

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS

BOARD APPOINTMENT SUMMARY

Meeting Date: April 7, 2020

Department

Submitted By: Community Services

Advisory Board: Homeless Advisory Board

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to approve: the appointments of two (2) new members to the Homeless Advisory Board (HAB), effective April 7, 2020:

<u>Seat No.</u>	<u>Appointment</u>	<u>Seat Requirement</u>	<u>Nominated By</u>	<u>Term Expires</u>
6	Steven Tillman	Veterans Administration Medical Center Representative	Veterans Administration Medical Center	09/30/2020
12	Carol Jones-Gilbert	Housing Authority Representative	Community Services Department	09/30/2023

Summary: On May 1, 2007, the Board of County Commissioners (BCC) established the HAB. The total membership for the HAB shall be no more than 14 at-large members, per Resolution No. R2016-0038, comprised of members representing government, business providers, law enforcement, advocates, education, faith-based and the formerly homeless. Members representing the Continuum of Care and the homeless community are essential to the work of this board. Mr. Tillman will complete the unexpired term for Ms. Donna Katen-Bahensky. The diversity count for the 10 seats that are currently filled is African-American: 5 (50%), Caucasian: 4 (40%) and Native-American: 1 (10%). The gender ratio (female:male) is 6:4. Mr. Tillman is Caucasian and Ms. Jones-Gilbert is African-American. Staff conducts targeted outreach in an effort to proffer candidates for appointments that maintain a diverse composition of the board. (Division of Human and Veteran Services) Countywide (HH)

Background and Justification: The BCC formally adopted the Ten-Year Plan and oversight in September 2008. The HAB's focus is directed toward implementation of the Ten-Year Plan. The Division of Human Services provides staff support.

Attachments:

- Boards/Committees Applications (2)
- Resolution No. R2016-0038

Recommended By: J. Tamm Department Director 3/11/2020 Date

Legal Sufficiency: Helene C. Steigel Assistant County Attorney 3-17-2020 Date

II. REVIEW COMMENTS

A. Other Department Review:

Department Director

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
BOARDS/COMMITTEES APPLICATION

The information provided on this form will be used in considering your nomination. Please COMPLETE SECTION II IN FULL. Answer "none" or "not applicable" where appropriate. Please attach a biography or résumé to this form.

Section I (Department): (Please Print)

Board Name: Homeless Advisory Board Advisory Not Advisory

At Large Appointment or District Appointment /District #: _____

Term of Appointment: .5 Years. From: 4-7-2020 To: 9-30-2020

Seat Requirement: VA Medical Center Director Seat #: 6

*Reappointment or New Appointment

or to complete the term of Donna Katen-Bahansky Due to: resignation other

Completion of term to expire on: 9/30/2020

*When a person is being considered for reappointment, the number of previous disclosed voting conflicts during the previous term shall be considered by the Board of County Commissioners: _____

Section II (Applicant): (Please Print)

APPLICANT, UNLESS EXEMPTED, MUST BE A COUNTY RESIDENT

Name: Tillman Steven O.
Last First Middle

Occupation/Affiliation: Homeless Programs Section Chief, West Palm Beach VA Me

Owner Employee Officer

Business Name: West Palm Beach VA Medical Center

Business Address: 7305 N. Military Trail

City & State: West Palm Beach, FL Zip Code: 33410

Residence Address: 11501 S Gardens Drive Apt. 103

City & State: Palm Beach Gardens, FL Zip Code: 33418

Home Phone: () Business Phone: () Ext. _____

Cell Phone: (561) 788-0724 Fax: ()

Email Address: _____

Mailing Address Preference: Business Residence

Have you ever been convicted of a felony: Yes _____ No X

If Yes, state the court, nature of offense, disposition of case and date: _____

Minority Identification Code: Male Female
 Native-American Hispanic-American Asian-American African-American Caucasian

Section II Continued:

CONTRACTUAL RELATIONSHIPS: Pursuant to Article XIII, Sec. 2-443 of the Palm Beach County Code of Ethics, advisory board members are prohibited from entering into any contract or other transaction for goods or services with Palm Beach County. Exceptions to this prohibition include awards made under sealed competitive bids, certain emergency and sole source purchases, and transactions that do not exceed \$500 per year in aggregate. These exemptions are described in the Code. This prohibition does not apply when the advisory board member's board provides no regulation, oversight, management, or policy-setting recommendations regarding the subject contract or transaction and the contract or transaction is disclosed at a public meeting of the Board of County Commissioners. To determine compliance with this provision, it is necessary that you, as a board member applicant, identify all contractual relationships between Palm Beach County government and you as an individual, directly or indirectly, or your employer or business. This information should be provided in the space below. If there are no contracts or transactions to report, please verify that none exist. Staff will review this information and determine if you are eligible to serve or if you may be eligible for an exception or waiver pursuant to the code.

<u>Contract/Transaction No.</u>	<u>Department/Division</u>	<u>Description of Services</u>	<u>Term</u>
<u>Example: (R#XX-XX/PO XX)</u>	<u>Parks & Recreation</u>	<u>General Maintenance</u>	<u>10/01/00-09/30/2100</u>
_____	_____	_____	_____
_____	_____	_____	_____

(Attach Additional Sheet(s), if necessary)
OR

NONE

NOT APPLICABLE/
(Governmental Entity)

ETHICS TRAINING: All board members are required to read and complete training on Article XIII, the Palm Beach County Code of Ethics, and read the State Guide to the Sunshine Amendment, Article XIII, and the training requirement can be found on the web at: <http://www.palmbeachcountyethics.com/training.htm>. Ethics training is on-going, and pursuant to PPM CW-P-79 is required before appointment, and upon reappointment.

By signing below I acknowledge that I have read, understand, and agree to abide by Article XIII, the Palm Beach County Code of Ethics, and I have received the required Ethics training (in the manner checked below):

By watching the training program on the Web, DVD or VHS on October 16 2019
 By attending a live presentation given on _____, 20____

AND

By signing below I acknowledge that I have read, understand and agree to abide by the Guide to the Sunshine Amendment & State of Florida Code of Ethics:

*Applicant's Signature:  Printed Name: Steven Tillman Date: 10/16/19

Any questions and/or concerns regarding Article XIII, the Palm Beach County Code of Ethics, please visit the Commission on Ethics website www.palmbeachcountyethics.com or contact us via email at ethics@palmbeachcountyethics.com or (561) 355-1915.

Return this FORM to:
 {Insert Liaison Name Here}, {Insert Department/Division Here}
 {Insert Address Here}

Section III (Commissioner, if applicable):

Appointment to be made at BCC Meeting on: _____

Commissioner's Signature: _____ Date: _____

Steven O. Tillman, LCSW
5530 Goodpasture Glen
Lakewood Ranch FL, 34211

(516) 749-7041 - Primary
(941) 755-1484 - Secondary

Steven.Tillman@va.gov
stilltill@gmail.com

Licensing/Certifications

- Florida State Licensed Clinical Social Worker - License Number: SW12757; issued April 20, 2015
- Florida State Qualified Social Work Supervisor – Certified 2015
- New York State Licensed Clinical Social Worker - License Number: 080628, issued May 5, 2013
- Department of Veteran Affairs VISN 3 2013 LEAD Graduate

Education

ADELPHI UNIVERSITY, Garden City, NY
Masters of Social Work, May 2009, GPA 3.71

UNIVERSITY AT ALBANY, Albany, NY
Bachelors of Arts in Psychology, December 2007 GPA: 3.32 Cum Laude

Professional Experience

WEST PALM BEACH VETERANS AFFAIRS MEDICAL CENTER, *West Palm Beach, Florida*

Homeless Programs Section Chief (GS-13) - West Palm Beach VAMC, June 2019 – Present

- Responsible for the day to day operations of the Veterans Resource Center (VRC) as well as responsible for oversight of the following programs: Veteran's Justice Outreach (VJO), Healthcare and Re-entry for Veterans (HCRV), Grant and Per Diem (GPD) Program, Contract Residential Services (CRS) program and Homeless Outreach.
- Provide supervision and oversight to the Compensated Work Therapy (CWT) programs.
- Supervises 16 FTE across all programs, which include Social Work staff and Vocational Rehabilitation staff.
- Oversee the development and implementation of a financial management system, which includes cost and budget analysis, forecasting and control of any funds which may be assigned to the program.
- Performs work related to the review, monitoring, analysis, planning and assessment of various programs and is responsible for key project activities related to the planning, development and implementation of the project component.
- Serves as the liaison with community partners and Continuums of Care (CoC) related to homeless programming.
- Implementing Coordinated Entry within the West Palm Beach VAMC catchment area in collaboration with local CoC's.

CW BILL YOUNG VETERANS AFFAIRS MEDICAL CENTER, *Bay Pines, Florida*

HUD-VASH Supervisor – Sarasota CBOC (GS-12), March 2014 – November 2015; CW Young Campus (GS-12), November 2015 – Present (40 hours weekly)

- Oversee a HUD-VASH program team located at the CW Young VA Medical Center, supervising clinical case management services for over 314 homeless Veterans with co-occurring medical, substance abuse, and/or severe mental illness.
- Directly supervise twelve social work staff and two peer support specialist that provide direct case management to Veterans admitted to HUD-VASH program towards the goal of obtaining and sustaining independent housing.
- Provides monthly supervision to employees to provide technical assistance and education on implementation of procedures outlined in the HUD-VASH handbook, practice of Critical Time Intervention (CTI) Model, and principles of Housing First.
- Field complaints from Veteran, landlord, and/or community stakeholders regarding programmatic concerns.
- Develop responses to controlled correspondences from local and national political officials, and media outlets.
- Work closely with staff to provide timely updates of internal Microsoft Excel tracking spreadsheets and assist Section Chief in the validation of data reported to VISN 8 and NEPEC.
- Assist staff in identifying potential placement of Homeless Veterans in Healthcare for Homeless Veterans (HCHV) contract beds or bridge housing opportunities with Grant and Per Diem (GPD) providers.
- Collaborate with HCHV and GPD liaisons to ensure rapid housing of Veterans admitted to HUD-VASH program and work closely with the contracted providers to communicate expectations of said housing goals.
- Provide clinical supervision to four Florida State Social Work Registered Intern employees, earning hours towards their clinical licensure.
- Ensures all potential referrals fit program eligibility criteria based on the HEARTH Act definition of homelessness.
- Exceeded performance measures of 100% utilization of HUD-VASH vouchers and 90% of Veterans in program housed as of October 1, 2016.
- Regularly utilizes reports found on the Homeless Hub such as real time utilization reports, as well as local Homeless scorecards to assist in the identification of areas requiring additional focus or improvement within local team.
- Provides administrative supervision to HUD-VASH staff, providing quarterly assessments of staff performance.
- Conducts daily team huddles to triage high risk cases, discuss clinical concerns, coordination of care, and housing progress of admitted Veterans.

- Coordinates biweekly conference calls with the Pinellas Public Housing Authority that increases communication and collaboration with HUD-VASH Housing Choice Voucher administrator, to ensure rapid and sustained housing for HUD-VASH participants.
- Participates in weekly HUD-VASH program leadership meetings towards the purpose of reviewing program goals, performance measures, improving standard operating procedures, and assess barriers in rapid housing.
- Fosters relationships with local community agencies that administer the Supportive Services for Veteran Families (SSVF) programs, providing direct coordination in referring eligible candidates for assistance.
- Responsible for ensuring area specific data validation for the Homeless Operations Management System (HOMES), as well as monthly reporting of program metrics and performance measures to VISN 8 Network Leadership.
- Served as the HUD-VASH Section representative at the monthly Social Work Leadership Council that is responsible for reviewing all Social Work Service's committee actions, and making recommendations for performance improvement in all areas within the Social Work Service.
- Chairperson for the Social Work Service Quality of Care Committee working in conjunction with the Social Work Leadership Council to establish and maintain quality management oversight relevant to the care provided that complies with VHA policy and accrediting bodies such as The Joint Commission and CARF.

NORTHPORT VETERANS AFFAIRS MEDICAL CENTER, *Northport, New York*

Veteran Justice Outreach (VJO) Specialist (GS-12), March 2013-March 2014 (40 hours weekly)

- Case managed Veterans within Nassau County Veterans Court. Responsibilities include initial assessment, submitting regular court reports, advocacy provided on Veterans behalf with the District Attorney's office, linkage to indicated treatment needs, and serve as primary liaison between Court staff and treatment teams.
- Provided Jail outreach to incarcerated Veterans with the goal of assisting them re-integrate into the community and to access services at the Medical Center, as well as in the community.
- Collaborated with Veteran Benefits Administration and Veteran Service Organization representatives during jail outreach to assess incarcerated Veterans' eligibility for VA services, obtain eligibility documentation, as well as initiate claims processes in preparation for their release dates.
- Coordinated with Suffolk County Sheriff's Department, attending monthly meetings to discuss incarcerated Veteran needs, fostering a direct line of communication with county jail rehabilitation office staff.
- Responsible for data entry in the Homeless Operations Management System (HOMES), overseen by the Northeast Program Evaluation Center (NEPEC), for the purpose of providing up-to-date information regarding program status, and outcomes.

NORTHPORT VETERANS AFFAIRS MEDICAL CENTER, *Northport, New York*

HUD-VASH Case Manager (GS-11), October 2009-March 2013 (40 hours weekly)

- Provided case management for over 35 Veterans and their families, who fit the HEARTH Act definition of homeless, in order to find and sustain long-term/permanent housing via section-8 vouchers.
- Met with Veterans on a regular basis to establish their short and long-term goals. Such goals are monitored regularly, and placed in their bi-yearly service plan. The purpose of this engagement is to empower Veterans in order for them to express their own treatment goals/needs.
- Developed psychosocial histories as well as individualized wellness plans, to suit each Veterans' unique needs and circumstances.
- Facilitated linkage for case managed Veterans to services within and outside of the VA system based on the Veterans' indicated medical, substance abuse, and/or mental health needs.
- Fostered collaboration between various VA departments and programs in order to assist Veterans in the navigation of multilayered processes.
- Liaison closely with the Public Housing Authority on Long Island, in order to assist Veterans in obtaining Section 8 vouchers.
- Responsible for monthly data entry in the Homeless Operations Management System (HOMES), overseen by the Northeast Program Evaluation Center (NEPEC).
- Consistently met performance measures established by Veterans Integrated Service Network (VISN), and National VA levels.
- Perform outreach, and collaborate with community agencies to obtain referrals for eligible homeless Veterans.
- Participate in HUD-VASH program admission screenings with interdisciplinary treatment team members.
- Participate in monthly interdisciplinary meetings to ensure Veterans' access to vocational services.

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BOARDS/COMMITTEES APPLICATION**

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Section I (Department): (Please Print)

Board Name: Homeless Advisory Board Advisory Not Advisory

At Large Appointment or District Appointment /District #: _____

Term of Appointment: 2.5 Years. From: 4-7-2020 To: 9-30-2023

Seat Requirement: Housing Authority Director Seat #: 12

*Reappointment or New Appointment

or to complete the term of _____ Due to: resignation other

Completion of term to expire on: _____

*When a person is being considered for reappointment, the number of previous disclosed voting conflicts during the previous term shall be considered by the Board of County Commissioners: _____

Section II (Applicant): (Please Print)

APPLICANT, UNLESS EXEMPTED, MUST BE A COUNTY RESIDENT

Name: Jones - Gilbert Carol Anne
Last First Middle

Occupation/Affiliation: Executive Director/CEO

Owner Employee Officer

Business Name: Palm Beach County Housing Authority

Business Address: 3432 W. 45th Street

City & State: West Palm Beach, FL Zip Code: 33407

Residence Address: 16450 Emerald Dunes Dr., #103

City & State: West Palm Beach, FL Zip Code: 33411

Home Phone: () N/A Business Phone: (561) 684-2160 Ext. 104

Cell Phone: (561) 836-8300 Fax: (561) 455-9965

Email Address: cjones-gilbert@pbchaffl.org

Mailing Address Preference: Business Residence

Have you ever been convicted of a felony: Yes _____ No

If Yes, state the court, nature of offense, disposition of case and date: _____

Minority Identification Code: Male Female
 Native-American Hispanic-American Asian-American African-American Caucasian

Section II Continued:

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_____	_____	_____	_____
_____	_____	_____	_____

(Attach Additional Sheet(s), if necessary)
OR

NONE NOT APPLICABLE/ (Governmental Entity)

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By watching the training program on the Web, DVD or VHS on April 16 2019
 By attending a live presentation given on _____, 20____

AND

By signing below I acknowledge that I have read, understand and agree to abide by the Guide to the Sunshine Amendment & State of Florida Code of Ethics:

*Applicant's Signature: Carol Jones-Gilbert Printed Name: Carol Jones-Gilbert Date: 10/24/19

Any questions and/or concerns regarding Article XIII, the Palm Beach County Code of Ethics, please visit the Commission on Ethics website www.palmbeachcountyethics.com or contact us via email at ethics@palmbeachcountyethics.com or (561) 355-1915.

Return this FORM to:
 {Insert Liaison Name Here}, {Insert Department/Division Here}
 {Insert Address Here}

Section III (Commissioner, if applicable):
 Appointment to be made at BCC Meeting on: _____
 Commissioner's Signature: _____ Date: _____

CAROL ANNE JONES-GILBERT

6450 Emerald Dunes Drive, #103

West Palm Beach, FL 33411

(804) 836-8300 cell

caroljonesgilbert@msn.com

Professional Experience

**Palm Beach County Housing Authority (PBCHA), West Palm Beach, FL
12/2018 – Present
Executive Director**

Responsibilities

- Inspire and influence the PBCHA Board, staff, residents and stakeholders to achieve its affordable housing vision, mission, values, and strategic goals.
- Articulate the Board-adopted vision and mission of PBCHA and provide the visionary leadership that is essential to the realization of long-term goals and outcomes. Collaborate with the Board on board policy and strategic thinking that will further the implementation of the vision and mission.
- Collaborate with the Board on the strategic planning goals and initiatives that will be critical in accomplishing the PBCHA vision and mission. Formulate the action plans that will provide the benchmarks, tasks, resources, accountabilities, and deliverables that will be critical to the fulfillment of PBCHA strategic goals.
- Ensure that the agency is in full compliance with all local, state, and federal laws, regulations, policies, and procedures that apply to its portfolio of housing programs and services.
- Coordinate the staffing and other resources in key business management units that are critical to producing and managing quality affordable housing that meets the needs and wants of residents. The key business management units include, but are not limited to, human resources, finance, asset management, and property management.
- Build a quality management team and cross-functional teams that are empowered to be key contributors to organizational decision-making and problem-solving. Provide teams and individuals the opportunity to learn more about the broader organizational system and its functional units.
- Build and maintain a positive collaborative relationship with the key Palm Beach County governmental agencies, Palm Beach housing authorities, nonprofits, and quasi-governmental agencies that are involved with affordable housing, homelessness, community development, economic development, fair housing and social services.
- Ensure that the PBCHA is making positive progress in moving in the direction outlined in the vision statement.

**Richmond Redevelopment and Housing Authority (RRHA), Richmond, VA
12/2015 – 12/2018
Chief Operating Officer**

Responsibilities

- Responsible for the oversight and direction for all aspects concerning the operations of RRHA's Low Income Public Housing (LIPH) program, Central Maintenance, HCVP and the Resident Services Departments for a total of 156 employees, 3,979 public housing units, 3,495 vouchers and Capital Fund Grants in excess of 6 million dollars for a combined annual budget of approximately \$68 million dollars.
- Stays abreast of legislation, regulations and issues that may impact housing management operations; interfaces with government regulatory agencies as management agent and ensures regulatory compliance. Assures that all audit information requested is supplied in an accurate and timely fashion.
- Works with Real Estate and Development staff on issues related to acquisition, project design, CHOICE applications, HOPE VI grants, RAD and Section 18 applications and unit conversions

throughout pre-development, construction, conversion and lease-up. Works with Real Estate Development department and other appropriate parties to assure effective operations planning for new developments, including budget formulation, systems for managing the transition from development to property management and oversight and documentation of ongoing compliance requirements.

- Developed and revised operational business plans including operating policies, standard operating procedures and schedules. Coordinated the updating of key agency operational plans, documents, certifications, policies and procedures such as the annual Agency Plan, the Admissions and Continued Occupancy Policy (ACOP), the HCVP Administrative Plan, the PHAS and SEMAP certifications, Dwelling Lease and Addendums, etc. Administered and managed the deployment of operational practices into the business units supported.

**Richmond Redevelopment and Housing Authority (RRHA), Richmond, VA
10/2012 – 12/2015
Deputy Chief Operating Officer**

Responsibilities

- Provides direction and supervision to the Public Housing, Maintenance, Section 8 and the Resident Services Departments which account for approximately three-fourths of the agencies 300 employees for approximately 4,000 public housing units and 3200 vouchers.
- Stays abreast of legislation, regulations and issues that may impact housing management operations; interfaces with government regulatory agencies as management agent and ensures regulatory compliance. Assures that all audit information requested is supplied in an accurate and timely fashion.
- Maintains effective working relationships with representatives of city, state and federal agencies, industry peers and others involved with government. Attends all Board of Commissioners, city and HUD industry meetings as required and appropriate.
- Under the direct supervision of the Chief Operating Officer, developed and executed plans and strategies through the interpretation of HUD policies and procedures in order to improve and enhance housing services.
- Actively assisted and supported the Chief Operating Officer in developing and implementing agency rules, policies, procedures and guidelines as well as annual operating and capital budget preparation to improve operating efficiency. Provides leadership in the development of property goals related to the fiscal and physical health of the properties.
- Consults with Real Estate and Development staff on issues related to acquisition, project design, CHOICE applications, HOPE VI grants and property management that can be identified in pre-development and construction, as requested. Works with Real Estate Development department and other appropriate parties to assure effective operations planning for new developments, including budget formulation, systems for managing the transition from development to property management and oversight and documentation of ongoing compliance requirements.
- Assists in the revision and/or development of forms, reports and manuals relating to housing management issues and operations. Reviews/audits housing administrative, accounting and maintenance activities to ensure compliance with established policies and procedures.
- Establishes and coordinates a communication system involving transactions and activities between onsite staff and the Central Office to ensure appropriate monitoring and control of property issues and operations. Takes a leadership role in the resolution of communication issues with staff, residents and other key stakeholders.
- Successfully coordinated the opening of the HCVP waitlist through the receipt of online applications which accepted 27,000 applications and generation of a 10,000 applicant waitlist which allowed the agency to increase utilization and avoid further recapture of more than 2 million dollars in HAP funds.

**Richmond Redevelopment and Housing Authority (RRHA), Richmond, VA
03/2011- 10/2012
Business Operations Officer**

Responsibilities

- Developed and revised operational business plans including operating policies, standard operating procedures and schedules. Coordinated the updating of key agency operational plans, documents, certifications, policies and procedures such as the annual Agency Plan, the Admissions and Continued Occupancy Policy (ACOP), the HCVP Administrative Plan, the PHAS and SEMAP certifications, Dwelling Lease and Addendums, etc. Administered and managed the deployment of operational practices into the business units supported.
- Acted as business system (Yardi) subject matter expert and serves as Business Lead for all matters regarding system updates, testing, administration and setup for LIPH. Provided business units with technical /operational assistance, training and support. Identified business system enhancements for Yardi and Visual Homes software to assist staff in efficient and

effective performance.

- Assisted executive management with the identification of operational issues and opportunities as related to implementation of the agency's strategic plan and developed action plans to eliminate operational obstacles and barriers. Assisted Executives, AMPs and internal departments in identifying issues and determining resolutions. Served as the primary point of contact within the agency for property management issues by providing information regarding regulations, policies and procedures to assist the CEO, COO, Board of Commissioners and Resident Leadership. Utilized comprehensive knowledge of property management processes and procedures from experience gained while working in LIPH, LIHTC, multifamily, assisted housing and private sector management to formulate and administer agency policies, develop and implement innovative goals and initiatives and deliver quality customer service and problem resolution.
- Developed and managed an agency training calendar that was accessible on SharePoint for the coordination of high priority training for Property Management and HCVP staff. Was in charge of planning continuing education and personal development sessions for employees by coordinating with department managers on topics for training. Created and/or provided training manuals, materials, visual aids, resources, etc. for workshops and seminars after determining the best and most cost efficient avenue for offering training to employees using film, internet video, webinars, classroom learning, computer modules, instructional guides, etc. from industry providers such as HUD, HTVN, NAHRO, Nan McKay, and Quadel. Evaluated training to ensure that it aligned with government regulations, agency expectations, and usefulness and that it fell within budget.
- Based on the highest priorities, created action plans to include regulatory, policy and process research, problem resolution, implementation plan, post implementation audit/assessment and operational procedures. Interpreted regulatory and other changes into the operating environment to ensure compliance. Coordinated/conducted business unit audits and operational reviews and processes to address any audit findings and procedural/policy changes necessary to correct. Responsible for the dissemination of PIH Notices and other critical program information for LIPH and HCVP.

**Richmond Redevelopment and Housing Authority (RRHA), Richmond, VA
08/2009- 03/2011
Assistant Vice President of Property Management**

Responsibilities

- Supervised, directed, organized and planned the work of five AMP managers while retaining the managerial responsibilities of the Gilpin AMP until AVP for Region 1 was hired in February 2010. Then assumed management of Region 2 which consisted of 1,954 public housing units while retaining managerial responsibility of the Gilpin AMP (783 units) until a property manager was hired in September 2010.
- Served as the business lead and subject matter expert for LIPH, tenant selections, the central warehouse and maintenance for the Enterprise Business System (EBS) Yardi software conversion and continued use. Completed property and resident set up for the agencies entire resident population. Researched, resolved and revised agency practices and policies to align with Yardi functionality. Drafted more than 25 training templates for key business functions for use in training all LIPH management staff. Coordinated and conducted training of all AH staff for successful go-live and continued Yardi processing.
- Developed policies and procedures surrounding EBS and other regulatory requirements for staff development. Identified new federal requirements and shared information regarding housing trends, initiatives and best practices to improve management operations, maintain compliance and to develop strategies to move the program forward.
- Provided positive representation and forged working relationships with RRHA employees, residents, consultants, vendors, local, state and federal officials, law enforcement, social service providers, resident leadership, community groups, businesses, civic organizations and the public at internal meetings, public hearings and agency and governmental events. Represented the agency at meetings with resident leadership, city and other external partners in regards to initiatives impacting public housing such as the Choice Neighborhood Initiative and East End Charette to provide insight, technical advice, and recommendations in the development of future plans for the revitalization and transformation of public housing.
- Served as the lead for property management in making decisions regarding the use of RRHA's American Recovery and Reinvestment Act (ARRA) stimulus funds, capital funds and competitive grants for modernization and uniform federal accessibility standards (UFAS) improvements within family and elderly developments. Coordinated relocation strategies for all projects to include the use of public housing, privately owned dwellings, onsite "hotel" units and other resources for the relocation of nearly 800 families.

- Provided information in the development of the agency plan and continuously led the revision and implementation of the Admissions and Continued Occupancy Policy (ACOP), dwelling lease and addendums. Coordinated literature and presented information for public and community hearings involving these documents. Took the lead on several key tasks that affected the operational and financial efficiency of the agency such as utility billing, PIC inventory removal, Yardi, etc. Served as the primary point of contact within the agency for property management issues who provided information regarding regulations, policies and procedures to assist the CEO, COO, Board of Commissioners and Resident Leadership. Utilized comprehensive knowledge of property management processes and procedures from experience gained while working in LIPH, LIHTC, multifamily, assisted housing and private sector management to formulate and administer agency policies, develop and implement innovative goals and initiatives and deliver quality customer service and problem resolution.
- Provided technical expertise, information and assistance to the Sr. Vice President of Housing, other RRHA departments and AMP managers by staying abreast of current industry best practices and updated regulations as they related to the Code of Federal Regulations (CFR), PIH alerts and through training on the updated PHAS, EIV, asset management, fair housing, Virginia residential Landlord and Tenant Act (VRLTA), PIC and essential business functions. Provided reports and information to the Sr. Vice President about departmental operations and major shifts in policies or procedures and recommendations for future development. Attended meetings in the Sr. Vice President's absence and was given authority to make decisions on his behalf.

Richmond Redevelopment and Housing Authority (RRHA), Richmond, VA
01/15/09- 08/06/09
Senior Property Manager

Responsibilities:

- Responsible for managing the day-to-day operation of 783 public housing units.
- Instrumental in the development of the Rent Collection policy and procedures adopted for agency-wide use. Trained all management staff on these new procedures and coordinated the rent collection initiative in February 2009 which resulted in increased overall collections from the 70th percentile to 90 percent at the current time. Increased rent collection for the Gilpin AMP from 66% in 1/09 to 80% for 2/09 to 85% for 3/09 and 90% by 7/09. The highest percentage collected by this AMP since the agency began recording stats for rent collection in 2007.
- Key member of the ACOP committee which revised the agencies LIPH Admissions and Continuing Occupancy Policy, Dwelling Lease, Rules and Regulations and Mold Addendum. Solely tasked with revising key chapters concerning rent, inspection of dwelling units, pet policy, and income and adjusted income. Provided substantial input in recommending new policies, procedures and guidelines that would advance the LIPH program and improve operations.
- Reorganized management and maintenance responsibilities and addressed personnel issues of misconduct through education, progressive disciplinary action, termination, recruitment and performance management to maximize occupancy, provide good customer service, increase efficiency in work processes and improve work order completion rate. Implemented new citation program that set curb appeal standards and improved the overall appearance of the property.
- Provided technical expertise, information and assistance to the Assistant Director of Housing and other AMP managers by staying abreast of current and updated regulations as they related to the CFR, PIH alerts and through training on the updated PHAS, EIV, asset management, fair housing, VRLTA, PIC and essential business functions.

Richmond Redevelopment and Housing Authority (RRHA), Richmond, VA
03/2006 – 01/2009
Property Manager

Responsibilities:

- Responsible for managing the day-to day operation of 500 public housing units.
- Provided vision, oversight and supervision of subordinate management and maintenance staff. Supervised staff development including recruiting/selection, training, employee counseling, performance reviews, organizational development, employee relations and discipline.
- Effectively organized and planned work according to organizational needs by determining objectives and anticipating needs and priorities. Developed clear policies to comply with program requirements. Updated and created procedures to effectively implement policies. Developed unit and exterior inspection forms for agency use in routine and preventive maintenance inspections.
- Developed, managed and monitored operating budgets for the development. Conducted ongoing budget monitoring of monthly financial reports to ensure budget compliance. Increased rent collection

form the 60 percentile to 90 percentile resulting in a substantial net budget profit for FY2008.

- Participated in top management team functions such as staff meetings and special projects in support of overall organizational goals. Served as the LIPH representative during the "best practices" tour of the Cincinnati and Knoxville Housing Authorities and at various meetings as needed.
- Supervised staff in performing property management functions such as lease readings, inspections, file maintenance, reexaminations, rent collection and resident services. Implemented mass recertification process to correct regulatory noncompliance finding in which it was discovered that annual recertifications had not been conducted for 100% of the developments residents. Success of mass recertification process led to its implementation by other AMPs and the HCVP program.
- Ensured that data was maintained efficiently and accurately within various software programs such as MLS and PIC. Effectively utilized general office equipment such as computers and related software, computer printers, photocopier, calculators, and telephones (land line and cell).
- Successfully led AMP to become the first AMP to reach the Mission Possible performance standards of 85% for rent collection, 98% for occupancy and 98% for work order completion and receive the bonus award. Coordinated the inspection and repair of all major repair units in Whitcomb and 10 units within the Randolph property that had been vacant for a period of more than three years.

Genesis Properties, Inc., Richmond, VA
10/2005 – 03/2006
Property Manager

Responsibilities:

- Responsible for the overall management of 292 LIHTC housing units.
- Ensured the efficient operation of the property to include marketing and leasing of apartments, rental collection, and compliance with uniform physical inspection standards, staffing levels and resident relations.
- Supervised all on-site management, leasing and maintenance personnel for the property. Selected, supervised and reviewed all contractual services and personnel. Oriented and trained property employees in management policies and procedures. Ensured that all employees promoted high standards of professional appearance and exercised tact and courtesy during frequent contact with tenant's, owners, contractors and other employees.
- Promoted compliance with all federal, state and local laws and regulations. Adhered to the Virginia Residential Landlord and Tenant Act (VRLTA), requirements of VHDA, and program regulations contained within Section 42 of the Internal Revenue Code, the Code of Federal Regulations and HUD Handbook 4350.3.
- Operated the property within the budgeted guidelines established for the property. Limited property operating expenses to a level necessary to maintain acceptable property conditions. Prepared detailed and accurate reports and submitted all required reports, invoices, deposits, market surveys and other documents as assigned.
- Maintained accurate and complete files and accounts. Reviewed all rental applications and leases for accuracy and compliance with LIHTC rules and regulations. Ensured occupancy by eligible households to ensure owners ability to receive tax credits. Ensured that annual recertifications were completed in a timely manner. Complied with various agency requirements for residents who received subsidy layering (i.e., Section 8 participants within the LIHTC property).

Franciscan Ministries, Wheaton, Illinois
08/2003 – 07/2005
Housing Manager

Responsibilities:

- Responsible for the day- to-day operation of 100 Section 202 Project Rental Assistance Contract (PRAC) elderly housing units. Maintained 100% occupancy rate, performed 100% file audit and obtained a score of 98 on the site REAC inspection.
- Responsible for the preparation, implementation and monitoring of the annual budget, capital expenditures and operational and physical improvement programs. Submitted information to estimate and project funding budget levels and request for budget based rent increases. Tracked and analyzed budget performance by reviewing income statements, balance sheets, general ledgers and cash flow statements. Monitored the project operating budget utilizing budget variance reports, accounts payable/receivable reports and declining budget logs. Forecasted necessary levels for replacement reserves and capital expenditures. Coordinated the complete modernization of the building common areas, offices and hallways.
- Negotiated vendor contracts, processed invoices, approved payments and implemented appropriate collection procedures. Created alternate revenue streams through the sale of obsolete equipment and the formation of a property thrift store.
- Complied with all regulatory and licensing requirements and established and maintained strong

relationships with funding and regulatory agencies.

- Responsible for the accurate and timely submission of all subsidy requests for payment including the monthly Section 8 Housing Assistance Payment (HAP) voucher, excess income report and special claims for vacancy and damages using Onsite and TRACS.
- Established necessary procedures, policies and systems for an effective and efficient delivery of services and operations.
- Developed, implemented and coordinated a marketing program including promotional materials, events and advertising presentations to community groups and facility tours. Maintained site-based waiting lists and affirmative marketing plan.
- Directed human resource functions within the facility, including the determination of staffing needs, development of corresponding positions, hiring, supervision and providing feedback to direct employees. Assured that all individuals were provided with appropriate training, knowledge and skill development to successfully carry out their duties.

Assistant Housing Manager

- Responsible for the day-to-day operation of 511 Section 236 and Section 8 (both project and tenant based) multifamily subsidized housing units.
- Provided resident education of subsidy requirements as they related to the property's compliance requirements and residents' responsibility for their actions within the subsidy program.
- Reported any suspected subsidy fraud, errors, and discrepancies in documentation or computer problems to the housing manager.
- Supervised the occupancy specialist in all functions of annual and interim recertifications from initial notice to closure of process with resident 50059's and/or lease as appropriate assuring compliance with all federal and state regulations. Supervised leasing specialist to ensure that the waiting list for the property was compiled and maintained in accordance with tenant selection policies.
- Responsible for the accurate and timely submission of all subsidy requests for payment including the monthly Section 8 HAP voucher, excess income report and special claims for vacancy and damages.
- Responsible for the up-to-date status of all information within the HUD Manager/ Rent Roll software system and completion of all reporting from this system.
- Monitored resident accounts receivables, approved delinquency notices and supervised collection procedures.
- Served as the Fair Housing Coordinator for the property. Insured compliance with Section 504 of the Rehabilitation Act, the Fair Housing Amendment, the Age Discrimination Act and the Americans with Disabilities Act. Received all request for reasonable accommodations and/or modifications, interpreters and translation services.

Dallas Housing Authority (DHA), Dallas, TX

07/1995 – 02/2000

Housing Manager

Responsibilities

- Responsible for the overall management of properties consisting of up to 394 public housing units. During employment with DHA also managed two project based Section 8 properties and successfully worked with the development department for management of the capital fund for the complete modernization/rehabilitation of both properties.
- Identified work, information and resources required to carry out DHA policy in compliance with HUD guidelines. Maintained tenant files in accordance with DHA and HUD standards.
- Served as the liaison between the DHA, social agencies and businesses to provide services to the community and provided social services referrals.
- Supervised, trained and instructed staff and completed performance evaluations and payroll.
- Evaluated and determined tenant eligibility for housing. Gathered income verification documents, adjusted rent as necessary and advised residents of adjustments. Ensured the timely and accurate calculation of tenant rents and utility allowances.
- Interviewed residents to collect and analyze statistical data for financial accountability sufficient to detect gaps and conflicting information. Investigated fraud and program abuse and took necessary steps to address abuses.
- Prepared and processed all rental agreements/leases and related forms. Insured that the resident lease was adhered to and engaged in appropriate lease enforcement activities to handle violations. Conducted briefings with staff and residents on changes in rules/regulations.
- Calculated and collected rent for a rent roll of \$41,024 with tenant account receivables equaling 2%. Worked with residents to collect delinquent accounts and engaged in eviction procedures when necessary.
- Handled leasing responsibilities, which included marketing and showing units, and handling all details of move-ins and move-outs.
- Continually inspected property and improvements, recording and reporting any deficiencies and taking necessary action. Inspected resident units to ensure safety, cleanliness, to detect damage and ensure that housing units met required standards. Counseled residents on

maintenance of unit when necessary.

- Prepared reports regarding vacancy, delinquency, inspections and recertifications using computer software such as word processing, database applications and HUD manager. Prepared housing assistance payment (HAP) and transmitted electronically via TRACS

Advocacy, Inc., Dallas, TX

09/1994 – 07/1995

Intake/Outreach Coordinator

Responsibilities

- Conducted intake interviews, received rights violation complaints, and provided appropriate information, materials, or referrals to all contacts.
- Determined eligibility for case level services within the four federal disability protection acts.
- Developed a plan for the provision of outreach services to minority and rural communities.
- Engaged in outreach activities that focused on agency programs and priorities, self-empowerment, and advocacy.

Education

Texas A&M University, College Station, TX
Bachelor of Arts, Speech Communications
Minor in Journalism
1992

Certifications:

Leadership Metro Richmond – Class of 2017
Certified Public Housing Manager – NAHRO (1996)
Family Self Sufficiency Certification – NAHRO (2017)
Certified Occupancy Specialist – NCHM (2005)
Certified Tax Credit Specialist – NCHM (2006)
HCVP/PH Rent Calculation - Nan McKay (2010)
HCV Executive Management Certification – Nan McKay (2011)
Certified Housing Quality Standards Inspector – Nan McKay (2015)
HCV Financial Management Specialist - Nan McKay (2017)
PBV Specialist - Nan McKay (2017)
Accredited Residential Manager (ARM) – IREM (2011)
Public Housing Occupancy Specialist – Quadel (2016)
HCVP Occupancy Specialist – Quadel (2016)

RESOLUTION NO. R2016 - 0038

RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF PALM BEACH COUNTY, FLORIDA, REPEALING AND REPLACING RESOLUTION R2014-1638; PROVIDING FOR THE ESTABLISHMENT OF THE HOMELESS ADVISORY BOARD; PROVIDING FOR COMPOSITION; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the U.S. Department of Housing and Urban Development (HUD) recommends that recipients of Continuum of Care funds comply with the The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act), and with 24 CFR Part 578; and

WHEREAS, the Continuum of Care Program provides funds for the operation and maintenance of Safe Havens, transitional housing, permanent supportive housing and permanent housing; and

WHEREAS, Palm Beach County, through the Department of Community Services, Division of Human Services wishes to comply with HUD recommendations regarding the Homeless Advisory Board; and

WHEREAS, HUD has adopted a Continuum of Care Program that allocates HUD homeless assistance grants to organizations that participate in local homeless assistance program planning networks, and each of these networks is called a Continuum of Care; and

WHEREAS, the Board of County Commissioners of Palm Beach County, Florida, established a Homeless Advisory Board on May 1, 2007 to create a Ten-Year Plan to End Homelessness in Palm Beach County pursuant to Resolution R2007-0720, and such Resolution was amended by Resolution R2007-1693, on October 2, 2007 and such Resolution was repealed and replaced by Resolution R2011-1233, on August 23, 2011; and such Resolution R2014-1638 was repealed and replaced on October 21, 2014 and

WHEREAS, since the Ten-Year Plan to End Homelessness has now been adopted, there exists a need for the Homeless Advisory Board to work in conjunction with the Continuum of Care to assist the County in achieving the objectives of the Ten-Year Plan to End Homelessness.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF PALM BEACH COUNTY, FLORIDA, as follows:

REPEAL AND REPLACEMENT

Resolution R2014-1638 is hereby repealed in its entirety and replaced with the following:

SECTION 1: ESTABLISHMENT OF THE HOMELESS ADVISORY BOARD

There is hereby established an advisory board to be known as the "Homeless Advisory Board," herein referred to as the "Advisory Board."

SECTION 2: COMPOSITION

The Advisory Board shall be comprised of fourteen members as follows:

- a. One (1) member shall be a Palm Beach County Commissioner;
- b. One (1) member shall be recommended by the Palm Beach County Law Enforcement Planning Council;
- c. One (1) member shall be recommended by the School District of Palm Beach County;
- d. One (1) member shall be recommended by the Florida Department of Children and Families;
- e. One (1) member shall be recommended by the League of Cities;
- f. One (1) member shall be recommended by the Veterans Administration Medical Center;
- g. One (1) member shall be recommended by the Homeless Coalition of Palm Beach County;
- h. One (1) member representing homeless services providers shall be recommended by the Executive Committee of the Homeless and Housing Alliance;
- i. Two (2) members representing business shall be recommended by the Economic Development Council;
- j. One (1) member representing Formerly Homeless individuals or families shall be recommended by the Homeless and Housing Alliance;
- k. One (1) member representing a Housing Authority shall be recommended by the Community Services Department;
- l. One (1) member representing the Faith-Based Community shall be recommended by the Community Services Department;
- m. One (1) member representing the Southeast Florida Behavioral Health Network, Inc. shall be recommended by the Community Services Department.

SECTION 3: APPOINTMENTS, TERMS, AND VACANCIES

- A. The maximum number of Boards and Commissions that an individual appointed by the Board of County Commissioners may serve on at one time shall be three.
- B. Terms of office for the Advisory Board members shall be three years and shall begin on October 1st and end on September 30th.
- C. There shall be a limit of three consecutive three year terms, unless dictated otherwise by statute or other binding rule.
- D. Appointments shall be made by the Board of County Commissioners. The Homeless Advisory Board may provide recommendations for appointments.

- E. A vacancy occurring during a term shall be filled for the unexpired term and in the manner prescribed above.
- F. Upon adoption of this resolution, those members with unexpired terms that were serving on the previous Homeless Advisory Board will have their terms adjusted to expire on September 30th of the year in which their term expires.
- G. Members shall be subject to the rules and to the overall authority of the Board of County Commissioners of Palm Beach County, Florida.
- H. Advisory Board members shall not be prohibited from qualifying as a candidate for elected office.

SECTION 4: ROLES AND RESPONSIBILITIES

The roles and responsibilities of the Homeless Advisory Board shall be to assist the County in reaching its Ten-Year Plan to End Homelessness goals and they shall have the authority and power to accomplish this through the following:

- A. Gather community input on homelessness.
- B. Oversee implementation of the Ten-Year Plan to End Homelessness by:
 - 1. Fostering and promoting cooperation among governmental agencies, community-based agencies, non-profit organizations and business interests in order to ensure the efficient and timely implementation of the Ten-Year Plan to End Homelessness;
 - 2. Review progress made in the County towards achieving the objectives identified in the Ten-Year Plan to End Homelessness and make recommendations to the Board of County Commissioners. The primary recommendations may include systematic changes, policy changes, and funding recommendations;
 - 3. Provide information regarding the needs and other factors affecting the smooth implementation of the Ten-Year Plan to End Homelessness within Palm Beach County; and
 - 4. Determine roadblocks affecting program implementation and recommend corrective measures to the Board of County Commissioners.
- C. Recruit private and public sector representatives to the membership of Advisory Board committees.

SECTION 5: MEETINGS

- A. The Advisory Board shall meet on a regular basis. The Chair or County staff shall have the authority to call emergency meetings, as is needed and appropriate.

SECTION 6: OFFICERS

- A. The Chair shall be a County Commissioner appointed by the Palm Beach County Board of County Commissioners.
 - 1. Duties of the Chair:
 - a. Call and set the agenda for Advisory Board meetings;

- b. Preside at Advisory Board meetings;
 - c. Establish committees, appoint committee chairs and charge committees with specific tasks; and
 - d. Perform other functions as the Advisory Board may assign by rule or order.
2. If a vacancy occurs in the office of the Chair, the Palm Beach County Board of County Commissioners shall appoint a replacement.
- B. The Vice Chair shall be elected by a majority vote of the Advisory Board and shall serve for a term of one year.
- 1. The Vice Chair shall perform the duties of the Chair in the Chair's absence, and such other duties as the Chair may assign.
 - 2. If a vacancy occurs in the office of the Vice Chair, the Advisory Board will elect another member to fill the unexpired term.

SECTION 7: REMOVAL FOR LACK OF ATTENDANCE

Members of the Advisory Board shall be automatically removed for lack of attendance. Lack of attendance is defined as failure to attend three consecutive meetings or failure to attend more than one-half of the meetings scheduled during a calendar year. Participation for less than three-fourths of a meeting shall constitute lack of attendance. Members removed under this paragraph shall not continue to serve until a new appointment is made and removal shall create a vacancy.

SECTION 8: RESIDENCY REQUIREMENTS

All board members must be residents of Palm Beach County at the time of appointment and while serving on the board.

SECTION 9: ANNUAL NARRATIVE REPORT

The Advisory Board shall submit an annual narrative report to the Agenda Coordinator. The form, substance, and submittal dates for annual narrative reports are established by PPM CW-O-060.

SECTION 10: SUNSHINE LAW AND STATE CODE OF ETHICS

Members of the Advisory Board are to comply with the Sunshine Law and State Code of Ethics. Reasonable public notice of all Advisory Board meetings shall be provided. All meetings of the Advisory Board shall be open to the public at all times and minutes shall be taken at each meeting.

SECTION 11: PALM BEACH COUNTY CODE OF ETHICS

Advisory Board members are to comply with the applicable provisions of the Palm Beach County Code of Ethics as codified in Section 2-254 through 2-260 of the Palm Beach County Code.

SECTION 12: TRAVEL EXPENSES, REIMBURSEMENT AND APPROVAL AUTHORITY

Travel reimbursement is limited to expenses incurred only for travel outside Palm Beach County necessary to fulfill board member responsibilities when sufficient funds have been budgeted and are available as set forth in PPM CW-O-038. No other expenses are reimbursable except documented long distance phone calls to the liaison County department. Approval authority for pre-authorized board member travel is designated to the County Administrator and Deputy Administrator and shall be in accordance with Countywide Policy and Procedures Memoranda (PPM) CW-F-009.

SECTION 13: CONDUCT OF MEETING

A quorum must be present for the conduct of all board meetings. A majority of the members appointed shall constitute a quorum. All meetings shall be governed by Robert's Rules of Order.

SECTION 14: CONFLICT WITH FEDERAL OR STATE LAW OR COUNTY CHARTER

Any statutory Federal or State or County Charter provisions in conflict with this Resolution shall prevail.

SECTION 15: EFFECTIVE DATE

This Resolution shall become effective upon approval by a majority vote of the Board of County Commissioners, Palm Beach County, Florida.

The foregoing Resolution was offered by Commissioner Vana, who moved its adoption. The motion was seconded by Commissioner Valeche, and upon being put to a vote, the vote was as follows:

Commissioner Mary Lou Berger, Mayor	— <u>Aye</u>
Commissioner Hal R. Valeche, Vice Mayor	— <u>Aye</u>
Commissioner Paulette Burdick	— <u>Aye</u>
Commissioner Shelley Vana	— <u>Aye</u>
Commissioner Steven L. Abrams	— <u>Aye</u>
Commissioner Melissa McKinlay	— <u>Aye</u>
Commissioner Priscilla A. Taylor	— <u>Aye</u>

The Mayor thereupon declared the Resolution duly passed and adopted this 26th day of January, 2016.

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

BY: Helene C. Hvizd
Helene C. Hvizd
Assistant County Attorney

ATTEST:

SHARON R. BOCK
CLERK & COMPTROLLER
BY: Sharon R. Bock
Deputy Clerk

