

# Housing Authority of the City of Madera



205 North G Street • Madera, CA 93637 • (559) 674-5695 • Fax: (559) 674-5701 • TTY: 711 • [www.maderaha.org](http://www.maderaha.org)

## REGULAR BOARD MEETING OF THE HOUSING AUTHORITY OF THE CITY OF MADERA

### Notice and Agenda

6:00 PM  
Wednesday, July 8<sup>th</sup>, 2026

Madera City Hall  
Council Chambers  
205 W. 4th Street  
Madera, CA 93637

*This Notice, Meeting Agendas, Board Meeting Packets, and Meeting Minutes can be viewed electronically on the Housing Authority's website - located at [www.maderaha.org](http://www.maderaha.org). There, you can access the tab "About Us" and then open the tab "Board Meeting Agenda."*

This meeting of the Housing Authority's Board of Commissioners is open to the public. Members of the public may participate in the meeting and comment on an Agenda item in person or remotely by logging onto Zoom:

[Zoom Meeting Link](https://cityofmadera.zoom.us/j/89872023848)

<https://cityofmadera.zoom.us/j/89872023848>

or alternatively by telephone by dialing (669) 900-6833 and then entering Meeting ID No 898 7202 3848. Press \*9 to raise your hand to comment and \*6 to unmute yourself to speak.

Written materials related to an item on the Agenda for the open session portion of this meeting distributed to the Board of Commissioners less than 72 hours before this scheduled meeting, are available for public inspection during normal business hours at the Housing Authority's office located at 205 N G Street, Madera, CA 93637.

Comments will also be sent via email to Ms. Giselle Flores at [giselle@maderaha.org](mailto:giselle@maderaha.org) or by regular mail sent to the Housing Authority at 205 N G Street, Madera, CA 93637, Attention Giselle Flores.

*The meeting room is accessible to the physically disabled and the services of a translator can be made available upon request. Any accommodation for the disabled, language signers, assistive listening devices, or translation services needed to facilitate an individual's participation in this public meeting should be made at least seventy-two (72) hours prior to the meeting by contacting the City of Madera's Human Resources Dept. at (559) 661-5400, Ext. 8704 or the Housing Authority at (559) 674-5695 Ext. 222 between the business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. Those who are hearing impaired can call 711 or 1.800.867.4323 for a TTY Relay Service.*

**CALL TO ORDER:** Chairperson Anita Evans

**ROLL CALL:**  
Chairperson Anita Evans,  
Vice-Chairperson Jose Rodriguez,  
Commissioner Cece Gallegos,  
Commissioner Elsa Mejia,  
Commissioner Steve Montes,  
Commissioner Artemio Villegas, and  
Commissioner Rohi Zacharia

**INVOCATION:**

**PLEDGE OF ALLEGIANCE:**

**APPROVAL OF AGENDA:**

**PUBLIC COMMENT:**

The first fifteen minutes of the meeting are reserved for members of the public to address the Board of Commissioners on items which are within the subject matter jurisdiction of the Housing Authority.

Speakers shall be limited to three (3) minutes and will be asked, but are not required to identify themselves and state the subject of their comment. If the subject is an item on the Agenda, the Chairperson has the option of asking the speaker to hold their comment until that item is called. Comments regarding items listed for “Public Hearing” on the agenda, should be held until the Public Hearing is opened. The Board is prohibited by law from taking any action on matters discussed that are not on the agenda, and no adverse conclusions should be drawn if the Board does not respond to a public comment at this time.

**A. PRESENTATIONS/WORKSHOPS:**

**A-1 Public Hearing** – 2026-2027 Annual Agency Plan, Administrative Plan, and Admissions and Continued Occupancy Policy (ACOP)

**A-2 FSS Graduate** – Javier Beltran, HCV Graduate

**A-3 FY 2025-2026** – Third Quarter Operating Results

**B. CONSENT CALENDAR:**

Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and a single vote. There will be no separate discussion of each of these items. If any Commissioner or member of the public wishes to discuss a matter listed on the Consent Calendar, they can request that such an item be removed from the Consent Calendar, and such an item will be considered separately.

**B-1 Approval of May 13<sup>th</sup>, 2026, Regular Board Meeting Minutes**

**B-2 Approval of Registered Audited Demands for May 2026**

**B-3 Approval of Out of State Travel:**

- 2026 National NAHRO Conference– Denver Co, October 14, 2026 – October 17, 2026

Blanca Mendoza-Navarro, Executive Director      Anita Evans, Board Chair

Rohi Zacharia, Commissioner                              Elsa Mejia, Commissioner

Cece Gallegos, Commissioner                              Steve Montes, Commissioner

Artemio Villegas, Commissioner

**C. RESOLUTIONS, AGREEMENTS, BIDS, HEARINGS, AND/OR PETITIONS:**

**C-1 RESOLUTION No. 1375** of the Housing Authority of the City of Madera to Consider Adoption and Approval to submit the Agency Plans, i.e. Annual Plan, Administrative Plan, Admission and Continued Occupancy Policy (ACOP) FY 2026-2027 update to HUD no later than July 17, 2026.

**C-2 RESOLUTION No. 1376** of The Housing Authority of the City of Madera to Consider Adoption updated IT Policy.

**C-3 RESOLUTION No. 1377** of The Housing Authority of the City of Madera to Consider Adoption of the new Artificial Intelligence (AI) Use Policy.

**C-4 DISCUSSION ITEM:** Commissioner Request – Discussion item regarding the Housing Authority of the City of Madera’s public accessibility of HACM recorded meetings.

**D. WRITTEN COMMUNICATIONS:** Giselle Flores, Executive Administrative Assistant

**E. ADMINISTRATIVE REPORTS:** Blanca Mendoza-Navarro, Executive Director

**E-1:** Monthly Housing Activity Report

**F. EXECUTIVE DIRECTOR REPORT:** Blanca Mendoza-Navarro, Executive Director

**F-1:** Executive Director Report

**G. COMMISSIONER REPORTS:**

**H. CLOSED SESSION:** Attorney Megan Crouch

The Board of Commissioners will adjourn into closed sessions to discuss the following items.

**H-1:** Discussion of litigation matters pursuant to CA Govt. Code Sections listed below:

A. Public Employee Performance Evaluation: CA Govt. Code Section 54957 (b)

- Annual evaluation of Executive Director

B. Conference with Legal Counsel – Anticipated Litigation

- Significant exposure to litigation pursuant to § 54956.9(b): 1 case

C. Conference with Real Property Negotiations (§ 54956.8)

- Property: Vacant Land 320 & 324 North D Street
- Negotiator: Executive Director, Blanca Mendoza-Navarro
- Negotiating Parties: Louie Fimbrez, Owner
- Under Negotiation: Price, terms of payment

**I. ADJOURNMENT:**

The next Regular Monthly Meeting will be August 12<sup>th</sup>, 2026 in the City of Madera, Council Chambers.

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**Certificate of Posting**

I, Giselle Flores, declare under the penalty of perjury under the laws of the State of California, that I am an employee of the Housing Authority of the City of Madera, and that I posted the above **July 8<sup>th</sup>, 2026** Agenda for the Regular Meeting of the Housing Authority of the City of Madera’s Board of Commissioners, near the front entrance of the office of Housing Authority located at 205 North G Street, Madera, CA 93637, on the Housing Authority’s Website, and at the front entrance of the Madera City Hall, located at 205 W. 4<sup>th</sup> Street, Madera, CA 93637, at or about 4:30 p.m.

Executed on 2<sup>nd</sup> day of June.

*Giselle Flores*

\_\_\_\_\_  
Giselle Flores, Executive Administrative Assistant  
Housing Authority of the City of Madera



Housing Authority of the City of Madera

**BOARD MEMORANDUM**

**TO:** Board of Commissioners  
Housing Authority of the City of Madera

**BOARD MEETING:** July 8, 2026

**AGENDA ITEM:** A-3

**FROM:** Blanca Mendoza-Navarro  
Executive Director

**AUTHOR:** Djordan Didulo, MPA  
Finance and Administration Manager

**DATE:** July 2, 2026

**SUBJECT: Informational Item - Fiscal Year 2025-2026 Q3 Operating Results and Budget Update**

**EXECUTIVE SUMMARY:**

The Housing Authority of the City of Madera (Agency) is pleased to present the Fiscal Year (FY) 2025-2026 Quarter 3 (Q3) operating results. The attached Income Statements provide a comprehensive overview of financial activity across all Agency funds. Each statement reflects Q3 actual revenues and expenditures, Year-to-Date (YTD) performance, and comparisons against the approved annual budget.

Table 1 is a summary of the Revolving Fund for Q2 FY 2025-2026.

<b>Table 1: Revolving Fund Q3 FY 2025-2026</b>				
Description	Q2	YTD	Annual Budget	Budget % to Date
Revenues	\$75,932.00	\$293,811.74	\$390,794.00	75%
Expenditures	\$118,189.36	\$341,277.59	\$390,794.00	87%
<b>Surplus (Deficit)</b>	<b>(\$42,257.36)</b>	<b>(\$47,465.85)</b>	<b>\$0.00</b>	

Table 2 is a summary of the Public Housing Fund for Q2 FY 2025-2026.

<b>Table 2: Public Housing Fund Q3 FY 2025-2026</b>				
Description	Q2	YTD	Annual Budget	Budget % to Date
Revenues	\$512,096.00	\$1,819,471.00	\$2,620,046.00	69%
Expenditures	\$1,201,865.00	\$2,307,557.00	\$2,629,058.00	88%
<b>Surplus (Deficit)</b>	<b>(\$689,769.00)</b>	<b>(\$488,086.00)</b>	<b>(\$9,012.00)</b>	





## Housing Authority of the City of Madera

Table 3 is a summary of the FSS Fund for Q2 FY 2025-2026.

<b>Table 3: FSS Fund Q3 FY 2025-2026</b>				
Description	Q2	YTD	Annual Budget	Budget % to Date
Revenues	\$21,722.00	\$51,423.00	\$65,070.00	79%
Expenditures	\$28,113.00	\$59,903.00	\$65,070.00	92%
<b>Surplus (Deficit)</b>	<b>(\$6,391.00)</b>	<b>(\$8,480.00)</b>	<b>\$0.00</b>	

Table 4 is a summary of the Farm Labor Fund for Q2 FY 2025-2026.

<b>Table 4: Farm Labor Fund Q3 FY 2025-2026</b>				
Description	Q2	YTD	Annual Budget	Budget % to Date
Revenues	\$302,297.00	\$932,513.00	\$1,363,643.00	68%
Expenditures	\$255,486.00	\$822,617.00	\$1,363,643.00	60%
<b>Surplus (Deficit)</b>	<b>\$46,811.00</b>	<b>\$109,896.00</b>	<b>\$0.00</b>	

Table 5 is a summary of the Pomona Ranch Fund for Q2 FY 2025-2026.

<b>Table 5: Pomona Fund Q3 FY 2025-2026</b>				
Description	Q2	YTD	Annual Budget	Budget % to Date
Revenues	\$128,369.00	\$470,833.00	\$485,495.00	97%
Expenditures	\$116,052.00	\$476,180.00	\$485,495.00	98%
<b>Surplus (Deficit)</b>	<b>\$12,317.00</b>	<b>(\$5,347.00)</b>	<b>\$0.00</b>	

Table 6 is a summary of the HCV Fund for Q2 FY 2025-2026.

<b>Table 6: HCV Fund Q3 FY 2025-2026</b>				
Description	Q2	YTD	Annual Budget	Budget % to Date
Revenues	\$1,821,872.00	\$5,595,080.00	\$7,363,124.00	76%
Expenditures	\$1,809,753.00	\$5,447,216.00	\$7,363,124.00	74%
<b>Surplus (Deficit)</b>	<b>\$12,119.00</b>	<b>\$147,864.00</b>	<b>\$0.00</b>	





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Table 7 is a summary of the Public Housing Capital Fund for Q2 FY 2025-2026.

<b>Table 7: Public Housing Capital Fund Q3 FY 2025-2026</b>				
<b>Description</b>	<b>Q2</b>	<b>YTD</b>	<b>Annual Budget</b>	<b>Budget % to Date</b>
Revenues	\$0.00	\$719,083.00	\$5,624,630.00	13%
Expenditures	\$0.00	\$0.00	\$5,624,630.00	0%
<b>Surplus (Deficit)</b>	<b>\$0.00</b>	<b>\$719,083.00</b>	<b>\$0.00</b>	

### ATTACHMENTS

1. Revolving Fund FY 2025-2026 Q3 Income Statement.
2. Public Housing Fund FY 2025-2026 Q3 Income Statement
3. FSS Fund FY 2025-2026 Q3 Income Statement
4. Farm Labor Fund FY 2025-2026 Q3 Income Statement
5. Pomona Fund FY 2025-2026 Q3 Income Statement
6. HCV Fund FY 2025-2026 Q3 Income Statement



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## **MINUTES OF THE JUNE 10<sup>TH</sup>, 2026 REGULAR BOARD MEETING OF THE HOUSING AUTHORITY OF THE CITY OF MADERA**

### **CALL TO ORDER:**

The June 10<sup>th</sup>, 2026, Regular Meeting for the Housing Authority of the City of Madera was called to order by Chair Anita Evans at 6:01 PM.

The meeting was held in person at the City of Madera Council Chambers, located at 205 West 4th Street, Madera, CA 93637, pursuant to California AB 361, AB 2449, and CA Govt. Codes §§ 54953 and 54954.2. The meeting was made available simultaneously to the public via Zoom.

### **COMMISSIONERS PRESENT:**

Chairperson Anita Evans	(In Person at the City of Madera Council Chambers)
Commissioner Cece Gallegos	(In Person at the City of Madera Council Chambers)
Commissioner Steve Montes	(In Person at the City of Madera Council Chambers)
Commissioner Elsa Mejia	(In Person at the City of Madera Council Chambers)
Commissioner Artemio Villegas	(In Person at the City of Madera Council Chambers)
Commissioner Rohi Zacharia	(In Person at the City of Madera Council Chambers)

### **COMMISSIONERS ABSENT:**

Vice Chair Rodriguez

### **GUESTS/STAFF PRESENT:**

HACM Executive Director Blanca Mendoza-Navarro (In Person)  
HACM Executive Administrative Assistant Giselle Flores (In Person)  
HACM Legal Counsel Megan Crouch (In Person)  
HACM Finance & Administration Manager Djordan Didulo (Via Zoom)  
HACM Housing Services Manager Lucia Lopez (In Person)  
HACM Maintenance Manager Jared Garza (In Person)  
HACM Housing Programs Manager Jared Knittel (In Person)

### **INVOCATION:**

Invocation conducted by Commissioner Zacharia.

### **PLEDGE OF ALLEGIANCE**

Pledge of Allegiance conducted by Commissioner Montes

**APPROVAL OF AGENDA:**

Commissioner Gallegos moved to approve the Agenda. Commissioner Montes seconded the motion. The motion passed unanimously.

YAYES: (6) Chair Anita Evans,  
Commissioner Cece Gallegos,  
Commissioner Elsa Mejia,  
Commissioner Steve Montes,  
Commissioner Artemio Villegas, and  
Commissioner Rohi Zacharia

NOES: (0)

ABSENT: (1) Vice Chair Jose Rodriguez

ABSTAIN: (0)

**PUBLIC COMMENT:**

There were no comments from the public in attendance nor via zoom.

**A. WORKSHOPS:**

None.

**B. CONSENT CALENDAR**

**B-1 Approval of May 13<sup>th</sup>, 2026, Regular Board Meeting Minutes.**

**B-2 Approval of April 20<sup>th</sup>, 2026, Special Board Meeting Minutes (Resolution # Correction)**

**B-3 Approval of the Registered Audited Demands for May 2026.**

**B-4 Information Item: Renewal of property, liability, and auto coverage from Housing Authority Risk Retention Pool (HARRP) effective 07/01/2026-06/30/2027**

**B-5 Approval of Out of State Travel:**

- National Conference Family Self-Sufficiency (FSS) – Chicago, IL – 10/18/2026-10/20/2026
  - Lucia Lopez, Housing Services Manager
  - Mayra Cuin, FSS Coordinator
  -

Commissioner Montes moved to approve the Consent Calendar. Commissioner Mejia seconded the motion. The motion passed unanimously.

YAYES: (6) Chair Anita Evans,

Commissioner Cece Gallegos,  
Commissioner Elsa Mejia,  
Commissioner Steve Montes,  
Commissioner Artemio Villegas, and  
Commissioner Rohi Zacharia

NOES: (0)

ABSENT: (1) Vice Chair Jose Rodriguez

ABSTAIN: (0)

**C. RESOLUTIONS, AGREEMENTS, BIDS, HEARINGS, AND/OR PETITIONS:**

**C-1 RESOLUTION No. 1371** of The Housing Authority of the City of Madera to Consider Approval of Budget Revision for FY2025-2026.

HACM Finance & Administration Manager, Djordan Didulo, presented Item C-1 which is a series of budget revisions for FY2025-2026. She explained that the proposed amendments were intended to align the agency's budgets with current funding levels and year-to-date operational activities. Ms. Didulo noted that the revisions were modest and targeted, reflecting updated revenue figures and necessary expense adjustments, particularly in areas experiencing higher-than-anticipated costs or changes in funding. She further emphasized that all revisions maintained balanced budgets and supported continued program operations without disruption.

Ms. Didulo first presented a budget revision to the Revolving Fund, proposing an increase of \$4,300 in both revenue and expenditure. She indicated that this adjustment was primarily driven by miscellaneous income received throughout the year, specifically rebates. These funds, projected to total \$4,300 by year-end, were to be reallocated toward needed computer upgrades. Accordingly, she outlined a corresponding increase in computer-related expenses in the same amount.

She then discussed a second amendment related to the Family Self-Sufficiency (FSS) program. Ms. Didulo proposed a budget increase of \$7,180 in both revenue and expenditures, attributing this adjustment to additional funding received throughout the year. She stated that these funds would offset increased tenant services expenses. She detailed that the primary expense adjustments included costs associated with salaries, benefits, retirement, and general expenses totaling \$7,002.27, along with workers' compensation and Medicare expenses of \$177.73, bringing the total adjustment to \$7,180.

In conclusion, Ms. Didulo reiterated that the proposed amendments were intended to ensure alignment with current funding and operational needs while maintaining overall financial stability and compliance. She informed the Board that staff would continue to monitor revenues and expenditures and would present further adjustments as necessary.

There were no comments from the public in attendance nor via zoom.

**C-2 RESOLUTION No. 1372** of The Housing Authority of the City of Madera to Consider Adoption of Intent to Amend CalPERS Contract.

HACM Executive Director, Blanca Mendoza-Navarro presented Item C-2 regarding the Agency’s intent to amend its contract with the California Public Employees’ Retirement System (CalPERS). Ms. Mendoza-Navarro explained that CalPERS is currently reviewing contracts across its agencies to ensure consistency with updated and required language. As part of this review, it was identified that the HACM’s contract did not include specific language related to the Public Employees’ Pension Reform Act (PEPRA), which was enacted in 2012.

Ms. Mendoza-Navarro informed the Board that the amendment process involves two steps. The first step, which was the item before the Board, was the adoption of a resolution expressing the Authority’s intent to amend the CalPERS contract to incorporate the necessary language revisions. The second step, to be brought forward at a later time, would be the formal adoption of the amended contract.

She noted that there is currently no fiscal impact associated with this item, as the agency is already operating in compliance with Public Employees’ Pension Reform Act (PEPRA) requirements. Ms. Mendoza-Navarro added that if any fiscal implications arise during the process, staff would return to the Board with additional information and recommended actions. She concluded her presentation upon confirming that the item was strictly to establish intent at this stage.

Commissioner Gallegos moved to approve Item C-2. Commissioner Montes seconded the motion. The motion passed unanimously.

YAYES: (6) Chair Anita Evans,  
Commissioner Cece Gallegos,  
Commissioner Elsa Mejia,  
Commissioner Steve Montes,  
Commissioner Artemio Villegas, and  
Commissioner Rohi Zacharia

NOES: (0)

ABSENT: (1) Vice Chair Jose Rodriguez

ABSTAIN: (0)

There were no comments from the public in attendance nor via zoom.

**C-3 INFORMATIONAL ITEM:** of the Housing Authority of the City of Madera Agency Plans, i.e. Annual Plan, Administrative Plan, Admission and Continued Occupancy Policy (ACOP) FY 2026-2027 Update.

Executive Director Blanca Mendoza-Navarro presented Informational Item C-3 regarding the Agency Plans, including the FY 2026–2027 Annual Plan update, Administrative Plan, and Admissions and Continued Occupancy Policy (ACOP). She explained that the item was

informational only and outlined that the HACM is required to maintain a five-year plan, last adopted in 2024, and provide annual updates to reflect changes. She noted that the plans are currently in the public comment period, which opened on May 22, with a public hearing scheduled for July 8 prior to the Regular Board Meeting. The plans must be submitted to HUD by July 17, ahead of the agency's October 1, fiscal year start. At the time of the meeting, no public comments had been received. Ms. Mendoza-Navarro added that the plans are available online in redlined format for review, with summaries highlighting substantive changes, and that the item would return to the Board the following month for action.

Ms. Mendoza-Navarro provided a brief overview of the updates, including revisions to align with HUD requirements and agency priorities. She noted the addition of language allowing use of HUD repositioning tools such as Rental Assistance Demonstration (RAD) as well as ongoing updates related to the Housing Opportunity Through Modernization Act (HOTMA), which will take effect January 1, 2027. She then introduced Housing Services Manager Lucia Lopez to present updates to the Administrative Plan.

Ms. Lopez explained that revisions were made across most chapters to improve compliance, clarity, and consistency in the Housing Choice Voucher (HCV) program. Key updates included expanded civil rights protections, strengthened Violence Against Women's Act (VAWA) policies, improved language access practices, and a prohibition on the use of children as translators. She also outlined updates to leasing procedures, inspection standards transitioning to National Standards for the Physical Inspection of Real Estate (NSPIRE), reexamination requirements aligned with HOTMA, and enhanced program integrity measures. Additional changes addressed special programs, including project-based and Emergency Housing Vouchers (EHV), to better reflect current operations and funding conditions.

Following Ms. Lopez's presentation, Ms. Mendoza-Navarro clarified that policies already allow for transitioning EHV participants into the HCV program and that the revisions further strengthen that process. She then introduced Housing Programs Manager Jared Knittel to present the ACOP updates.

Mr. Knittel summarized revisions to the ACOP, noting alignment with the Administrative Plan to ensure consistency across programs. He highlighted updates to civil rights and VAWA protections, eligibility and verification standards, and improved accessibility and accommodation procedures.

Additional changes included revised timelines for nonpayment notices, updates to transfer and termination policies, and strengthened program integrity measures. He emphasized that the updates modernize policies and improve fairness, consistency, and compliance.

During discussion, Commissioners asked questions regarding language access and staff capacity to serve non-English-speaking residents. Staff confirmed the agency has bilingual employees and access to Language Line services for additional language needs. Questions were also raised regarding service and support animals, and staff clarified requirements and compliance with fair housing laws.

The presentation concluded with staff noting that the proposed updates strengthen regulatory compliance, improve administrative consistency, and enhance protections for residents. No action was required, as the item was presented for informational purposes only.

**C-4 AUTHORIZATION REQUEST ITEM:** Authorization to Develop and Issue a Request for Qualification for a Co-Developer for HACM portfolio.

Executive Director Blanca Mendoza-Navarro presented Item C-4, an authorization request to develop and issue a Request for Qualifications (RFQ) for co-developers for the Agency's portfolio. She explained that this was an action item seeking Board authorization for the Executive Director to initiate the RFQ process to identify qualified partners to assist with portfolio assessment, preservation, repositioning, redevelopment, financing strategies, and future affordable housing opportunities.

Ms. Mendoza-Navarro clarified that the request was procedural and strategic in nature and did not commit the agency to any specific partner or financial obligation at this stage. She emphasized that the RFQ process would allow the agency to engage the market in a competitive and transparent manner, focusing on qualifications, experience, and alignment with the agency's goals rather than cost alone. She noted that the RFQ would be reviewed by the Real Estate Ad Hoc Committee prior to public release and that any future agreements or contracts resulting from this process would be brought back to the Board for approval.

She further explained that pursuing co-development partnerships is aligned with the agency's strategic planning efforts and ongoing updates to the Annual Plan. Given the agency's size and capacity, Ms. Mendoza-Navarro stated that partnering with experienced developers would provide technical expertise, help mitigate financial and development risks, and support more efficient project timelines. She also noted that a key priority would be to ensure the Housing Authority maintains ownership of its assets, with legal protections clearly outlined.

Ms. Mendoza-Navarro outlined the intended structure of the RFQ, including defined project scope, evaluation criteria, and a qualifications-based selection process consistent with the agency's procurement policy. She highlighted benefits of the co-developer model, including shared risk, access to expertise, and expanded financing opportunities, as well as the ability to explore development opportunities beyond current geographic concentrations of housing.

She also addressed potential risks, including misalignment of partner goals and project delays, and explained that these would be mitigated through careful vetting, clear timelines, and structured agreements. She added that maintaining a transparent procurement process with defined criteria would support accountability and public trust.

Regarding next steps, Ms. Mendoza-Navarro stated that staff would develop the RFQ, present it to the Real Estate Ad Hoc Committee for review, and then release it for public solicitation. Formal Board approval for contracts would follow the agency's procurement process. She noted that issuing the RFQ at this time aligns with the agency's planning timeline and would allow sufficient time for responses and evaluation.

During Board discussion, a Commissioner inquired about the duration and applicability of the RFQ. Ms. Mendoza-Navarro explained that contracts could typically be structured for up to five years, depending on terms, and that the RFQ process could establish a pool of qualified partners to be utilized for various projects. She noted that the structure and scope could be refined to meet the agency's needs and would be further reviewed through the Ad Hoc Committee and procurement process.

Commissioner Montes moved to Authorize Requested Item C-4. Commissioner Mejia seconded the motion. The motion passed unanimously.

YAYES: (6) Chair Anita Evans,  
Commissioner Cece Gallegos,

Commissioner Elsa Mejia,  
Commissioner Steve Montes,  
Commissioner Artemio Villegas, and  
Commissioner Rohi Zacharia

NOES: (0)

ABSENT: (1) Vice Chair Jose Rodriguez

ABSTAIN: (0)

There were no comments from the public in attendance nor via zoom.

**C-5 DISCUSSION ITEM:** Commissioner Request – Discussion item regarding the Housing Authority of the City of Madera’s process of resident/participant concerns.

Executive Director Blanca Mendoza-Navarro presented Item C-5, a discussion item regarding the Housing Authority of the City of Madera’s process for addressing resident and participant concerns. She explained that the item had been placed on the agenda at the request of a Commissioner and was intended to provide clarity and direction on the current process.

Ms. Mendoza-Navarro described the existing procedure, noting that concerns are typically addressed through a hierarchical structure beginning with line staff, such as the Occupancy Specialist, then progressing to the Program Manager, and ultimately to the Executive Director if the issue remains unresolved. She stated that, in most cases, concerns are addressed through this process; however, there are instances where residents or participants contact Commissioners directly, which can bypass staff awareness of the issue. She explained that when such situations arise, staff gathers the necessary information, addresses the concern, and follows up with the Commissioner to confirm resolution. Matters involving potential legal implications are brought to closed session as appropriate.

A Commissioner clarified that the intent of the request was not to question the hierarchy, but rather to better understand how Commissioners can be assured that concerns brought to their attention are being addressed. The Commissioner noted that residents may follow up after initial contact, expressing continued concerns or lack of response, and emphasized the importance of maintaining clear communication between the Board and staff. The Commissioner also suggested that challenges with the agency’s website, including limited contact options and lack of follow-up confirmation, may contribute to residents reaching out directly to Commissioners.

In response, Ms. Mendoza-Navarro acknowledged the concerns and shared that the agency is in the process of updating its website to improve accessibility, communication, and user experience. She noted that improvements will include clearer contact information and more user-friendly features, such as downloadable forms. She also explained that some concerns may stem from residents disagreeing with policy-based decisions, which can lead them to seek alternative responses. She emphasized that staff uses such situations as opportunities to improve processes and communication where possible.

Ms. Mendoza-Navarro expressed openness to feedback and suggestions from the Board to further enhance communication and streamline processes. The discussion concluded with acknowledgment of the importance of maintaining consistent communication between staff and Commissioners to ensure that resident concerns are addressed effectively. No action was taken, as the item was for discussion purposes only.

**D. WRITTEN COMMUNICATIONS:**

No written communications were received.

**E. ADMINISTRATIVE REPORTS:**

Executive Director Blanca Mendoza-Navarro provided the Administrative Report to the Board of Commissioners, presenting updates across the agency's housing programs.

Ms. Mendoza-Navarro reported that the Housing Choice Voucher (HCV) program had 601 units leased for the month, reflecting an increase from 599 units reported, the increase was due to leasing in the HUD-VA- Supportive Housing (VASH) program in April. She noted a corresponding increase in Housing Assistance Payments (HAP). The HCV waiting list currently includes 269 applicants, and she shared that staff anticipates drawing from the list in the near future. She further indicated that the agency is preparing to open the waitlist and will provide additional communication in the coming weeks. As part of this process, she explained that Emergency Housing Voucher (EHV) participants will be prioritized for placement before drawing from the general waitlist. Updated figures and historical data will be provided in the following month's report.

For the Public Housing (PH) program, Ms. Mendoza-Navarro reported two current vacancies, with additional vacancies anticipated but not yet available. The waiting list remains relatively unchanged. She added that staff is considering temporarily closing the PH waitlist while opening the HCV waitlist to avoid confusion and streamline the application process during the anticipated one-month opening period.

Regarding the Farm Labor Housing (FML) program, Ms. Mendoza-Navarro reported that the units are currently fully occupied, with one upcoming vacancy. The waiting list for this program consists of 16 applicants.

Ms. Mendoza-Navarro also provided an update on maintenance activity, noting an increase in work orders for PH, primarily due to ongoing annual inspections. In contrast, FML work orders have decreased, also in relation to inspection activity. She concluded her report following these program updates.

There were no comments from the public in attendance nor via zoom.

**F. EXECUTIVE DIRECTOR REPORT:**

Executive Director Blanca Mendoza-Navarro presented the Executive Director's Report, providing updates across agency programs, operations, and activities.

Ms. Mendoza-Navarro reported continued collaboration with the Department of Veterans Affairs through the Housing Choice Voucher (HCV) program. She shared that 39 veterans have been successfully housed, with ten (10) actively searching for housing and five (5) pending briefings. She noted that eight (8) vouchers remain available under the veteran-specific program, which has remained open and continues to support leasing activity. She added that Emergency Housing Voucher (EHV) payments were processed for June; however, the agency anticipates a funding shortfall and will apply for the U.S. Department of

Urban Housing and Development (HUD) shortfall funding. She explained that funds previously returned from unused service fees have been reallocated by HUD, allowing eligible agencies to request additional support. Staff is also working to transition 17 active EHV families into the HCV program to ensure continuity of assistance.

Ms. Mendoza-Navarro provided an update on the Family Self-Sufficiency (FSS) program, noting steady participation with 28 families currently enrolled and one additional enrollment anticipated in July. She highlighted that ten (10) participants are actively earning escrow and that several families are making progress toward their goals, including one nearing completion of homeownership. She also noted that some participants have achieved milestones such as securing full-time employment and graduating from Madera Community College.

She reported that operations at Pomona Ranch have been active in preparation for the season, including servicing HVAC systems, completing fire extinguisher inspections, and initiating leasing activities. Pest control services and laundry system updates have been completed, including the transition to app-based laundry systems, although staff is evaluating accessibility concerns for senior residents at other properties. Generators have also been serviced and tested.

Ms. Mendoza-Navarro noted that staff across departments continue to manage certifications and prepare units for occupancy. The Finance Department is working on the mid-year budget review and preparing the fiscal year 2026–2027 budget, as well as completing required deliverables for the United States Department of Agriculture (USDA) and Office of Migrant Services (OMS) programs.

She reported that the Maintenance Department has been actively addressing work orders and conducting inspections while also reviewing safety protocols, including active shooter response procedures. Completed capital improvements include roofing projects at 1034 Kennedy and 108 and 112 Cleveland, although additional asbestos abatement is required at one Cleveland site unit. She also noted infrastructure concerns at the FML housing site in Knox, particularly with the sewer system, and emphasized the importance of future planning efforts to address these needs.

Ms. Mendoza-Navarro expressed appreciation to Commissioner Montes for coordinating a visit to the Poverello House, which she described as informative and valuable for understanding community services.

She concluded by noting staff participation in recent training and professional development activities, including virtual HOTMA-related training and attendance at the Pacific Southwest NAHRO Regional Conference in Santa Barbara by the Finance & Administration Manager and the Housing Services Manager. She added that staff continues to utilize the Aspire learning platform for ongoing training. Ms. Mendoza-Navarro concluded her report following these updates.

There were no comments from the public in attendance nor via zoom.

#### **G. COMMISSIONER REPORTS:**

1. Commissioner Zacharia had nothing to report.
2. Commissioner Gallegos had nothing to report.
3. Commissioner Montes had nothing to report.
4. Commissioner Mejia requested support from fellow Commissioners to bring back, for future discussion, the possibility of making Housing Authority meeting recordings

publicly accessible, similar to how City meetings are available. Staff clarified that recordings are maintained internally but are not currently posted publicly. Consensus was reached among the Board to revisit the matter for discussion at a future meeting.

5. Commissioner Villegas reported having nothing to report.
6. Chair Evans had nothing to report.

**H. CLOSED SESSION: Attorney Megan Crouch**

Pursuant to CA Govt. Code 54957(b), the Board of Commissioners temporarily adjourned from the open session and met in closed session at 7:31 p.m. regarding the following:

**H-1:** Discussion of litigation matters pursuant to CA Govt. Code Sections listed below:

- A. Public Employee Performance Evaluation: CA Govt. Code Section 54957 (b)
  - Annual evaluation of Executive Director
- B. Conference with Real Property Negotiations (§ 54956.8)
  - Property: Vacant Land 320 & 324 North D Street
  - Negotiator: Executive Director, Blanca Mendoza-Navarro
  - Negotiating Parties: Louie Fimbrez, Owner
  - Under Negotiation: Price, terms of payment

Upon resuming open session, Attorney Megan Crouch stated that there is no reportable action.

**I. ADJOURNMENT:**

Chair Evans announced the next regularly monthly scheduled meeting of the Board of Commissioners will be held on Wednesday July 8<sup>th</sup> at 6:00 p.m., in the City of Madera Council Chambers.

The meeting was adjourned at 8:06 p.m.

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**CERTIFICATE OF THE BOARD OF COMMISSIONERS**

The undersigned hereby certifies that the foregoing June 10<sup>th</sup>, 2026 Regular Board Meeting Minutes of the Housing Authority of the City of Madera (HACM) were reviewed and approved by the Housing Authority of the City of Madera's Board of Commissioners at a duly noticed meeting on July 8<sup>th</sup>, where a quorum was present in accordance with the HACM Bylaws.

Executed on this 1<sup>st</sup> day of July 2026.

By: \_\_\_\_\_  
Giselle Flores  
Executive Administrative Assistant  
Housing Authority of the  
City of Madera

# Payment Summary

Bank=revfund AND mm/yy=06/2026-06/2026 AND All Checks=Yes AND Include Voids=All Checks

Bank	Check#	Vendor	Check Date	Post Month	Total Amount	Date Reconciled
revfund - WF Revolving Fund	249	pub01 - CA PUBLIC EMPLOYEES' RETIREMENT ...	06/08/2026	06/2026	8,844.79	
revfund - WF Revolving Fund	250	pub02 - CA Public Employees' Health	06/01/2026	06/2026	34,621.07	
revfund - WF Revolving Fund	251	mis02 - MISSIONSQUARE-303376	06/05/2026	06/2026	4,911.39	
revfund - WF Revolving Fund	252	pub01 - CA PUBLIC EMPLOYEES' RETIREMENT ...	06/05/2026	06/2026	8,812.11	
revfund - WF Revolving Fund	48406	hom04 - HOME DEPOT CREDIT SERVICE	06/30/2026	06/2026	-10,421.88	
revfund - WF Revolving Fund	48407	ins01 - INSIGHT EMPLOYEE ASSISTANCE PROGRAM	06/03/2026	06/2026	-45.00	
revfund - WF Revolving Fund	48447	met00 - METROPOLITAN LIFE INSURANCE COMPANY	06/03/2026	06/2026	-1,639.58	
revfund - WF Revolving Fund	48453	rvd02 - RVD HEATING & AIR AND SON	06/01/2026	06/2026	-3,240.00	
revfund - WF Revolving Fund	48460	47t01 - 47TH PLACE CARPET AND LINOLEUM, INC.	06/08/2026	06/2026	3,315.00	
revfund - WF Revolving Fund	48461	att06 - AT&T CALNET	06/08/2026	06/2026	415.59	
revfund - WF Revolving Fund	48462	bct00 - BCT CONSULTING, INC.	06/08/2026	06/2026	763.73	
revfund - WF Revolving Fund	48463	CWS01 - CORBIN WILLITS SYSTEM INC	06/08/2026	06/2026	755.50	
revfund - WF Revolving Fund	48464	DIA01 - DIAMOND COMMUNICATION,INC	06/08/2026	06/2026	378.50	
revfund - WF Revolving Fund	48465	hartford - THE HARTFORD	06/08/2026	06/2026	982.10	
revfund - WF Revolving Fund	48466	hds00 - HD SUPPLY FACILITIES MAINTENANCE	06/08/2026	06/2026	722.73	
revfund - WF Revolving Fund	48467	ins01 - INSIGHT EMPLOYEE ASSISTANCE PROGRAM	06/08/2026	06/2026	90.00	
revfund - WF Revolving Fund	48468	kjwater00 - KJ Water Services	06/08/2026	06/2026	476.00	
revfund - WF Revolving Fund	48469	mad02 - CITY OF MADERA UTILITY BILLING	06/08/2026	06/2026	3,974.91	
revfund - WF Revolving Fund	48470	map00 - MAPA PLUMBING SERVICES	06/08/2026	06/2026	850.00	
revfund - WF Revolving Fund	48471	men0039 - Mendoza	06/08/2026	06/2026	81.00	
revfund - WF Revolving Fund	48472	met00 - METROPOLITAN LIFE INSURANCE COMPANY	06/08/2026	06/2026	1,639.58	
revfund - WF Revolving Fund	48473	mis01 - MISSION UNIFORM SERVICE 3	06/08/2026	06/2026	188.88	
revfund - WF Revolving Fund	48474	nat0l - NATIONAL CREDIT REPORTING	06/08/2026	06/2026	41.80	
revfund - WF Revolving Fund	48475	oms01 - OMS DEPT. OF HOUSING & COMM. DEV...	06/08/2026	06/2026	436.54	
revfund - WF Revolving Fund	48476	pera4 - PERIMETER PEST CONTROL	06/08/2026	06/2026	857.00	
revfund - WF Revolving Fund	48477	pge01 - P. G. & E.	06/08/2026	06/2026	4,068.47	
revfund - WF Revolving Fund	48478	red05 - RED ROCK ENVIRONMENTAL GRP	06/08/2026	06/2026	237.62	
revfund - WF Revolving Fund	48479	rvd02 - RVD HEATING & AIR AND SON	06/08/2026	06/2026	3,240.00	
revfund - WF Revolving Fund	48480	smith001 - Smith Marion & Co., Inc	06/08/2026	06/2026	2,076.00	
revfund - WF Revolving Fund	48481	spe00 - SPECIALTY LANDSCAPE, INC.	06/08/2026	06/2026	9,990.00	
revfund - WF Revolving Fund	48482	ste02 - STERICYCLE, INC.	06/08/2026	06/2026	619.32	
revfund - WF Revolving Fund	48483	TEC06 - TECH HEROES, INC.	06/08/2026	06/2026	5,526.00	
revfund - WF Revolving Fund	48484	TMO00 - T-MOBILE USA INC.	06/08/2026	06/2026	1,626.10	
revfund - WF Revolving Fund	48485	v0000010 - Timber Time Tree Care Inc.	06/08/2026	06/2026	5,250.00	
revfund - WF Revolving Fund	48486	van00 - VAN DE POL ENTERPRISES	06/08/2026	06/2026	532.24	
revfund - WF Revolving Fund	48487	ADP00 - ADP, INC.	06/18/2026	06/2026	123.60	
revfund - WF Revolving Fund	48488	att06 - AT&T CALNET	06/18/2026	06/2026	32.47	
revfund - WF Revolving Fund	48489	bcs001 - Bettys Cleaning Service	06/18/2026	06/2026	749.00	
revfund - WF Revolving Fund	48490	bct00 - BCT CONSULTING, INC.	06/18/2026	06/2026	315.00	
revfund - WF Revolving Fund	48491	bdo00 - BDO USA, P.A.	06/18/2026	06/2026	555.00	
revfund - WF Revolving Fund	48492	chw01 - C.H.W.C.A.	06/18/2026	06/2026	12,831.00	

# Payment Summary

Bank=revfund AND mm/yy=06/2026-06/2026 AND All Checks=Yes AND Include Voids=All Checks

Bank	Check#	Vendor	Check Date	Post Month	Total Amount	Date Reconciled
revfund - WF Revolving Fund	48493	com0h - COMCAST	06/18/2026	06/2026	1,069.26	
revfund - WF Revolving Fund	48494	DIA01 - DIAMOND COMMUNICATION,INC	06/18/2026	06/2026	999.50	
revfund - WF Revolving Fund	48495	hds00 - HD SUPPLY FACILITIES MAINTENANCE	06/18/2026	06/2026	1,554.15	
revfund - WF Revolving Fund	48496	mad02 - CITY OF MADERA UTILITY BILLING	06/18/2026	06/2026	40,552.88	
revfund - WF Revolving Fund	48497	MAD0K - MADERA TRIBUNE	06/18/2026	06/2026	1,080.00	
revfund - WF Revolving Fund	48498	mad0m - MADERA TROPHY/CAL VALLEY PRINTING	06/18/2026	06/2026	121.24	
revfund - WF Revolving Fund	48499	mad46 - PUBLIC WORKS FAIRMEAD LANDFILL	06/18/2026	06/2026	109.39	
revfund - WF Revolving Fund	48500	map00 - MAPA PLUMBING SERVICES	06/18/2026	06/2026	2,650.00	
revfund - WF Revolving Fund	48501	mch001 - MOSQUEDA'S COOLING AND HEATING INC.	06/18/2026	06/2026	3,037.00	
revfund - WF Revolving Fund	48502	mis01 - MISSION UNIFORM SERVICE 3	06/18/2026	06/2026	192.80	
revfund - WF Revolving Fund	48503	off02 - ODP BUSINESS SOLUTIONS, LLC	06/18/2026	06/2026	97.35	
revfund - WF Revolving Fund	48504	pge01 - P. G. & E.	06/18/2026	06/2026	2,299.87	
revfund - WF Revolving Fund	48505	qua07 - QUADIENT FINANCE USA, INC	06/18/2026	06/2026	1,059.81	
revfund - WF Revolving Fund	48506	ric05 - RICOH USA, INC.	06/18/2026	06/2026	2,419.09	
revfund - WF Revolving Fund	48507	smo01 - SMOG EXPRESS	06/18/2026	06/2026	79.75	
revfund - WF Revolving Fund	48508	spec001 - Charter Communications Holdings, LLC	06/18/2026	06/2026	3,808.42	
revfund - WF Revolving Fund	48509	v0000028 - Griswold , LaSalle, Cobb, Dowd and Gin, LLP	06/18/2026	06/2026	4,006.25	
revfund - WF Revolving Fund	48510	van00 - VAN DE POL ENTERPRISES	06/18/2026	06/2026	1,055.71	
revfund - WF Revolving Fund	48511	WIL01 - SHERWIN WILLIAMS COMPANY	06/18/2026	06/2026	873.96	
revfund - WF Revolving Fund	48512	yar00 - YARDI SYSTEMS, INC.	06/18/2026	06/2026	1,095.00	
revfund - WF Revolving Fund	48513	t3910 - Beltran	06/30/2026	06/2026	21,543.46	
					<b>195,288.47</b>	



Housing Authority of the City of Madera

**BOARD MEMORANDUM**

**TO:** Board of Commissioners  
Housing Authority of the City of Madera

**BOARD MEETING:** July 8, 2026

**AGENDA ITEM:** B-3

**FROM:** Blanca Mendoza-Navarro, Executive  
Director

**AUTHOR:** Blanca Mendoza-Navarro, Executive Director

**DATE:** June 30, 2026

**SUBJECT:** OUT-OF-STATE TRAVEL - 2026 NATIONAL NAHRO CONFERENCE MEETING IN DENVER CO, OCTOBER 14, 2026, THROUGH OCTOBER 17, 2026.

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**EXECUTIVE SUMMARY:**

Staff is requesting out-of-state travel approval to attend the 2026 National Association of Housing Redevelopment Officials (NAHRO) National Conference which will be held at the Colorado Convention Center in Denver, CO from October 14, 2026, - October 17, 2026, for the following:

Blanca Mendoza-Navarro, Executive Director	Anita Evans, Board Chair
Rohi Zachariah, Commissioner	Elsa Mejia, Commissioner
Cece Gallegos, Commissioner	Steve Montes, Commissioner
Artemio Villegas, Commissioner	

At this time, the official conference agenda has not been released. However, based on prior National NAHRO conferences, sessions typically focus on key industry topics such as:

- Developing, preserving, and acquiring affordable housing during times of uncertainty
- Strengthening community partnerships
- Emergency preparedness
- Leading financial stability in uncertain environments
- Addressing homelessness
- Navigating Housing Choice Voucher (HCV) funding challenges without reducing services

Additionally, the conference generally includes a day-and-a-half Commissioners Track, designed to enhance Board governance oversight, and strategic leadership skills. Please note that specific topics, speakers, and sessions are subject to change once the official agenda is published.

Tentative Conference Overview (Based on previous years)





## Housing Authority of the City of Madera

- Wednesday, October 14, 2026  
NAHRO Committee meetings and leadership workshops
- Thursday, October 15, 2026  
Conference opening with a plenary session, followed by concurrent sessions
- Friday, October 16, 2026  
Plenary session and multiple concurrent sessions on program management, policy updates, and strategic planning
- Saturday, October 17, 2026  
Closing plenary session and conference adjournment

The NAHRO National Conference is beneficial for Staff and Board of Commissioners, to better understand the HUD housing programs, requirement, roles, and plan for the Agency's future. Participants will:

- Gain knowledge of the HUD programs, regulations, and compliance requirements
- Strengthening understanding of Board roles and responsibilities
- Learn best practices from housing authorities nationwide
- Identify innovative strategies to address current housing challenges
- Support the Agency's long-term planning and strategic direction

### **RECOMMENDATION:**

STAFF RECOMMENDS THE BOARD APPROVE OUT OF STATE TRAVEL to attend the 2026 National NAHRO Conference in Denver Co.

For the following:

Blanca Mendoza-Navarro, Executive Director	Anita Evans, Board Chair
Rohi Zachariah, Commissioner	Elsa Mejia, Commissioner
Cece Gallegos, Commissioner	Steve Montes, Commissioner
Artemio Villegas, Commissioner	

### **FISCAL IMPACT:**

There is no current fiscal impact as this training and travel will be budgeted in the FY2026-2027 Budget.





## Housing Authority of the City of Madera

### **BOARD MEMORANDUM**

**TO:** Board of Commissioners  
Housing Authority of the City of Madera

**BOARD MEETING:** July 8, 2026

**AGENDA ITEM:** C-1

**FROM:** Blanca Mendoza-Navarro, Executive  
Director

**AUTHOR:** Blanca Mendoza-Navarro, Executive Director

**DATE:** July 2, 2026

**SUBJECT:** Resolution #1375 of the Housing Authority of the City of Madera Regarding approval of 2026-2027 Annual Agency Plan submission to HUD.

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#### **EXECUTIVE SUMMARY:**

The purpose of this memo is to request approval from the Board of Commissioners to submit the 2026 - 2027 Agency Plans to U.S. Department of Housing and Urban Development (HUD). These Agency Plans consist of four (4) key documents governing major program operations:

- The **5-Year Plan**: Outlines the Agency's mission, along with long-term goals and objectives.
- The **Annual Plan**: Details current policies and procedures, track progress toward 5-Year Plan goals, and includes updates for Asset Management and Development activities. Revisions here are incorporated into the Administrative Plan and the Admissions and Continued Occupancy Policy (ACOP).
- The **Administrative Plans (Admin Plan)**: These plans encompass and clarify the policies applicable to the administration of the Housing Choice Voucher Program (HCV).
- The **Admissions & Continued Occupancy Policies (ACOP)**: These plans encompass and clarify the policies applicable to the Low-Income Public Housing Program (LIPH).

Per HUD regulations, these plans must be submitted at least 75 days before the end of the Agency's fiscal year, which is no later than July 17, 2026.

Staff collaborated with the Resident Advisory Board (RAB) to incorporate feedback into the 2026-2027 Agency Plans.

#### **PROPOSED CHANGES:**

Revisions to the plans are guided by Nan McKay's latest templates and align with the final rule of the Housing Opportunity Through Modernization Act (HOTMA), effective January 1, 2027. These changes address HUD's delayed implementation of updated, income, and asset protocols due to system updates in HUD's Public and Indian Housing Online Systems (PIC/IMS). The changes also reflect updates HUD





## Housing Authority of the City of Madera

changes especially around the Violence Against Women’s Act (VAWA), EHV program updates, fair housing rules, program alignment where applicable, and grammatical changes. Attached for reference are as summary of changes for the Annual Plan, Administrative Plan and the Admissions and Continued Occupancy Policy (ACOP).

### **RECOMMENDATION:**

Staff recommend that the Board of Commissioners approve the attached Resolution and authorize the Executive Director, Blanca Mendoza-Navarro, and/or her designee, to submit the 2026-2027 Agency Plans, including Annual Plan, Administrative Plan, and Admissions & Continued Occupancy Policy on behalf of the Housing Authority of the City of Madera by the deadline of July 17, 2026.

### **FISCAL IMPACT:**

There is no fiscal impact associated with submitting these Agency Plans.

### **ATTACHMENTS:**

Summary of changes for:

- Annual Plan
- Administrative Plan
- Admissions and Continued Occupancy Policy (ACOP)



**RESOLUTION NO. 1375**

**RESOLUTION OF THE HOUSING AUTHORITY OF THE CITY OF MADERA AUTHORIZING THE SUBMISSION OF THE 2026-2027 AGENCY ANNUAL PLANS TO THE U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD).**

**RECITALS**

A. **WHEREAS**, following the Housing Authority of the City of Madera (the “Housing Authority”), is mandated to comply with federal laws, regulations, and notices;

B. **WHEREAS**, a Public Housing Authority (“PHA”), must establish policies and procedures to both clarify federal requirements and so as to ensure consistency in program operations (“Agency Plans”);

C. **WHEREAS**, the Agency Plans inform HUD, residents, participants, and the public of the PHA’s mission for serving low-income and very low-income families and the strategies for determining eligibility for admission and continued occupancy/participation in public and affordable housing programs; and,

D. **WHEREAS**, HUD requires each PHA, including the Housing Authority, to submit its 2026-2027 Agency Plan, i.e., Five-Year Plan, Annual Plan, Administrative Plan, and Admission & Continued Occupancy Policy.

**NOW, THEREFORE, BE IT RESOLVED THAT THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF MADERA DOES HEREBY RESOLVE AS FOLLOWS:**

Section 1. Recitals. The Recitals set forth above are true and correct and are incorporated into this Resolution by this reference.

Section 2. Approval of the Revised 2026-2027 Annual Agency Plans, i.e., Five-Year Plan, Annual Plan, Administrative Plan, and the Admission & Continued Occupancy Policy. The Housing Authority’s Board of Commissioners has considered and herein approves and authorizes the Executive Director, and/or her designee, to submit the Agency Plans to HUD by the deadline of July 17, 2026.

Section 3. Effective Date of Resolution. This Resolution shall take effect immediately upon its adoption.

**PASSED AND ADOPTED** by the Board of Commissioners of the Housing Authority of the City of Madera on this 8<sup>th</sup> day of July 2026, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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Chair Anita Evans

ATTEST:

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Executive Director  
Blanca Mendoza-Navarro

I, Giselle Flores, Executive Administrative Assistant to the Executive Director for the Housing Authority of the City of Madera herein attests or certifies, as a witness to a board meeting held on July 8, 2026, and swears or confirms, that the foregoing information in this resolution is true and correct and has not been altered or amended.

By: \_\_\_\_\_  
Giselle Flores  
Executive Administrative Assistant

Approved as to Legal Form:

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Megan Crouch, Legal Counsel



## Housing Authority of the City of Madera

### **BOARD MEMORANDUM**

**TO:** Board of Commissioners  
Housing Authority of the City of Madera

**BOARD MEETING:** July 8, 2026

**AGENDA ITEM:** C-2

**FROM:** Blanca Mendoza-Navarro, Executive  
Director

**AUTHOR:** Blanca Mendoza-Navarro, Executive Director

**DATE:** July 2, 2026

**SUBJECT:** RESOLUTION #1376 OF THE HOUSING AUTHORITY OF THE CITY OF MADERA TO CONSIDER APPROVAL OF UPDATED INFORMATION TECHNOLOGY (IT) POLICY

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#### **EXECUTIVE SUMMARY:**

The purpose of this memo is to request Board approval of the Housing Authority of the City of Madera's (HACM) updated Information Technology (IT) Policy and authorize the Executive Director to implement the policy to make future administrative, non-substantive revisions to maintain compliance with applicable laws regulations, and operations requirements.

The Housing Authority of the City of Madera relies extensively on information technology systems to administer federally funded housing programs, manage financial operations, protect confidential information, and support daily agency operations. Since the existing Information Technology Policy was originally adopted in 2015, significant changes have occurred in technology, cybersecurity risks, cloud computing, remote access, regulatory requirements, and HUD system security expectations.

The revised Information Technology Policy modernizes HACM's governance framework while recognizing the agency's operational model utilizing a contracted Managed Service Provider (MSP). The policy establishes clear responsibilities for agency management, employees, contractors, and the MSP while reaffirming that HACM retains overall responsibility for information technology governance, compliance, and protection of agency information.

The revised policy has been comprehensively updated to strengthen information security and operational governance by:

- Establishing clear governance responsibilities for the Executive Director, management, employees, and the Managed Service Provider;
- Updating acceptable use standards for agency technology resources;
- Strengthening protection of confidential information, Personally Identifiable Information (PII), and agency records;
- Establishing requirements for system security, encryption, cloud services, multi-factor authentication, and approved technology use;





## Housing Authority of the City of Madera

- Modernizing incident reporting, cybersecurity awareness, monitoring, and policy enforcement provisions;
- Clarifying employee responsibilities regarding remote access, agency devices, and approved software;
- Enhancing vendor accountability and technology governance;
- Supporting compliance with applicable federal, state, and local laws, including HUD information security requirements and California privacy requirements; and
- Aligning the policy with current cybersecurity best practices and HACM operational needs.

The policy is intended to provide a flexible governance framework capable of adapting to evolving technology and cybersecurity threats while protecting HACM's information assets and supporting efficient agency operations.

This action is administrative in nature and is not considered a project under the California Environmental Quality Act (CEQA).

Adoption of the revised IT Policy will strengthen HACM's technology governance, improve cybersecurity, clarify employee responsibilities, and support compliance with current federal, state, and local requirements while protecting agency operations and sensitive information.

### **RECOMMENDATION:**

Staff recommends that the Board of Commissioners approve the adoption of the updated Information Technology (IT) policy.

### **FISCAL IMPACT:**

Implementation of this policy is expected to have minimal direct fiscal impact. Existing information technology services are provided through HACM's contracted Managed Service Provider and existing operating resources. Future technology improvements will be incorporated into the annual budget process as appropriate.



**RESOLUTION NO. 1376**

**RESOLUTION OF THE HOUSING AUTHORITY OF THE CITY OF MADERA  
ADOPTING A REVISED INFORMATION TECHNOLOGY POLICY**

A. **WHEREAS**, the Housing Authority for the City of Madera (HACM) is responsible for safeguarding the confidentiality, integrity, and availability of agency information systems, technology resources, and electronic records in support of its mission to provide quality affordable housing and related services; and

B. **WHEREAS**, information technology and cybersecurity requirements have significantly evolved since HACM's previous Information Technology Policy was adopted, requiring updated governance, security controls, operational standards, and employee responsibilities; and

C. **WHEREAS**, the revised policy recognizes HACM's use of a contracted Managed Service Provider while affirming that HACM retains responsibility for governance, regulatory compliance, and oversight of information technology resources; and

D. **WHEREAS**, the revised Information Technology Policy supports compliance with applicable federal, state, and local laws and regulations, including applicable U.S. Department of Housing and Urban Development (HUD) requirements, California privacy laws, and industry-recognized cybersecurity practices; and

E. **WHEREAS**, adoption of the revised Information Technology Policy is in the best interests of HACM and will strengthen the agency's technology governance, operational resiliency, and protection of confidential information.

**NOW, THEREFORE, BE IT RESOLVED THAT THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF MADERA DOES HEREBY RESOLVE AS FOLLOWS:**

Section 1. Recitals. The Recitals set forth above are true and correct and are incorporated into this Resolution by this reference.

Section 2. The Executive Director is authorized and directed to implement administer the policy and to establish administrative procedures necessary to ensure compliance.

Section 3. The Executive Director may approve non-substantive administrative revisions necessary to maintain compliance with changes in technology, operational practices, regulatory requirements, or organizational structure, provided such revisions do not materially alter Board-adopted policy.

Section 4. Any substantive policy revisions shall be presented to the Board of Commissioners for approval.

Section 5. Effective Date of Resolution. This Resolution shall take effect immediately upon its adoption.

**PASSED AND ADOPTED** by the Board of Commissioners of the Housing Authority of the City of Madera this 8<sup>th</sup> day of July 2026, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

\_\_\_\_\_  
Chair Anita Evans

ATTEST:

\_\_\_\_\_  
Executive Director  
Blanca Mendoza-Navarro

Giselle Flores, Clerk for the Housing Authority of the City of Madera, herein attests or certifies, as a witness to a board meeting held on July 8, 2026, and swears or confirms, that the foregoing information in this resolution is true and correct and has not been altered or amended.

By: \_\_\_\_\_  
Giselle Flores  
Executive Assistant

Approved as to Legal Form:

\_\_\_\_\_  
Megan Crouch, Legal Counsel

<b>Housing Authority of the City of Madera</b>		
Adopted: 3/11/15	<b>INFORMATION TECHNOLOGY POLICY</b>	Resolution #: <del>1032</del> <a href="#">1376</a>
Revision #: <a href="#">1</a>		Revision Date: <a href="#">06/19/2026</a>

## 1.0 Policy Statement

The Housing Authority of the City of Madera (HACM) provides Information Technology (IT) resources to ~~support all of its operations and mission objectives.~~ employees; All users are responsible for ensuring that such resources are used in a secure, efficient, effective, and ethical manner. therefore, anyone who uses the HACM IT resources is responsible for using these resources in an effective, efficient and ethical manner. While IT tools are tremendous assets to HACM when used appropriately, abuse of these resources can put both employees and HACM at risk. Therefore, it is important that each employee reads and understands this policy. This will help minimize the risk, both to the employee and HACM. Abuse or misuse of IT will result in disciplinary action up to and including termination. The use of HACM IT resources implies an understanding of and agreement to this policy.

Improper use of IT resources may expose HACM and its employees to operational, legal, and security risks. Accordingly, all users are required to read, understand, and comply with this policy.

Use of HACM IT systems constitutes acknowledgment and acceptance of this policy. Violations may result in, including but not limited to, disciplinary action, up to and including termination and potential legal consequences.

HACM IT services are delivered through a contracted Managed Service Provider (MSP), ~~Your Tech Hero, which~~ who is responsible for technical operations, system management, and cybersecurity functions under HACM oversight. [MSP is procured through HACM procurement policy guidelines.](#)

## 2.0 Scope

### 2.1 This policy applies to:

- All HACM employees, contractors, volunteers, and authorized users
- All HACM IT resources, including:
  - End-user devices (desktops, laptops, mobile devices)
  - Network infrastructure
  - Cloud services (e.g., Microsoft 365)
  - Data and information systems

### 2.2 Definitions of Information Technology Terms:

#### Authorized User

An individual who has been formally approved and granted access rights to HACM information systems, networks, or devices in accordance with organizational access control policies. Authorized

Users may utilize systems supporting voice, video, and data communications only within the scope of their assigned roles and responsibilities.

~~Authorized User~~—one that is allowed to use the HACM IT Systems, communication devices, terminals used to send voice, video or text.

### Confidential Information

Information designated as sensitive and protected from unauthorized access or disclosure, in accordance with applicable laws, regulations, and HACM policies. This includes, but is not limited to, personnel records, client information, legal communications, procurement-sensitive data, and any information that could result in harm, liability, or unfair advantage if disclosed.

~~Confidential Information~~—the following are some examples of information which may be considered confidential: information from a personnel file; information that, if released, would give a competitive advantage to one competitor or bidder over another; information relating to legal advice, questions or proceedings; information from a client file.

### Desktop Computer

A fixed-location computing device configured for routine business operations and connected to HACM systems and networks. Desktop computers are subject to all applicable security configuration, monitoring, and usage requirements.

~~Desktop Computer~~—is a personal computer (PC) in a form intended for regular use at a single location, as opposed to a mobile laptop or portable computer.

### Domain Name

A unique, human-readable identifier used to locate and access Internet-based resources, including websites and email systems. Domain names are managed in accordance with organizational IT governance and security controls.

~~Domain Name~~—a domain name is the way to identify and locate an address on the Internet. The domain name is used to send email, locate website, etc.

### Drive

An organizationally managed storage location on the HACM network used for the retention, processing, and backup of official business records. Drives are subject to access controls, auditing, and data retention policies.

~~Drive~~—a location on the HACM network where official HACM business files are saved and stored.

### Electronic Mail (Email)

An official electronic communication method used to transmit messages and attachments over HACM-approved systems. Email use must comply with security, privacy, and records management requirements.

~~Electronic Mail~~—email; a means of sending text messages.

### Intranet

A secure, internal web-based platform that provides authorized users with access to organizational resources, applications, and information. Access to the intranet is restricted to authorized personnel.

~~Intranet~~—the HACM's internal website with departmental links for employees' use. Malware harmful executable programs such as viruses, worms, Trojans or spyware that are installed onto computers without the operator's knowledge.

### Laptop

A portable HACM-issued or HACM-approved computing device, including notebook computers and similar portable computers, used to access HACM systems, applications, networks, or data. Laptops are subject to HACM security requirements, including encryption, endpoint protection, patching, access controls, and reporting requirements for loss or theft.

### Malware

Any software or code intentionally designed to infiltrate, disrupt, damage, or gain unauthorized access to information systems. Malware includes, but is not limited to, viruses, worms, Trojan horses, ransomware, and spyware.

### Mobile Devices

Portable electronic devices used to create, access, store, transmit, or process HACM information, including smartphones, tablets, and similar handheld devices, whether HACM-issued or approved for business use. Mobile devices must comply with applicable security controls, including passcode or biometric lock, encryption where available, automatic locking, remote wipe capability, and prompt reporting if lost, stolen, or compromised.

### Personally Identifiable Information (PII)

Information that can be used to distinguish or trace an individual's identity, either alone or in combination with other data elements. Examples include names, Social Security numbers, biometric identifiers, dates of birth, and other sensitive personal data. PII must be handled, stored, and transmitted in accordance with applicable privacy and security regulations (e.g., HIPAA where applicable).

~~Personal Identifiable Information (PII)~~—information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc. alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.

### Server

A managed computing system that provides shared services, applications, or data storage to other systems (clients) within a network. Servers must comply with organizational security configuration, monitoring, and access control standards.

~~Server~~—a computer that provides services to other computers (and their users) on a network.

### Streaming

The real-time transmission of audio and/or video content over a network without permanent storage on the local device. Streaming activities must comply with acceptable use and bandwidth management policies.

~~Streaming~~—downloading compressed, bandwidth-intensive real time audio and/or video from the Internet to a computer.

### Virus

A type of malicious code that attaches itself to legitimate programs or files and propagates through user interaction, often resulting in system compromise or data loss.

~~Virus—destructive computer code surreptitiously installed onto a computer via an "infected" email or webpage.~~

### Worm

A self-replicating form of malware that propagates automatically across networks without requiring user interaction, potentially causing widespread disruption.

~~Worm—see Virus.~~

### ZIP File

A compressed archive file format that consolidates one or more files to reduce size and facilitate storage or transmission. ZIP files must be scanned for malware prior to use in accordance with security policies.

~~ZIP—a data compression and archive format. The ZIP contains one or more files that have been compressed to reduce file size, or stored as is.~~

### Abbreviations:

~~IT—Information technology tools/systems/resources~~

~~ITS—Information Technology department staff~~

~~PII—Personal Identifiable Information~~

## 3.0 Governance and Responsibilities

### 3.1 IT Service Model

- HACM retains governance, policy authority, and compliance oversight
- ~~Your Tech Hero (MSP)~~ provides operational IT services under the direction and authority of

HACM authorized designated staff.

### 3.2 Roles and Responsibilities

#### Executive Director

- Approves IT policies and enforcement actions
- Authorizes sensitive monitoring or investigative activities

#### Managers and Supervisors

- Ensure employee compliance
- Approve access and business need requests
- Promote security awareness

#### Managed Service Provider (MSP)

#### Managed Service Provider (Your Tech Hero)

- System administration and maintenance
- Cybersecurity monitoring and threat detection
- Incident response and remediation
- Helpdesk and end-user support
- Backup and disaster recovery operations

#### All Users

- Comply with all applicable policies and controls
- Protect HACM data and systems
- Report security incidents immediately

### 3.3 Compliance Standards

HACM shall administer its Information Technology program in compliance with applicable federal, state, and local laws, regulations, and industry-recognized cybersecurity standards, including, as applicable:

- U.S. Department of Housing and Urban Development (HUD) information security requirements;
- California privacy, breach notification, and public records laws;
- HACM adopted policies;
- Industry-recognized cybersecurity framework, including the National Institute of Standards and Technology (NIST) Cybersecurity Framework, as appropriate to HACM's size and operations.

## 4.0 Acceptable Use of IT Resources

### 4.1 Business Use

HACM IT systems are provided primarily for official business purposes.

### 4.2 Limited Personal Use

Limited personal use is permitted only when:

- It does not interfere with business operations
- It does not consume significant resources
- It does not violate any policy or law

HACM reserves the right to restrict or revoke personal use at any time.

## 5.0 Privacy and Monitoring

### 5.1 Ownership and Monitoring

All HACM IT systems, communications, and data are the property of HACM.

HACM and its MSP reserve the right to monitor, log, and review:

- Email and messaging communications
- Internet activity
- Files and system usage
- Device and network activity

### 5.2 Purpose of Monitoring

Monitoring is conducted to:

- Ensure compliance with policies and regulations
- Detect and respond to security threats
- Maintain system performance and integrity
- Investigate suspected misuse

### 5.3 No Expectation of Privacy

Users should have no expectation of privacy when using HACM systems.

Targeted monitoring or investigations must be approved by the Executive Director or designated authority.

Monitoring shall be conducted only for legitimate business, security, compliance, legal, operational, or investigative purposes and shall be performed in a manner consistent with applicable law and HACM policy.

## 6.0 Data Protection and Confidentiality

### 6.1 Sensitive Data

Sensitive data includes, but is not limited to:

- Personally Identifiable Information (PII)
- Tenant and employee records
- Financial and legal information

### 6.2 Data Protection Requirements

Users must:

- Store data only in HACM-approved systems
- Encrypt sensitive data in transit and at rest
- Use secure sharing tools for data transmission
- Never send PII to personal email accounts
- Limit access to authorized individuals only

#### 6.2.1 Data Classification

HACM information shall be classified according to its sensitivity:

- Public
- Internal Use
- Confidential
- Restricted/HUD Sensitive

Users shall protect information according to its assigned classification.

Unauthorized disclosure of confidential information is strictly prohibited.

Users are required to complete periodic cybersecurity awareness training as assigned.

### 6.3 Regulatory Compliance

HACM shall comply with all applicable federal, state, and local laws and regulations related to information security, privacy, and data protection, including but not limited to HUD requirements, HIPAA (where applicable), and California privacy laws.

### 6.4 Record Retention

Electronic records, emails, electronic documents, text messages used for agency business, and other electronic information shall be maintained and disposed of in accordance with HACM's Record Retention Policy, applicable HUD requirements, California Public Records Act requirements, and any applicable litigation hold notices.

## 7.0 System and Device Security

### 7.1 HACM Devices

All HACM-issued devices must:

- Be managed by the MSP
- Have endpoint protection (antivirus/EDR)
- Be encrypted
- Receive automatic updates and patching

### 7.2 Personal Devices

- Personal devices are prohibited unless explicitly approved
- Approved devices must meet HACM security standards

Approved personal devices used for HACM business are subject to HACM security requirements, including access controls, mobile device management where applicable, encryption where available, automatic locking, remote wipe capability where supported, and prompt reporting if lost, stolen, or compromised.

### 7.3 Multi-Factor Authentication (MFA)

Multi-Factor Authentication shall be required whenever supported for:

- Microsoft 365
- Yardi Voyager
- HUD Secured Systems
- Remote Access (VPN)
- Financial systems
- Administrative accounts

Exceptions require Executive Director approval.

### 7.4 Mobile Device Security

- PIN or biometric lock
- Encryption
- Remote wipe
- Lost device reporting
- Automatic locking
- MSP management
- Bank token

Mobile device requirements apply to HACM-issued mobile devices and to any approved personal device used to access HACM systems, applications, email, networks, or data.

### 7.5 Password and Account Access

- Users shall maintain unique passwords or passphrases for HACM accounts and shall not reuse HACM passwords for personal or non-HACM accounts.

- Passwords and passphrases must meet HACM security standards, including minimum length and screening against commonly used, expected, or compromised passwords where supported.
- Passwords shall not be shared, written where they can be accessed by others, stored in unapproved locations, or transmitted by email, chat, text message, or other insecure methods.
- Users shall not use password hints or security questions that disclose or rely on personal information.
- Password changes shall be required when compromise is suspected or confirmed, when required by system configuration, or when directed by HACM or the MSP.
- Administrative, privileged, and shared service accounts must be limited to authorized personnel, documented, monitored, and protected by MFA where supported.
- Access shall be granted based on job duties and business need, reviewed periodically, and promptly removed or modified when employment, assignment, or access needs change.

## 8.0 Prohibited Activities

The following activities are strictly prohibited:

- Unauthorized access to systems or data
- Sharing passwords or credentials
- Installing unauthorized software or hardware
- Transmitting offensive, illegal, or inappropriate content
- Use of systems for political or personal business purposes
- Downloading pirated or unlicensed software
- Introducing malware or bypassing security controls
- Unauthorized disclosure of confidential information or PII
- Connecting personal devices to HACM networks without approval
- Excessive non-business use of bandwidth (e.g., unauthorized streaming)

Violations may result in, including but not limited to, disciplinary action and/or legal consequences.

## 9.0 Cloud Technology

- Only HACM-approved applications and cloud platforms may be used
- Use of personal cloud storage (e.g., Dropbox, Google Drive) is prohibited unless approved
- Cloud systems must comply with the same security and data protection requirements

The use of Artificial Intelligence (AI) technology is governed by HACM's Artificial Intelligence (AI) Use Policy. All users shall comply with that policy when using approved AI systems.

## 10.0 Incident Reporting

All users must immediately report, but no later than the end-of-the business day:

- Security breaches or suspected incidents
- Lost or stolen devices
- Unauthorized access attempts

Reports must be submitted to the IT helpdesk:

- Email: [support@hacm.supportsystem.com](mailto:support@hacm.supportsystem.com)
- Phone: Ext. 303 (if email is unavailable)

Incidents involving suspected unauthorized access to, acquisition of, or disclosure of personal information shall be escalated immediately to HACM management for assessment of any required notices under applicable federal, HUD, state, contractual, or law enforcement requirements. Where California breach notification law applies, HACM shall coordinate required notices within applicable legal timelines, including the current California requirement to notify affected residents within 30 calendar days of discovery or notification of a qualifying breach, unless a lawful delay applies.

### **10.1 Incident Response**

- Ransomware
- Phishing
- Malware
- Lost laptop
- Compromised passwords
- Unauthorized disclosure
- Business email compromise

HACM's MSP shall coordinate technical response activities under the direction of HACM management.

### **10.2 Security Awareness Training**

All employees shall complete cybersecurity awareness training upon hire and annually thereafter.

### **11.0 IT Support and Service Requests**

All IT service requests must:

- Be submitted through the official helpdesk system
- Include detailed issue descriptions and supporting documentation

Priority Classification

- High – Major business disruption; response same day
- Medium – Partial impact; response within 48 hours
- Low – Minimal impact; response within one week

## **12.0 Policy Enforcement**

Failure to comply with this policy may result in, including but not limited to:

- Revocation of system access
- Disciplinary action
- Termination of employment
- Legal action, where applicable

Intentional violations involving confidential information, cybersecurity controls, fraud, or unauthorized access may also be referred to law enforcement or appropriate regulatory authorities when required by law.

## **13.0 Policy Updates**

### **13.0 Policy Acknowledgment and Updates**

All users must sign the IT Use Acknowledgment Agreement prior to system access.

This policy:

- Does not constitute a contract
- May be updated at any time
- Will be reviewed periodically to ensure compliance with evolving regulations and standards

The Executive Director shall ensure that this policy is reviewed at least annually or whenever significant changes occur in technology, cybersecurity threats, HUD requirements, California law, or HACM operations.

## **14.0 Policy Exceptions**

Any exception to this policy must be formally documented, justified with a business need, and approved by the Executive Director or designated authority. Exceptions must be reviewed periodically.

## **15.0 Vendor and Third-Party Security**

- Vendors and third parties that access, process, store, transmit, or support HACM systems or data must protect HACM information using reasonable administrative, technical, and physical safeguards appropriate to the sensitivity of the data and services provided.

- Vendor access shall be limited to the minimum necessary to perform authorized services and shall be removed when no longer needed.
- Vendors must notify HACM promptly of any actual or suspected security incident, data breach, unauthorized access, or service disruption affecting HACM systems, data, or operations.
- Vendors shall not access, use, disclose, retain, or transmit HACM data except as authorized by contract and applicable law.
- Vendor agreements involving HACM data or systems should include confidentiality, data protection, incident notification, return or destruction of data, subcontractor control, audit or assurance rights where appropriate, and compliance with HACM procurement requirements.
- Technology vendors should maintain appropriate cyber liability insurance when required by contract or procurement documents.

### 16.0 Business Continuity and Disaster Recovery

- Backups shall be performed on a regular schedule for critical HACM systems and data.
- Backup restoration testing shall be conducted periodically to confirm data can be recovered when needed.
- Disaster recovery procedures shall be documented, maintained, and reviewed periodically.
- The MSP shall be responsible for technical recovery activities, including system restoration, backup recovery, and coordination of technology services.
- HACM management shall be responsible for operational continuity, business prioritization, communication, and continuity of essential services during a disruption.
- Critical systems, recovery priorities, and responsible contacts shall be identified and updated as part of HACM's continuity planning process.

### 17.0 Acknowledgment

I acknowledge that I have received, read, understand, and agree to comply with the Housing Authority of the City of Madera Information Technology Policy. I understand that use of HACM information technology resources is subject to this policy, related HACM policies, and applicable laws and regulations.

I understand that violations of this policy may result in corrective or disciplinary action, up to and including revocation of system access, termination of employment, and/or legal action where applicable.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## General Statement of Principles

### Policy Statement:

#### This policy applies to all IT systems of the HACM

~~HACM encourages the creative and innovative use of IT. Users will not have their right to access denied or abridged due to the individual's race, color, religion, sex, sexual orientation, national origin or citizenship status, age, disability, or veteran's status. HACM respects the intellectual labor and creativity of its employees and seeks to protect the free and peaceful expression of ideas. All employees' of HACM share responsibility for maintaining an environment where actions are guided by mutual respect, integrity, and reason.~~

~~HACM expects all employees to use network systems with proper regard for the rights of others. Abuse of these privileges will be subject to disciplinary action, as established by the operating policies and procedures of HACM. HACM reserves the right to limit access in response to evidence of violations of HACM policies or federal, state or local laws. All employees of HACM are bound by federal, state and local laws relating to civil rights, harassment, copyright, security, pornography, privacy, and other statutes relating to electronic communications. It should be understood that this policy does not preclude abridgment endorsement under the laws and regulations of the United States of America, the State of California or local communities.~~

### Privacy

~~All HACM communications systems, hardware, software, temporary/permanent files, and any related systems or devices used in the transmission, receipt, or storage of E-mail/Internet/Intranet information are HACM property. HACM retains the right to access information transmitted or stored on HACM electronic communications systems with or without prior notice to employees.~~

~~Employees should not have any expectation of privacy with respect to any use, professional or personal, of the HACM's electronic communications systems.~~

### Confidentiality

~~All technology systems and users within HACM must assure the highest degree of confidentiality with respect to information input and/or stored in databases utilized by the system. There shall be no exchange or divulgence of participant information to private individuals or "partner" entities without first obtaining written approval from the participant unless such is specifically required by law. In all cases, information regarding or residing in the system will only be available to others on pre-authorized basis.~~

~~Employees must exercise a much greater degree of caution in transmitting confidential information by email and/or Internet/Intranet, because of the reduced effort that is required to redistribute such information. Confidential information must never be transmitted to anyone who is not authorized to know or receive such information.~~

#### ~~Security Monitoring~~

~~The Information Technology department (ITS) will randomly monitor general Email, fax use, phone use, web activity, and other equipment use to ensure that HACM equipment is being used primarily for legitimate business purpose.~~

~~The purpose of security monitoring is to ensure that IT security controls are in place, are effective, and are not being bypassed. One of the benefits of security monitoring is the early identification of wrong doing or new security vulnerabilities.~~

~~The HACM security monitoring policy applies to all employees. Should HACM find it necessary to monitor, authority for such monitoring should be obtained in writing from the Executive Director.~~

~~Every HACM employee is required to read and sign the "Information Technology Use Acknowledgment Agreement" accepting the terms and conditions of the HACM IT Policy. The Agreement can be found in Appendix D of the Policy.~~

#### ~~Personal Use~~

~~Personal use of HACM IT is permitted on a very limited basis. For instance, during breaks or lunch periods or in emergency situations. Personal use may not interfere with the productivity of the employee or his/her co-workers. Personal use may not involve any prohibited activity described in this policy or any other HACM policy and may not disrupt or delay the performance of HACM business or consume HACM resources or otherwise deplete system resources available for business purposes.~~

~~If the personal use of the HACM electronic communications systems results in a cost to HACM, the cost must be reimbursed by the employee.~~

~~HACM reserves the right to delete any electronic communication received by HACM employees in order to maintain the effective and efficient operation of the HACM system. Deletion may occur at any time with or without prior notification. Notification will be provided unless the integrity of the HACM network is at risk.~~

#### ~~Responsibilities:~~

~~It is the responsibility of every employee to follow the policies contained herein and maintain compliance at all times.~~

~~HACM directors, managers, supervisors and leads shall play an active role in setting an example and educating their employees and subcontractors about the proper use of HACM IT systems. They are also responsible for supervising their employees' use of all the HACM's IT systems.~~

~~Directors, managers, supervisors and leads shall not modify or suspend any terms or conditions of this policy.~~

### **~~Electronic Communications Policy is Not a Contract~~**

~~This policy does not constitute a contract of any kind. HACM reserves the right to alter the policy at any time to ensure proper electronic communications.~~

### **Information Technology Standards**

#### **~~Policy Statement:~~**

~~All HACM employees are required to employ HACM approved IT standards to preserve consistency, confidentiality and integrity of all HACM's IT systems. This policy applies to any commonly used user level system or device in use at the HACM that processes, stores or transmits HACM sensitive data (e.g., laptops, desktops, PDAs, etc.)~~

#### **~~Software Standards~~**

~~In order to ensure that all HACM equipment is being used principally for work related purposes, ITS will randomly audit the software usage. (Refer to Appendix A, which contains the list of the supported software.) If an application is not explicitly included in the supported software list, it should not be installed or used on HACM computers, unless a justifiable business need arises and appropriate approval is granted.~~

~~**Adding Software to the Supported Software List.** If a justifiable business need arises to install an application that is not on the supported software list, a written request to add the application to the supported software list should be submitted to the Executive Director. This request should contain a detailed explanation of the business need for the software and an estimate of its cost. An approval will be granted on a case by case basis.~~

~~Upon approval ITS will perform system testing of the application. If the application passes the system testing, it will be added to the supported software list. If the application fails the test, it will be rejected and under no circumstances should the software application be installed on any HACM equipment.~~

~~**Software Upgrades and Replacements.** Software will be replaced or upgraded no later than three months after support has been terminated by the software vendor. New or updated versions shall be tested prior to deployment to more accurately plan, thus minimizing disruption to the end user. A testing plan must be coordinated with ITS in advance of any new or upgraded software installation.~~

~~**Document Distribution.** Standard format will be used for publish in formal documents for electronic distribution outside of HACM. Single file documents will be distributed in PDF format. Multi file documents will be distributed in ZIP format.~~

~~Documents that require specialized functions, e.g., formulas, or the documents that are required to be readily reformatted and/or edited, shall be in the approved Microsoft Office suite format.~~

~~**Anti-Virus Software.** All HACM computers have anti-virus software that runs in memory and continuously monitors incoming and outgoing files and email attachments. Virus signature updates shall be installed automatically at least once per week by ITS. In a networked environment, a network version of anti-virus software will be used.~~

~~**Internally Developed Software.** Internally developed software products shall be considered supported for 12 months beyond the supported life of the development tools used to create them. Any software immediately impacted by adoption of this policy will be considered "grandfathered" for a term of six months while options are being considered.~~

~~In all cases where an "off the shelf" product is reasonably available to support a function, it shall be used rather than employing an in-house development.~~

~~**Pirated and Illegal Software.** Software piracy is the unauthorized copying or distribution of copyrighted software. This can be done by copying, downloading, sharing, selling, or installing multiple copies onto a computer. Every software license that is purchased specifies how many times the software under the license can be installed. Every user installing software must read the instructions and must never exceed the number of copies permitted under the license.~~

~~HACM follows Federal, State as well as local laws; therefore, one who fails to follow the licensing rights and exceeds the number of permitted number of installations of the software, is in direct violation of Copyright laws and HACM policy, regardless whether the misuse is unintentional.~~

### ~~**Hardware Standards:**~~

~~In order to ensure that all HACM equipment is being used principally for work related purposes, ITS will randomly audit the hardware usage. In order to be in compliance with this policy, please refer to the Appendix A which contains the supported hardware list. If a device is not explicitly listed as supported, it should not be purchased or installed by HACM staff.~~

~~**Adding Hardware to the Supported Hardware List.** If a justifiable business need arises for a device to be added that is not on the supported hardware list, a written request to add the device to the supported hardware list can be submitted to the Executive Director. This request should contain a detailed description of the business needs for the device and an estimate of its cost. An approval will be granted on a case by case basis. Upon approval ITS will perform system testing of the hardware. If the hardware passes the system testing, it will be added to the supported hardware list. If the hardware fails the test, it will be rejected and under no circumstances should the hardware application be installed on any HACM equipment.~~

~~**Servers and Storage Replacement.** Servers are to be replaced when it is demonstrated that the server cannot efficiently run its primary application and cannot be upgraded to provide this ability. No server shall be assigned to production use for more than six years.~~

~~**Workstations and Notebooks.** Workstations and notebooks are to be replaced not sooner than three years from the original date of purchase. Workstations and notebooks shall be replaced within the program year in which the four/year anniversary occurs.~~

~~**Network Devices.** All network devices shall be replaced not sooner than five years from the original date of purchase and shall be replaced within the program year in which the seven year anniversary occurs. In~~

~~the event that a vendor takes a network device out of service, impacted products shall be replaced within six months of such occurrence.~~

~~**Printers, Copiers and Fax Machines.** All printers, copiers, and fax machines shall be replaced not sooner than four years from the original date of purchase and shall be replaced within the program year in which the six year anniversary occurs. Printer replacement shall be recommended upon the third service request on a specific printer and required upon the fifth such request.~~

~~**Power Protection Hardware.** Uninterruptible Power Supplies (UPS) are to be used as battery backup for all equipment. Whenever possible, the UPS should be available for monitoring via network and have the capability to notify the network administrator in the event of power loss.~~

~~**Physical Wiring.** All new wiring for data or voice communication shall be of at least CAT 5e cable standard. Where at all possible CAT 6 category cable should be used.~~

~~**Storage Devices.** Storage devices include any device used for storing files and/or data, e.g. CDs, DVDs, "thumb" drives, flash media, iPods, and mp3 players. Use of any removable storage media requires prior written approval from the immediate supervisor or Department Director. All data stored on removable media should be encrypted and protected with a password, to prevent the release of personally identifiable or confidential information. It is imperative to report the loss or theft of removable storage devices to ITS immediately after discovery of the loss or theft.~~

~~**Security Access Devices.** Some buildings, systems, and networks employ a physical security device for access, e.g., ID badges. It is essential to report the loss or theft of such devices immediately to ITS.~~

## Receiving Technical Support

### **Policy Statement:**

~~One of HACM's primary goals is to keep our local network and IT Systems functioning and serving the business needs of our employees. This section of the IT policy will outline the procedures for obtaining assistance of the IT Department.~~

~~The IT Department utilizes a Work Order system. Whenever an HACM employee is experiencing IT difficulties or needs IT assistance, he/she must email his/her description of an issue to [support@haem.supportsystem.com](mailto:support@haem.supportsystem.com) or if email is affected, dial Ext. 303 to speak directly with IT. Once the request is received a case will be opened by the IT staff and will remain open until the issue is resolved. The requests for assistance are processed based on priority and in the order they are received.~~

~~All requests must follow the same protocol:~~

- ~~1. Requestor and user contact information—the contacts must be available during the time period represented by the Work Order priority assigned.~~
- ~~2. Complete description of the request with any pertinent material such as text of error messages or screen shots of the issue.~~

~~Priority of requests and expected response timing shall be according to the following criteria:~~

- ~~● **High:** User(s) unable to perform major function of work, but able to conduct some work—response within the same day;~~

- ~~Medium: User(s) work is inhibited, but able to perform work to a significant degree—response within 48 hours;~~
- ~~Low: User(s) work is not impacted and it typically is a "want" level request—response is within one week.~~

Note: The times above are for IT to respond to the request; actual resolution may take considerably longer. New hires and moves are considered "Medium" priority for purposes of Work Orders; while terminations are considered "High" priority. All new hires, moves, and/or terminations must be accompanied with approval by either the immediate supervisor or the department director.

## Procurement of ITS Related Products and Services

### **Policy Statement:**

All ITS purchases shall be performed in accordance with HACM Standard Procurement Policies and Procedures. There shall be two identified processes for procuring IT products and services: standard and non-standard. These processes can be found in Appendix B of this policy.

Each department is responsible for all purchase orders, invoice payments, and accounting for its purchases and must follow all respective policies. ITS will not be responsible for space requirements, backorders, delivery times, returns, asset accounting and other related documentation related documentation or logistics expectations.

### **Eligible Procurement Contracts**

In order to maintain compliance with necessary procurement policies while maximizing efficiencies, all departments shall always attempt to procure from pre-negotiated contracts and make selection from a preferred vendor list derived from such contracts and/or specific procurement methods. Appendix C includes a list of some standard purchasing contracts. This list is not all-inclusive; therefore, there may be other contracts HACM may purchase from. In any case, where a vendor on any of these contracts is able to offer a lower price than that provided by the contract, HACM may procure at the lower cost.

### **Preferred Vendors by Product Type**

HACM shall maintain a listing of preferred vendors by product type. All vendors are available to procure from delivery as a result of a specific contract or procurement performed by HACM. This list is available in Appendix C.

## Acceptable Use of Information Technology Systems

### **Policy Statement:**

All employees shall use professional etiquette when using the HACM IT systems. IT systems are not to be used for the creation or distribution of any offensive or disruptive messages, including messages containing offensive comments about race, gender, sexual orientation, profanity, pornography, religious or political beliefs, national origin and disability. Unlawful messages, e.g., emails that infringe on copyright, are also prohibited.

Employees, including contractors and volunteers, who violate this policy may be subject to appropriate disciplinary action up to and including termination.

## **Email and Instant Messaging**

~~The purpose of this section in the policy is to ensure that the HACM's electronic mail and instant messaging systems are secured and to provide for the integrity and availability of these systems.~~

~~**Email Usage.** HACM's email accounts are provided for business communication and are intended to be used primarily for job-related communication. However, incidental personal use of HACM email accounts is permitted on a limited basis. Access to HACM email services is a privilege that may be wholly or partially restricted without prior notice or without the consent of the user.~~

~~The size of email attachments will be regulated by the ITS to ensure the smooth operation of email systems. ITS will address issues and technology changes as they become evident.~~

~~**PII (Personal Identifiable Information)** shall not be emailed outside the confines of the HACM network(s). This prohibition also applies to the forwarding of the HACM files, data, PII, etc. to personal email accounts.~~

~~The ability to send agency-wide emails will be limited to authorized HACM employees as approved by the directors.~~

~~If an employee is receiving unwanted and unsolicited emails, the employee shall report this activity to ITS to be addressed as soon as possible. HACM will investigate each incident as necessary.~~

~~**HACM Right to Review Messages.** All email messages and instant messages are the property of HACM and subject to review by authorized HACM personnel. **No HACM employee can expect a right to privacy when using HACM email and Internet systems.** All such information is subject to audit and an unannounced review by authorized individuals. HACM reserves the right to access and view all electronic mail and instant messages for any purpose. If evidence of abuse is identified, notice must be provided to Executive Director or Manager(s).~~

## **Message Storage and Disposition**

~~The email system is not designed for long-term retention of messages. Email reception must comply with legal requirements, but must be minimized to conserve information technology resources and prevent risk or unauthorized disclosure.~~

~~If an email message is an official record/documentation, it should be stored electronically as part of the project file. All messages, including the encryption of email (which may be appropriate or required in some instances to secure the contents of the message) should be deleted as soon as possible.~~

~~All HACM business documents must be stored in the employee's appropriate drive network. Do not save documents on the hard drive of the computer. File name structure should be document name and date of document.~~

## **Instant Message Use**

~~Access to instant messaging capabilities will be permitted only upon showing a justifiable business need to the employee's immediate supervisor or department director and may be wholly or partially restricted~~

~~without prior notice or consent of the user. Only HACM approved instant messaging networks and software may be used on HACM equipment.~~

### **Acceptable Web Use**

~~The purpose of this policy is to establish guidelines for using HACM's information technology resources to access the Internet.~~

~~HACM Information Technology Systems, including Internet/Web access, are to be used by employees and other authorized users to primarily conduct HACM business.~~

~~No Internet user shall intentionally or through negligence damage or interfere with the operation of or prevent authorized access to HACM information technology systems.~~

~~Authorized user shall not allow another user to access the Internet using his/her authorized account.~~

### **Monitoring Internet Usage**

~~HACM has the right to administer any and all aspects of Internet access and use including, but not limited to: monitoring sites visited by employees on the Internet; monitoring chat groups and newsgroups; reviewing. Materials downloaded from or uploaded from the Internet by users and limiting access only to those sites required to conduct HACM business. Downloading, for the purposes of these policies, consists of the transfer of computer files from a resource on the Internet to any computer or network resource in the HACM network.~~

~~Investigating employee access to HACM information technology resources (i.e., email, instant messaging; Internet or employee generated data files) must be approved by the immediate supervisor or department director. If evidence of abuse is identified, notice must be provided to the Executive Director who will supervise the documentation of possible abuse.~~

### **Prohibited IT System Use**

#### **Policy Statement:**

~~HACM technology systems, equipment and communication devices are primarily to be used for HACM business only, with permitted limited incidental personal use. In addition, it is against local, state and federal laws to interfere with or disrupt the HACM network, servers, desktop computers, other network equipment, software systems or services. It also violates the policies of HACM. Such prohibited interference or disruption includes but is not limited to:~~

~~**Transmission of Confidential Information.** Electronic communications systems are not to be used to copy, send or receive copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.~~

~~**Political or Religious Messages.** Electronic communications systems are not to be used for transmission of political or religious messages.~~

~~**Unauthorized Access.** Unauthorized access to any of the HACM information technology systems, including the computer system, network, software application programs, data files, restricted work areas and HACM facilities is prohibited.~~

~~**Hacking.** Using the network to force unauthorized entry into other information technology network devices or resources is prohibited by the law and HACM policy. Unauthorized users shall not attempt to enter any server, workstation or computer with (or without) Internet access. Such an action is a violation of the Federal Electronic Communications Privacy Act (ECPA) 18 U.S.C. 2510.~~

~~**Introducing Viruses.** Introduction of computer viruses, worms, or Trojans in the HACM network is prohibited.~~

~~**Unauthorized Use of personal Identifiable Information (P.I.I.).** Downloading, copying, emailing, transmitting, etc., HACM owned data, material, information, or software in violation of any local, state, or federal law or HACM policy is prohibited.~~

~~**Spamming.** HACM has a no tolerance spam policy. Spamming is the abuse of electronic messaging system (including most broadcast media, digital delivery systems) to send unsolicited bulk messages indiscriminately. Employees must use HACM electronic communication means for business purposes only.~~

~~**Chain Emails.** Chain emails are against HACM policy. Chain emails tie up valuable network resources. Although chain emails seem innocent and fun, they can jam mail systems and cause long delays in getting proper email through to recipients. HACM asks that every employee respects the time of his/her coworkers and refrains from sending any chain messages.~~

~~**Sharing Passwords.** Sharing network system passwords is prohibited.~~

~~**Unauthorized Connection of Personal Devices to HACM Network.** Plugging in, or attaching personal electronic devices to the HACM network is prohibited.~~

~~**Unauthorized Downloads.** Downloading games, non authorized programs, music, and video playing or playing games using unauthorized programs on HACM devices is prohibited.~~

~~**Degrading Bandwidth.** "Diluting" bandwidth by streaming non authorized audio, video, or web services that serve to cause network slowdowns for HACM users is prohibited (also see streaming media section).~~

~~**Unauthorized Entry into IT Private Area/Offices.** Unauthorized entry into an IT restricted area is prohibited.~~

~~**Unauthorized Changes to Databases.** Making unauthorized changes/updates to any HACM database system and/or making unauthorized changes to and/or deletions to any HACM data or files is prohibited.~~

~~**Unauthorized Long Distance.** Making long distance calls, texting, accessing Internet pages (non email portals) from HACM issued mobile devices or from HACM land lines without approval from the immediate supervisor or department director is prohibited.~~

~~**Unauthorized IT Equipment Removal.** Moving, altering, or replacing IT equipment without authorization from the immediate supervisor or department director is prohibited.~~

~~**No Streaming Media.** Generally, streaming of media is prohibited from HACM computers and/or laptops located in the offices. Under very limited circumstances, a request to stream media from an employee's office computer or laptop may be made to the Executive Director. Occasional streaming will~~

~~be permitted on a case-by-case basis, whenever the content of the media is HACM business related and the video is not offered to the group in one of the HACM's conference rooms. Whenever the video is being offered to the group, individual requests to stream from an office computer or laptop will be automatically rejected.~~

### ~~Remote Access to HACM Network~~

#### ~~Policy Statement:~~

~~The purpose of this policy is to establish guidelines for remote access to HACM computer network. When connecting remotely, the computer equipment is an extension of the network therefore, it is subject to the same regulations that apply to equipment at HACM offices.~~

~~**VPN Access.** Authorized users of the HACM must use equipment issued by HACM. Non-HACM equipment should never be connected to the network.~~

~~**Computer Requirements.** All computers remotely connected to HACM internal network must have the most current version of the antivirus software. Equipment must also have firewall to protect against unauthorized entry into the HACM internal network.~~

~~Authorized users who choose to telecommute using remote network access are responsible for selecting and subscribing to an Internet Service Provider (ISP).~~

~~It is the responsibility of employees with remote access privileges to ensure that unauthorized users should disconnect from HACM network when away from the computer.~~

### ~~Passwords~~

#### ~~Policy Statement:~~

~~The purpose of this policy is to establish standards for HACM computer network(s) for creating strong passwords, protecting those passwords, and establishing the required. Frequency of changing passwords.~~

~~**Password.** A "password" is the user's network identification that provides reliable authentication of the user's identity. Passwords serve as each employee's electronic signature.~~

~~**Password Use and Protection.** Passwords are used for various purposes at HACM. Some of the more common uses include: user level accounts, web and email accounts, screensaver protection, and voicemail. All employees who are granted access to HACM computer system will be responsible for protecting the confidentiality of their passwords.~~

~~**Frequency of changing Password.** All user level passwords must be changed at least every 90 days, and may not be repeated in the same calendar year. Passwords must not be revealed via telephone, email message or any other form of electronic communications.~~

~~**Remembering Password Feature.** If an employee chooses to use the "Remember Password" feature provided with some programs, the employee accepts responsibility for the use of his/her password by anyone who uses his/her computer. It is strongly recommended that authorized users not use the "Remember Passwords" feature of applications.~~

~~**Storing/Protecting Passwords.** Do not write passwords down and store them anywhere in your office. Do not store passwords without encryption in a file on any computer system, including HACM owned mobile devices. If an account or password is suspended or being compromised, the incident must be reported to ITS as soon as possible and all passwords must be changed.~~

~~Do not use the same password for HACM and non-HACM access. When possible, do not use the same password for various HACM access needs.~~

~~Do not share your HACM passwords with anyone under any circumstances, including management, administrative assistants, co-workers and family members.~~

~~**Confidentiality of Password.** All passwords are to be treated as sensitive, confidential information. Do not reveal a password on questionnaires or security forms. All user level and system level passwords must conform to the guidelines described below. If you forget your password, you may contact ITS department at [support@haem.supportsystem.com](mailto:support@haem.supportsystem.com)~~

#### ~~General Password Construction Guidelines:~~

- ~~1) The following characteristics of weak or poor passwords:
  - ~~1. Contains less than eight characters;~~
  - ~~2. Common usage words, such as a last name, pets, friends, co-workers, etc.~~
  - ~~3. Computer terms, names, commands, sites, companies, hardware, software;~~
  - ~~4. Place of residence or company name;~~
  - ~~5. Birthdays and other personal information such as addresses and telephone numbers;~~~~
- ~~2) Strong passwords have the following characteristics:
  - ~~1. Contain both upper and lower case characters;~~
  - ~~2. Contain numbers, punctuation characters, as well as letters;~~
  - ~~3. Passwords that are at least eight characters long;~~
  - ~~4. Passwords that are not based on personal information.~~~~

## APPENDIX A Supported Technologies (Updated)

### Operating Systems

- Windows 10 / Windows 11 (current supported versions)
- Windows Server (currently supported versions only)

### Productivity

- Microsoft 365 (Word, Excel, Outlook, Teams, SharePoint)

### Security

- Enterprise Antivirus / EDR (MSP-managed)
- Email security filtering

### Browsers

- Microsoft Edge
- Google Chrome

### Networking

- CAT6 or higher
- Wi-Fi 5/6 (802.11ac/ax)

### File Formats

- PDF (standard external distribution)
- Microsoft Office formats

### Prohibited / Deprecated

- Windows 7 or unsupported OS
- Internet Explorer
- Unauthorized applications

#### Workstation Operating System:

- Microsoft Windows 7
- Chrome OS

#### Server Operating System:

- Microsoft Windows Server 2012
- Redhat Enterprise Linux and CentOS 6,7

#### Mail Applications:

- Server: Microsoft Exchange
- Client: Microsoft Outlook

#### Document Distribution:

- Adobe Acrobat PDF Format

#### Office Productivity Suite:

- Microsoft Office Suite: Standard and Professional

#### Anti-virus:

~~———— ESET~~

Internet Browser:

~~———— Google Chrome  
———— Internet Explorer  
———— Mozilla Firefox~~

Phone Operating System:

File Compression/Decompression:

~~The build in Windows ZIP utilities shall be used to compress/decompress files. Compressed archives transmitted to the HACM must be in ZIP format.~~

Physical Wiring:

~~———— Unshielded Twisted Pair (UTO) Cat 5e or Cat 6~~

Wireless Protocols:

~~———— 802.11g and/or 802.11n~~



## Housing Authority of the City of Madera

### **BOARD MEMORANDUM**

**TO:** Board of Commissioners  
Housing Authority of the City of Madera

**BOARD MEETING:** July 8, 2026

**AGENDA ITEM:** C-3

**FROM:** Blanca Mendoza-Navarro, Executive  
Director

**AUTHOR:** Blanca Mendoza-Navarro, Executive Director

**DATE:** July 2, 2026

**SUBJECT:** RESOLUTION #1377 OF THE HOUSING AUTHORITY OF THE CITY OF MADERA TO CONSIDER APPROVAL ARTIFICIAL INTELLIGENCE (AI) USE POLICY

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#### **EXECUTIVE SUMMARY:**

The purpose of this memo is to request Board approval of the Housing Authority of the City of Madera's (HACM) Artificial Intelligence (AI) Use Policy and authorize the Executive Director to administer and implement the policy.

Artificial Intelligence (AI) technologies are rapidly becoming integrated into business operations across both the public and private sectors. These technologies offer opportunities to improve efficiency, document preparation, research, training, administrative workflow, and operational planning. At the same time, AI presents important legal, ethical, cybersecurity, privacy, and civil rights considerations, particularly for agencies administering federally funded housing programs.

Currently, no comprehensive agency policy exists governing the appropriate use of Artificial Intelligence within HACM. Adoption of a dedicated AI Use Policy establishes clear governance standards before widespread implementation of AI technologies within agency operations.

The proposed Artificial Intelligence Use Policy establishes a comprehensive governance framework that promotes responsible innovation while protecting residents, applicants, employees, and the agency.

The policy:

- Establishes standards for lawful, ethical, transparent, and responsible use of Artificial Intelligence;
- Requires compliance with applicable federal, state, and local laws, including HUD requirements and California privacy laws;
- Prohibits the use of Artificial Intelligence to make automated housing eligibility, admissions, rent, termination, grievance, hearing, or other resident rights determinations;
- Requires meaningful human review and accountability for all AI-assisted work products;
- Protects confidential information by prohibiting the entry of protected resident, applicant, employee, and Personally Identifiable Information (PII) into unauthorized AI systems;





## Housing Authority of the City of Madera

- Establishes approval requirements for AI tools and AI-enabled vendors;
- Provides risk-based governance for low, moderate, and high-risk AI applications;
- Establishes employee responsibilities, monitoring, reporting, training, and compliance requirements; and
- Supports responsible innovation while maintaining fairness, transparency, public trust, and protection of civil rights.

The policy is designed to complement HACM's Information Technology Policy and other administrative policies governing cybersecurity, records management, procurement, personnel, and information security.

The AI Use Policy provides HACM with a proactive governance framework that allows the agency to responsibly utilize emerging technologies while protecting residents, maintaining regulatory compliance, safeguarding confidential information, and ensuring that all housing decisions remain subject to appropriate human review.

### **RECOMMENDATION:**

Staff recommends that the Board of Commissioners approve the adoption of the ACH Risk Management policy, effective in accordance with Nacha's 2026 implementation timeline.

### **FISCAL IMPACT:**

Adoption of this policy does not create a direct fiscal impact. Future acquisition of approved Artificial Intelligence tools or services will be evaluated through the normal procurement and budget approval process.



**RESOLUTION NO. 1377**

**RESOLUTION OF THE HOUSING AUTHORITY OF THE CITY OF MADERA  
ADOPTING AN ARTIFICIAL INTELLIGENCE (AI) USE POLICY**

A. **WHEREAS**, Artificial Intelligence ("AI") technologies are increasingly utilized by public agencies to improve administrative efficiency, research, document preparation, operational planning, and service delivery; and

B. **WHEREAS**, the Housing Authority of the City of Madera ("HACM") recognizes that the responsible use of Artificial Intelligence must be balanced with the protection of privacy, civil rights, due process, information security, and public trust; and

C. **WHEREAS**, HACM administers federally funded housing programs and must ensure that any use of Artificial Intelligence complies with applicable federal, state, and local laws, including U.S. Department of Housing and Urban Development (HUD) requirements, fair housing laws, civil rights protections, California privacy laws, and HACM policies; and

D. **WHEREAS**, the proposed Artificial Intelligence Use Policy establishes agency standards governing the appropriate use of Artificial Intelligence, including human oversight, protection of confidential information, approval of AI systems, employee responsibilities, vendor requirements, training, monitoring, and accountability; and

E. **WHEREAS**, the policy expressly prohibits the use of Artificial Intelligence to make automated decisions regarding housing eligibility, admissions, rent determinations, voucher administration, grievances, hearings, or any other decision affecting resident rights or housing assistance without appropriate human review and decision-making; and

F. **WHEREAS**, adoption of the Artificial Intelligence Use Policy supports responsible innovation while protecting the rights of residents, applicants, employees, and the public

**NOW, THEREFORE, BE IT RESOLVED THAT THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF MADERA DOES HEREBY RESOLVE AS FOLLOWS:**

Section 1. Recitals. The Recitals set forth above are true and correct and are incorporated into this Resolution by this reference.

Section 2. The Executive Director is authorized and directed to implement and administer the policy throughout HACM operations

Section 3. The Executive Director may approve non-substantive administrative revisions necessary to maintain compliance with changes in applicable law, technology, or operational practices, provided such revisions do not materially alter Board-adopted policy.

Section 4. Any substantive amendments to the Artificial Intelligence Use Policy shall be presented to the Board of Commissioners for approval.

Section 5. Effective Date of Resolution. This Resolution shall take effect immediately upon its adoption.

**PASSED AND ADOPTED** by the Board of Commissioners of the Housing Authority of the City of Madera this 8<sup>th</sup> day of July 2026, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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Chair Anita Evans

ATTEST:

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Executive Director  
Blanca Mendoza-Navarro

Giselle Flores, Clerk for the Housing Authority of the City of Madera, herein attests or certifies, as a witness to a board meeting held on July 8, 2026, and swears or confirms, that the foregoing information in this resolution is true and correct and has not been altered or amended.

By: \_\_\_\_\_  
Giselle Flores  
Executive Assistant

Approved as to Legal Form:

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Megan Crouch, Legal Counsel

<b>Housing Authority of the City of Madera</b>		
Adopted: 07/08/2026	<b>Artificial Intelligence (AI) Use Policy</b>	Resolution #: 1377
Revision #:		Revision Date:

**1. Purpose**

The Housing Authority of the City of Madera (HACM) is committed to the responsible, ethical, secure, and lawful use of Artificial Intelligence (AI). This policy establishes standards governing the use of AI technologies to support operational efficiency, improve administrative processes, and enhance service delivery while protecting tenant and participant rights, ensuring compliance with federal and state law, safeguarding privacy, and maintaining public trust.

Because HACM administers federally funded housing programs, AI use must comply with all applicable U.S. Department of Housing and Urban Development (HUD) requirements, California laws and regulations, and HACM policies.

**2. Scope**

This policy applies to:

- All HACM employees, officers, contractors, consultants, and vendors.
- All AI tools, systems, applications, or services used for HACM business, whether internally developed or provided by third parties.
- All HACM programs, including:
  - Public Housing
  - Farm Labor Housing
  - Housing Choice Voucher (HCV) Program
  - Project-Based Voucher (PBV) Program
  - Any future HUD-assisted housing programs administered by HACM
- Any use of AI involving tenant and participant information, applicant information, employee information, agency operations, decision-making, communications, or records.

**3. Definition of Artificial Intelligence**

For purposes of this policy, Artificial Intelligence (AI) refers to software, systems, or technologies capable of performing tasks that typically require human intelligence, including but not limited to:

- Generative AI (text, image, audio, video, or document creation)
- Machine learning systems
- Predictive analytics
- Automated decision-support systems
- Chatbots and virtual assistants

- Data classification and pattern-recognition tools

#### **4. Governing Authorities**

AI use must comply with all applicable laws, regulations, and agency requirements, including but not limited to:

##### **Federal Requirements**

- Fair Housing Act
- Title VI of the Civil Rights Act
- Section 504 of the Rehabilitation Act
- Americans with Disabilities Act (ADA)
- HUD regulations, including 24 CFR Parts 5, 960, and 982
- HUD guidance regarding AI and automated decision systems
- Other applicable federal privacy, procurement, and civil rights requirements
- National Institute of Standards and Technology (NIST) Artificial Intelligence Risk Management Framework (AI RMF), as appropriate to HACM's operations.

##### **California Requirements**

- California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA)
- Regulations and guidance issued by the California Privacy Protection Agency (CPPA)
- Applicable California guidance regarding Generative AI and public-sector technology use
- California public records, records retention, ethics, and information security requirements
- Applicable county and local government requirements
- California Government Code and other applicable state guidance governing the use of emerging technologies by public agencies.

Where federal, state, or local requirements differ, HACM shall apply the most restrictive applicable standard.

#### **5. Guiding Principles**

##### **5.1 Lawful and Ethical Use**

AI shall be used only for legitimate business purposes and in compliance with all applicable laws, regulations, and HACM policies.

##### **5.2 Fairness and Non-Discrimination**

AI systems shall not create, reinforce, or perpetuate unlawful discrimination or disparate impacts based on protected characteristics, including race, color, religion, sex, national origin, familial status, disability, age, or any other protected status.

##### **5.3 Transparency and Explainability**

Where appropriate, HACM will be transparent regarding the use of AI in agency operations. AI-assisted outputs should be understandable, explainable, and capable of review by authorized staff.

#### **5.4 Privacy and Data Protection**

AI use must protect confidential information and comply with all privacy, security, and records management requirements.

#### **5.5 Human Oversight**

AI is a support tool and shall not replace human judgment. Authorized HACM personnel remain responsible for all decisions and actions taken on behalf of the agency.

#### **5.6 Accountability**

HACM employees remain responsible for all decisions, communications, recommendations, reports, and work products that incorporate AI-generated content. AI shall assist, not replace, professional judgment, legal compliance, or management responsibility.

### **6. HUD Program Protections and Prohibited Automated Decisions**

To protect due process rights and ensure compliance with HUD requirements, AI shall not be used to make automated, final, or binding decisions regarding:

- Applicant eligibility or denial
- Waiting list placement, ranking, selection, or removal
- Rent determinations
- Income calculations or deductions
- Voucher issuance
- Voucher suspension, termination, or portability decisions
- Admissions decisions
- Lease enforcement actions
- Informal reviews
- Informal hearings
- Grievances
- Resident appeals
- Any determination affecting a resident's housing assistance, benefits, rights, or obligations

AI tools may be used to assist with administrative preparation, research, document drafting, or data organization, but all final determinations must be made by qualified HACM personnel.

### **7. Approved Uses of AI**

Subject to supervisory approval, privacy safeguards, and compliance with this policy, AI may be used for:

- Drafting correspondence, memoranda, reports, and presentations

- Summarizing HUD notices, regulations, training materials, and guidance
- Improving grammar, formatting, and readability of documents
- Assisting with research and training activities
- Administrative workflow support
- Scheduling assistance
- Analysis of aggregated, anonymized, or de-identified operational data
- Strategic planning and performance monitoring activities
- Developing training materials, policies, procedures, forms, presentations, and grant or funding documents, provided all outputs are reviewed and approved by authorized personnel.

All AI-generated content must be reviewed and verified by staff before use or distribution.

## **8. Data Privacy and Security Requirements**

### **8.1 Prohibited Data Entry**

Unless specifically approved through HACM's information security and legal review process, staff shall not enter into AI tools:

- Personally Identifiable Information (PII)
- Sensitive Personal Information (SPI)
- Resident information
- Applicant information
- Employee personnel information
- Social Security numbers
- Dates of birth
- Income documentation
- Disability-related information
- Medical information
- Household composition information
- Case files
- Tenant records
- HCV participant data
- Any confidential or protected information

### **8.2 Approved AI Systems**

Only AI tools approved by HACM may be used for agency business.

Publicly available consumer AI platforms shall not be used for agency business involving confidential, protected, or sensitive information unless specifically authorized by HACM.

### **8.3 Data Security**

All AI use must comply with HACM cybersecurity requirements, records retention policies, and applicable federal and state privacy laws.

### **8.4 Public AI Platform**

Employees shall not assume that information entered into publicly available AI platforms remains confidential unless the platform has been specifically approved by HACM and appropriate contractual privacy protections are in place.

## **9. Risk Classification and Approval Requirements**

HACM adopts a risk-based approach to AI governance.

### **Low-Risk Uses**

Examples include:

- Drafting documents
- Summarization
- Research assistance
- Administrative support
- Internal planning

Low-risk uses may be approved through normal supervisory processes.

### **Moderate-Risk Uses**

Examples include:

- Analysis of anonymized or de-identified datasets
- Operational forecasting
- Program performance analysis

Moderate-risk uses may require management review and documentation.

### **High-Risk Uses**

High-risk uses include any AI application that may affect:

- Resident rights
- Housing benefits
- Program eligibility
- Civil rights compliance
- Fair housing outcomes
- Privacy interests

High-risk uses require executive leadership approval, legal review, and documented compliance evaluation before implementation.

Very High-Risk Uses (Prohibited Unless Specifically Authorized by the Board of Commissioners or Executive Director)

- Automated resident eligibility determinations
- Automated rent calculations
- Automated termination recommendations

- Facial recognition uses for resident management
- Biometric surveillance
- AI Systems making legally binding housing decisions

HACM may prohibit any proposed AI use that presents unacceptable legal, ethical, operational, or reputational risks.

## **10. Vendor and Procurement Requirements**

All AI-enabled vendors, software providers, consultants, and contractors must:

- Disclose AI functionality during procurement and contracting processes
- Undergo security, privacy, and compliance review
- Comply with HUD requirements and California privacy laws
- Maintain appropriate safeguards for HACM information
- Permit contractually authorized audits when required
- Prohibit unauthorized use of HACM data for AI model training or development
- Maintain contractual provision prohibiting the use of HACM confidential information for AI model training, testing, or commercial purposes without HACM’s written authorization.

Embedded AI features within housing management software, financial systems, or other enterprise applications are subject to HACM review and approval before activation or use.

## **11. Accuracy, Quality Assurance, and Accountability**

AI-generated outputs may contain inaccuracies, omissions, outdated information, or biased results.

- Staff must independently review and verify AI-generated content.
- AI outputs shall not be accepted without human evaluation.
- Employees remain responsible for decisions, communications, and work products produced with AI assistance.
- AI recommendations do not supersede law, regulation, policy, or professional judgment.
- AI-generated citations, legal references, regulations, statistical information, and factual statements shall be independently verified before reliance or publication.

## **12. Training and Awareness**

Employees authorized to use AI tools shall complete agency-approved training covering:

- Ethical AI use
- Privacy and confidentiality requirements
- Fair housing and civil rights obligations
- Bias awareness
- Data security
- Appropriate use cases and limitations of AI technology

- Prompt engineering and effective AI use
- Recognition of AI-generated misinformation (hallucinations)

Additional training may be required as technology, regulations, or agency practices evolve.

### **13. Roles and Responsibilities**

#### **Executive Leadership**

- Provide governance and policy oversight
- Approve high-risk AI uses
- Authorize suspension or discontinuation of AI tools

#### **Information Technology and Data Governance**

- Review and approve AI systems
- Monitor security and compliance
- Maintain inventories of approved AI tools
- Maintain and periodically review a list of approved AI platforms and enterprise AI services authorized for HACM business.

#### **Managers and Supervisors**

- Ensure appropriate staff use of AI
- Approve authorized use cases
- Monitor compliance within their departments

#### **Employees and Contractors**

- Comply with this policy
- Protect confidential information
- Verify AI-generated outputs
- Report concerns or violations

### **14. Monitoring, Auditing, and Compliance**

HACM reserves the right to:

- Monitor AI usage
- Audit AI-generated work products
- Review compliance with this policy
- Suspend access to AI tools
- Discontinue AI systems that present unacceptable risks
- HACM may periodically review AI usage trends and approved use cases to improve operational efficiency, identify training needs and ensure continued compliance with agency policy.

Violations may result in disciplinary action, contract termination, loss of system access, legal action, or other corrective measures.

## **15. Reporting Concerns**

Employees must promptly report:

- Suspected misuse of AI
- Unauthorized disclosure of information
- Privacy or security incidents
- Biased, discriminatory, or inaccurate AI outcomes
- Violations of this policy

Reports should be made to the appropriate supervisor, Information Technology Department, Compliance Officer, Human Resources Department, or other designated reporting channel.

## **16. Policy Review and Updates**

This policy shall be reviewed at least annually and updated whenever significant changes occur in applicable law, HUD guidance, artificial intelligence technology, cybersecurity standards, or HACM operations.

## **17. Relationship to Other HACM Policies**

This policy shall be read together with the following HACM policies:

- Information Technology Policy
- Records Retention Policy
- Personnel Rules and Regulations
- Procurement Policy
- Fraud, Waste, and Abuse Policy
- Cybersecurity Incident Response Procedures
- Any other applicable HACM administrative policies.

Where conflicts exist, applicable federal or state law and Board-adopted policy shall govern.

## **Employee Quick Reference**

### **You May:**

- Draft emails, reports, and internal documents using approved AI tools
- Summarize HUD notices, regulations, and training materials
- Improve grammar, formatting, and readability
- Conduct research and training-related activities
- Analyze approved anonymized or de-identified data

### **You May Not**

- Enter resident, applicant, or employee confidential information into AI systems
- Upload case files, tenant records, or voucher program data into AI tools
- Use AI to determine eligibility, rent, admissions, terminations, or grievances
- Use AI tools that have not been approved by HACM
- Rely on AI outputs without review and verification

**Remember**

- AI may be inaccurate or biased.
- You are responsible for the final work product and decision.
- HUD requirements, California law, and HACM policy take precedence over AI-generated recommendations.
- When in doubt, consult your supervisor before using AI.

**18. Employee Acknowledgement**

I acknowledge that I have received, read, and understand the Housing Authority of the City of Madera (HACM) Artificial Intelligence (AI) Use Policy. I understand that I am responsible for complying with this policy, protecting confidential and sensitive information, using only approved AI tools for agency business, and ensuring that any AI-assisted work product is reviewed and verified before use or distribution.

I further understand that AI shall not be used to make final or binding decisions affecting applicants, residents, participants, employees, housing assistance, benefits, rights, or obligations. I agree to seek guidance from my supervisor, Information Technology, Compliance, or other designated personnel if I am unsure whether a proposed AI use is permitted.

I understand that failure to comply with this policy may result in corrective action, disciplinary action, loss of system access, contract termination, or other remedies as permitted by law and HACM policy.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_





## Housing Authority of the City of Madera

closed to the public and will formally reopen on July 1, 2026, through July 31, 2026. HACM is no longer in shortfall status; however, staff continue to closely monitor leasing levels, HAP expenditures, and cost-saving measures to ensure the program does not fall back into shortfall. HUD recently released the 2026 Budget Authority, and staff are reviewing the funding levels to assess whether any shortfall prevention strategies must remain in place.

### Public Housing

Metric	June 2025	June 2026	YoY Change
Vacancies	3	5	▲ 2
Waiting List	3280	3283	▲ 3
Unit Turnover	1	2	▲ 1

#### Summary:

Occupancy improved; 2 turnovers in June 2026, slightly helped admissions from the waiting list despite a continued increase in demand. These numbers show the need to explore options such as Repositioning our PH portfolio, access Section 18 Blend project, and/or Rebuild and Restore to name a few.

### Farm Labor Housing

Metric	June 2025	June 2026	YoY Change
Vacancies	1	1	0
Waiting List	16	22	▲ 6
Unit Turnover	1	0	▼ 1

#### Summary:

Demand increased slightly year over year while turnover declined, tightening availability with near full occupancy in 1 current vacancy.

### Maintenance Performance

#### Public Housing Maintenance

Metric	June 2025	June 2026	YoY Change
Open Work Orders	104	42	▼ 62
Avg. Days to Complete	10.98	9.42	▼ 1.56

#### Farm Labor Maintenance

Metric	June 2025	June 2026	YoY Change
Open Work Orders	135	63	▼ 72
Avg. Days to Complete	24.14	22.95	▼ 1.19

#### Summary:

Maintenance backlogs improved substantially year over year. Both Public Housing and Farm labor have seen a decrease in the number of workorder. The decrease may be attributed to the implantation of annual inspections.





Housing Authority of the City of Madera

**BOARD MEMORANDUM**

**TO:** Board of Commissioners  
Housing Authority of the City of Madera

**BOARD MEETING:** July 8, 2026

**AGENDA ITEM:** F-1

**FROM:** Blanca Mendoza-Navarro, Executive  
Director

**AUTHOR:** Blanca Mendoza-Navarro, Executive Director

**DATE:** June 30, 2026

**SUBJECT:** UPDATES, COMMUNICATIONS, TRAININGS, AND AUDITS

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**1. DEPARTMENTAL REPORTS:**

• **HCV Department**

1. The Housing Choice Voucher (HCV) Manager continues to collaborate with the VA Department to coordinate the HUD VASH program. Currently, 41 Veterans are successfully housed, eight (8) are actively searching for units, four (4) are being processed, and five (5) vouchers are available for issuance.
2. The Emergency Housing Voucher (EHV) program successfully processed and issued Housing Assistance Payments (HAP) for the month of July. At this time, the HACM is receiving ongoing guidance from HUD regarding the transition of EHV families into the regular Housing Choice Voucher (HCV) program. Staff continue to maintain active communication with all EHV participants to provide updates, respond to questions, and support households throughout this transition period. Community partners remain engaged and continue to offer services and assistance to participating families. Currently, there are 17 active EHV participants. All EHV households have been placed on the HCV waiting list under HUD's approved waiver, and the agency is preparing to begin transitioning eligible families into the HCV program in the upcoming months.
3. HCV staff posted the Public Notice announcing the opening of the HCV waiting list throughout both the City and County of Madera to ensure broad public access. The notice was also published in the Madera Tribune as part of the agency's formal public notification process. In addition, the notice was distributed to partner agencies with a request that they share it through their programs, client networks, and community contacts. Partners were encouraged to upload and disseminate the notice on their social media platforms to further expand outreach and ensure that community members were aware of the





## Housing Authority of the City of Madera

application period and able to access the online application portal. The information is also posted on HACM's website.

- **FSS** – During this reporting period, the FSS program continues to show steady progress and participant engagement. The program currently serves 29 families, with one new enrollment completed and another scheduled for July 1, 2026. There was one graduation this period and no withdrawals. A total of 10 participants are earning escrow.

Participant achievements remain strong, one (1) family closed escrow on their new home on June 30, 2026, one (1) participant returned to full time employment, six (6) participants are enrolled in school, and one recently graduated from MCC with a degree in criminology.

Families are continuously being contacted and invited to enroll in the FSS program to enhance support and engagement.

- **POMONA RANCH** - A total of 53 applications were received, all of which have been reviewed and completed through the eligibility process. Two (2) applicants did not meet the eligibility criteria, and one (1) will remain on the waiting list. All leasing paperwork has been prepared, and rental packets are ready for placement in tenant files, ensuring that we will be fully leased for the upcoming season.

The State-owned vehicle successfully passed smog inspection, and the certificate has been sent to the Office of Migrant Services; the air conditioner is now undergoing repairs.

- **PUBLIC HOUSING** – Staff continues to work on initial certification for the upcoming vacancies, establishing a Ready to Be Housed (RTBH) list while continuing to work on annual certifications. Management continues to monitor Federal updates as it relates to the PH program.
- **FARM LABOR** – Staff is working on initial certifications for the current vacancy while continuing to work on annual certifications. Management continues to monitor Federal updates as it relates to the program as the majority of HOTMA changes align with farm labor as well.
- **FINANCE** – Staff is working with all departments on the 2026-2027 FY Agency Budget. Staff has completed and will be submitting the 2026-2027 FY Budget for the Farm Labor Program to USDA.
- **MAINTENANCE** – The California Housing Workers' Compensation Authority (CHWCA) conducted a site visit to evaluate our maintenance operations and provide feedback on how





## Housing Authority of the City of Madera

we would perform during an OSHA inspection. While there are always opportunities for improvement, the overall assessment was positive.

Key recommendations included increasing safety signage in designated areas and ensuring first aid kits are fully stocked and up to date. Corrective actions have already been initiated, and the necessary supplies and signage have been ordered.

Staff has recently launched the online work order submission feature for residents. Adoption is increasing, and residents are beginning to utilize the new system. As with any new process, there are still some operational adjustments and system refinements needed to improve efficiency and streamline workflow.

The Maintenance Department continues to experience a high volume of air conditioning service requests. While many issues are being addressed and repaired in-house, some repairs require specialized services and are being outsourced to qualified vendors to ensure timely resolution for residents.

- **Public Housing:** There are five (5) vacant units that are in the process of being worked on with three (3) upcoming vacancies by the end of the month. Remediation of the asbestos in two (2) bedrooms at 108 Cleveland will begin Monday, July 6, 2026, and is expected to last approximately 2 weeks.
- **Farm Labor:** There is currently one (1) vacancy in farm labor. Staff is making necessary upgrades to the unit. Staff continues to make progress in completing inspection work orders and keeping up with the day-to-day issues.
- **Pomona Ranch:** The Migrant Center is officially open for the 2026 season. Prior to opening, new horns were installed on all seven pull stations, and all three ADA units have wall alarm panels that were recommended for replacement during inspection; we are currently awaiting a quote from Johnson Controls.

Repairs to a fire hydrant were delayed due to parts being on back order for approximately three weeks. The generator has been serviced and tested.

Maintenance personnel are actively working on landscaping and irrigation system repairs and have completed the repair of a broken main water line. The Laundry Room has been cleaned and is now ready for use, and all machines have been upgraded to operate through a mobile app, with instructional flyers posted inside for tenant guidance.

Pending items include replacing ten exterior light fixtures at the rental office and shop, and upgrading the fire alarm panels in the three ADA units once the quote is received.

- **ADMINISTRATIVE:** Staff continues to work on updating Agencies policies and creating new ones as needed.





## Housing Authority of the City of Madera

Executive Director took a tour of the Fresno Mission's City Center on June 25, 2026, with Commissioner Montes, City Manager Arnoldo Rodriguez, and Melissa Sanchez, Madera County Supervisor Leticia Gonzalez's Chief of Staff, to get a better understanding of the property and operations. The tour was beneficial in seeing what collaboration with various partners can accomplish.

**NAHRO Washington Update – June 2026** - Staff attends bi-weekly calls with NAHRO's Housing Updates from Washington-2026 Series. These meetings provide public housing agencies with beneficial updates and advocacy efforts from NAHRO staff on several significant legislative and regulatory developments affecting public housing agencies nationwide.

### **Federal Budget and HUD Funding**

Congress continued work on the FY 2027 Transportation, Housing and Urban Development (THUD) Appropriations Bill. The House Appropriations Committee advanced its funding legislation, beginning negotiations that will determine future funding levels for Public Housing Operating and Capital Funds, Housing Choice Vouchers, HOME, Community Development Block Grants (CDBG), and other HUD programs. NAHRO continues to advocate for full funding to preserve existing housing assistance and address increasing operational costs faced by housing authorities.

### **Bipartisan Housing Legislation**

Congress made significant progress on the bipartisan 21st Century ROAD to Housing Act, which received overwhelming bipartisan support in the Senate and has advanced toward final enactment. The legislation is intended to modernize federal housing programs by streamlining regulations, expanding housing production and preservation tools, reducing administrative burdens on housing providers, and strengthening long-term affordable housing development. NAHRO has identified this legislation as one of the most significant housing reform efforts in recent years.

### **Restore-Rebuild Initiative (Fair Cloth to RAD)**

NAHRO joined more than 80 national housing organizations in urging HUD to restore the Restore-Rebuild Initiative, emphasizing the importance of providing additional preservation resources for aging public housing portfolios. The coalition highlighted the growing national need for capital investment to address deferred maintenance, modernization, resiliency, and redevelopment of existing public housing assets. This issue is particularly relevant as housing authorities evaluate long-term repositioning and redevelopment strategies.

### **Federal Grant Administration Changes**

The Office of Management and Budget (OMB) released proposed revisions to the Uniform Guidance governing federal financial assistance (2 CFR Part 200). NAHRO expressed concerns that portions of the proposal could increase administrative requirements and reduce flexibility for grant recipients. Housing authorities are encouraged to monitor these developments, as any adopted changes may affect future grant administration, procurement, financial management, and compliance requirements.





## Housing Authority of the City of Madera

### **HUD Program Compliance**

HUD announced implementation deadlines for the required EIV-SAVE Attestation Process, requiring housing providers to verify completion of immigration eligibility record reviews within HUD's Enterprise Income Verification (EIV) system. Housing authorities should ensure internal procedures are updated to meet HUD's implementation timeline and maintain compliance with Section 214 eligibility verification requirements.

### **Advocacy Priorities**

NAHRO is encouraging housing agencies to continue engaging Congressional representatives during the upcoming district work period by highlighting the local impact of federal housing programs and advocating for full renewal funding of HCV, increase in PH Operating and Capital Fund appropriations, continued investment in affordable housing preservation and redevelopment, and reducing regulatory burden on PHA to name a few.

### **Implications for HACM**

These federal developments align closely with HACM's current strategic priorities, including portfolio preservation, Capital Fund investment, redevelopment planning, Restore-Rebuild funding opportunities, operational sustainability, and continued compliance with evolving HUD requirements. Staff will continue monitoring legislative and regulatory developments and will provide updates to the Board as additional guidance and funding opportunities become available.

## **2. TRAINING/CONFERENCES** – As part of continued professional development efforts, team members recently participated in specialized training programs to strengthen their knowledge and skills:

- **Public Housing & HCV:** In mid-June, Staff attended a three (3) day virtual training regarding HOTMA-related updates. HUD released implementation of new HOTMA rules with certification effective January 1, 2027, this training will assist staff prepare for annual certifications with the January 1, 2027, effective date.
- **Farm Labor:** Staff will be attending a virtual three (3) day training presented by USDA in August 2026. This training will cover certification submission and completion, HOTMA updates, and program requirements.
- **Maintenance** – no updates at this time.
- **Administration:** - All Staff have been completing required training courses through California Housing Worker's Compensation Authority (CHWCA):
  - Active Shooter and Other Acts of Targeted Violence
  - Active Shooter Response
  - Harassment Prevention for Supervisors – CA SB1343/AB1825/AB166.
- **ASPIRE** - Yardi ASPIRE continues to upload new learning plans. Staff will continue utilizing this tool for training specifically with the Yardi program and best practices.

