

**Streamlined Annual
PHA Plan
(HCV Only PHAs)**

**U.S. Department of Housing and Urban Development
Office of Public and Indian Housing**

**OMB No. 2577-0226
Expires 02/29/2016**

Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. Form HUD-50075-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both of the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, or at risk of being designated as troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceeds 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment, and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceeds 550, and that was designated as a standard performer in the most recent PHAS and SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined, and is not PHAS or SEMAP troubled.

A.	PHA Information.																																								
A.1	<p>PHA Name: <u>Housing Authority of the City of Arlington</u> PHA Code: <u>TX433</u> PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>10/2021</u> PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Housing Choice Vouchers (HCVs) <u>3819</u> PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission</p> <p>Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. <u>Annual Plan is available at the main administration office of the PHA and on the PHA website.</u></p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below)</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 25%;">Participating PHAs</th> <th style="width: 10%;">PHA Code</th> <th style="width: 25%;">Program(s) in the Consortia</th> <th style="width: 20%;">Program(s) not in the Consortia</th> <th style="width: 20%;">No. of Units in Each Program</th> </tr> </thead> <tbody> <tr> <td>Lead HA:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr><td> </td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td></tr> <tr><td> </td><td></td><td></td><td></td><td></td></tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	Lead HA:																																		
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B. Annual Plan.

B.1

Revision of PHA Plan Elements.

(a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?

Y N

- Housing Needs and Strategy for Addressing Housing Needs.
- Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.
- Financial Resources.
- Rent Determination.
- Operation and Management.
- Informal Review and Hearing Procedures.
- Homeownership Programs.
- Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.
- Substantial Deviation.
- Significant Amendment/Modification.

(b) If the PHA answered yes for any element, describe the revisions for each element(s):

Revisions to the National, State or Local Emergency Declaration Procedures

B.2

New Activities

(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?

Y N Project Based Vouchers.

(b) If this activity is planned for the current Fiscal Year, describe the activities. Provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.

Describe Activity - Rehab or redevelopment

Projected number of PBV - 100

Consistent with PHA plan - expanding the of assisted living and increasing assisted housing choices

B.3

Most Recent Fiscal Year Audit.

(a) Were there any findings in the most recent FY Audit?

Y N N/A

(b) If yes, please describe:

B.4

Civil Rights Certification

Form HUD-50077 PHA Certifications of Compliance with the PHA Plans and Related Regulations, must be submitted by the PHA as an electronic attachment to the PHA Plan.

B.5

Certification by State or Local Officials.

Form HUD 50077-SL Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan, must be submitted by the PHA as an electronic attachment to the PHA Plan.

B.6

Progress Report.

Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan.

See Attachment A

B.7

Resident Advisory Board (RAB) Comments.

(a) Did the RAB(s) provide comments to the PHA Plan?

Y N

(a) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.

RAB supports the Annual Plan and did not provide any recommendations; see attached letters from RAB

Attachment A

Streamlined Annual PHA Plan

Housing Authority of the City of Arlington, TX433

Section B.6 – Progress Report for FY2020 (10/1/2019-9/30/2020)

Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan.

1. Goal: Expand the supply of assisted housing

Objectives:

Apply for additional rental vouchers as they come available

- Received: \$35,135 in HHSP Ending Homelessness funding (12/2019); \$9,786 in HHSP COVID funding (3/2020); \$299,730 in Eviction Prevention 2020 funding (5/2020); \$236,456 in ESG Rapid funding (6/2020); \$112,208 in ESG Prevention funding (6/2020); additional 15 Mainstream vouchers (7/2020)
- Also received additional \$706,145 HCV funding to support the higher PUC impacted by the COVID pandemic
- Also received additional funding associated with rental voucher administration; \$1,079,647 (HCV CARES Administrative) and \$9,585 (Mainstream Administrative CARES)

Leverage private or other public funds to create additional housing opportunities

- Promoted affordable housing through presentations to City Council, providing a better understanding. Also working through the Arlington Housing Finance Corp to develop affordable housing projects

2. Goal: Improve the quality of assisted housing

Objectives:

Improve voucher management: (SEMAP score)

- FY2020 SEMAP was waived due to COVID, however staff better utilized HUD's Tool of Tools and 2-Year Tool to more effectively manage the HCV program
- Tracked fraud receivables more effectively by finance team, resulting in recaptured of \$35,000

Increase customer satisfaction

- Continue to receive comments through the customer service satisfaction survey available via employee email signature block, receiving 248 surveys with 90% excellent/good rating
- Staff completed training to enhance their abilities and customer service: Cyber Awareness, Preparing for HAP Termination, An Attitude for Service, COVID and Housing Agency Operations, CDC's Halt to Eviction Order, EIV System, VMS Updates, HCV Financials for non-financial Managers, Guide to Homelessness, Housing Quality Standards, Focus on Positivity, TX Public Funds Investment Act, and more
- Prevented evictions by notifying of avail funds for past due rent, eviction moratorium, and utility services through letters mailed to people on the JP Eviction Court list. Also created yard signs announcing special funding to assist with eviction prevention and placed at apartment complexes, schools, and high traffic areas
- Utilized city employees from other departments to assist with the workload which resulted in better understanding of HCV which they took to their individual departments
- Created WaitList preference for Mainstream eligible applicants
- Created more efficient processes by placing all landlord forms and most HCV forms on our website for easy access. Also created an employee portal to locate all staff / client forms to easily access all current document; provided individual scanners to staff for greater efficiency
- Enhanced customer experience by providing most HCV forms and more resource flyers in lobby brochure racks and setting up a copier, drop box and envelopes in lobby for customer use since our lobby was closed due to COVID
- Enhances customer service by reformatting our Resource List to be more user friendly and added a Spanish version
- Promoted customer service by creating the "Extra Mile Customer Service" program, recognizing staff for their efforts
- Utilized HUD waivers to ensure efficiency and safety during COVID-19
- Created more efficient electronic process for staff timesheets which resulted in staff having more available time to assist clients.
- Names an EnVision Center by HUD, a digital resource board was set up in the lobby to provide a full range of resources to clients via a touch screen
- Upgraded lobby to provide better flow of traffic and enhance service to the customer
- Due to COVID, staff were not assisting clients in the lobby for many months; provided a copier and a secure drop box, with envelopes, for clients

3. Goal: Increase assisted housing choices

Objectives:

Provide voucher mobility counseling

- Due to COVID, provided counseling as needed via telephone.

Conduct outreach efforts to potential voucher landlords

- 96 new landlords were added to the program.
- Efforts to bring housing tax credit properties to the City has resulted in 350 new and rehabilitated complexes that provided additional affordable housing options to participants.

4. Goal: Provide an improved living environment

Objectives: Other – foster livable neighborhoods and celebrate diversity

Progress:

- Facilitated support for tax credit developments in areas of the City with higher opportunities for families.
- Created payment standards that would provide more opportunity to move into lower poverty areas
- Utilized a 3rd party to analyze utility costs which determined we were calculating effectively
- Started using HUD's Tool of Tools to identify and reduce cost burden to families

5. Goal: Promote self-sufficiency and asset development of assisted households

Objectives:

Provide or attract supportive services to improve assisted recipients' employability

- One staff completed FSS Coordinator case management training through Nan McKay
- 8 Peer Support meetings were held for participants.
- Continue to provide monthly life skills and other classes to FSS and homeless clients, posting calendar on website
- Due to COVID safety measures, job and education fairs were not conducted in FYT19

Provide or attract supportive services to increase independence for the elderly or families with disabilities

- Participated in Arlington Resource Sharing Group's monthly virtual meetings; shared new support services resources with staff to provide to clients; shared Housing's list of resources with other agencies participating in the meetings.
- Participated in the Aging Well Expo (2/19/20) providing information on our different grants and opportunities for elderly and disabled households.
- Managed the Housing Rehab Program which provides grants to modify housing, making it accessible for persons with disabilities: Due to COVID, FY20 was only able to assist 6 families.
- Received funding through TDHCA for the Amy Young Barrier Removal Program to assist households with persons with disabilities, making their homes more accessible: due to COVID, only completed 1 project in FY20.
- Receive 15 additional Mainstream Vouchers in FY2020

6. Goal: Ensure equal opportunity and affirmatively further fair housing

Objectives:

Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability

- Maintained an environment that promotes, educates, and encourages staff and the public, displaying updated Fair Housing and Equal Housing Opportunities signage in multiple languages throughout the office and public areas, including on lobby monitors.
- Nine staff participated in Fair Housing & Disparate Impact Update virtual training (8/2020)
- Three staff participated in Fair Housing Basic Overview virtual training (2/2020)

Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability

- Performed Rent Reasonable analysis to ensure we are paying appropriate rents for units when compared to other units

Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required

- When needed, persons with disabilities are encouraged to request a disability rent exception which can increase the payment standard up to 120% of FMR.