flexibility than ERA 1 (\$200 million) so we are now utilizing ERA 2 funding before using all of the ERA 1 funding. We started using ERA 2 money August 1st. The U.S. Treasury is continuing to make changes to ERA. We are making changes to the software to make applying for funds more efficient. ERA 1 funding is a two year program and ERA 2 is a four year program.

### **FUTURE PRESENTATIONS/TOPICS**

Commissioner Buxbaum suggested a developer present at an upcoming meeting on how a project starts as an idea and gets to the finish. Director Brennan told Laura that we would begin conversations in the fall about the Qualified Allocation Plan (QAP) and that would provide great opportunities to meet with developers.

Commissioner Joseph suggested hearing from landlords.

Commissioner Buxbaum suggested discussions on climate change and hearing from local housing authorities.

Commissioner Harrison asked for information on different events MaineHousing may be holding to learn more about different programs.

Commissioner Hubbell observed that there are four different areas that are likely to inform discussions regarding the QAP: The Speaker's housing commission; the climate report; the allocation of federal funds between MaineHousing and DECD; and the impact of project labor agreements.

### **ADJOURN**

*Commissioner Buxbaum made a motion seconded by Deputy Treasurer Olson to adjourn the meeting. The meeting was adjourned at 10:20 a.m. by unanimous vote of the Board.*

Respectfully submitted,

Kevin P. Joseph, Secretary

## Asset Management Department Memorandum

**To:** MaineHousing Board of Commissioners

**From:** Robert Conroy – Director, Asset Management

**Date:** September 13, 2021

**Subject:** September Board Report - Asset Management

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### **New Staff in Asset Management**

We have completed our first step in the Department-wide reorganization efforts in Asset Management where we focused on managers for the PBCA Team and Operations Team. These two new Manager positions have been filled by Selina Brooks and Daniel Vigue.

Selina comes to us with over 18 years of experience in real estate, working with both market rate and affordable properties. Most recently, she has been a Regional Property Manager for Realty Resources Management and was responsible for overseeing the operation of 15 properties in Maine. She will be assuming the PBCA Manager position.

Daniel comes to us after working for the past 20 years for Goodwill Industries of Northern New England as its Workforce Services Program Manager and Facilities Manager.

His experience includes working with a diverse group of people including youth and adults, individuals that have a physical, cognitive, intellectual or mental health disability and many community-based partners. In addition, he was a member of the Homeless Prevention Council from 2004-2017. Daniel will be stepping into the Operations Manager position.

Selina and Daniel's first day was Monday, September 13<sup>th</sup>.

Continuing on with our restructuring efforts, we have posted two new Asset Manager positions. We plan to begin the interview process for those positions in the coming weeks.

### **Maine's Newest REAC-Certified Inspectors**

MaineHousing had been invited by HUD to participate in a newly-created property inspection demonstration program. Historically HUD has contracted with private contractors to perform inspections on HUD-assisted properties under their Real Estate Assessment Center (REAC) protocols. The demonstration program was designed to train and certify State Housing Authority staff to become REAC certified to perform HUD inspections in their State. We are very pleased to announce that, after completing their classroom training and field testing from August 30 through September 2, Nicole Lord, Amanda Roy and Billy Clark from Asset Management have become REAC-certified for the State of Maine. We congratulate them on their successful completion of this training.



## Communications & Planning Department Memorandum

**To:** Board of Commissioners

**From:** Erik C. Jorgensen

**Date:** September 11, 2021

**Subject:** September Board Report

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### **Transitions at CPD**

I became director of CPD in mid-August, and am attempting to fill the outsize gap left when Denise Lord transitioned from leading this department to her current role as Senior Director of Strategic Initiatives. The breadth of experience and imaginative leadership that she brought to CPD are resources that I have been drawing from, and having her continued presence at MaineHousing over the next several months will provide a significant benefit for me, for this department, and for the agency as a whole.

The entire department staff have been helpful in everything, from welcoming me to this new role, to getting me up to speed in various areas of the work.

### **Searching for a Director of Communications**

Chief among the changing elements at CPD has been Cara Courchesne's departure from MaineHousing. A search is currently in progress for our next communications director, a position with the dual role of crafting the agency's messaging and managing its interactions with the press. I am pleased to report that the posting has attracted more than 50 applicants, several of whom appear eminently qualified. We anticipate starting interviews as soon as feasible. In the interim, others in the department, particularly Amanda Ouellette, have stepped up to make sure Cara's duties have been covered in the interim.

### **Affordable Housing Conference**

Amanda has also been instrumental in leading the effort to organize our biennial Affordable Housing Conference, the finishing touches of which are falling into place. Registration is open, and [to review the program and learn more about the speakers, click here.](#)

This year's conference will be virtual and is scheduled for October 20-21, with a variety of programming organized around six themes: Pandemic Effects on Housing; Rising Costs of Housing; Diversity and Racial Equity in Housing, Unique Solutions in Housing Services, The Future of Affordable Housing, and Housing Education. Our keynote speaker will be Dr. Tiffany Manuel, CEO and President of TheCaseMade, an organization dedicated to helping leaders make the case for systems change.

## **Government Relations**

Though the Legislature is currently on hiatus, legislative activity continues, both in assuring that constituent questions and issues continue to be fielded (special thanks to Karen Lawlor for that) and in MaineHousing's efforts to work through a significant pile of reports and assignments relating to legislation passed during the first session of the 130<sup>th</sup> Legislature.

With regard to the latter, The Frequent Users System Engagement Collaborative (FUSE) has started to meet, as has the Commission to Increase Housing Opportunities in Maine by studying zoning. Dan Brennan is sitting on both of these commissions. Also, two initiatives to explore and study aspects of fair housing policy in Maine are in the works, as are certain pure research projects, including a report to be authored by MaineHousing on best affordable housing practices from around the country.

We have also been asked to provide unspecified technical support to a project in Lewiston that seeks to develop a comprehensive rental registry. Finally, thanks to the leadership of Craig Reynolds and Tina Partridge from Home Ownership, we are well on the path to devising a program, in conjunction with the Finance Authority of Maine that would combine first-time home ownership with student loan reduction or elimination.



Development Department Memorandum

**To:** MaineHousing Board of Commissioners  
**From:** Mark C. Wiesendanger, Director of Development  
**Date:** September 21, 2021  
**Subject:** Monthly Report

**2022 9% Low Income Housing Tax Credit Program (LIHTC) Applications**

We received 10 full applications on September 9<sup>th</sup> for the 2022 9% LIHTC program. Scoring is underway.

<u>Project</u>	<u>City/Town</u>	<u>Developer</u>	<u>Tenants</u>	<u>Total Units</u>	<u>Affordable</u>	<u>TDC Index</u>	<u>LIHTC</u>
115 Congress St	Belfast	Developers Collaborative	Family	36	36	\$ 211,405	\$ 720,000
Adams Point	Biddeford	Biddeford Housing	Family	39	39	\$ 256,975	\$ 780,000
Avesta US Route One	Scarborough	Avesta Housing	Older Adults	31	31	\$ 264,826	\$ 620,000
Belfast Birches	Belfast	Realty Resources	Older Adults	24	24	\$ 182,456	\$ 290,938
Choice Neighborhoods I	Lewiston	Lewiston Housing (Avesta)	Family	71	53	\$ 258,517	\$ 960,000
Choice Neighborhoods II	Lewiston	Lewiston Housing (Avesta)	Family	74	49	\$ 276,620	\$ 960,000
Equinox	Portland	CHOM	Family	43	43	\$ 264,049	\$ 860,000
Milford Place	Bangor	Penquis CAP	Older Adults	40	40	\$ 255,178	\$ 799,480
Picker House Lofts	Lewiston	The Szanton Company	Family	72	46	\$ 264,171	\$ 920,000
Winter Landing	Portland	CHOM	Older Adults	52	52	\$ 262,176	\$ 851,911
				482	413	\$ 215,668	\$ 7,762,329

In addition to the available 9% credits, we will also make available the State Low Income Housing Tax Credit program which, when combined with the 4% tax credit, will increase by one or two the number awardees this fall.

**2022 Supportive Housing Program**

A new Supportive Housing Program (SHP) has been released. With the addition of CDBG-CV19 funds, we have nearly twice as much funding as last year, and hope to fund more or larger projects than in years past. Pre-Applications are due October 14<sup>th</sup>. Remaining funds not awarded to supportive housing projects will be used to create supportive units and deeper affordability in LIHTC projects.

**Cost Discussion**

Development continues to see high construction costs due to a number of factors. These costs are borne by general contractors, developers, and in turn, MaineHousing. To help us better understand these incremental costs, and ancillary expenses, we will have a brief discussion with both a general contractor partner and a developer partner.

Rebecca Hatfield is the Senior Vice President of Real Estate at Avesta Housing. There she oversees all affordable housing development. Rebecca was also recently recognized as a 2021 MaineBiz Women to Watch honoree.

Pete Pelletier is the President and Director of Preconstruction at Ledgewood Construction. He draws on 40 years of experience as an estimator, project manager, and preconstruction manager.



**To:** MaineHousing Board of Commissioners  
**From:** Daniel Drost, Director of Energy and Housing Services  
**Date:** September 21, 2021  
**Subject:** EHS Monthly Report – September 2021

**HOME ENERGY ASSISTANCE PROGRAM (HEAP)**

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

Number of Applications	PY 2022 THRU 9-10-2021	PY 2021 THRU 9-11-2020	+/-	% change
Total Applications Taken	3,301	4,674	-1,373	-29.4%
Confirmed Eligible/Paid	441	428	+13	+3%
Pending (in process)	2,815	4,102	-1,287	-31.4%
Other (ineligible, denied, void, etc.)	45	144	-99	-68.8%

**Home Energy Assistance Program, Launched Program Year 2022:**

EHS delivered annual HEAP training for the Community Action Agencies (CAAs) August 9-11, 2021. The annual training was delivered virtually through an online meeting platform. Providing the training virtually yielded several benefits, including: decreased costs (no mileage, lodging, meeting space rental, or meals for attendees); and the sessions were recorded and made available through the Bridge learning management system as a tool for CAAs to use for refresher training and training for new personnel throughout the upcoming year. MaineHousing’s Communication and Planning Department was instrumental in preparing for and delivering the training. Several training modules were pre-recorded and made available to CAAs through the Bridge system.

All CAAs participated in the training and the training was well received overall. Evaluations completed showed that 74% (day 1), 79% (day 2), and 81% (day 3) of respondents either agreed or strongly agreed with the statement, “satisfied with overall training”.

CAAs started taking PY2022 HEAP applications on August 23, 2021. All of the CAAs are taking HEAP application appointments primarily via telephone. Some CAAs are taking applications in-person as needed while adhering to COVID-19 safety guidance. As indicated by the numbers reported above, the intake of applications for PY2022 is behind compared to the same timeframe last program year. One significant reason for this decrease is that many of the CAAs have been challenged to full staff their programs; however, CAAs have adjusted their recruiting approaches to accommodate the situation and EHS anticipates that the application production gap will close as we move through September and October.

**HEAP PY2022 Benefit Levels:**

MaineHousing traditionally receives ~\$36 million of funding annually from the U.S. DHHS to operate the HEAP. MaineHousing anticipates receiving relatively flat HEAP funding for PY2022

and we expect to receive our official HEAP funding award notice by the end of October, 2021. In the meantime, MaineHousing used the traditional, estimated funding amount to set benefit levels early in PY2022. Setting the HEAP benefit levels earlier in the program year supports MaineHousing's goal to issue regular PY2022 HEAP benefits starting the first week of October, 2021. This will benefit HEAP clients by allowing them to secure heating fuel as soon as possible as they plan for the upcoming heating season.

In HEAP PY2021, there were 30,096 households that received a regular HEAP benefit, which was an 8% decrease from the previous program year (32,940 households received a regular HEAP benefit in PY2020). After reviewing HEAP participant and benefit data, MaineHousing is planning for a 7% increase in households that will receive a regular HEAP benefit in PY2022 (estimate of 32,203 households). Based on these figures, it is estimated that the average PY2022 HEAP benefit will be \$824, with the minimum regular benefit being \$152 and the maximum regular benefit being \$2,116. These benefit amounts are modest increases from HEAP PY2021 (PY2021 actual average benefit was \$729).

#### **HEAP Supplemental Funding and Benefit:**

MaineHousing received \$55 million of PY2021 HEAP Supplemental funds through the American Rescue Plan. These funds are to be used to support activities and measures that are allowable with regular HEAP funds. MaineHousing decided to use a good portion of the supplemental HEAP funding to issue a supplemental PY2021 HEAP benefit to households that were eligible to receive a regular PY2021 HEAP benefit.

MaineHousing's plan is to issue all of the supplemental benefits by the end of September 2021. It is a large undertaking to issue an entire year's worth of HEAP benefits in a one-month period. With this being the case, MaineHousing had to break up issuing the supplemental benefits into several payment runs that started the week of August 30 and will continue through the week of September 27. As of September 10, 2021, MaineHousing had issued \$4,946,903 of supplemental HEAP benefits for 6,381 households. An additional amount of approximately \$17 million of supplemental benefits will be issued to nearly 24,000 more households by the end of September 2021.

#### **COMMUNITY AGING IN PLACE PROGRAM:**

The Community Aging in Place Grant Program offers no-cost home safety checks, minor maintenance repairs, and accessibility modifications to eligible low-income elderly and disabled homeowners. These services enable recipients to continue to live safely and comfortable in their homes. MaineHousing was recently awarded \$1 million to administer the Older Adult Home Modification Grant Program.

The Older Adult Home Modification Grant Program (OAHM) Program will allow MaineHousing to expand our current Community Aging in Place Program (CAIP). MaineHousing's CAIP Program created a progressive solution for aging homeowners by establishing a model to address the housing and wellness issues of a growing segment of Maine residents. The CAIP model is a slightly different approach than HUD's preferred CAPABLE model that requires a licensed Occupational Therapist and almost triple the number of required home visits. Although MaineHousing's current model has been very successful, we have partnered with Lewiston Housing Authority to pilot a full CAPABLE model. The goal is to determine if the CAPABLE model is sustainable for future CAIP Programs.

### **HOME ACCESSIBILITY AND REPAIR PROGRAM (HARP):**

The Home Accessibility and Repair Program (HARP) provides grants to income eligible homeowners for professional home repairs; assistance with home replacement when deemed necessary, and accessibility modifications. The HARP is funded with State Home funds and the program period runs from January 1 through December 31. The HARP program is comprised of five components: Home Repair, Elderly, Accessibility, Emergency Home Repair, and Emergency Manufactured Home Repair. The HARP is delivered statewide through the network of Community Action Agencies (CAAs).

<b>HARP Categories</b>	<b>Completed</b>	<b>In Progress</b>	
<b>Home Repair</b>	3	20	
<b>Elderly Home Repair</b>	3	15	
<b>Accessibility</b>	7	11	
<b>Emergency Home Repair</b>	43	20	
<b>Emergency Manufactured Home Repair</b>	35	7	
<b>Totals</b>	<b>91</b>	<b>73</b>	<b>164</b>

### **LEAD PAINT HAZARD REDUCTION PROGRAMS:**

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

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

#### **Total Units By Status and Agency**

	<b>ACAP</b>	<b>CCI</b>	<b>PCAP</b>	<b>Total</b>
<b>Complete</b>	1	15	8	24
<b>Declined</b>	0	3	5	8
<b>Under Contract</b>	0	53	31	84
<b>Approved ER</b>	3	0	5	8
<b>Pending ER Approval</b>	2	4	6	12
<b>Total</b>	<b>6</b>	<b>75</b>	<b>55</b>	<b>136</b>

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

### Total Units By Status and Agency

	ACAP	CCI	PCAP	Total
<b>Complete</b>	2	102	53	157
<b>Under Contract</b>	0	12	10	22
<b>Out To Bid</b>	0	0	1	1
<b>SHPO</b>	0	0	1	1
<b>Total</b>	<b>2</b>	<b>114</b>	<b>65</b>	<b>181</b>

#### **HUD Healthy Homes Production Grant:**

The U.S. Department of Housing and Urban Development (HUD) recently announced available funding for Healthy Homes Production. The Healthy Homes Production Program (HHP) is part of HUD's overall Healthy Homes Initiative launched in 1999. The program takes a comprehensive approach to addressing multiple childhood diseases and injuries in the home by focusing on housing-related hazards in a coordinated fashion, rather than addressing a single hazard at a time. MaineHousing's Energy and Housing Services Department will be submitting an application requesting \$2 million for the 42-month project period.

## Finance Department Memorandum

**To:** Board of Commissioners  
**From:** Darren R. Brown  
**Date:** September 14, 2021  
**Subject:** Monthly Report – Finance Department

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### ACCOUNTING AND FINANCIAL REPORTING (AFR):

- In August, the AFR staff started planning and working on MaineHousing's 2022 budgets. The timeline for completing the budgets is the same as last year. Budget packages have been prepared and distributed to departments. Departments need to complete and return their budget packet to Finance by September 22<sup>nd</sup>. Once the departments have completed and submitted their packet, Finance staff will review, consolidate the information, and use it to prepare the agency-wide budgets. Preliminary budgets will be made available and presented at the November meeting for your input and feedback. Final budgets will be presented for a vote in December.
- The audit of MaineHousing's federally funded programs for the year ended December 31, 2020 is still in progress. The auditors from Baker Newman & Noyes are conducting the audit remotely again this year because of COVID-19.

Typically, this audit is required to be completed and filed with the federal Single Audit Clearinghouse and the HUD Real Estate Assessment Center (REAC) within nine months after the fiscal year end, which is September 30<sup>th</sup> for MaineHousing. However, because of COVID-19 and the historical amounts of federal funding provided through the *American Rescue Plan Act*, the submission deadline has been extended by six months. The auditors have communicated that they expect to have the audit completed and reports issued by the end of November, which is the same timeframe as last year.

MaineHousing administered and disbursed approximately \$193 million through twenty-six different federal programs in 2020. Major federal programs are audited on a rotating basis. The major programs for the 2020 audit are the Section 8 Housing Choice Voucher, HOME Investment Partnership, CARES Act – Rent Relief, and FEMA Homelessness programs. There have been no preliminary findings or issues reported to date.

- The Maine Public Employee Retirement System (MainePERS) conducted a compliance review of MaineHousing. The purpose of the review was to ensure that MaineHousing is complying with all laws/policies/rules of the MainePERS pension plan and that proper and accurate participant information is being reported. AFR staff worked with the auditors from MainePERS to answer inquires and provided payroll and other requested documentation. MainePERS completed their review on August 23<sup>rd</sup> and there were no findings reported.
- The State's Bureau of the Budget notified MaineHousing of its appropriations from L.D. 1733, which is an act to allocate and distribute the State's fiscal recovery funds that stem from the federal *American Rescue Plan Act*.

MaineHousing will receive a total of \$61.5 million over the next two fiscal years. Funds are to be used to expand affordable housing options, establish housing navigators to assist renters, and provide additional operating subsidies to the homeless shelters in Maine.

## **LOAN ADMINISTRATION:**

- We continue to see a reduction in the number of single-family borrowers requesting COVID-19 financial hardship assistance and an increase in the number of borrowers requesting to come out of forbearance and return to payment status. In August, there were only two new requests for assistance. Since the start of the pandemic, the total number of MaineHousing borrowers that have received financial hardship assistance is 538. The assistance provided has been primarily in the form of a forbearance. A total of 494 borrowers received a forbearance and 44 received assistance through the Maine HOPE Program. Of the 538 borrowers assisted, 417 or 78% have subsequently brought their loan current and are no longer in forbearance or delinquent status.

MaineHousing's single-family loan portfolio consist of approximately 10,200 borrowers and amounts to \$915 million. The 121 loans in forbearance at the end of August amount to approximately \$10.9 million and represents about 1.19% of the portfolio. The Mortgage Bankers Association reported that the national forbearance rate has also been declining and was 3.25% as of the end of August.

- The agency's multi-family housing system is scheduled to be replaced. Loan Administration staff are participating in a work group to discuss and assess the workflow associated with multi-family loans. The goal is to find off-the-shelf software that can handle the origination and compliance needs of the Development and Asset Management departments, while also being able to interface with existing loan servicing and accounting systems. A Request for Proposals (RFP) process will be conducted starting in October.



**Finance Department Memorandum**

**To: Board of Commissioners**

**From: Darren R. Brown**

**Date: September 14, 2021**

**Subject: Monthly Financial and Budget Report**

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**FINANCIAL RESULTS**

Attached are the Balance Sheets and Statements of Revenues, Expenses, and Changes in Net Assets for the seven-month period ended July 31, 2021.

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

Total combined assets are approximately \$2.03 billion and total combined liabilities are \$1.63 billion. Total net assets amount to approximately \$394 million. Total combined revenues approximate \$220.6 million and total expenses amount to \$206.9 million, which results in net operating income of \$13.7 million. For this seven-month period in 2020, total combined net operating income was \$0.6 million. Net operating income is \$13.1 million higher in 2021 and the increase is attributed primarily to the following:

The HOME Fund has net operating income of \$9.5 million, which is an increase of \$11.5 million compared with a net operating loss of \$2 million in 2020. MaineHousing's portion of the real estate transfer taxes received from the State are accounted for in this Fund Group. The increase in net operating income is due to higher real estate transfer tax receipts and timing differences with the expending of funds and the recognition of grant expenses. Income from the State is \$4.5 million higher, while program grant expenditures are \$7 million lower at this point in 2021.

The net operating income for the Mortgage Purchase Fund (MPP), MaineHousing's largest fund group, is \$1.7 million compared to net operating income of \$1.8 million in 2020. The net operating income decrease of \$0.1 million is due to a change in the carrying values of non-mortgage investments. A paper loss of \$0.5 million has been recognized in 2021, which represents a decrease of \$0.5 million compared with to a paper gain of \$15,000 recorded in 2020. The change associated with the recording of paper gains and losses is attributed to interest rate changes during the year.

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

Excluding the paper losses and gains, MPP's net operating income is \$2.2 million as of July 31, 2021 compared to \$1.8 million at the end July 2020. This \$0.4 million increase is due mainly to lower single-family loan origination expenses as a result of lower production at this point in 2021.

## **BUDGET RESULTS**

Also attached are the budget variance results for the period ended July 31, 2021. These results are summarized and presented on the attachment described below:

### **OPERATING REVENUES AND EXPENSES BUDGET**

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

The Operating Revenues and Expenses Budget, **Attachment A**, presents the revenues available to pay operating and program administrative expenses. It also presents the aggregate operating and program administrative expenses. Total budgeted revenues for 2021 are \$76.4 million and total expenses are budgeted at \$71.6 million. Total actual revenues as of July 31, 2021 amount to \$42.7 million, while total expenses amount to \$40.2 million. For the seven-month period ended July 31, 2021, revenues exceed expenses by approximately \$2.5 million.

Revenues are under budget at this point due largely to lower interest income from non-mortgage investments. Interest rates have decreased during the year and average yields from investments are lower than projected. Interest income from mortgages is also below budget at this point due to lower than projected average outstanding loan balances. Balances are lower due to a higher level of single-family loan prepayments caused by the low interest rate environment and new loan purchases are below budget projections.

Expenses are also below budget at this time due mainly to lower other program administrative expenses. The operating and other program administration expenses (the first two expense lines) are detailed on **Attachment B** and summarized below. Interest expense is also below budget as a result of lower interest rates on new bond issues and a higher level of bond redemptions, which lowered average outstanding balances.

### **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 \$19.5 million. As of July 31, 2021, \$11.3 million or 58% of the total operating budget has been used. In total, operating expenses are in line with the established budget at this point. However, expenses are projected to exceed the budget by approximately \$225,000 or 1%. This overage is attributed to higher salaries and benefits expenses as a result of an increase in staff. Additional staff has been needed because of a substantial increase in program activities and federal funds provided in response to the pandemic. The federal funds provide additional administrative fee income to pay for related operating costs. The estimated overage with operating expenses is expected to be offset by lower program administrative expenses.

Program administrative expenses are budgeted at \$8.8 million and actual expenses amount to \$4.3 million as of July 31, 2021. Expenses in this area are running below budget and are projected to be under budget for the year by approximately \$500,000 or 5%. The underage is due to lower than projected delinquency and foreclosure activities and expenses associated with the single-family loan portfolio. Loan origination and servicing expenses are projected to be below budget due to lower outstanding single-family loans as a result of lower than estimated production and a higher volume of prepayments.

### **CAPITAL BUDGET**

The Capital Budget, **Attachment C**, presents items that provide an economic benefit to MaineHousing over a period of time. Items are recorded as assets and depreciated over an estimated useful life. The total authorized capital budget for 2021 is \$385,000. Expenditures amounted to \$192,000 as of July 31, 2021 and were mainly for software upgrades to the Hancock systems used to administer the federal LIHEAP and Weatherization programs and window shades for the office building.

The Hancock system upgrades are over budget because of unplanned modifications needed to accommodate requirements associated with the new supplemental LIHEAP funds that were made available this year.

### **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 July 31, 2021.

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

	<u>Memorandum Only Combined Totals</u>		<u>Mortgage Purchase Fund Group</u>	<u>Bondholder Reserve Fund</u>	<u>General Fund</u>	<u>HOME Fund</u>	<u>Federal Programs Fund</u>	<u>Other Funds</u>	<u>Maine Energy Housing &amp; Economic Recovery Funds</u>
	<u>2020</u>	<u>2021</u>							
<b>ASSETS:</b>									
Cash, principally time deposits	34,117	57,321	25,017	0	26,582	0	5,721	1	0
Investments	449,438	485,479	430,558	8,026	13,283	23,121	0	10,104	387
Accounts receivable - Federal	6,982	14,195	0	0	0	0	14,195	0	0
Assets held for sale	2,950	0	0	0	0	0	0	0	0
Accrued interest and other assets	16,223	16,751	9,802	1	83	2,883	1,133	3	2,846
Mortgage notes receivable, net	1,464,166	1,419,618	1,376,408	0	4,871	28,721	0	0	9,618
Other notes receivable, net	229	173	0	0	173	0	0	0	0
Land, equipment and improvements, net	18,134	17,895	22	0	17,873	0	0	0	0
Other real estate owned	45	22	22	0	0	0	0	0	0
Accumulated decrease in fair value of hedging derivatives	22,551	12,172	12,172	0	0	0	0	0	0
Deferred pension expense	610	577	319	2	54	0	0	202	0
Deferred amount on debt refundings	3,374	2,855	2,855	0	0	0	0	0	0
<b>Total Assets</b>	<b>2,018,819</b>	<b>2,027,058</b>	<b>1,857,175</b>	<b>8,029</b>	<b>62,919</b>	<b>54,725</b>	<b>21,049</b>	<b>10,310</b>	<b>12,851</b>
<b>LIABILITIES AND NET ASSETS:</b>									
Accrued interest payable	9,480	8,782	8,686	0	0	0	0	0	96
Accounts payable - Federal	375	344	0	0	0	0	344	0	0
Accounts payable & accrued liabilities	2,427	2,515	255	2	2,197	0	61	0	0
Unearned income	12,995	19,766	0	0	0	487	5,326	13,953	0
Net pension liability	2,282	2,819	1,558	9	266	0	0	986	0
Deferred pension credit	867	243	134	1	23	0	0	85	0
Derivative instrument - interest rate swaps	22,551	12,172	12,172	0	0	0	0	0	0
Interfund	0	0	3,992	19	3,999	(14,751)	10,422	(3,681)	0
Mortgage bonds and notes payable, net	1,598,129	1,586,138	1,547,561	0	19,325	0	0	0	19,252
Deferred grant income	0	354	0	0	0	0	354	0	0
Deferred loan origination points	24	20	20	0	0	0	0	0	0
<b>Total Liabilities</b>	<b>1,649,130</b>	<b>1,633,153</b>	<b>1,574,378</b>	<b>31</b>	<b>25,810</b>	<b>(14,264)</b>	<b>16,507</b>	<b>11,343</b>	<b>19,348</b>
<b>NET ASSETS:</b>									
Restricted Net Assets	333,426	356,796	282,797	7,998	0	68,989	4,542	(1,033)	(6,497)
Unrestricted Net Assets	36,263	37,109	0	0	37,109	0	0	0	0
<b>Total Net Assets</b>	<b>369,689</b>	<b>393,905</b>	<b>282,797</b>	<b>7,998</b>	<b>37,109</b>	<b>68,989</b>	<b>4,542</b>	<b>(1,033)</b>	<b>(6,497)</b>
<b>Total Liabilities and Net Assets</b>	<b>2,018,819</b>	<b>2,027,058</b>	<b>1,857,175</b>	<b>8,029</b>	<b>62,919</b>	<b>54,725</b>	<b>21,049</b>	<b>10,310</b>	<b>12,851</b>

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

	<u>Memorandum Only Combined Totals</u>		<u>Mortgage Purchase Fund Group</u>	<u>Bondholder Reserve Fund</u>	<u>General Fund</u>	<u>HOME Fund</u>	<u>Federal Programs Fund</u>	<u>Other Funds</u>	<u>Maine Energy Housing &amp; Economic Recovery Funds</u>
	<u>2020</u>	<u>2021</u>							
<b>REVENUES:</b>									
Interest from mortgages and notes	36,873	35,503	35,228	0	199	52	0	0	24
Income from investments	1,904	692	679	1	6	4	0	2	0
Net increase (decrease) in the fair value of investments	2	(445)	(447)	0	2	0	0	0	0
Fee income	5,233	6,252	219	0	476	0	5,401	156	0
Other revenue	187	164	70	0	45	39	0	0	10
Grant income	37,946	96,881	0	0	0	774	95,257	850	0
Income from State	10,926	17,405	0	0	0	14,578	0	0	2,827
Federal rent subsidy income	61,938	63,929	0	0	0	0	63,929	0	0
Gain on bond redemption	187	235	219	0	0	0	0	0	16
<b>Total Revenues</b>	<b>155,196</b>	<b>220,616</b>	<b>35,968</b>	<b>1</b>	<b>728</b>	<b>15,447</b>	<b>164,587</b>	<b>1,008</b>	<b>2,877</b>
<b>EXPENSES:</b>									
Operating expenses	11,231	11,328	0	0	11,328	0	0	0	0
Other program administrative expenses	3,513	3,288	2,907	0	2	0	307	72	0
Mortgage servicing fees	996	1,013	1,003	0	10	0	0	0	0
Provision for losses on loans	16	18	0	0	11	0	0	7	0
Losses on foreclosed real estate	0	(47)	(47)	0	0	0	0	0	0
Interest expense	26,864	25,077	24,616	0	0	0	0	0	461
Grant expense	49,920	102,595	0	0	0	5,976	95,769	850	0
Federal rent subsidy expense	62,029	63,653	0	0	0	0	63,653	0	0
Loss on bond redemption	0	0	0	0	0	0	0	0	0
Excess arbitrage	0	0	0	0	0	0	0	0	0
Allocated operating costs	0	0	5,783	34	(10,266)	0	4,365	84	0
<b>Total Expenses</b>	<b>154,569</b>	<b>206,925</b>	<b>34,262</b>	<b>34</b>	<b>1,085</b>	<b>5,976</b>	<b>164,094</b>	<b>1,013</b>	<b>461</b>
Net Operating Income (Loss)	627	13,691	1,706	(33)	(357)	9,471	493	(5)	2,416
Transfers between funds, net	0	0	0	0	567	0	(567)	0	0
Change in net assets	627	13,691	1,706	(33)	210	9,471	(74)	(5)	2,416
Net assets at beginning of year	369,062	380,214	281,091	8,031	36,899	59,518	4,616	(1,028)	(8,913)
Net assets at end of period	369,689	393,905	282,797	7,998	37,109	68,989	4,542	(1,033)	(6,497)

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

*(IN THOUSANDS OF DOLLARS)*

	<b>Mortgage Lending Activities Actual</b>	<b>Federal &amp; Other Program Administration Actual</b>	<b>Total Combined Actual</b>	<b>Total Annual Budget</b>	<b>Total Under/(Over)</b>	<b>% Variance</b>
<b>REVENUES:</b>						
Interest from mortgages and notes	35,427	0	35,427	64,025	28,598	45%
Income from investments	686	2	688	1,500	812	54%
Fee income	695	5,557	6,252	10,764	4,512	42%
Other revenue	334	0	334	140	(194)	(139%)
<b>Total Revenues</b>	<b>37,142</b>	<b>5,559</b>	<b>42,701</b>	<b>76,429</b>	<b>33,728</b>	<b>44%</b>
<b>EXPENSES:</b>						
Operating expenses	6,879	4,449	11,328	19,510	8,182	42%
Other program administrative expenses	3,886	386	4,272	8,811	4,539	52%
Interest expense	24,616	0	24,616	43,270	18,654	43%
<b>Total Expenses</b>	<b>35,381</b>	<b>4,835</b>	<b>40,216</b>	<b>71,591</b>	<b>31,375</b>	<b>44%</b>
<b>Excess Revenues Over Expenses</b>	<b>1,761</b>	<b>724</b>	<b>2,485</b>	<b>4,838</b>	<b>2,353</b>	<b>49%</b>

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

**ATTACHMENT B**

	<b>Total Annual Budget</b>	<b>Total Year to Date Actual</b>	<b>Budget Available</b>	<b>Percentage of Budget Available</b>
<b>Operating Expenses</b>				
Salaries	10,777,009	6,478,255	4,298,754	40%
Payroll Taxes	788,606	483,797	304,809	39%
Retirement	1,065,276	616,490	448,786	42%
Medical and Life Insurance	2,619,299	1,481,944	1,137,355	43%
Other Fringe Benefits	10,000	2,695	7,305	73%
Office Supplies	54,095	22,935	31,160	58%
Printing	118,044	60,605	57,439	49%
Membership and Dues	61,745	49,234	12,511	20%
Subscriptions	22,660	10,698	11,962	53%
Sponsorships	13,500	3,000	10,500	78%
Staff Educ/Train/Conf	114,176	57,256	56,920	50%
Travel/Meals - Staff Educ/Train/Conf	74,801	201	74,600	100%
Partner/Client Train/Meetings	56,672	30,907	25,765	45%
Travel/Meals - Partner/Client Training	46,325	5,727	40,598	88%
Staff Events	10,225	7,353	2,872	28%
Meals - Staff Events	16,175	1,347	14,828	92%
Leased Vehicles	141,429	70,893	70,536	50%
Computer Supplies	19,300	11,783	7,517	39%
Computer License SAAS	177,415	137,787	39,628	22%
Rent-Other	34,130	20,341	13,789	40%
Computer Maintenance	622,493	254,270	368,223	59%
Depreciation	940,000	534,529	405,471	43%
Telephone	125,384	72,654	52,730	42%
Employment Advertising	3,400	3,274	126	4%
Postage and Shipping	97,050	70,492	26,558	27%
Insurance	90,935	58,461	32,474	36%
Recording Fees	1,300	310	990	76%
Payroll Services	36,075	23,825	12,250	34%
Audit Services	153,800	90,000	63,800	41%
Building Interest Expense	491,495	287,839	203,656	41%
Property Expenses	410,779	246,782	163,997	40%
Professional Services	316,088	132,337	183,751	58%
<b>Total Operating Expenses</b>	<b>19,509,681</b>	<b>11,328,021</b>	<b>8,181,660</b>	<b>42%</b>
<b>Other Program Administrative Expenses</b>				
Loan foreclosure expenses	200,000	30,468	169,532	85%
REO expenses	50,000	2,718	47,282	95%
Mortgage Servicing fees	1,820,000	1,012,751	807,249	44%
Provision for losses on loans & REOs	175,000	(28,532)	203,532	116%
Loan Origination expenses	3,000,000	1,154,642	1,845,358	62%
Bond Issuance Costs	900,000	286,111	613,889	68%
Trustee/Bank fees	158,000	99,083	58,917	37%
Program advertising/printing	147,500	44,594	102,906	70%
Bond and mortgagee insurance	15,200	15,872	(672)	(4%)
Variable rate bond remarket/liquidity facilities	1,175,000	774,610	400,390	34%
Cash flow/arbitrage/swap consultants/legal	600,000	482,461	117,539	20%
Homebuyer education	110,000	21,950	88,050	80%
Program administrator fees	447,000	375,152	71,848	16%
Section 8 security deposits/landlord incentives	13,000	0	13,000	100%
<b>Total Other Program Administration Expenses</b>	<b>8,810,700</b>	<b>4,271,880</b>	<b>4,538,820</b>	<b>52%</b>
<b>Total Operating and Administrative Expenses</b>	<b>28,320,381</b>	<b>15,599,901</b>	<b>12,720,480</b>	<b>45%</b>

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

**ATTACHMENT C**

Description	2021 Budget	2021 Actual	Budget Available	% Expended
<b>Computer Hardware:</b>				
Network backup hardware - Data Domain	50,000	0	50,000	
Laptops	18,000	7,835	10,165	
Total computer hardware	<u>68,000</u>	<u>7,835</u>	<u>60,165</u>	<u>12%</u>
<b>Computer Software:</b>				
Enterprise multi-family housing system	170,000	0	170,000	
Coordinated Entry Portal - client list software homeless programs	10,000	0	10,000	
Mobile device management system	5,000	0	5,000	
Website redesign	27,000	25,330	1,670	
Hancock system upgrades (LIHEAP & Wx Programs)	50,000	112,700	(62,700)	
Salesforce software upgrades (Lead Program)	10,000	0	10,000	
Single Family loan servicing system modifications	10,000	0	10,000	
Community Outreach Dashboard	25,000	0	25,000	
Emphasys (AOD) Single Family lender (LOL) & tracking (LT) systems modifications	10,200	4,875	5,325	
Total computer software	<u>317,200</u>	<u>142,905</u>	<u>174,295</u>	<u>45%</u>
<b>Office Building:</b>				
Window Shades	0	40,794	(40,794)	
	<u>0</u>	<u>40,794</u>	<u>(40,794)</u>	N/A
<b>Total</b>	<u><u>385,200</u></u>	<u><u>191,534</u></u>	<u><u>193,666</u></u>	<u><u>50%</u></u>



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

Description	Amount
<b>Memberships and Dues</b>	
Kennebec Valley Board of Realtors - annual affiliate membership	171
Maine Association of Mortgage Professionals - annual membership	375
Maine Bankers Association - annual affiliate membership	950
Maine Real Estate Management Association - annual membership	125
National Leased Housing Association - annual membership	600
National Association for State Community Services Programs - annual membership	2,603
National Energy Assistance Directors' Association - annual membership	6,341
International Code Council - annual membership	145
Construction Specifications Institute - employee annual membership	325
Council of State Community Development Agencies - annual membership	1,500
Maine Real Estate & Development Association - annual membership	1,200
National Affordable Housing Management Association - affiliate membership	1,075
Maine Department of Environmental Protection - lead inspector license renewal	200
Association of Government Accountants - (6) employee annual memberships	660
American Payroll Association - employee annual membership	262
Society for Human Resource Management - employee annual membership	219
Institute of Internal Auditors - employee annual membership	175
Association of Certified Fraud Examiners - (2) employee annual membership	420
Maine Public Relations Council - employee annual membership	90
American College of Mortgage Attorneys - employee dues	525
Board of Overseers of the Bar - (5) employee annual registration	1,325
Access to Maine State House - employee	100
American College of Real Estate Lawyers - employees dues	225
Maine Society of CPAs - employee annual membership	250
National Council of State Housing Agencies - annual membership	29,372
Total	<u>\$ 49,234</u>
<b>Sponsorships</b>	
New England Resident Service Coordinator - conference sponsor	3,000
Total	<u>\$ 3,000</u>

**Finance Department Memorandum**

**To:** Board of Commissioners  
**From:** Darren Brown  
**Date:** September 1, 2021  
**Subject:** Monthly Delinquencies Report

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**MULTI-FAMILY DELINQUENCIES**

The Multi-Family portfolio totals \$677 million with 1,156 loans as of August 31, 2021. There are no 60+ days delinquent loan, as shown in *Exhibit 1*. The delinquency rate is 0.00%. The Multi-Family delinquency rate is benchmarked against MaineHousing's historical rates, as shown in *Exhibit 2*.

**SINGLE-FAMILY DELINQUENCIES**

The Single-Family portfolio totals \$914 million with 10,150 loans as of July 31, 2021. The over 60-day delinquencies decreased from 3.23% to 3.16% and the in-foreclosures stayed at 0.42%. The over 60-day delinquencies amount to \$29 million, with approximately \$4 million representing accounts in foreclosure. The over 60-day and in-foreclosure historic rates are shown in *Exhibit 4*. MaineHousing's overall delinquency rate by loan dollars is 3.16%; and the overall delinquency rate by loan count is 3.25%. 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 July 31, 2021, Bank of America, NA had the highest overall delinquency rate of 15.63%, with an in-foreclosure rate of 2.56%. Delinquencies for our largest servicer, Mortgage Servicing Solutions, decreased from 3.69% to 3.61%, while the in-foreclosure rate decreased from 0.39% to 0.38%. In May, Bangor Savings Bank began retaining the servicing rights and servicing new loan originations under a Qualified Servicer (QS) arrangement. The Bangor Savings Bank QS portfolio has no delinquencies at the end of July. Bangor Savings Bank sub-servicing (SS) portfolio has the lowest rate of delinquencies at 1.27%. Delinquency rates for each servicer are shown in *Exhibit 3*.

**Delinquencies by Insurance Type** – In July 2021, FHA insured loans had the highest delinquency rate by total insurance type of 6.01%, with in-foreclosures at 0.59%. When compared to the total loan portfolio, RD insured loans had the highest delinquency rate of 1.66%, with in-foreclosures at 0.27%. Delinquencies by insurance type and the portfolio as a whole are shown in *Exhibit 6*.

FHA insured loans comprise 16% of the Single-Family portfolio and 31% of delinquencies, while RD insured loans comprise 60% of the portfolio and represent 53% 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*.

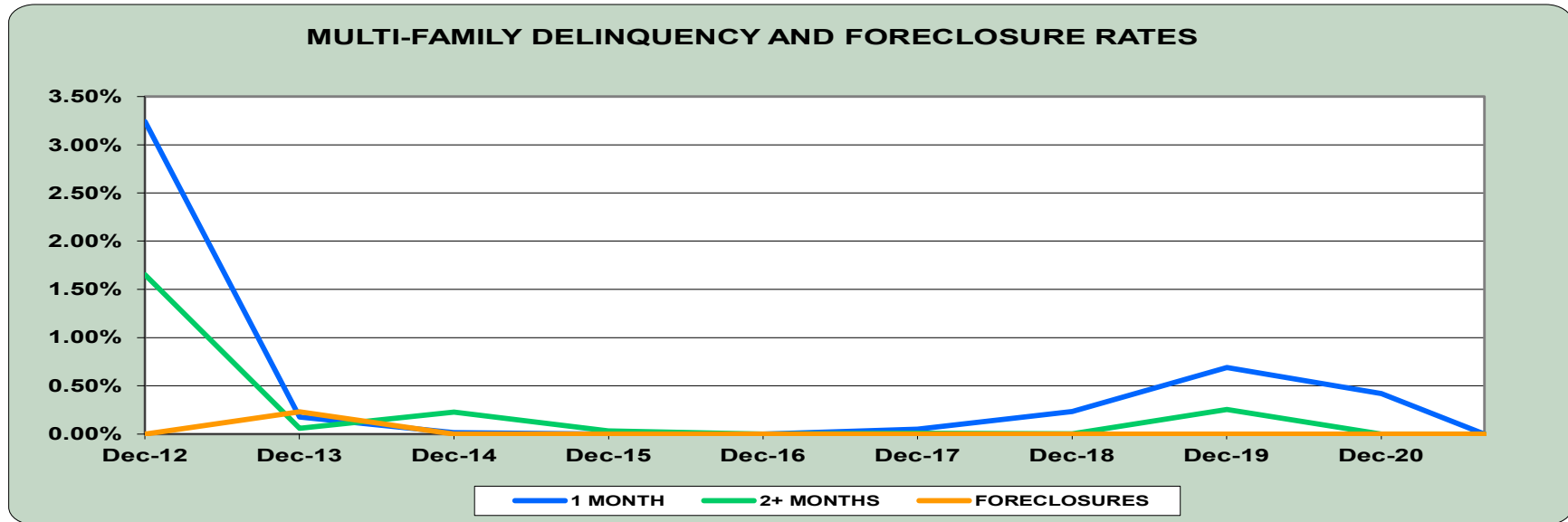
**Foreclosure Prevention Activities** – *Exhibit 8* summarizes our foreclosure prevention activities, as well as the number of completed foreclosures. As of July 2021, we have assisted 769 borrowers with various foreclosure prevention options. In 2020, we assisted a total of 1,652 borrowers. Foreclosure prevention activity increased in 2020 due to financial hardship requests associated with the COVID-19 pandemic.

# Multi-Family Delinquent Loans

MAINE STATE HOUSING AUTHORITY MULTI-FAMILY DELINQUENCIES 8/31/2021					ORIGINATION	DELINQUENT		
Section 8	LEVEL PMT	PTD	LOCATION	PROJECT OWNER	DATE	1 MONTH	2 MONTHS	3+ MONTHS
Borrower								
NONE						0.00	0.00	0.00
<b>Rental Housing</b>								
Borrower								
NONE						0.00	0.00	0.00
<b>Supportive Housing &amp; Other</b>								
Borrower								
NONE						0.00	0.00	0.00
<b>Grand Total</b>						0.00	0.00	0.00
% of Portfolio Delq 60+ day:						0.00%		
Total Number of Loans						1,156		



# Multi-Family Delinquency & Foreclosure Trends



	OUTSTANDING PRINCIPAL		1 MONTH		2+ MONTHS		FORECLOSURES	
	DOLLARS	DOLLARS	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE
Aug-21	\$ 677,345,042	\$ -	\$ -	0.00%	\$ -	0.00%	\$ -	0.00%
Dec-20	\$ 666,678,177	\$ 2,791,073	\$ -	0.42%	\$ -	0.00%	\$ -	0.00%
Dec-19	\$ 635,961,774	\$ 4,379,009	\$ 1,620,600	0.69%	\$ 20,600	0.25%	\$ -	0.00%
Dec-18	\$ 630,936,475	\$ 1,473,376	\$ 60,624	0.23%	\$ -	0.00%	\$ -	0.00%
Dec-17	\$ 608,939,257	\$ 319,836	\$ -	0.05%	\$ -	0.01%	\$ -	0.00%
Dec-16	\$ 579,916,852	\$ -	\$ -	0.00%	\$ -	0.00%	\$ -	0.00%
Dec-15	\$ 573,932,384	\$ -	\$ 185,320	0.00%	\$ -	0.03%	\$ -	0.00%
Dec-14	\$ 513,937,525	\$ 77,568	\$ 1,169,620	0.02%	\$ -	0.23%	\$ -	0.00%
Dec-13	\$ 506,871,177	\$ 896,386	\$ 1,166,866	0.18%	\$ -	0.06%	\$ 1,166,866	0.23%
Dec-12	\$ 487,638,082	\$ 15,815,491	\$ 8,056,115	3.24%	\$ -	1.65%	\$ -	0.00%



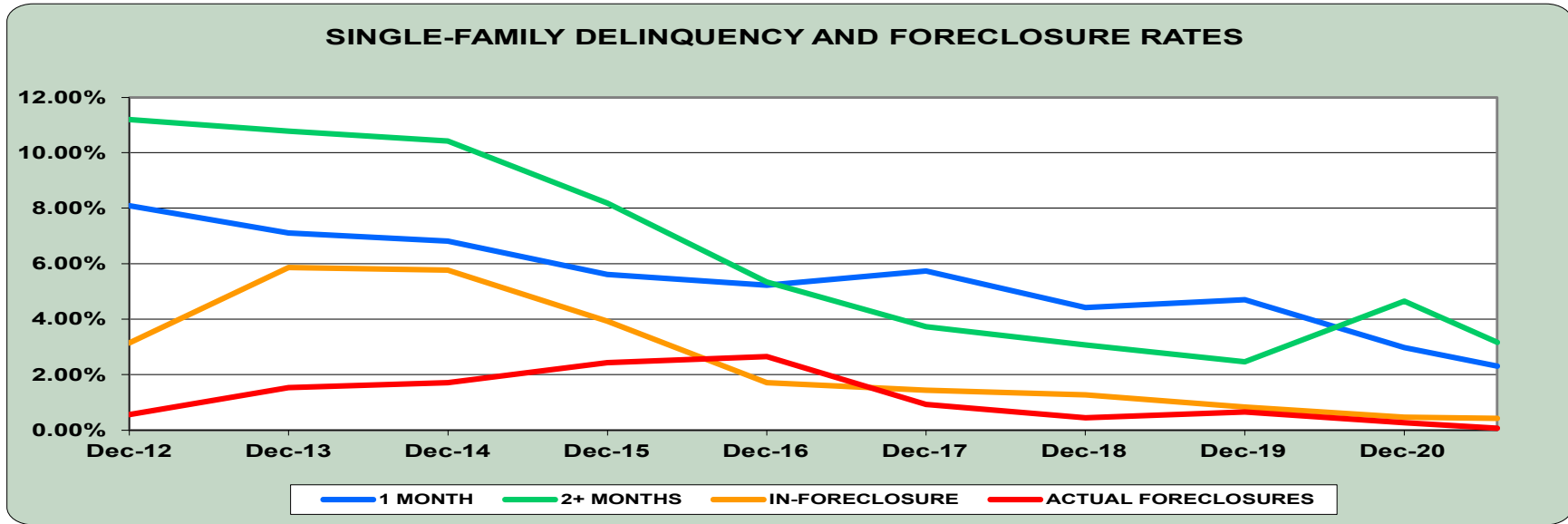
# Single-Family Delinquent Loans

**Maine State Housing Authority  
Single-Family Delinquencies by Servicer  
7/31/2021**

SERVICER	% OF PORTFOLIO	% of Portfolio Delq 60 + days	OUTSTANDING PRINCIPAL	----- 1 MONTH	DELINQUENT 2 MONTHS	----- 3+ MONTHS	IN- FORECLOSURE
MORTGAGE SERVICING SOLUTIONS	66.29%	3.61%	605,713,494.74	16,540,271.02	3,273,930.97	16,270,171.58	2,301,630.58
BANGOR SAVINGS BANK	16.35%	1.27%	149,358,288.08	1,890,346.84	642,398.20	969,025.66	283,487.40
CAMDEN NATIONAL BANK UK	8.98%	1.86%	82,010,874.53	1,138,257.36	204,034.75	974,481.21	348,724.40
MACHIAS SAVINGS BANK	6.91%	3.83%	63,127,222.94	1,086,299.39	366,311.14	1,313,046.89	737,404.81
BANK OF AMERICA NA	0.83%	15.63%	7,566,786.84	424,165.26	802.66	988,787.38	193,427.97
BANGOR SAVINGS BANK QS	0.58%	0.00%	5,330,200.19	0.00	0.00	0.00	0.00
SALEM FIVE MORTGAGE CORP	0.06%	3.39%	579,244.66	0.00	0.00	19,645.95	0.00
<b>TOTAL</b>	<b>100.00%</b>	<b>3.16%</b>	<b>913,686,111.98</b>	<b>21,079,339.87</b>	<b>4,487,477.72</b>	<b>20,535,158.67</b>	<b>3,864,675.16</b>



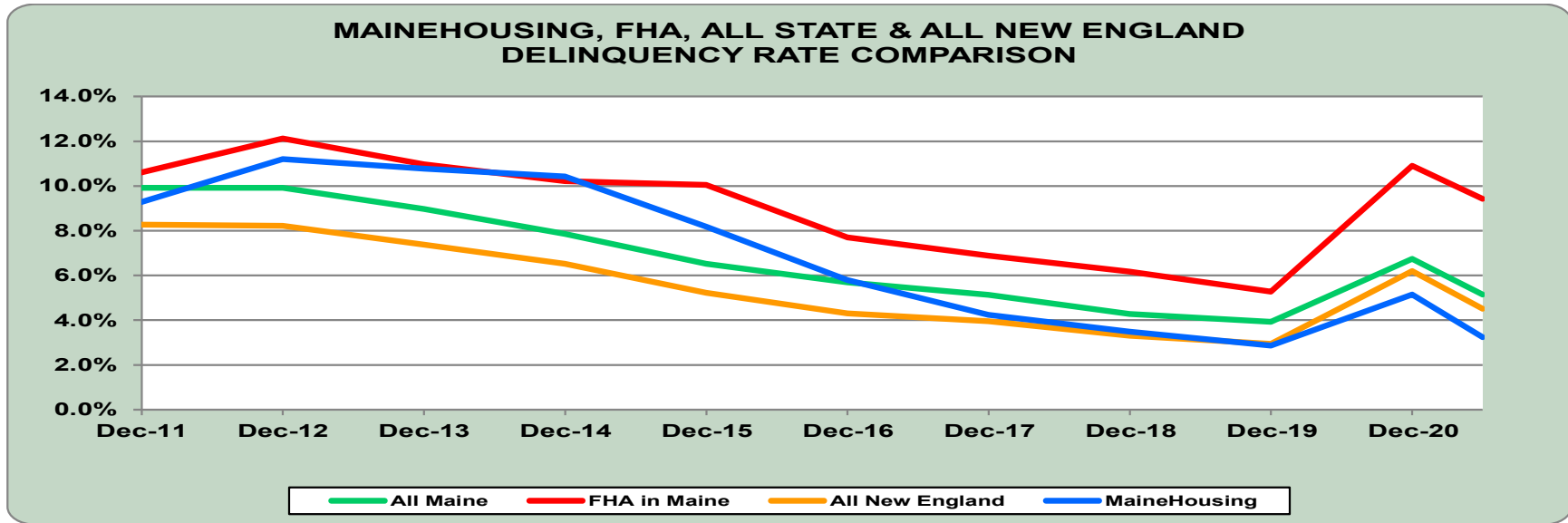
# Single-Family Delinquency & Foreclosure Trends



	OUTSTANDING PRINCIPAL		1 MONTH		2+ MONTHS		IN-FORECLOSURE		ACTUAL FORECLOSURES	
	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE	DOLLARS	RATE
Jul-21	\$ 913,686,112	2.31%	\$ 21,079,340	2.31%	\$ 28,887,312	3.16%	\$ 3,864,675	0.42%	\$ 669,797	0.07%
Dec-20	\$ 960,761,414	2.98%	\$ 28,645,024	2.98%	\$ 44,603,599	4.64%	\$ 4,471,656	0.47%	\$ 2,617,001	0.27%
Dec-19	\$ 967,171,381	4.69%	\$ 45,399,415	4.69%	\$ 23,774,547	2.46%	\$ 8,037,512	0.83%	\$ 6,357,994	0.66%
Dec-18	\$ 916,608,577	4.42%	\$ 40,526,473	4.42%	\$ 28,155,105	3.07%	\$ 11,647,401	1.27%	\$ 4,056,247	0.44%
Dec-17	\$ 844,497,676	5.74%	\$ 48,457,930	5.74%	\$ 31,454,643	3.72%	\$ 12,099,518	1.43%	\$ 7,847,858	0.93%
Dec-16	\$ 799,557,471	5.23%	\$ 41,780,468	5.23%	\$ 42,682,410	5.34%	\$ 13,625,991	1.70%	\$ 21,142,137	2.64%
Dec-15	\$ 790,409,905	5.61%	\$ 44,303,365	5.61%	\$ 64,656,769	8.18%	\$ 31,066,182	3.93%	\$ 20,797,314	2.43%
Dec-14	\$ 810,139,060	6.81%	\$ 55,171,703	6.81%	\$ 84,385,397	10.42%	\$ 46,711,687	5.77%	\$ 13,904,155	1.72%
Dec-13	\$ 849,385,825	7.11%	\$ 60,378,599	7.11%	\$ 91,501,809	10.77%	\$ 49,783,071	5.86%	\$ 12,980,502	1.53%
Dec-12	\$ 899,788,247	8.09%	\$ 72,815,090	8.09%	\$ 100,738,963	11.20%	\$ 28,237,109	3.14%	\$ 4,987,749	0.55%



# Single-Family Delinquency Comparison Trends



**MAINEHOUSING LOAN COUNT COMPARISON**

	<u>Loan Count</u>	<u>2 Months</u>	<u>3+ Months</u>	<u>In-Foreclosure</u>	<u>Totals</u>
All State*	119,229	0.54%	3.27%	1.33%	5.14%
FHA for State*	17,208	1.00%	6.99%	1.44%	9.43%
All New England*	1,675,821	0.54%	3.30%	0.67%	4.51%
MaineHousing**	10,150	0.58%	2.23%	0.44%	3.25%

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

\*\*MaineHousing's overall delinquency rate based on loan dollars is 3.16%, whereas rates in this exhibit are based on loan count.





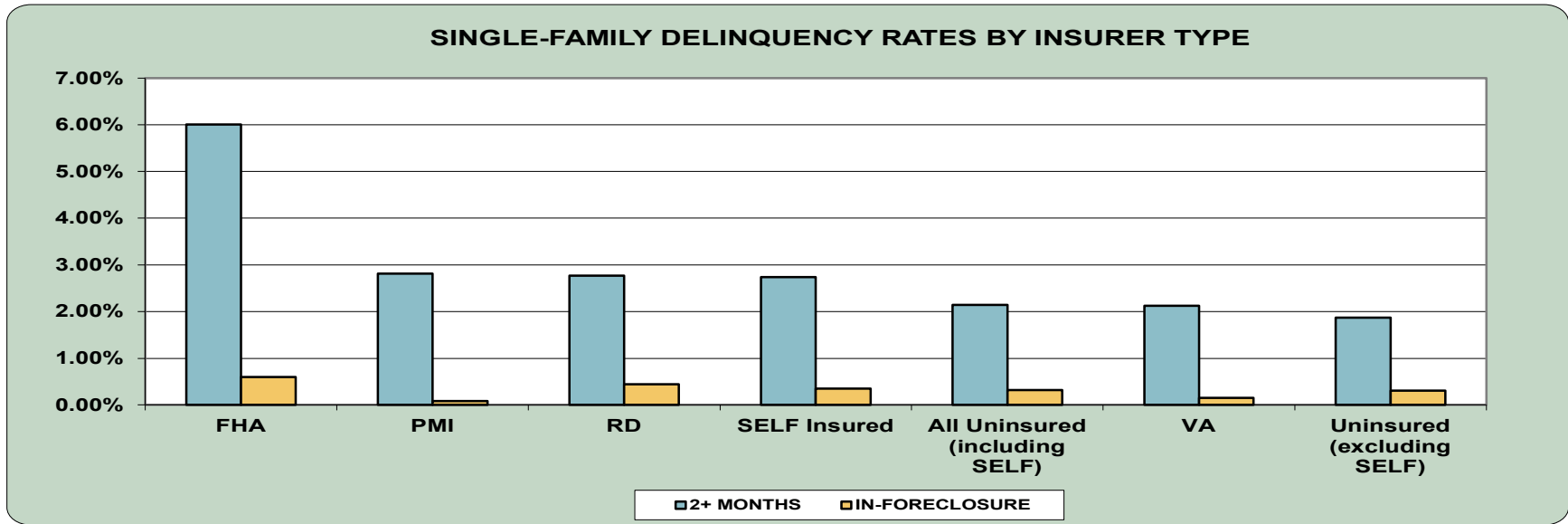
# Single-Family Delinquencies by Mortgage Insurer

**As A Percent of Total Insurance Type  
7/31/2021**

TYPE	2+ MONTHS	IN-FORECLOSURE
FHA	6.01%	0.59%
PMI	2.81%	0.08%
RD	2.77%	0.44%
SELF Insured	2.74%	0.35%
All Uninsured (including SELF)	2.14%	0.32%
VA	2.12%	0.15%
Uninsured (excluding SELF)	1.87%	0.31%

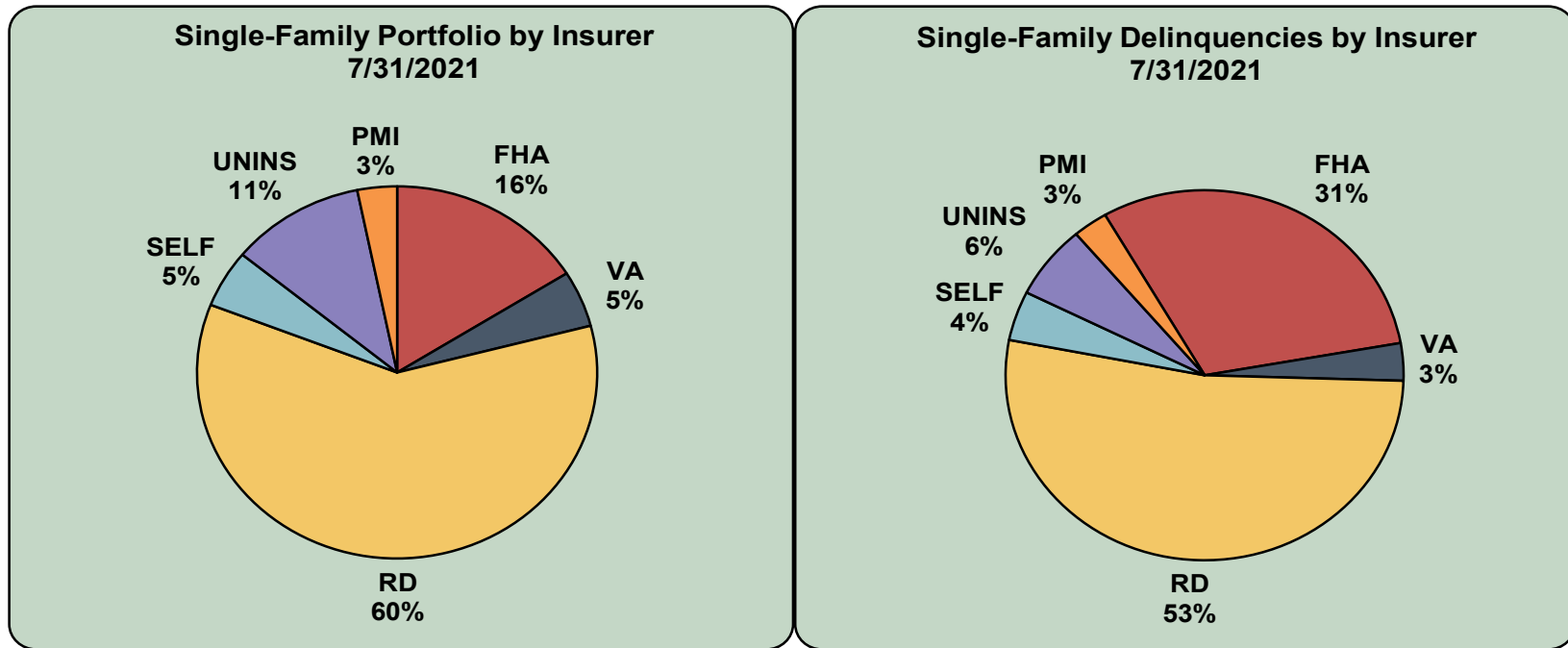
**As A Percent of Total Loan Portfolio  
7/31/2021**

TYPE	2+ MONTHS	IN-FORECLOSURE
RD	1.66%	0.27%
FHA	0.97%	0.10%
All Uninsured (including SELF)	0.34%	0.05%
Uninsured (excluding SELF)	0.20%	0.03%
SELF Insured	0.14%	0.03%
VA	0.10%	0.01%
PMI	0.09%	0.00%

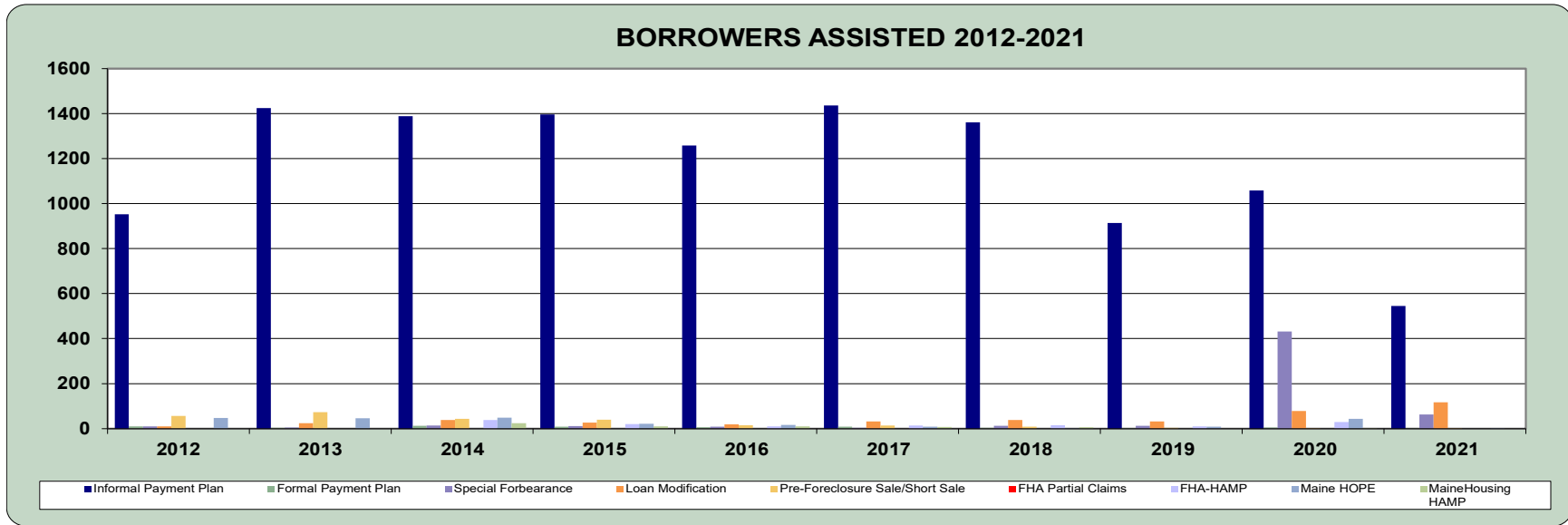


# Single-Family Delinquencies by Mortgage Insurer

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



# Single-Family Foreclosure Prevention Activities



Number of Borrowers Approved for Assistance

	Informal Payment Plan	Formal Payment Plan	Special Forbearance	Loan Modification	Pre-Foreclosure Sale/Short Sale	FHA Partial Claims	FHA-HAMP	Maine HOPE	MaineHousing HAMP	Total Workouts
Jul-21	545	1	63	117	2		39	2	0	769
Dec-20	1058	5	432	79	3		29	44	2	1652
Dec-19	914	3	12	32	4		10	8	0	983
Dec-18	1361	4	12	39	8		15	3	6	1448
Dec-17	1437	8	4	31	14		14	8	7	1523
Dec-16	1259	6	8	19	15		10	16	9	1342
Dec-15	1397	8	11	26	40		21	22	10	1535
Dec-14	1388	12	13	38	44		38	48	24	1605
Dec-13	1424	4	5	24	73		5	46		1576
Dec-12	952	9	9	9	56			47		1082

Actual Foreclosures

	Number of Foreclosures	Number of Loans in Portfolio	Percentage of Portfolio
Jul-21	10	10,150	0.10%
Dec-20	38	10,668	0.36%
Dec-19	86	10,904	0.79%
Dec-18	57	10,673	0.53%
Dec-17	97	10,332	0.94%
Dec-16	258	10,097	2.56%
Dec-15	233	10,258	2.27%
Dec-14	162	10,526	1.54%
Dec-13	146	10,952	1.33%
Dec-12	60	11,571	0.52%



**Homeless Initiatives Department Memorandum**

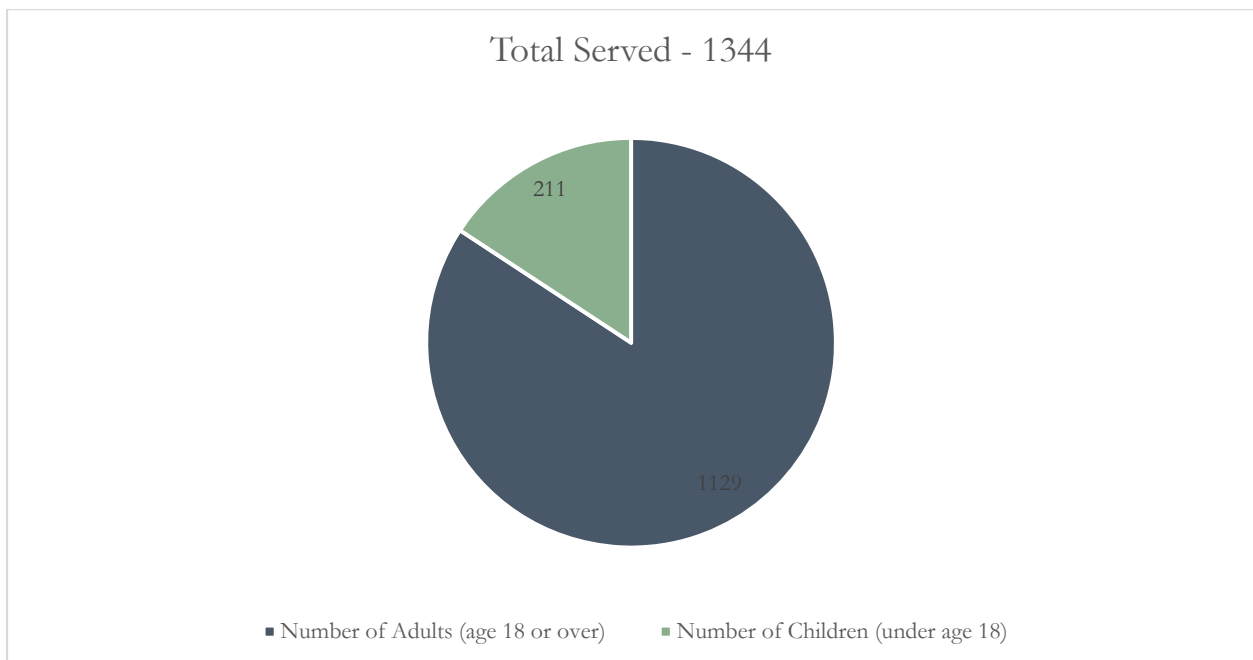
**To:** Board of Commissioners  
**From:** Lauren Bustard, Senior Director of Homeless Initiatives  
**Date:** September 14, 2021  
**Subject:** Homeless Initiatives Report

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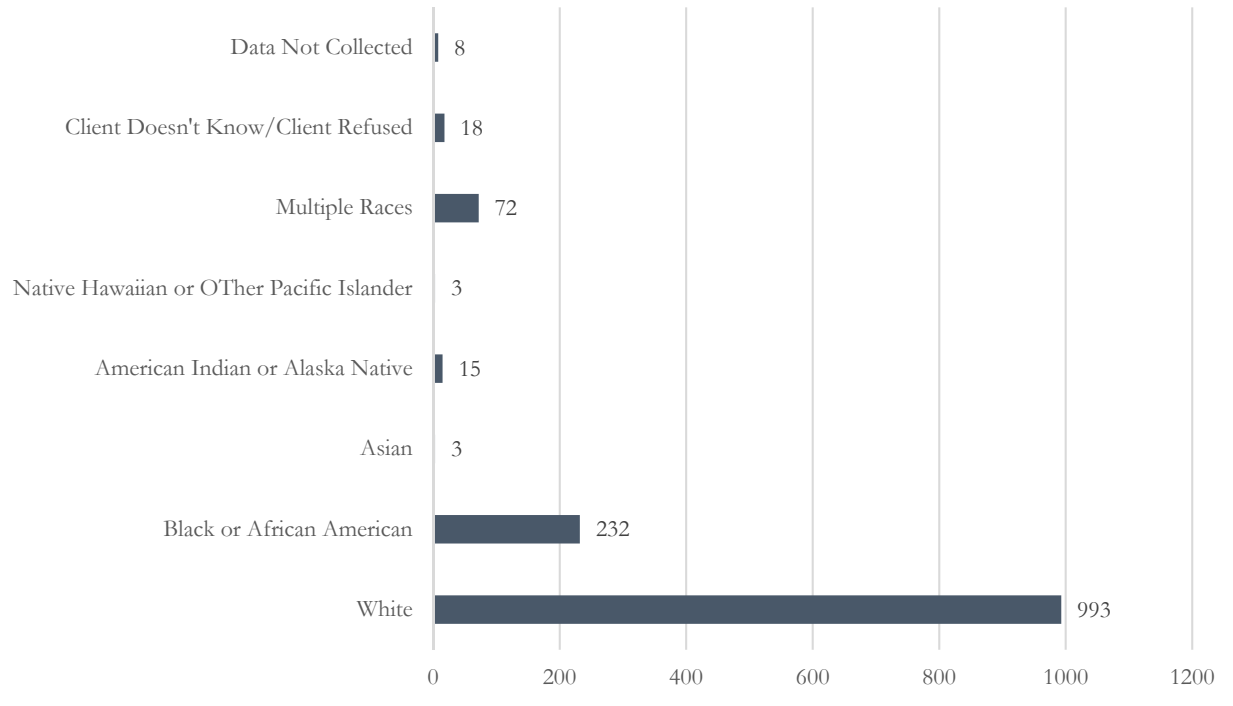
**Homeless Data – August 2021**

The following are the monthly statistics for August. Some of the things we are specifically tracking:

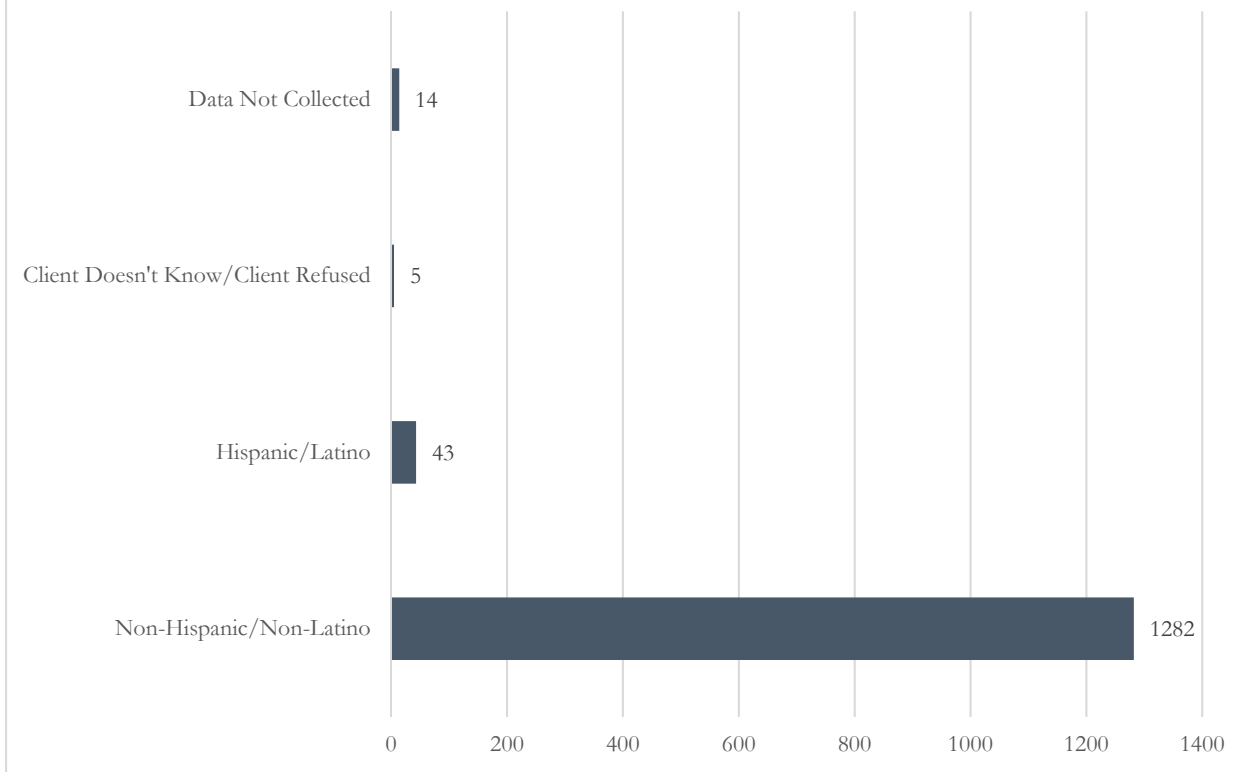
1. Total number of people served is 1344– a decrease of 128 individuals from our last report on July numbers.
2. Racial equity – people of color made up 24.2% of the homeless population in August, another slight increase from last month.
3. The number of individuals entering the homeless system from institutional settings and exiting to institutional settings remained fairly consistent.
4. Our exits to permanent living situations decreased to 67 in August – 4 less than July. Our Temporary Rapid ReHousing Program has now served a total of 210 households in Portland, Bangor and the Midcoast, comprised of 251 adults and 69 children. A total of 101 households have been successfully leased up through the program thus far – 15 more than last month.



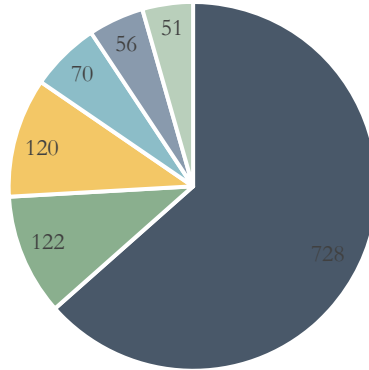
### Number of People Served by Race



### Number People Served by Ethnicity

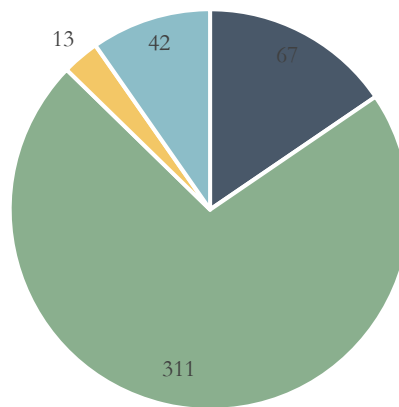


### Residence of Clients Prior to Entry



- 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

### **Temporary FEMA-Funded Hotel Depopulation Plan**

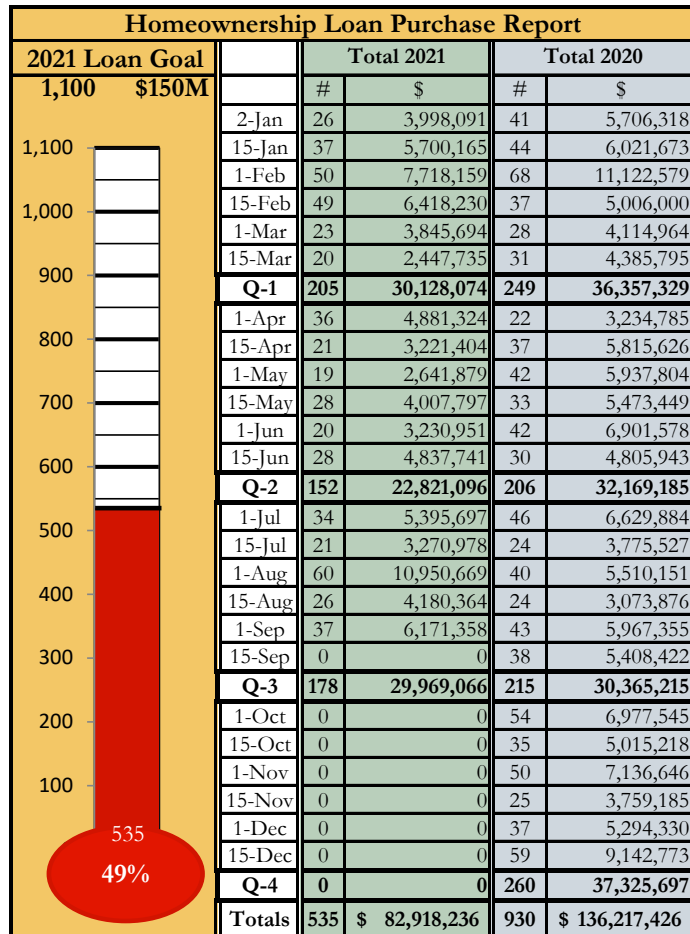
MaineHousing currently has contracts in place with six hotels to house people experiencing homelessness – 2 in Portland, 1 in Lewiston, 1 in Waterville, 1 in Bangor and 1 in Presque Isle. These contracts were put in place to address the COVID emergency and funding has been provided through FEMA. By September 30<sup>th</sup> we plan to move all guests experiencing homelessness out of 3 of these hotels through the use of rental assistance programs to house as many guests as possible and then a shift to other locations. In the other three hotels we will be able to continue some funding through FEMA, as they have extended their reimbursement deadline through December 31<sup>st</sup>. This will provide us with more time to house those remaining in the hotels and make a smooth transition to ERA for those who remain at the end of December.

As the need for quarantine and isolation remains, it is possible that some of the hotels which we are depopulating will remain resources for those who need a safe place to isolate due to testing positive for COVID or being identified as a close contact of someone who has tested positive.

**Homeownership Department Memorandum**

**To:** MaineHousing Board of Commissioners  
**From:** Craig Reynolds, Director of Homeownership  
**Date:** September 8, 2021  
**Subject:** Monthly Report – Homeownership Department

**PRODUCTION UPDATE**



Monthly Loan Reservations: 09/01/21	
#	\$ Volume
78	\$ 13,690,102

Loan Pipeline as of: 09/01/21	
#	\$ Volume
252	\$ 40,403,775

YTD Loan Reservation Comparison					
August 2020		August 2021		2020 vs 2021	
#	\$ Volume	#	\$ Volume	#	\$ Volume
352	\$49,213,993	252	\$ 40,403,775	-28%	-18%



## **PROGRAM HIGHLIGHTS**

### **Loan Production & Market Status**

Loan purchases remain steady with Q-3 on track to produce a higher dollar volume total than the previous 2 quarters this year. However, loan purchase totals still lag behind last year at this time, when we experienced a tremendous surge in real estate activity despite the fact that COVID-19 pandemic concerns and restrictions were also reaching peak levels at the same time.

A low inventory of homes for sale and still rising sales prices continue to hamper the efforts of Maine's first time homebuyers. However, with tremendous determination they are adapting to these market obstacles by expanding their search areas, compromising on their desired home's size, location and amenities and accepting greater travel distances from services, jobs and schools if needed to successfully achieve their goal of homeownership.

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

Home buyers are still out in force across Maine's 16 counties. According to Maine Listings, home sales decreased 4.86 percent and prices rose 23.58 percent comparing July 2021 to July 2020. The median sales price (MSP) for the 1,996 homes sold hit \$315,000 last month. The MSP indicates that half of the homes were sold for more and half sold for less.

"July's sales volume figures continue to outpace the pre-COVID numbers from 2019," says Aaron Bolster, Broker/Owner of Allied Realty in Skowhegan and 2021 President of the Maine Association of REALTORS® "Though showing a decline from July 2020 of just under five percent, the July 2021 sales volume is seven percent ahead of July 2019."

The National Association of REALTORS® today reported a nationwide sales dip of 0.8 percent for single-family existing homes in July 2021 compared to July 2020. Prices across the country increased 18.6 percent to a national MSP of \$367,000. Regionally, sales in the Northeast rose 12.1 percent comparing July 2021 to July 2020, while the regional MSP increased 23.6 percent to \$411,200 over that same time period.

"Supply, demand, and price are the three concepts to watch," says Bolster. "Demand for homes in Maine continues to be strong, still out-pacing the available for-sale inventory in many markets across Maine, resulting in rising sold price values.

"For the fourth consecutive month, we've seen improving for-sale supply numbers. Active single-family listings were up 7.9 percent during July 2021 compared to June 2021, and up 67.3 percent from the March 2021 low. This is good news for prospective Maine home buyers."

MaineHousing's First Home Loan program has maintained its low 2.875% interest rate for several months now, while market rates have inched up to generally average just over 3.00%. Combined with our \$3,500 Advantage down payment and closing cost assistance grant, the First Home Loan continues to offer a very attractive option for eligible first home buyers in Maine.

### **Four Directions Development Corp. Affiliation**

Consumer Education Coordinator, Matthew Drost reports after sixteen years as their HUD Intermediary and partner, MaineHousing congratulates Four Directions Development Corporation on their new partnership with Oweesta, a Native American-focused CDFI, which will now serve as their HUD Intermediary. While MaineHousing regrets seeing Four Directions end its HUD affiliation with us, we applaud their opportunity to work with Oweesta an organization that fully understands the organization's needs, operations and culture. We believe the shared experience and supportive relationship MaineHousing and Four Directions have developed and enjoyed, has resulted in their growth and effectiveness as an organization. MaineHousing is pleased that it will continue to have a relationship with Four Directions as a homebuyer education partner.

### **Housing Counseling Conference**

Consumer Education Coordinator, Matthew Drost attended the annual HUD Office of Housing Counseling Community Conference in August. This year's virtual conference featured 20 unique sessions focusing on the policy and impacts of racial equity in the mortgage industry, the prevention of foreclosure amid the COVID-19 pandemic, Housing Counselor Certification information and important updates from HUD's Office of Housing Counseling.

### **Lender Partner Training**

Mortgage Lending Team Leader, Lisa McKenna and Mortgage Lending Officer, Casey Erlebach conducted a virtual training for CUSO Home Lending. CUSO continues to be one of MaineHousing's top performing lenders in terms of both production and loan quality. The training attendees included 8 loan underwriters and processors, some of whom were new to our First Home Loan (FHL) program, while others had several years of experience with it. CUSO requested the training as a means to introduce the FHL program to its new employees and to provide a refresher for its seasoned staff as well.



## Housing Choice Vouchers Department Memorandum

**To:** MaineHousing Board of Commissioners

**From:** Allison Gallagher - Director of HCV Programs

**Date:** September 21, 2021

**Subject:** Monthly Report – Housing Choice Voucher Program

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### **ERA Updates:**

An updated program guide and streamlined application will be implemented September 20<sup>th</sup>. Over \$9 million has been paid out of the second ERA allocation (ERA 2) serving about 2500 households since August 1<sup>st</sup>.

### **Program Updates:**

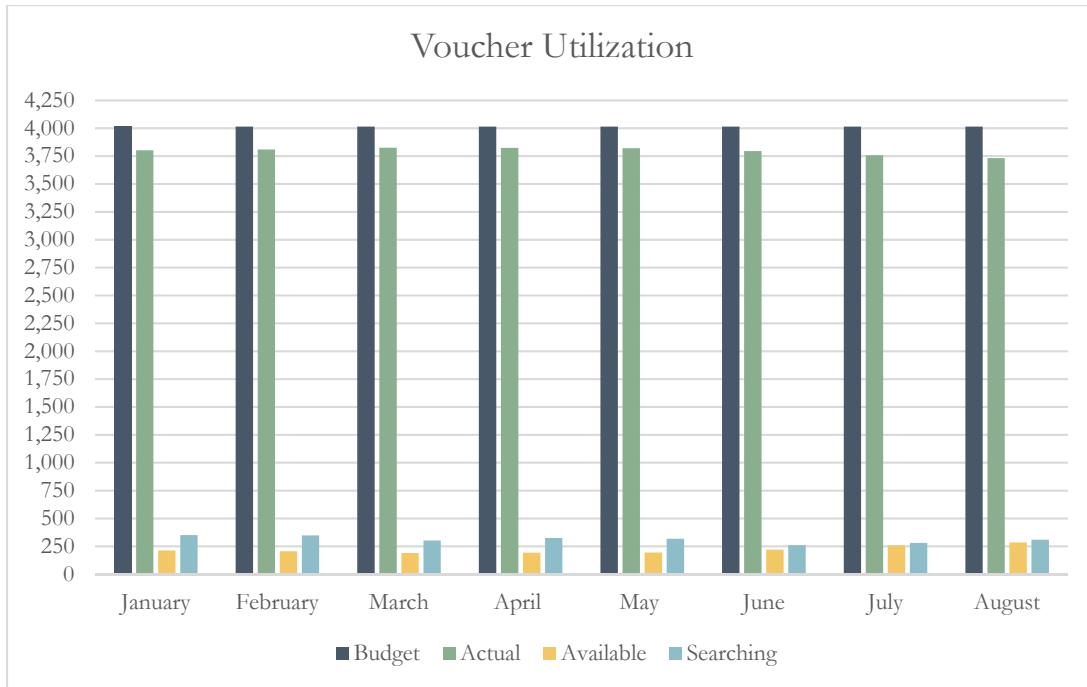
PHA Plan- a public hearing for the HCV PHA plan is scheduled for September 21, 2021.

HCV accepted an offer of 99 Emergency Housing Vouchers (EHV) from HUD.

- We have received 22 referrals
- We have issued 11 vouchers
  - 9 one bedroom vouchers
  - 2 two bedroom vouchers

### **LEAN Update:**

HCV staff are working on scanning all physical tenant files as a 2021 LEAN initiative. We have scanned 25% of our files to date and are scanning all new participants and ongoing tenant certifications into Docuware.



### HCV (homeless initiatives)

STEP, Home to Stay, Homeless priority

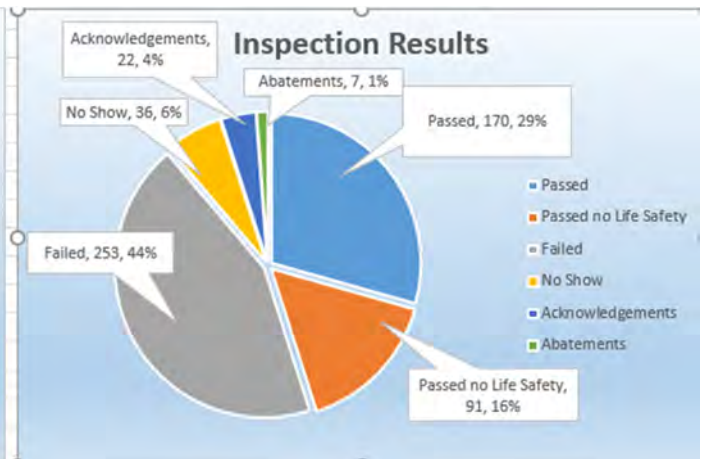
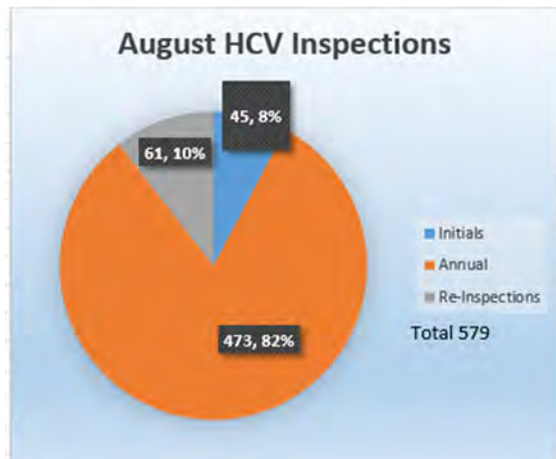
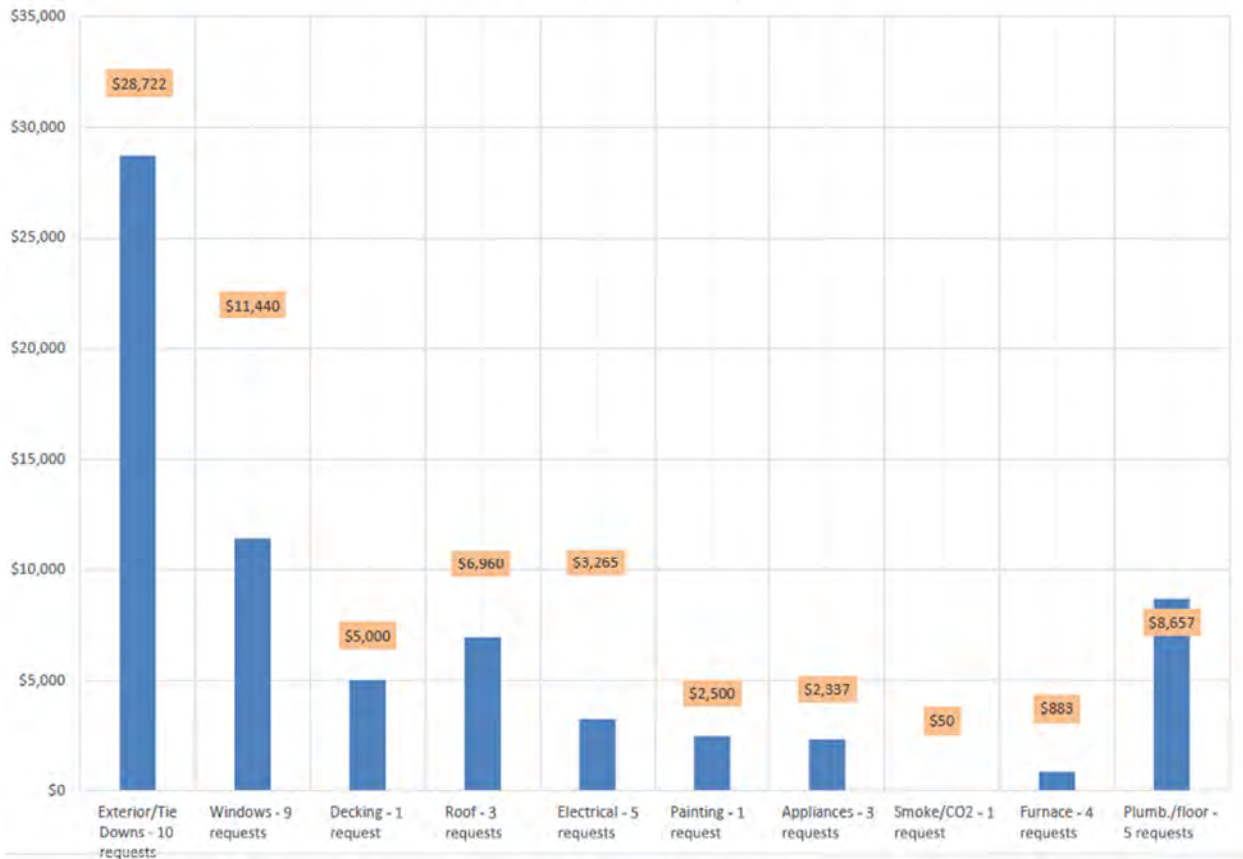
	Leased	Searching
<b>STEP</b>	140	51
<b>Home to Stay</b>	171	78
<b>Homeless Priority</b>	237	55

### Inspection Updates:

- Days to schedule initial inspections: 3
- Days to schedule homeless initial inspections: 3

Landlord Repair Program: \$69,813.18/Damage Reimbursement Program: \$22,822.90-16 claims

### 2021 Landlord Repair Program Expenditures



## Human Resources and Facilities Department Memorandum

**To:** Board of Commissioners

**From:** Jane Whitley, Director of Human Resources & Facilities

**Date:** September 2021

**Subject:** Board Report

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### Human Resources Updates

#### STAFF ANNOUNCEMENTS

Welcome to our new hires, we are thrilled to have you here!

- ✓ Austen Schutte, Fiscal Compliance Officer, EHS
- ✓ Charlie Smith, Helpdesk Analyst I, IT
- ✓ Josh Pinkerton, HCV Quality Assurance Specialist, HCV
- ✓ Daniel Vigue, Operations Manager, Asset Management
- ✓ Selina Brooks, PBCA Manager, Asset Management

Congratulations to staff who have moved into a different position at MaineHousing, we wish you the best in your new adventure!

- ✓ Erik Jorgensen, Director of Government Relations to Senior Director of Government Relations & Communications

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

- Communications Director
- Asset Manager
- Mortgage Claims Specialist

#### BEST PLACES TO WORK IN MAINE SURVEY

WE WON!!

The next steps are as follows:

- The list of the **100 Best Places to Work in Maine** and how they rank--will be unveiled – for the first time - in a special supplement produced by *Mainebiz* in their October 18th issue.
- In addition to earning the distinction of being named one of the **Best Places to Work in Maine**, we will also receive the four part Best Companies Group Insights Report package. Part one is a summarized analysis of our employees' responses to the seventy-eight multiple choice questions on the employee survey. Also included are the employee comments from the two open-ended questions on the employee survey (part two), as well as state benchmarking data (parts three and four). We always look forward to receiving this report because it is rich with information we can use to identify where we are doing well and where there are opportunities to improve. The Insights Report package is an extremely valuable part of the **Best Places to Work in Maine** process.



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

Please encourage your family and friends to visit our website at [www.mainehousing.org/careers](http://www.mainehousing.org/careers).

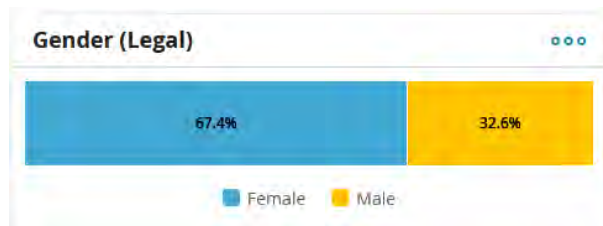
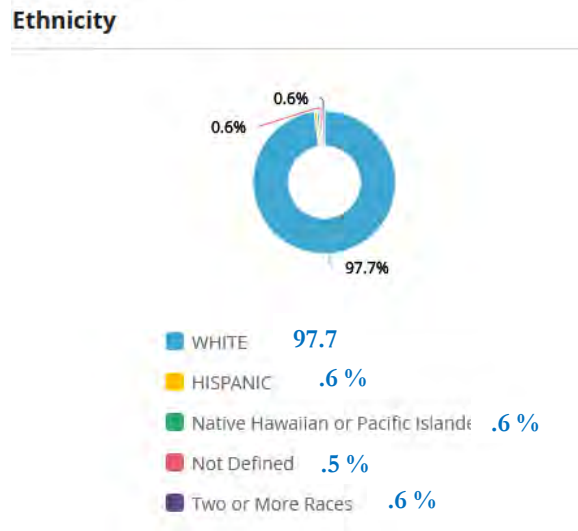
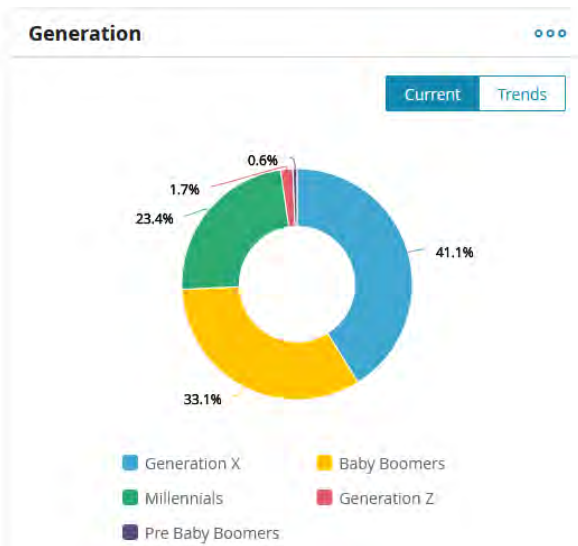
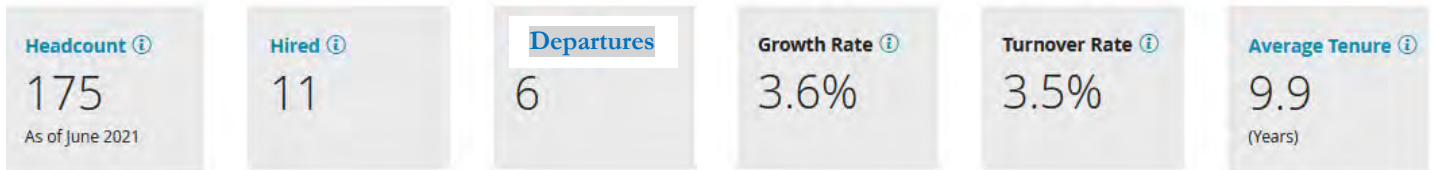
We also advertise on Indeed and Jobsinme.com.

➤ The **2021 Best Places to Work in Maine** logo and a sample press release will also be sent to us. We were thrilled to let our staff know right away, and look forward to announcing this publicly.

## COMPENSATION STUDY

MaineHousing has contracted with Gallagher Benefit Services to conduct a compensation study. The survey is underway and includes 28 positions (job descriptions) representing every band. We should be receiving survey results very soon.

## HR QUARTER IN REVIEW (April – June)



## Learning & Development Updates

I am pleased to welcome Chris Massaro, Learning & Development Coordinator, to the Human Resources & Facilities Department (transfer from the Communications & Planning Department). He will continue his excellent work as part of our team, working closely with me to provide training opportunities for staff and our partners. To give you an example of the training Chris provides to us, here is the latest training menu:

Registration is open for the next Staff Development Webinars. These virtual 1 ½ hour sessions are facilitated via RingCentral. The webinars are limited to 16 participants. If the session fills, a second session will be offered.

**Managing Difficult Conversations.** This webinar is scheduled for **Thursday September 23 from 9:00AM - 10:30AM.** There are just some conversations we all want to avoid. Being able to navigate these difficult encounters can reduce stress and create a more productive dialogue. Developing specific communication skills can help move these conversations from adversarial to collaborative. This course will address communication skills such as reducing assumptions, addressing emotional tension, negotiation, and tact.

**Conflict Resolution and Negotiation.** This webinar is scheduled for **Tuesday October 5 from 9:00AM - 10:30AM.** Many people believe a productive and cohesive team never has conflict. If there are no arguments, then everyone's needs are being met. However, many of us have encountered situations of disagreement, anger, or frustration when our or other's needs are not met. This can include goals, expectations, or communication. Conflict is a part of most interpersonal relationships, groups, and organizations.

**Influence and Persuasion.** This webinar is scheduled for **Wednesday October 27 from 9:00AM - 10:30AM** When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence in many ways and with great frequency. If you want to convince your team to adopt a change, help your staff make choices, or choose the best place for lunch, there is often influencing taking place. This course will help you learn how to influence and persuade in a variety of areas

**Coaching and Mentoring.** This webinar is scheduled for **Tuesday November 9 from 9:00AM - 10:30AM** Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It is about being a guide, offering wisdom and advice when it is needed.

### Facilities Updates

- ✓ Our front desk team, Hannah and Cera, provide excellent customer service to our internal and external clients. In August, they answered 1,061 calls, and mailed out 6,216 pieces of mail. Go team!



**Information Technology Department Memorandum**

**To:** Board of Commissioners

**From:** Sheila Nielsen, Director of IT

**Date:** September 14, 2021

**Subject:** Monthly Report

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

- Onboarding new HelpDesk Analyst I team member who joined the agency on August 30, 2021.
- Finalized implementation of CrowdStrike Falcon Complete end point detection and response service. CrowdStrike sensor has been installed on 211 workstations and 58 servers. Initial engagement has been very positive.
- Initiated 3<sup>rd</sup> quarter IT security training campaign using KnowBe4 tools and content.
- Completed telecommuter computer updates.
- Completed the IT tasks necessary to transition Hancock HEAP Cloud software to new heating assistance program year.
- Assisting with the process to determine policy and technology changes to support telecommuting needs for each department.

## Board Calendar 2021

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