



## **REGULAR BOARD MEETING**

**November 17, 2021**

6:00 p.m.

22 Clinton Avenue, 1<sup>st</sup> Floor Conference Room  
&  
Zoom Conference

### **AGENDA**

1. Approve Minutes of the COC Board Meeting of October 27, 2021
2. Public Comment
3. Board Committee Reports
  - HR Committee Meeting
  - Finance Committee Meeting
  - Operations Committee Meeting
4. Report from Executive Director
5. Strategic Overview from Chief Executive Officer
6. Board Discussion – Political yard signs on COC property & Recycling frequency
7. Executive Session
  - Legal Matters, Real Estate Items, Personnel Items

MINUTES OF THE REGULAR BOARD MEETING OF  
THE COMMISSIONERS OF THE  
HOUSING AUTHORITY OF THE CITY OF STAMFORD  
OCTOBER 27, 2021

A regular Board meeting of the Commissioners of the Housing Authority of the City of Stamford was held using a remote connection meeting platform Zoom on Wednesday, October 27, 2021.

Commissioner Rutz called the meeting to order at 6:05 p.m.

**A. Attendees**

Present: Susan Rutz  
Rich Ostuw  
Bianca Shinn-Desras  
Sheila Williams-Brown

Absent: Lester McKoy

Advisory Board Member: Ronice Latta

Present: Vin Tufo  
Natalie Coard  
Sam Feda  
Jackie Figueroa  
Ken Montanez  
Darnel Paulemon  
Jamie Perna  
Peter Stothart  
Lisa Reynolds  
Jan Tantimonico

**B. Approval of Minutes**

- Approval of minutes of the Regular Board Meeting of September 22, 2021

➤ Commissioner Ostuw moved, Commissioner Shinn-Desras seconded

The minutes were approved.

Ayes: Susan Rutz  
Rich Ostuw  
Bianca Shinn-Desras  
Sheila Williams-Brown

Nays: None

**C. Public Comment** – Ms. Lane inquired about a flyer she received about a “test program” to receive notifications by text or email. Ms. Perna responded that the system is Call Max, which will deliver messages via text or email instead of placing flyers in the doors. However, Post House has not yet had the need to use the system.

**D. Board Committee Reports**

**Human Resources Committee** – Commissioners Ostuw, Rutz, Mr. McKoy and Williams-Brown, Advisory Board member Latta Mr. Tufo, Mr. Montanez, Ms. Tantimonico, Ms. Coard, Ms. Reynolds and Ms. Figueroa attended the HR Committee meeting on 10/26/2021. Ms. Tantimonico provided an update on recruitment and COC’s employee engagement activities. Mr. Montanez provided an update on October’s Cyber Security Awareness employee training. Ms. Tantimonico reviewed COC’s COVID-19 Vaccination Policy – Chapter #211. Ms. Coard provided an update on implementation of the Reopening Office Plan Phases 3A and 3B.

**Finance Committee** – Commissioners Ostuw, Rutz, Williams-Brown and McKoy, Advisory Board member Latta, Ms. Coard, Mr. Tufo, Ms. Reynolds, Ms. Figueroa, Ms. Perna, Mr. Feda, Mr. Paulemon, Mr. Arturo, and Ms. Luzietti attended the Finance Committee meeting on 10/26/2021. Mr. Feda reviewed the 9/30/2021 Financial Report describing Scofield Manor’s year-end results and high-level variances, highlighting the COVID-19 expenses. Mr. Feda provided information on the funding for the Clinton Manor office renovations and the recent approval of

converting the second PPP loan for Rippowam Corporation into a grant. Mr. Fedra provided a rent relief update by property and noted pending applications to UniteCT.

Mr. Paulemon provided an update on the COC audit for Y/E 6/30/2021 and Stamford Elderly Housing Corporation for Y/E 9/30/2021. He stated that both audits are on track to meet deadlines, and the drafts will be presented to the boards by January 2022.

Ms. Reynolds provided an update on the Investment Advisory services Request for Proposal (RFP). The RFP will be issued on October 25<sup>th</sup> with final responses due by November 22<sup>nd</sup>; selection of a consultant will be done by the end of December.

**Operations Committee** – Commissioners Ostuw, Rutz, Shinn-Desras and Williams-Brown, Advisory Board member Latta, Mr. Tufo, Ms. Coard, Ms. Figueroa, Ms. Perna, Ms. Reynolds, Mr. Fedra, Ms. Tantimonico, Mr. Montanez, Mr. Stothart, Mr. Paulemon and Mr. Arturo attended the Operations Committee meeting on 10/27/2021. Ms. Perna provided an update on the UniteCT Rent Relief Program activity noting that COC and Stone Harbour currently have 113 applicants in the portal with \$240,000 having been received to date. Ms. Perna reported that the UniteCT mobile bus was stationed at Oak Park on 10/4/2021, and approximately 45 residents participated in the event. Ms. Perna also reported that COC continues to work with Person to Person on behalf of four residents receiving rent relief payments and with eight additional applicants pending. Ms. Fedra presented the 09/2021 accounts receivable dashboard for all properties noting an increase at three properties: Oak Park and Lawnhill Terrace Phase 1 & 2.

Ms. Perna reported that a new learning module was uploaded in COLE focusing on Situational Awareness in anticipation of the COC offices reopening to the public. The module will assist the property management staff on how to prioritize safety when meeting with residents and applicants, conducting unit inspections and showing vacant units.

Mr. Figueroa presented the Clinton Manor office renovations. The renovations include upgrades and enhancements that will promote safety and social distancing as well as accommodating additional office space. Mr. Stothart reviewed the board resolutions to award contracts for the site improvements and erosion control at Lawn Avenue Townhouses, Clinton Manor office renovations and Landlord/Tenant Legal Services.

- E. **Report from Executive Director** - Ms. Coard discussed the proposed HUD Moving to Work (MTW) application that was not submitted. It was determined there was no cost benefit for COC to participate in this program. Ms. Coard discussed the absence of new HUD funding to support the mandated MTW activities and other disincentives including the need to reduce the number of available HCV vouchers to fund the first year of activities. Ms. Coard provided an update on the HCV manager vacant position and the interview status of applicants.
- F. **Strategic Overview from Chief Executive Officer** - Mr. Tufo solicited feedback from Board members on the recent West Side property tour for state legislators. In attendance on the property tour were legislators David Michel, Kimberly Fiorello, Matt Blumenthal, Dan Fox, Caroline Simmons, Commissioners Ostuw, Rutz, Shinn-Desras, Advisory Board member Latta, Mr. Tufo, Ms. Coard, and Ms. Figueroa. Board members shared their feedback of the property tour and luncheon discussion. Mr. Tufo stated that the need to continue in relationships with the legislators is integral to obtaining their support for future priorities. Mr. Tufo discussed COC's approach engage Stamford's new mayor and other elected officials in the coming months. Mr. Tufo discussed the document The Importance of Investments in Housing Affordability, which details the impact of housing insecurity on multiple sectors and social systems such as education, health and employment.
- G. **Board Discussion – Children's Playgrounds at COC Properties**  
Commissioner Rutz discussed the status of children's playgrounds at COC properties. Ms. Coard detailed the properties with and without playgrounds. Ms. Coard provided the demographics of children at the properties. Mr. Tufo discussed the type of playground equipment installed at properties that are intended to provide the most appropriate use for the community.

**H. Resolutions –**

**21-26: Authorization of Issuance and Sale of Multifamily Housing Revenue Notes Not Exceeding \$10,500,000 for Lawnhill Terrace 4. Series 2021.**

- Commissioner Ostuw moved, Commissioner Shinn-Desras seconded.

**Be it resolved by the Commissioners of the Housing Authority of the City of Stamford d/b/a Charter Oak Communities that the resolution prepared by bond counsel authorizing issuance and sale of multifamily revenue housing notes not exceeding \$10,500,000 for Lawnhill Terrace 4 be approved and that the Executive Director or CEO of the Housing Authority of the City of Stamford be authorized to execute and implement the agreement.**

The resolution was passed.

Ayes: Susan Rutz  
Rich Ostuw  
Bianca Shinn-Desras  
Sheila Williams- Brown

Nays: None

**21-27: Award Contract to BRD Builders, LLC for site renovations at Lawn Avenue Townhouses.**

- Commissioner Williams-Brown moved, Commissioner Ostuw seconded.

**Be it resolved by the Commissioners of the Housing Authority of the City of Stamford d/b/a Charter Oak Communities that the Executive Director is authorized to enter into a contract with BRD Builders, LLC of Hartford, Connecticut for site renovations at Lawn Avenue Townhouses. The cost of this procurement shall not exceed a total amount of \$1,163,000.00. Further Board approval will be required if the contract amount exceeds 110% of the authorized amount.**

The resolution was passed.

Ayes: Susan Rutz  
Rich Ostuw  
Bianca Shinn-Desras  
Sheila Williams- Brown

Nays: None

**21-28: Award Contract for Landlord/Tenant Legal Services to Chesson & Schweickert, LLC d/b/a Landlord Law Firm.**

- Commissioner Ostuw moved, Commissioner Shinn-Desras seconded.

**Be it resolved by the Commissioners of the Housing Authority of the City of Stamford d/b/a Charter Oak Communities that the Executive Director is authorized to enter into a contract for Landlord/Tenant Legal services with the firm Chesson & Schweickert for a term of five (5) years and for an amount not to exceed \$200,000.00. Further Board approval will be required if the contract amount exceeds 110% of authorized amount.**

The resolution was passed.

Ayes: Susan Rutz  
Rich Ostuw  
Bianca Shinn-Desras  
Sheila Williams-Brown

Nays: None

**21-29: Award Contract to BRD Builders, LLC for Office Renovations at Clinton Manor.**

- Commissioner Ostuw moved, Commissioner Shinn-Desras seconded.

**Be it resolved by the Commissioners of the Housing Authority of the City of Stamford d/b/a Charter Oak Communities that the Executive Director is authorized to enter into a contract with BRD Builders, LLC of Hartford, Connecticut for office renovations at Clinton Manor. The cost of this procurement shall not exceed a total amount of \$573,000.00. Further Board approval will be required if the contract amount exceeds 110% of the authorized amount.**

The resolution was passed.

Ayes: Susan Rutz  
Rich Ostuw  
Bianca Shinn-Desras  
Sheila Williams-Brown

Nays: None

**21-30: Approve Operations Transfer Agreement for Scofield Manor Residential Care Home between Charter Oak Communities & Stamford Elderly Housing Corporation and Center Management, Inc.**

- Commissioner Ostuw moved, Commissioner Shinn-Desras seconded.

**Be it resolved by the Commissioners of the Housing Authority of the City of Stamford d/b/a Charter Oak Communities that the Operations Transfer Agreement between Charter Oak Communities & Stamford Elderly Housing Corporation and Center Management, Inc. be approved for execution.**

The resolution was passed.

Ayes: Susan Rutz  
Rich Ostuw  
Bianca Shinn-Desras  
Sheila Williams-Brown

Nays: None

**I. Executive Session**

No Executive Session was held.

**J. Adjournment**

At 7:21 p.m., after a motion duly made by Commissioner Rutz and seconded by Commissioner Ostuw, the Board meeting was adjourned.

Natalie Coard  
Executive Director

**Agenda**

**Finance & Information Technology Committee Meeting**

**November 16, 2021**

**5:15 p.m.**

1. 2022 Tax Credit Budgets Overview - Sam
2. Cyber Security Assessment (CSA) Review – Ken and Chris
3. Other

**Agenda**

**Human Resources Committee Meeting**

**November 16, 2021**

**4:15 p.m.**

1. Recruitment Update
2. Employee Communication and Engagement Activities 2021/2022 Plan
3. Employee File Online Storage Project

**Agenda**

**Operations Committee Meeting**

**November 17, 2021**

**5:15 PM**

1. Q3 2021 Operations Board Report
2. UniteCT/Rent Relief Update
3. October AR Update
4. Fair Housing 2021 Training
5. HCV Administrative Plan Update





CHARTER OAK  
COMMUNITIES

# TECHNOLOGY BOARD OVERVIEW

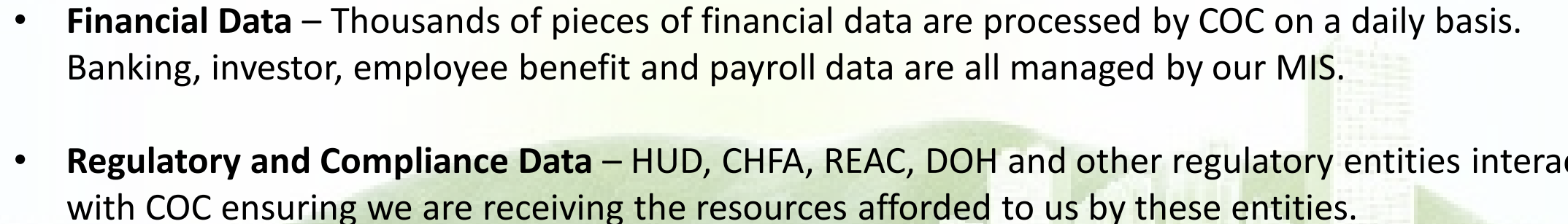


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November 2021

# PROCESSING DATA AND INFORMATION

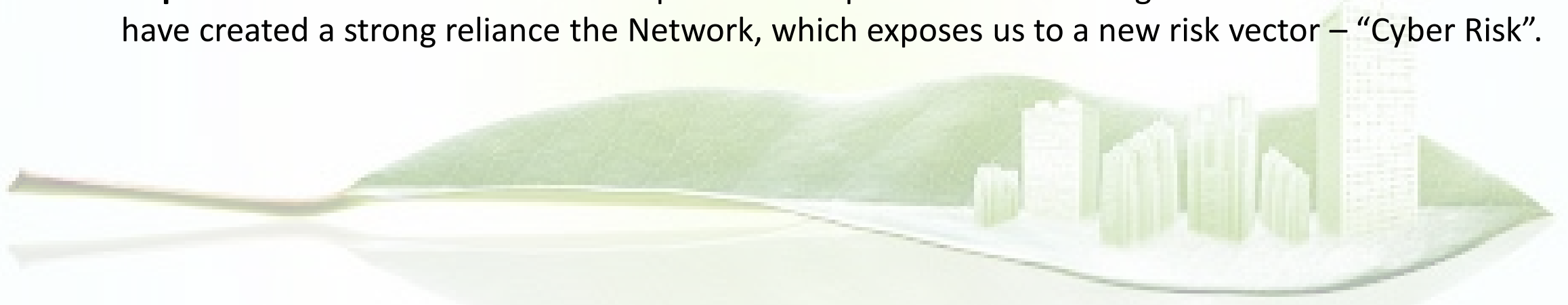
## What information/data does COC process?

- **Resident Data** – COC collects, manages and parses hundreds of data points pertaining to each person or family that interacts with our organization.
  - **Business Partner Data** – COC has relationships with numerous business partners, such as service contractors, technical consultants, property managers, accountants/auditors and countless other businesses that we depend upon.
  - **Financial Data** – Thousands of pieces of financial data are processed by COC on a daily basis. Banking, investor, employee benefit and payroll data are all managed by our MIS.
  - **Regulatory and Compliance Data** – HUD, CHFA, REAC, DOH and other regulatory entities interact with COC ensuring we are receiving the resources afforded to us by these entities.
- 

# PROCESSING DATA AND INFORMATION

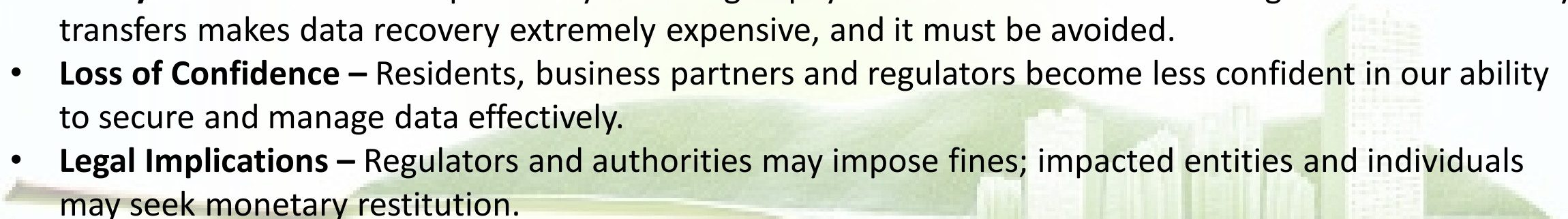
## How does COC process data and information?

- **Data and Information** - COC, like most businesses and organizations, has invested in and deployed an array of technology solutions to manage data and information efficiently and effectively.
- **The Network** - Software solutions from MRI/HAB, Microsoft, FileVision, Adobe and others and hardware solutions from HP, Cisco, Lenovo and others are part of this comprehensive system we refer to as the “Network”.
- **Dependence on The Network** – The processes implemented to manage data and information have created a strong reliance the Network, which exposes us to a new risk vector – “Cyber Risk”.



# WHAT IS THREATENED?

“**Cyber Everywhere**” – This phrase has never been more impactful than it is in today’s world of digitization. Cyber has exists beyond the *four walls* of our organization and pertains to the entire technology infrastructure. COC’s increasing reliance on its technological capability, and the increasing threat from global actors who would undermine it, have elevated the need for Board level oversight of COC’s Cyber Security Strategy.

- **Network Disruption** – In the event the Network is rendered unavailable, data and information cannot be managed. Productivity is greatly impacted, and our ability to do business is disrupted until remediation is completed.
  - **Costly Remediation** – The possibility of having to pay ransomware attackers through fraudulent money transfers makes data recovery extremely expensive, and it must be avoided.
  - **Loss of Confidence** – Residents, business partners and regulators become less confident in our ability to secure and manage data effectively.
  - **Legal Implications** – Regulators and authorities may impose fines; impacted entities and individuals may seek monetary restitution.
- 

# BOARD CYBER SECURITY OVERSIGHT

- **The Board plays an important role in ensuring COC's management and IT teams are adequately managing Cyber Security.**
  - Cyber Strategy
  - Risk Management
  - Fiduciary Responsibility
  - Regulatory Compliance
  - Security Culture
- **Understand our current cyber risk profile.**
  - Review Reports
  - Understand the strategy
  - Proactive Mitigation
  - Incident Response
- **Ensure appropriate resources**
  - Consult 3<sup>rd</sup> party cyber professionals
  - Maintain adequate focus



# UNDERSTANDING THE RISK

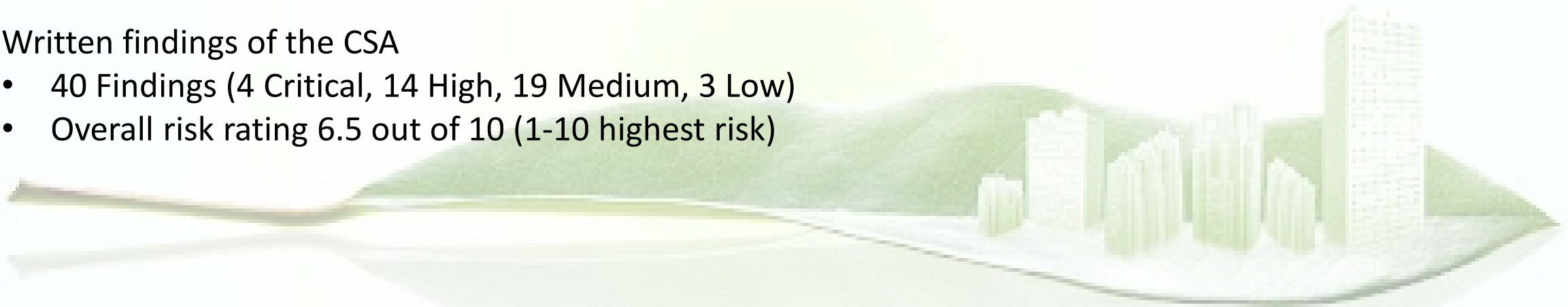
**Engage Third Party Cyber Professionals** - Whittlesey Advisors has completed a comprehensive Cyber Security Assessment (CSA)

An in-depth look into the vulnerabilities of COC's technology infrastructure including:

1. Network security
2. Physical security
3. Application design and uses
4. User training methods and delivery
5. Backup and recovery
6. Regulatory Compliance

Written findings of the CSA

- 40 Findings (4 Critical, 14 High, 19 Medium, 3 Low)
- Overall risk rating 6.5 out of 10 (1-10 highest risk)



# MITIGATING OUR CYBER SECURITY RISK

**Mitigation** – The “meat & bones” of reducing the vulnerabilities and managing the risk of a potential cyber attack.

- COC staff and external partners are collaborating on a framework and mitigation process pursuant to the CSA
- Each finding is being carefully reviewed and prioritized actions are being taken, considering potential impact, cost, timeframe of implementation, internal impact and staff resources
- Each finding is being documented and tracked for reference and reporting
- Current status of Findings (4 Critical – all resolved, 14 High - , 19 Medium - , 3 Low -)
- Quarterly updates shall be provided to the Board

# WHITTLESEY CSA FINDINGS EXAMPLE

## Finding # 4 - Critical

- **Wi-Fi Network** - The wireless network 'PROD-192-168-1' is using WPA/WPA2 PSK (Personal) for security authentication. WPA2-PSK is not appropriate for a business environment as the password can be 'cracked' by attackers and is susceptible to having the PSK (pre-shared key) falling into malicious hands. Implementing proper wireless authentication enables you to secure a network so that only users with the proper credentials or company assets can access company devices, shares, and resources.
- **Recommendation(s)**: - Immediately migrate company wireless network to WPA2/WPA3 Enterprise with RADIUS Authentication. If migrating to the above authentication is not possible for the wireless network, WPA2-PSK should be reset every 30 days. This is only to reduce the risk slightly and would still be at a "high" level.
- **Mitigation** – Cisco's Miraki User Access Control has been configured on all production Wi-Fi networks. Only users that have been granted specific credentials and issued and electronic encryption certificates can access the network.





CHARTER OAK  
COMMUNITIES

# FEEDBACK AND DISCUSSION



November 2021



# **Charter Oak Communities**

**November 17, 2021**

**Quarterly Operations Report**



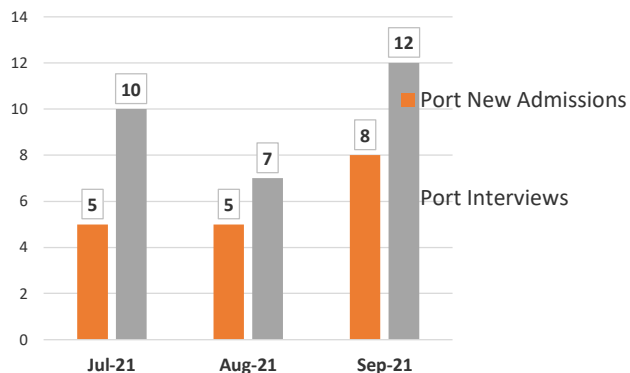
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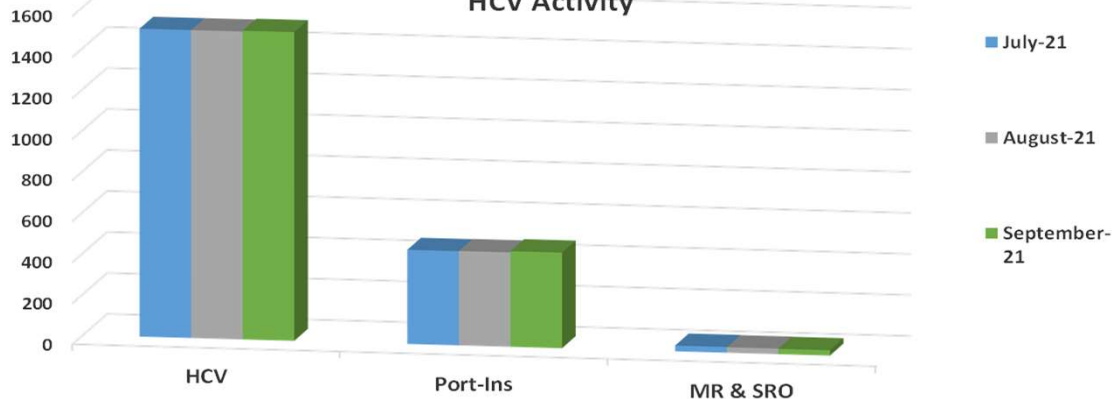
<b>HOUSING CHOICE VOUCHER PROGRAM DASHBOARD .....</b>	<b>1</b>
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## Quarterly Housing Choice Voucher Program Dashboard July 2021 - September 2021

### Admissions Portability



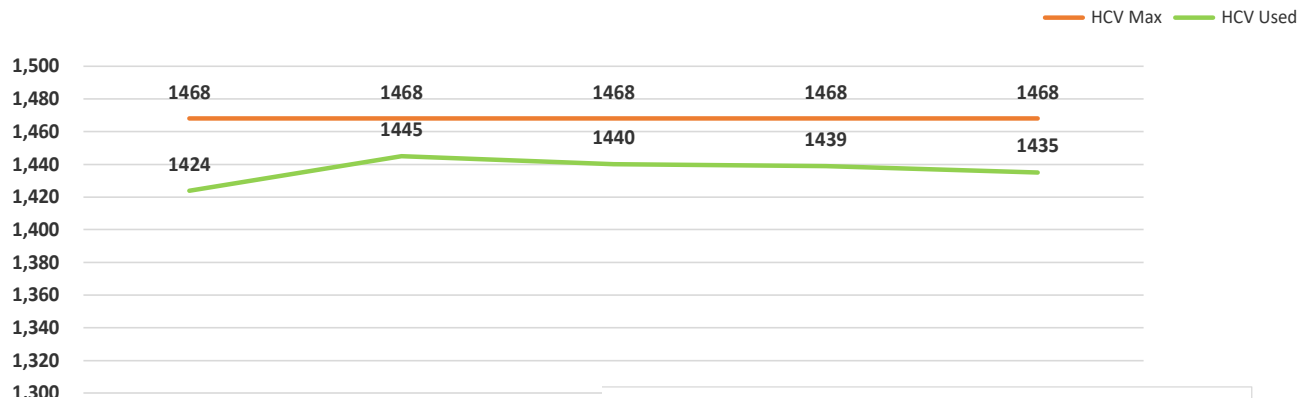
### HCV Activity



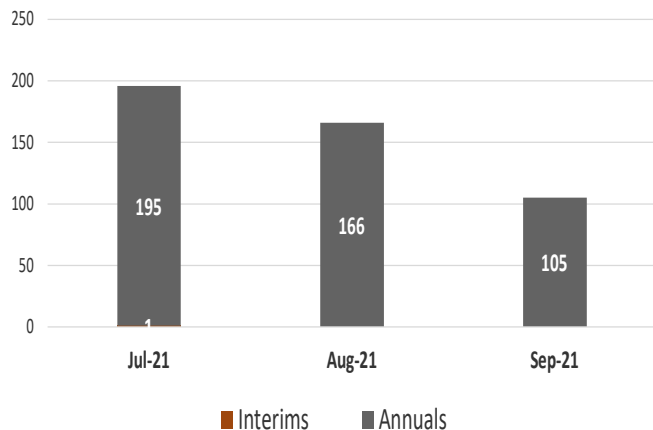
### Communications

1. During this reporting period the HCV team administered an average of 1,991 vouchers per month.
2. The HCV team continues to proactively process and interview families to determine their new and/or continued eligibility for our programs. This activity, totaling over 707 transactions, included interviewing, annual and interim recertifications, leasing, and coordinating unit transfers.
3. COC continues to experience growth within the Portability program, with an average of 6 households leasing up and 10 households being interviewed.

### Voucher Utilization



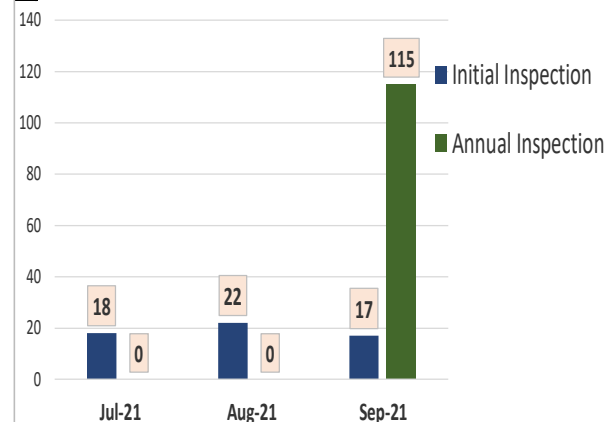
### Recertifications



### Housing Quality Standard (HQS) Inspections

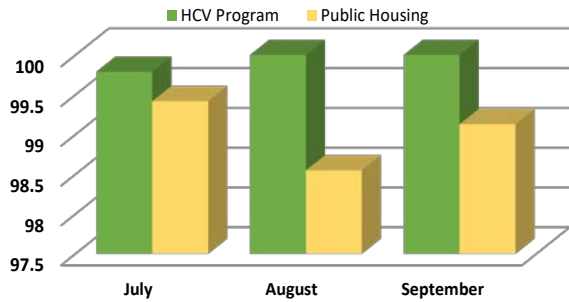
1. HQS Inspections types included: Initial, Annual/Biennial, Special and Quality Control Inspections.
2. COC currently uses a third party contractor to conduct inspections for COC-owned units which currently consists of 17% of the HCV portfolio.
3. During the pandemic we have adopted the HUD waivers, and had previously suspended annual inspections and only conducted initials and specials. Effective September 2021, we have resumed full inspection activity and are now completing annual inspections also.

### HCV Inspections



# Quarterly Property Management Dashboard July 2021 - September 2021

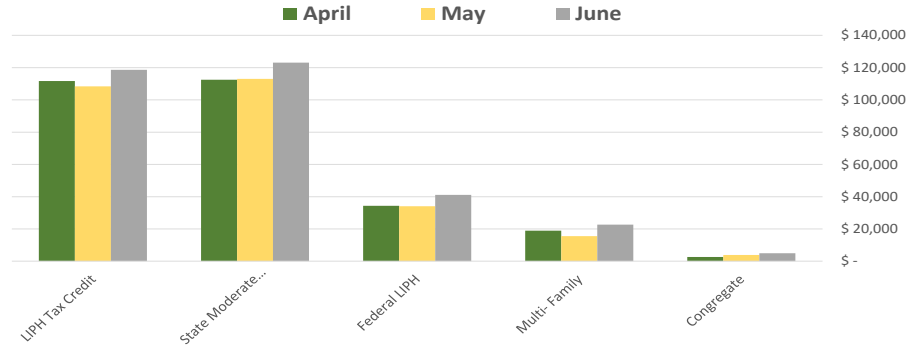
## PIC Performance



### Legal: Non-payment:

COC:	
Federal PH:	3
State Mod:	1
Congregate:	0
Multi-Family:	0
LIHTC:	0
Stone Harbour:	
LIHTC:	0

## Tenant Accounts Receivable



## Communications

- During this reporting period a total 1,566 work order requests were received. Upon receipt, the request is then processed in our management software and assigned to our maintenance team. Of the total requests received, 429 were for emergency items.
- Leasing remains on hold at Glenbrook Manor and Oak Park. Glenbrook Manor remains under renovation. Oak Park renovations remain in planning stages. Leasing has resumed at Lawnhill Terrace Phase 3 and Rippowam Manor with 100% occupancy at both properties anticipated by 11/30/21.
- Family Centers offered Friendly Visits to 76 seniors this period.

## Occupancy

	Total Units	Move Ins	Vacancies:	On Hold: Renovations
<b>Charter Oak Communities</b>				
<b>Federal Public Housing:</b>				
Stamford Manor	215	6	7	0
Connecticut Avenue	12	0	0	0
Ursula Park Townhouses	20	0	0	0
Lawn Avenue Townhouses	32	0	0	0
Sheridan Mews	8	0	0	0
<b>State Moderate Rent:</b>				
Lawnhill Terrace - State	34	0	10	34
Oak Park	168	0	2	32
<b>Congregate:</b>				
Wormser	40	1	2	0
<b>Residential Care:</b>				
Scofield Manor	50	0	0	0
<b>Multi-Family:</b>				
Rippowam Manor	81	12	3	0
Glenbrook Manor	44	0	3	13
<b>LIHTC:</b>				
Clinton Manor	88	0	5	0
Post House	60	1	1	0
Summer Place	48	0	1	0
Quintard Manor	60	0	1	0
Taylor Street	16	0	0	0
Lawnhill Terrace Phase 1	60	0	0	0
Lawnhill Terrace Phase 2	60	0	3	0
Lawnhill Terrace Phase 3	52	15	0	0
<b>Stone Harbour:</b>				
<b>LIHTC:</b>				
Westwood	95	4	5	0
Palmer Square	76	7	3	0
Fairgate	90	1	3	0
Park 215	78	4	4	0
Greenfield	45	3	2	0
<b>Total:</b>	<b>1532</b>	<b>54</b>	<b>55</b>	<b>79</b>

## Community and Supportive Services

Properties	Total Client Contacts	SERVICES	SESSIONS
State Mod	296	Benefits (insurance, SNAP, SSI, SSDI, etc)	242
Federal LIPH	574	Rent Rebate & Recertifications	291
Multi-Family	193	Eviction Prevention & Rent Relief	145
Scofield Manor	87	Career Training	24
Congregate	127	Parent/School Engagement	86
LIHTC - COC	454	Emergency Food Assistance	88
Stone Harbour	258	Relocation Support	373
<b>Total:</b>	<b>1989</b>	<b>General Support/Mental Health</b>	<b>1254</b>

## Communication

A key highlight for this period was the completion of Lawnhill Terrace Phase 3 and the continuation of leasing in this development. Lawnhill Terrace Phase 3 features 52 apartments, 24 2-bedroom units and 28 3-bedroom units. This phase also features the addition of a much-needed community room to Lawnhill Terrace. The community space features a spacious kitchen and a large area for resident meetings and events, as well as new furniture for Resident Service Coordinators to use during after-school and summer programming. Residents in the aging Lawnhill Terrace state moderate rent program were excited to move into beautifully renovated apartments. By the end of this period, 37 of 52 units were leased and there were seven residents remaining in the State development awaiting transfer. Staff was also excited to move into their new office space, which was relocated to the newly added second floor of the office/community building. The new office is more spacious and features a kitchen, conference room, and ample file storage.



New Community Room at Lawnhill Terrace Phase 3



Building-wide renovations concluded at Rippowam Manor. At the end of this period, 14 vacancies remained with the property management team actively working to execute leases for full occupancy. Renovations continued at Glenbrook Manor, with 50% of the units being complete by the end of September and permanent residents relocated back to their homes. The second floor, which was initially scheduled to be renovated in two phases, was combined into one phase when the property management team was able to temporarily relocate all residents to temporary apartments. These efforts will help keep on schedule after delivery delays.

Original Glenbrook Manor Kitchen



Renovated Glenbrook Manor Kitchen



Original Glenbrook Manor Bathroom



Renovated Glenbrook Manor Bathroom





Charter Oak Communities continued to work with residents throughout this period to enroll in UniteCT. By the end of September, COC had 61 residents enrolled in the program, with \$134,500 in funds distributed to COC with an additional 19 Stone Harbour residents enrolled with \$70,500 in payments. Property management staff continued to work with Resident Service Coordinators and residents to apply for the program and upload documents to the UniteCT portal. In addition to rental assistance, the team also helped residents apply for utility assistance of up to \$1,500 per household.

The Property Management team underwent partial reorganization when Property Manager Shanice Diaz accepted the role as COC's Project Coordinator & Leasing Consultant. Shanice was responsible for management of Rippowam Manor, Glenbrook Manor, Quintard Manor, and Summer Place. Jamilah Alexander, who is responsible for Post House, Clinton Manor, Taylor Street, and Wormser, was promoted to Senior Property Manager and will take over Shanice's portfolio in addition to her existing buildings. She will be supported by three Assistant Property Managers.

Starting in September, the COC Maintenance Team began looking toward winter preparation. Parts for HVAC systems were ordered, and scheduling of boiler preventative maintenance began. The Maintenance Team was also able to replace multiple heat pumps at Post House internally, saving approximately \$4,000.

During this period, Person-2-Person was able to resume service of their mobile food pantry to Stamford Manor every Monday from 2pm to 4pm and they were able to add service to Quintard Manor every Friday from 11am to 1pm. The pantry is open to the greater community and advance registration is not required. Patrons are able to shop from the pantry once each month for items including fresh produce, meat, and pantry items.

# P2P on Wheels

## Mobile Pantry & Social Services



On August 6, 2021, State of Connecticut Governor, Ned Lamont, executed an order requiring long-term care facility employees with direct access to patients and residents be fully vaccinated by September 27, 2021. As a Residential Care Home (RCH) within the City of Stamford, Scofield Manor was Charter Oak Communities' only property included in this mandate. With significant increases in COVID-19 infection rates due to the increased prevalence of the Delta variant, Connecticut long-term care facilities began to experience spikes within their employee and resident cases. Some communities experienced as many as 8 times the infection rate within a three-week period. Scofield Manor infection rates continued to trend downward over this time, specifically due to the heroic efforts of the on-site team's strict adherence to our safety protocols and already high staff vaccination rates. It was critical that all employees be vaccinated to ensure the ongoing safety of everyone within the facility, but that most importantly, Charter Oak Communities avoid the severe daily penalty of \$20,000 for failure to comply with this order. At the onset of this order, the Scofield Manor clinical team had achieved a 100% vaccination rate, however, the overall facility rate was 90%. Through Charter Oak Communities' ongoing encouragement of the vaccine, the most effective method for preventing and mitigating COVID-19, the Scofield Manor team achieved a facility wide vaccination rate of 100% during this reporting period.

Another key highlight for this period was Charter Oak Communities evaluation for participation in Cohort #4 of the Department of Housing and Urban Development's (HUD's) Moving to Work (MTW) Demonstration Program. The MTW statutory objectives are to reduce costs, give households incentive to achieve economic self-sufficiency, and to increase housing choice. MTW Cohort #4 would evaluate landlord incentives and their effect on landlord participation in the Housing Choice Voucher (HCV) Program. Public Housing Agencies in the 4<sup>th</sup> cohort would implement at least two incentive activities from a HUD prescribed list and vet those proposed waivers through a required resident engagement and public comment and review process. Agencies selected (the "treatment" group) would be offered MTW designation; applicants not selected would be assigned to a "control group" and be responsible for participation in MTW research. Charter Oak Communities conducted the required public hearings and information session, however, after carefully considering the costs and benefits of participating in the MTW Program, the decision was made to not apply. One of the greatest determining factors was that HUD would not provide additional funding to carry out the activity needed to run a successful MTW program for this cohort, specifically the implementation and research activity.

### **Business Enterprise**

During this reporting period, Charter Oak Communities conducted an open enrollment for the newest Below Market Rate (BMR) development we provide services to, 1 Atlantic Street. Conveniently located in downtown Stamford, this property offers 77 residential units, 8 of which are designated BMR. A total of 200 applications were received within the weeklong enrollment period. Leasing is scheduled to begin in Q3 2021.

## Supportive Services

The Resident Service Coordinators noted the following highlights for this period throughout the properties:

### Oak Park/Lawnhill Terrace

- Children participated in the BOOST Summer Program and end of camp BBQ and talent show
- Through partnership with Stamford Cradle to Career, children were enrolled in a Summer Literacy Initiative for grades K-3
- Stamford Cares hosted an HIV/Hepatitis testing event
- Family Centers hosted a financial literacy community engagement event
- At the request of several Oak Park families, Family Centers initiated a US Citizenship Class



### **Fairgate, Westwood, Palmer Square**

- Children participated in the BOOST Summer Program and end of camp BBQ and talent show
- Through partnership with Stamford Cradle to Career, children were enrolled in a Summer Literacy Initiative for grades K-3
- The Homework Club resumed with RSCs conducting reading assessments and establishing baselines and goals



### **Stamford Manor**

- Residents received their Farmer's Market coupons to assist in purchasing fresh food
- Stamford Cares hosted an HIV/Hepatitis testing event
- Residents participated in weekly wellness groups focused on setting smart goals

### Scofield Manor

- Residents were happy to participate in the annual Scofield Manor Summer Picnic
- Residents participated in groups including chair Zumba, trivia, and current events
- Residents participated in Olympic-themed groups focused on creative writing



### Park 215/Greenfield

- Children attended "Relax After School" events where they enjoyed the opportunity to play games and socialize
- Residents participated in an on-site job fair; some were hired by Family Center's Early Childhood Education program
- Children participated in the BOOST Summer Program and end of camp BBQ and talent show
- Through partnership with Stamford Cradle to Career, children were enrolled in a Summer Literacy Initiative for grades K-3

### Wormser

- COC and Family Centers hosted a picnic with the Stamford Police Department to provide information to residents about identity theft, financial fraud, and public safety. There was also a visit by the K9 unit!
- Residents were excited by the return of their favorite event – BINGO!
- Residents participated in craft groups where they decorated face masks



### Quintard Manor

- Residents enrolled with Person-2-Person for monthly food shopping at the mobile pantry at Quintard Manor
- Residents participated in a “Music and Movement” group and BINGO
- Residents received summer goodie bags filled with activities; each resident also received a plant

### Procurement Management

Three Request for Proposals was publicly advertised for the following services:

Contractor	Description	Status
Chesson & Schweickert	Landlord/Tenant Legal Services	Contract Awarded
Family Centers	Resident Services, Family Self Sufficiency	Contract Awarded & Signed
Reno & Cavanaugh	Specialized Legal Services	Contract Awarded & Signed

### Capital Improvements

Two Invitations to Bid were publicly advertised and are currently being Implemented:

#### Clinton Manor

- **Office Renovations** -- This project has been awarded to BRD Builders this past month. The contract has been signed and is now being implemented. A December start date is anticipated. The work includes the redesign and reconstruction of the entry and waiting area to the Section 8 first floor offices, new flooring, enlarged office area, Building code upgrades to bathrooms. Also, executive office improvements including a new work office, new flooring and lighting upgrades. Additionally, new flooring in the common hallway and in the Finance office.

#### Lawn Ave Townhouses

- **Site Improvement and Erosion Control** – This project has also just been awarded this past month and the contractor is also BRD Builders. This contract has also been signed and portion of the project will start in December however a bulk of the work will be taking place in the spring as it is weather related.