



BLAINE COUNTY HOUSING AUTHORITY

Wednesday, June 12, 2024, 12:00 PM
191 5th St. West, Ketchum, Idaho 83340

AGENDA

PUBLIC PARTICIPATION INFORMATION

Public information on this meeting is posted outside City Hall.

We welcome you to watch Board Meetings via live stream.

You will find this option on our website at www.ketchumidaho.org/meetings.

If you would like to comment on a public hearing agenda item, please select the best option for your participation:

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Join the Webinar: <https://zoom.us/j/92594802380>
Webinar ID: 92594802380
- Address the Board in person at Ketchum City Hall or the Merriweather Building in Hailey dependent upon the meeting location.
- Submit your comments in writing at info@bcoha.org (by 8am the day of the meeting)

This agenda is subject to revisions. All revisions will be underlined.

CALL TO ORDER: By Board Chairman Keith Perry

ROLL CALL: Pursuant to Idaho Code Section 74-204(4), all agenda items are action items, and a vote may be taken on these items.

COMMUNICATIONS FROM BLAINE COUNTY HOUSING AUTHORITY BOARD: Communications from the Board of Directors

1. Public Comments submitted.

COMMUNICATIONS FROM THE LIAISONS: Updates from the Liaisons on their jurisdictions

2. Liaison Reports.

COMMUNICATIONS FROM THE STAFF: Updates from the Staff.

3. Staff Updates – Housing Director Carissa Connelly

CONSENT AGENDA:

ALL ACTION ITEMS - The Board is asked to approve the following listed items by a single vote, except for any items that a Councilmember asks to be removed from the Consent Agenda and considered separately.

- [4.](#) UPDATED: Financials for May 2024 to be approved BCHA Board July 2024 Meeting – Staff
- [5.](#) Recommendation to approve meeting minutes for May 8, 2024 – City of Ketchum Clerk Trent Donat
- [6.](#) Recommendation to approve Grievance Hearing minutes for May 28, 2024 – City of Ketchum Clerk Trent Donat
- [7.](#) Recommendation to approve updated contract for services with Briana Zak – Housing Director Carissa Connelly

NEW BUSINESS:

8. Mission Moment – Contractor Courtney Noble and Program Administrator Frances Solano

ADJOURNMENT:

JUNE 7 – Board Meeting Staff Update

GOAL 1: BUILD ORGANIZATIONAL STRUCTURE + CAPACITY TO SERVE REGIONAL HOUSING OPPORTUNITIES + GAPS

- Respond to compliance letter following IHFA’s HOME-ARP review. (Courtney + Frances)
- Interviewed potential candidates for a Deputy Director position. Working with HR on reassessing what sort of skill sets are achievable and complimentary, shifting more towards an Operations Manager. (Carissa + team)

GOAL 2: RECOMMEND + ADVOCATE FOR POLICY THAT PROMOTES HOUSING

- Continuing to follow Bellevue’s Business District text amendment. Have drafted initial suggestions sent on behalf of BCHA Board Chair. Will craft another recommendation letter this month upon release of draft for PZ consideration at July meeting. (Rian + Carissa)

GOAL 3: EXPAND, COORDINATE, + IMPROVE SERVICES TO CREATE HOUSING STABILITY

- Ongoing identification of potential candidates for Bluebird Village; coordination and referral with Syringa Property management. (Courtney + Bri)
- Trainings from NeuroMediation Group continue. The last one for this fiscal year is early Jule. (Carissa)

Transitional Housing

- Playset will be placed at Silvercreek in two weeks. (Frances)
- Working with Advocates in housing. (Frances)
- Residents have started onsite community garden with the assistance of the Hunger Coalition. (Frances)

GOAL 4: INFORM, ENGAGE, COLLABORATE

- Met with Ketchum’s Community Engagement Manager regarding branding and common misconceptions and confusion on housing organizations and efforts. Will bring a potential rebrand to the Board in the next couple of months. (Carissa)

GOAL 5: STEWARD/PRESERVE + EXPAND PORTFOLIO OF DEED RESTRICTED HOMES

Compliance

- Meeting with potential legal counsel who is an expert in all housing and HUD-related laws and regulations. She is an experienced auditor for compliance purposes. (Carissa)

Policies & Deed Restrictions

- Compiling new Category 4 rental deed restrictions for new units at 5th and Main and 4th and Main in Ketchum (Rian).

- Miscommunication from developer on one of the 5th and Main units led to confusion around allowance for a Category 5 tenant to be moved into one of the units (approved at last BCHA Board meeting). Clarifying with developer that only Category 4 will be allowed. The units are not approved for Category 5. (Rian)
- Translated policies into Spanish, under review by bilingual staff. English version disseminated via newsletter and both links will be available online. (Frances, Liz, Thecla)

Application Review

- Reaching out to Spanish speaking applicants regarding Bluebird interest / application status (Liz)
- Connecting with at risk applicants to provide them with resources in our community / connect them with Frances for transitional housing if appropriate. (Liz)
- Assist with identifying Spanish speaking eligible applicants for category 4 rental units (Liz)
- Review 16 incoming intake forms on Slide Room (Liz)
- Applications: 1st review 2 rental applications, 1st review 1 purchase applications, 2nd review rental applications, following up on applications with missing data. (Liz)
- Assisting applicants with in-person application/CIF submission. (Liz)
- Identify eligible applicants for one category 3 and two category 4 rental units; confer with landlords re: lease-up. (Courtney)

Data transition

- Drafting and reviewing materials for transition to Public House and Homekeeper for application screening and submission. (Rian + Courtney)
- Beginning to test application and screening forms for errors (Rian + Courtney)

BCHA's financial services are shifting to Accountant Jenna Elliot, who comes highly recommended. Please see resume below/ May financial reports will be included with June financial reports in the BCHA Board July Meeting to accommodate the onboarding and training processes. For any questions or concerns, please contact info@bcoha.org.

Thank you

JENNA ELLIOTT, C.M.

PO Box 3695 • Ketchum, ID 83340 • 208.949.6885 • jennaleigh0316@gmail.com

Profile

Qualified Finance & Accounting Director > with a keen eye for detail and over 9 years of accounting experience. Demonstrated ability to oversee all financial activities within a company and quickly master various types of software and technology. Resourceful and efficient with time schedules and motivated to expand knowledge base and skill set. Accustomed to and comfortable with handling sensitive, and highly confidential records and information.

Accomplished Contracts Accountant > with close to 4 years of contract administration experience. Self-motivated professional with a proven track record of monitoring contracts, meeting deadlines, and implementing processes and procedures to ensure efficient and smooth workflow. Dedicated to exceeding expectations and providing exceptional assistance to fellow employees.

Even-keeled team player > with the ability to maintain a sense of humor under pressure. Adapts quickly and seamlessly to change and maintains control in times of stress. Interacts appropriately with professionals and non-professionals at all levels and genuinely enjoys people and diversity. Competent employee who brings a positive outlook to situations and maintains a strong work ethic.

Skills Summary

| | | |
|-----------------------|-----------------------|------------------------|
| Financial Statements | Payroll | Customer Service |
| Reconciliation | Contract Management | Administrative Support |
| AR/AP | Invoicing | Project Management |
| General Ledger | Purchase Orders | Report Preparation |
| Auditing | General Office Skills | Problem Solving |
| Budgeting/Forecasting | Data Analysis | Written Correspondence |

Professional Experience

ACCOUNTING / FINANCIAL ANALYSIS

- ❑ Manage and direct all financial and administrative programs and activities for approximately 20 different entities.
- ❑ Oversee internal controls related to financial functions.
- ❑ Finances: AP/AR, billing, budgeting, forecasting, financial statements, journal entries, grant accounting, capital planning.
- ❑ Review, track, and draw on operating grants to maintain efficient cash flow.
- ❑ Post customer payments; prepare and make deposits
- ❑ Reconcile bank, cash and credit card accounts
- ❑ Payroll administrator
- ❑ Administer 401K Contributions and maintain account reconciliation
- ❑ Prepare compliance filings and process various state business licenses
- ❑ Prepare and file taxes: Payroll, Sales & Use, Income
- ❑ Collect and maintain vendor W-9 forms and process, file, and send out 1099s
- ❑ Restructure Chart of Accounts to conform to government standards to ensure compliance and better tracking of the client's financial health
- ❑ Maintain Balance Sheet Schedules: Deferred Revenue, Fixed Assets, Prepaids, etc.
- ❑ Assist with financial and governmental audits
- ❑ Functional knowledge of GAAP and compliance with GASB.

CONTRACTS ADMINISTRATION / DATA ANALYSIS

- ❑ Oversee the implementation of and coordination of revenue generating contracts and leases.
- ❑ Negotiate, create, audit, maintain, and terminate customer contracts including reviewing proposals, evaluating compliance with requirements and regulations, maintaining communication to ensure timely execution, and analyzing documents
- ❑ Provide exemplary customer service by communicating effectively and efficiently with customers to resolve complaints or disputes with contract execution and billing.
- ❑ Create lease and non-lease contract documents for contract changes and monitor signing process to ensure timely execution.
- ❑ Monitor and track contract life cycle to ensure terms are met and renewals are processed in a timely manner.
- ❑ Conduct periodic audits on various aspects of the department to ensure accuracy and efficiency
- ❑ Create and analyze profitability reports to determine accounts with low profitability
- ❑ Research, analyze, and implement processes and procedures to streamline workflow and maximize efficiency
- ❑ Create and implement standard operating procedures for contracts department during a time of high growth and change

CUSTOMER SERVICE / ADMINISTRATIVE SUPPORT

- ❑ Analyze various permit/license applications to ensure compliance and issue permits/licenses accordingly to citizens
- ❑ Answer and screen telephone calls, while providing exceptional customer service
- ❑ Create and maintain customer and vendor files
- ❑ Create, produce, and disseminate newsletters, email blasts, and social media updates
- ❑ Prepare reports, spreadsheets, memos, letters, and presentations using Microsoft Word, Excel, and PowerPoint
- ❑ Grant research and application
- ❑ Draft, transcribe, proofread, edit, and maintain correspondence, reports, and meeting minutes
- ❑ Update articles, images, and content upload to websites using HTML and CSS coding
- ❑ CompTIA Project+ certified (Project Management)

Employment History

13D Research & Strategy LLC – Ketchum, ID
Finance and Accounting Director, 12/2023 to Present

FRIEDMAN MEMORIAL AIRPORT – Hailey, ID
Deputy Airport Director, Finance & Administration, 02/2022 to 12/2023
Sr. Administrative Coordinator, 07/2021 to 02/2022
Administrative Coordinator, 04/2019 to 07/2021

PROPELLER INDUSTRIES – Ketchum, ID
Staff Accountant, 05/2018 to Present

FISHER'S TECHNOLOGY – Boise, ID
Sr. Contracts Accountant, 07/2014 to 05/2018

TWIN FALLS COUNTY ASSESSOR – Twin Falls, ID
Certified Real Estate Tax Appraiser, 11/2004 to 09/2006 and 09/2010 to 06/2014

Education / Certification

CERTIFIED MEMBER (C.M.)
American Association of Airport Executives - 2023

WESTERN GOVERNORS UNIVERSITY – Salt Lake City, UT
Bachelor of Science – Accounting, 2020

POINT LOMA NAZARENE UNIVERSITY – San Diego, CA
Bachelor of Arts – Liberal Studies, 1999



BLAINE COUNTY HOUSING AUTHORITY

Wednesday, May 08, 2024, 12:00 PM

111 N. First Ave., Suite 2P, Hailey, Idaho 83333

MEETING MINUTES

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CALL TO ORDER: By Board Chairman Keith Perry **(00:00:00 in video)**

ROLL CALL: Pursuant to Idaho Code Section 74-204(4), all agenda items are action items, and a vote may be taken on these items. 12:13pm **(00:00:06 in video)**

Keith Perry (online) – Chair

Sarah Seppa (online) – Vice Chair

Jennifer Rangel (present) – Commissioner

Ana Torres (online) – Commissioner

Nancy Mendelsohn (not present) – Commissioner

Mason Frederickson (online) – Treasurer

COMMUNICATIONS FROM BLAINE COUNTY HOUSING AUTHORITY BOARD: Communications from the Board of Directors **(00:06:20 in video)**

1. Public Comments submitted. 12:14pm **(00:01:07 in video)**

COMMUNICATIONS FROM THE LIAISONS: Updates from the Liaisons on their jurisdictions

2. Liaison Reports for May 2024. 12:14pm **(00:01:12 in video)** and Muffy Davis **(00:18:15 in video)**

COMMUNICATIONS FROM STAFF: Communications from the Staff.

3. Staff Update – Housing Director Carissa Connelly **(00:08:25 in video)**

CONSENT AGENDA:

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4. Recommendation to approve CPA's report and financials for May 2024 – Christy McPherson
5. Recommendation to approve meeting minutes for April 10, 2024 – City of Ketchum Clerk Trent Donat
6. Recommendation to Approve Exception Request to move Tenant from Category 4 unit to a Category 5 unit – Contractor Courtney Noble
7. Recommendation to Adopt Deed Covenant Templates – Housing Fellow Rian Rooney
8. Recommendation to Approve Updated Community Housing Policies – Housing Director Carissa Connelly

Recommendation to approve the Consent Agenda (00:10:58 in video)

Mover: Mason

Second: Jenni

Ayes: UNANIMOUS

NEW BUSINESS:

9. Mission Moment – Housing Director Carissa Connelly **(00:11:16 in video)**
10. Scheduling Housing 101 for BCHA Board – Housing Director Carissa Connelly **(00:12:34 in video)**
11. Discussion on attending Implementation Partner Meeting – Housing Director Carissa Connelly **(00:21:05 in video)**

ADJOURNMENT: (00:28:55 in video)

Motion to ADJOURN (00:28:57 in video)

Mover: Jenni

Second: Keith

Ayes: UNANIMOUS



BLAINE COUNTY HOUSING AUTHORITY

Wednesday, May 08, 2024, 12:00 PM

111 N. First Ave., Suite 2P, Hailey, Idaho 83333

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Motion to ADJOURN (00:28:57 in video)

Mover: Jenni

Second: Keith

Ayes: UNANIMOUS



BLAINE COUNTY HOUSING AUTHORITY

Tuesday, May 28, 2024, 3:30 PM
191 5th St. West, Ketchum, Idaho 83340

GRIEVANCE HEARING AGENDA

PUBLIC PARTICIPATION INFORMATION

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Webinar ID: 913 1749 9168
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CALL TO ORDER: By Board Chairman Keith Perry **(3:38pm)***

***Technical difficulties prevented the recording of this hearing.**

ROLL CALL: Pursuant to Idaho Code Section 74-204(4), all agenda items are action items, and a vote may be taken on these items.

Keith Perry (online) – Chair

Sarah Seppa (online) – Vice Chair

Jennifer Rangel (not present) – Commissioner

Ana Torres (online) – Commissioner

Nancy Mendelsohn (present) – Commissioner

Mason Frederickson (online) – Treasurer

GRIEVANCE HEARING: Recommendation to Deny Ms. McKinley's Grievance to place her on BCHA's waitlist from 2017.

**Recommendation to deny Ms. McKinley's Grievance to place her on BCHA's waitlist from 2017.
(4:05 pm)**

Mover: Nancy

Second: Sarah

Ayes: UNANIMOUS

ADJOURNMENT: (4:10 pm)

Recommendation to Adjourn. (4:10 pm)

Mover: Nancy

Second: Sarah

Ayes: UNANIMOUS



BLAINE COUNTY HOUSING AUTHORITY

BOARD MEETING AGENDA MEMO

Meeting Date: Staff Member:

Agenda Item:

Recommended Action:

"I move to approve the updated contract for services with Briana Zak."

Reasons for Recommendation:

- Briana Zak has been a valuable asset to the BCHA team and is currently leading multiple projects.
- Briana Zak's hours can fluctuate with BCHA's needs.

Policy Analysis and Background (non-consent items only):

Goal 4: Inform, Engage + Collaborate

Goal 5: Steward/preserve + expand portfolio of deed restricted homes

Briana Zak has provided valuable assistance to BCHA since starting her contract for \$24,000 in March 2024. The contract is nearing completion and BCHA staff recommends extending it so she can continue to support BCHA's goals. Briana has shown skill in data collection, management, and analysis across multiple internal and external databases.

She has worked with various entities to improve the accuracy of data and updated the county-wide and Ketchum-specific affordable housing inventory spreadsheets. She has coordinated with external parties to research the effects new hotels will have on the demand for affordable housing. She is currently researching utility costs to Blaine County renters to create a more complete picture of the overall affordability of housing.

She is heading the Bluebird referral process and has contacted over 203 BCHA applicants to date. She has also been working with Syringa to ensure BCHA's mission is achieved with Bluebird. Additionally, she is helping to screen eligible applicants and advertise for other available rental and ownership homes.

She brings a diverse perspective to the team including process improvement, management experience, and operational knowledge. She has been able to provide valuable feedback in multiple settings and is aiding in improving various internal processes including some that will be used for future training purposes.

Attachments:

1. Resolution 2024-19
2. Contract for Services with Briana Zak and Scope of Work

RESOLUTION No. 2024-19

**BEFORE THE BOARD OF COMMISSIONERS
OF THE BLAINE COUNTY HOUSING AUTHORITY
BLAINE COUNTY, IDAHO**

**A RESOLUTION OF THE BLAINE COUNTY HOUSING AUTHORITY BOARD OF
COMMISSIONERS TO APPROVE A CONTRACT FOR SERVICES WITH BRIANA ZAK, 2024**

- A. WHEREAS, the contractor, Briana Zak, provides services to BCHA, including screening and referring applicants for Bluebird Village, researching utility costs and impacts of hotel development, improving accuracy of data collection and reports and operationalizing internal processes.
- B. WHEREAS, the contractor has provided effective services since March 2024 and has ample experience and ability to continue providing effective services; and
- C. WHEREAS, the original contract for \$24,000 is nearing completion and BCHA wishes to continue contracting with Briana Zak for services; and
- D. WHEREAS, BCHA administrative staff have determined that entering into a new contract with Briana Zak is a necessary and beneficial action warranting the approval and authorization of the BCHA Board;

NOW, THEREFORE, be it resolved by the Board of Commissioners of the Blaine County Housing Authority, Blaine County, Idaho, as follows:

- 1. The Blaine County Housing Authority Board of Commissioners approves and authorizes the contract for services with Briana Zak, attached and incorporated herein.
- 2. The Blaine County Housing Authority Board of Commissioners authorizes the BCHA administrative staff to manage such contract.

DATED this ____ day of _____, 2024

ATTEST:

**BLAINE COUNTY HOUSING AUTHORITY
BOARD OF COMMISSIONERS**

Executive Director

Chair

INDEPENDENT CONTRACTOR AGREEMENT WITH BRIANA ZAK FOR APPLICATION REVIEW AND OPERATION SERVICES

This Independent Contractor Agreement (“Agreement”) is made and entered effective to the 12th day of June 2024, by and between Blaine County Housing Authority, (“BCHA”), and Briana Zak ("Contractor").

FINDINGS

- A. The BCHA is a housing authority duly organized and existing under the laws of the State of Idaho.
- B. the BCHA is duly authorized and empowered to enter into such an agreement;
- C. Contractor independently provides certain professional services which may be beneficial and of use for the general welfare of the BCHA.
- D. The BCHA finds that it is economical and efficient and that is in the best interests of the BCHA to contract with Contractor for certain services as set forth herein (“Services”).

NOW, THEREFORE, the Parties enter into this Agreement according to the following terms and conditions:

1. **Description of Services.** Please refer to the scope of services as proposed in the BCHA application review and operations proposal submitted with this contract.
2. **Payment for Services.** In exchange for the Services, BCHA shall pay Contractor \$60 per hour, not to exceed \$50,000. Invoices for payment will be submitted monthly and payment made by BCHA upon BCHA review and approval within approximately thirty days. Contractor and BCHA staff will meet bi-weekly, when the Contractor will report to the BCHA as to the Service activities.
3. **Term.** The term of this Agreement shall be through the duration of Services, not to exceed the specified maximum hours. This term may be renewed or extended upon further written agreement between the parties.
4. **Independent Contractor.** Contractor performs the Services hereunder solely and exclusively as an independent contractor. Contractor is not an employee, servant, agent, partner, or joint venture of the BCHA. The BCHA will determine the projects or Services to be done by Contractor, but Contractor will determine the legal means by which it accomplishes the work specified by the BCHA. This Agreement shall not be construed to create or establish any employer-employee relationship between the BCHA and Contractor or make Contractor eligible for any BCHA employment benefits. Contractor is solely responsible for all withholding and payment of all applicable federal, state, and local income or payroll taxes of any kind.
5. **Performance and Warranty.** Contractor will provide its own tools and equipment as needed to perform the Services. Contractor warrants that all equipment used to perform this Agreement will function safely, properly, and efficiently. Contractor warrants that all services will be timely performed in a safe, professional, and workmanlike manner.
6. **Indemnification.** Contractor releases, holds harmless, and agrees to indemnify BCHA from and against all claims, suits, damages (including, without limitation, damages to persons and property including deaths, and all tax responsibilities), costs, losses, and expenses, in any manner related to or arising from the acts or omissions of Contractor, its managers, members, directors, officers, shareholders, agents, and employees.
7. **Licensing.** Contractor represents that Contractor possesses the requisite skill, knowledge, and experience necessary to perform the Services. Contractor represents it has or agrees to obtain and maintain all necessary

registrations, licenses, and insurance as may be required by the State of Idaho for the performance of the Services under this Agreement.

8. **Notice.** All notices under this Agreement shall be in writing and addressed as follows:

BCHA:
Blaine County Housing Authority
Attn: Housing Director
P.O. Box 4045
Ketchum, ID 83340

CONTRACTOR:
Briana Zak
316 Rio Vista Blvd.
McCall ID, 83638

9. **Compliance with Laws/Public Records.** Contractor, its managers, members, directors, officers, shareholders, agents, and employees shall comply with all federal, state and local laws, rules, and ordinances. This Agreement does not relieve Contractor of any obligation or responsibility imposed upon Contractor by law. Without limitation, Contractor hereby acknowledges that all writings and documents, including without limitation email, containing information relating to the conduct or administration of the public's business prepared by Contractor for BCHA regardless of physical form or characteristics may be public records pursuant to the Idaho Public Records Act. Contractor further acknowledges that, subject to certain limitations, the public may examine and take a copy of all such public writings and records. Accordingly, Contractor shall maintain such writings and records in such a manner that they may readily identified, retrieved and made available for such inspection and copying. Should Contractor wish to claim an exemption to disclosure on any record, Contractor shall identify such in advance and assume all costs of defense on any associated legal action to defend such claimed exemption from disclosure.
10. **Non-Assignment.** Contractor hereby acknowledges that BCHA has agreed to enter this Agreement based in part on Contractor's unique skills and reputation for professional work. Accordingly, Contractor may not assign, subcontract, or transfer in any manner this Agreement or any of Contractor's right, title or interest in or to this Agreement without the prior written consent of BCHA.
11. **Amendments.** This Agreement may only be changed, modified, or amended in writing executed by all parties.
12. **Non-Waiver.** The failure of either party to exercise any of its rights under this Agreement at any time does not constitute a breach of this Agreement and shall not be deemed to be a waiver of such rights or a waiver of any subsequent breach.
13. **Headings.** The headings in the Agreement are inserted for convenience and identification only and are in no way intended to describe, interpret, define, or limit the scope, extent, or intent of this Agreement or any provision hereof.
14. **Attorney Fees and Costs.** In the event that either party hereto is required to retain the services of an attorney to enforce any of its rights hereunder, the non-prevailing party shall pay to the prevailing party all reasonable costs and attorney fees incurred in such enforcement, whether or not litigation is commenced and including reasonable costs and attorney fees on appeal.
15. **Governing Law.** This Agreement shall be governed by the laws of the State of Idaho. Venue shall be in the Fifth Judicial District, Blaine County, Idaho.
16. **Entire Agreement.** This Agreement contains the entire Agreement between the parties respecting the matters herein set forth and supersedes any and all prior Agreements between the parties hereto respecting such matter.
17. **Severability.** If any part of this Agreement is held to be invalid or unenforceable, such part shall be considered as stricken and the rest of this Agreement shall continue in full force and effect and so as to preserve the agreement and intent to the fullest possible extent.

18. **Execution and Signatures.** This Agreement may be executed simultaneously in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.
19. **Authority.** The parties executing this Agreement warrant, state, acknowledge, and affirm that they have the authority to sign the same and to bind themselves to the terms contained herein.

IN WITNESS WHEREOF, the Parties execute this Agreement.

BLAINE COUNTY HOUSING AUTHORITY

CONTRACTOR

Keith Perry, Board Chair

Briana Zak

ATTEST:

Trent Donat
BCHA Clerk

APPLICATION ASSISTANCE AND OPERATIONS SCOPE OF WORK:

- Housing Application Assistance and Database Management
 - Assist in creating waitlist for Bluebird Village, including checking employer references and prioritization;
 - Assist in managing database(s) and files for efficient retrieval of information on applicants and available housing products and future deed-restricted housing opportunities;
 - Assist in transitioning data, application, and communications to Public House and Homekeeper/Salesforce
 - Meet one-on-one with households to assist in the application process and respond to questions;
 - Review community housing applications; follow up with the applicants on items which need further documentation;
 - Track and recommend policy and process updates and areas that need clarity.

- Assist in Turnover with General Population
 - Market and show units, assist real estate agents and approved buyers as they work with lenders, title companies, transfer of property;
 - Process tenant turnover, including placement of new tenants and walking new tenants through lease agreements and expectations;

- Office Administration
 - Support Housing Director with their efforts, including but not limited to scheduling meetings, event setup, community outreach, and implementing new programs;
 - Manage and organize hardcopy and online files;
 - Provide input on and implement recommendations to improve program efficiencies and new services;
 - Develop and maintain process documents.