

**5-Year PHA Plan
(for All 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-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

A.	PHA Information.				
A.1	PHA Name: Housing Authority of the City of Arlington		PHA Code: TX433		
	PHA Plan for Fiscal Year Beginning: 10/1/2020 PHA Plan Submission Type: <input checked="" type="checkbox"/> 5-Year Plan Submission <input type="checkbox"/> Revised 5-Year Plan Submission				
	<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 on 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 each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p>The AHA 5-Year and Annual Plan are available at the main administrative office of the PHA and on the PHA website.</p>				
	<input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)				
	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program
					PH HCV
	Lead PHA:				
B.	5-Year Plan. Required for <u>all</u> PHAs completing this form.				

B.1	<p>Mission. State the PHA’s mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA’s jurisdiction for the next five years.</p> <p>The mission of the Housing Authority of the City of Arlington (AHA) is to advocate for and pursue affordable housing opportunities for the maximum number of low-income individuals and families in Arlington by:</p> <ul style="list-style-type: none"> • Establishing partnerships with public or private community service providers. • Effectively communicating with internal and external constituencies. • Attracting and retaining knowledgeable staff and Board members by supporting professional development and personal opportunities. • Maintaining and improving fiscal accountability and operational efficiency.
B.2	<p>Goals and Objectives. Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families <u>for the next five years.</u></p> <p>Goal: Expand/secure/retain the supply of assisted housing Objectives:</p> <ul style="list-style-type: none"> • Apply for additional rental vouchers, as they come available • Utilize Project Based Vouchers to attract additional landlords <p>Goal: Maintain/Increase customer experience and satisfaction level Objectives:</p> <ul style="list-style-type: none"> • Seek new ways to communicate with customers • Create “how to” videos for new admissions, annual recertifications, and moves <p>Goal: Maintain/Improve the quality of assisted housing and services Objectives:</p> <ul style="list-style-type: none"> • Maintain high performer SEMAP score in Voucher Management • Help more clients with disabilities to overcome barriers in their homes • Utilize the Envision Center to assist families • Use Project Based Vouchers to improve the quality of available units <p>Goal: Increase/maintain assisted housing choices Objectives:</p> <ul style="list-style-type: none"> • Provide voucher mobility counseling • Conduct outreach efforts to current and potential voucher landlords • Produce 2 new HCV homeowners • Use Project Based Vouchers to increase the choice in high opportunity areas <p>Goal: Provide an improved living environment Objectives:</p> <ul style="list-style-type: none"> • Foster livable neighborhoods and celebrate diversity. Use the Housing Choice Voucher Program to expand housing opportunities beyond areas of traditional low-income and minority concentration <p>Goal: Promote self-sufficiency and asset development of assisted households Objectives:</p> <ul style="list-style-type: none"> • Provide/attract supportive services to improve assisted recipients’ employability • Provide/attract/research supportive services to increase independence for all clients <p>Goal: Promote equal opportunity and affirmatively further fair housing Objectives:</p> <ul style="list-style-type: none"> • Undertake measures to ensure access to assisted housing and to provide suitable living environment for families living in assisted housing regardless of race, color, religion national origin, sex, familial status, or disability • Undertake measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required <p>Goal: Promote a positive public awareness of HCV program and clients Objectives:</p> <ul style="list-style-type: none"> • Through various methods, provide information to result in a better understanding of the programs and clients <p>Goal: Enhance staff engagement Objectives:</p> <ul style="list-style-type: none"> • Through various methods, encourage staff to get more involved in all aspects of the programs
B.3	<p>Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.</p> <p>See Attachment A (recording progress for all 5 years)</p>

<p>B.4</p>	<p>Violence Against Women Act (VAWA) Goals. Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</p> <p>Goals/Objectives:</p> <ul style="list-style-type: none"> • Maintain compliance with all applicable legal requirements imposed by VAWA • Ensure the physical safety of victims of actual or threatened domestic violence, dating violence, sexual assault and stalking • Provide and maintain housing opportunities for victims of domestic violence, dating violence, sexual assault and stalking • Create and maintain collaborative arrangements between the AHA, law enforcement authorities, victim service providers and others to promote the safety and well-being of victims of actual or threatened domestic violence, dating violence, sexual assault and stalking • Take appropriate action in response to an incident(s) of domestic violence, dating violence, sexual assault and stalking affecting individuals assisted by the AHA • Expedite moves to ensure safety of persons affected by domestic violence.
<p>B.5</p>	<p>Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>The Housing Authority of the City of Arlington defines a Significant Amendment or Modification to the annual and 5-year plan as follows:</p> <ul style="list-style-type: none"> • Changes of a sufficient nature to the rent, admissions policies, or the organization of the waiting list in the Housing Choice Voucher program that impact more than 10% of applicants or households assisted through the Housing Choice Voucher program where such changes are not required by federal regulatory requirements. • This definition does not include budget revisions, changes in organizational structure, changes resulting from HUD regulations, or minor policy changes. <p>Exceptions:</p> <ul style="list-style-type: none"> • Changes under the above definitions that are required due to HUD regulations, federal statutes, Presidential Executive Orders, State or Local Laws or Ordinances, or as a result of a declared national or local emergency will not be considered a substantial deviation or significant amendment or significant modification. • Changes under the above definitions which are funded by any source other than federal funds will not require Plan amendment or modification
<p>B.6</p>	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the 5-Year PHA Plan?</p> <p>Y N <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>See Attachment B (RAB letter with signatures of members)</p> <p>AHA Narrative; RAB members did not have recommended changes. They fully support the plan</p>
<p>B.7</p>	<p>Certification by State or Local Officials.</p> <p><i>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.</i></p> <p>See Attachment C</p>

Attachment A

Progress Report for 5 Year Plan (FYB 10/2015) which includes goals/results for FY2016 – FY2020

Reporting on progress for FY2020 (10/1/2019-9/30/2020)

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).

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.
- When needed, persons with disabilities have the opportunity to request an additional bedroom as a medical room or a live-in aide.

Reporting on progress for FY2019 (10/1/2018 – 9/30/2019)

1. Goal: Expand the supply of assisted housing

Objectives:

Apply for additional rental vouchers, as they come available

- AHA applied / received additional \$61,135 HHSP Youth funding
- Received 50 Mainstream Vouchers and 10 VASH vouchers. Approved by HUD for Move To Work Cohort #2

Leverage private or other public funds to create additional housing opportunities

- During FY2019, in cooperation with the City of Arlington, the AHA rehabilitated 45 housing units for low to moderate income households, improving the living conditions for each assisted household through the Housing Rehabilitation Program (HRP)
- Applied for funding through the Texas Department of Housing and Community Affairs (TDHCA) for the Amy Young Barrier Removal Program (AYBRP) to assist households with persons with disabilities, making their homes more accessible; Completed 4 homes.
- Assisted repairs of 3 homes through the City of Arlington's Code Compliance Home Program.
- Facilitated City Council support of tax credit developments to increase the supply of affordable housing for both seniors and working families, resulting in 2 new properties and approximately 290 new units in FY19.
- With the Arlington Housing Finance Corporation, partnered with a developer to remodel housing developments, resulting in 350 additional affordable units.

2. Goal: Improve the quality of assisted housing

Objectives:

Improve voucher management: (SEMAP score)

- Maintained HUD High Performer status and closely monitored Small Area Fair Market Rents to facilitate families' ability to move to areas of greater opportunity and achieve SEMAP points for de-concentration.
- FY2019 SEMAP received bonus points for De-Concentration.

Increase customer satisfaction

- Continue to receive comments through the customer service satisfaction survey available via employee email signature block, receiving 117 surveys with 86% excellent/good rating.

3. Goal: Increase assisted housing choices

Objectives:

Provide voucher mobility counseling

- Held portability briefings weekly for voucher holders.

Conduct outreach efforts to potential voucher landlords

- Provided 1 landlord briefing (9/16/19) and participated in 1 landlord events coordinated by the City of Arlington (5/31/19).
- 119 new landlords were added to the program.
- Efforts to bring housing tax credit properties to the City has resulted in 1 new/rehabilitated complex that provided additional affordable housing options to participants.
- Produced 2 new HCV homeowners.

4. Goal: Provide an improved living environment

Objectives: Other – foster livable neighborhoods and celebrate diversity

Progress:

- Used HCV program to expand housing opportunities beyond areas of traditional low-income and minority concentration; distributed maps at each briefing session for HCV applicants which delineate areas of the City of Arlington with lesser concentrations of poverty.
- Facilitated support for tax credit developments in areas of the City with higher opportunities for families.

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

Objectives:

Provide or attract supportive services to improve assisted recipients' employability

- Participated in Arlington Resource Sharing Group's monthly 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.
- 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

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

- Participated in the City of Arlington's Homeownership Fair promoting Housing Rehab Program (7/19/19).
- Participated in the Aging Well Expo (2/21/19) 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; assisted 65 families.
- Received funding through TDHCA for the Amy Young Barrier Removal Program to assist households with persons with disabilities, making their homes more accessible: completed 4 projects
- Received 50 Mainstream Vouchers for FY2019, first distribution was in November 2018.

5. 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.

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

- Applied for Fair Housing Initiative Program, Education and Outreach Initiative (EOI), which provides funding to develop and implement education and outreach programs designed to inform members of the public concerning their rights and obligations under the provisions of the Fair Housing Act. (Reso 20-05, 02/2020).

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.
- When needed, persons with disabilities have the opportunity to request an additional bedroom as a medical room or a live-in aide.

Reporting on progress in FY2018 (10/1/2017 – 9/30/2018)

1. Goal: Expand the supply of assisted housing

Objectives: Apply for additional rental vouchers, as they come available

Progress:

- Applied / received \$801,479 in CoC funding for FY2018; \$280,954 in HOME/TBRA funding; \$208,788 in HHSP funding; Also applied for 50 Mainstream Vouchers and 10 VASH vouchers.

Objectives: Leverage private or other public funds to create additional housing opportunities

Progress:

- In cooperation with the City of Arlington, rehabilitated 65 housing units for low to moderate income households for program year ending 06/2018, improving the living conditions for each assisted household through the Housing Rehabilitation Program (HRP).
- Applied for funding through the Texas Department of Housing and Community Affairs (TDHCA) for the Amy Young Barrier Removal Program (AYBRP) to assist households with persons with disabilities, making their homes more accessible; for program year ending 6/2018, the first year, completed 3 homes.
- Assisted repairs of 1 home through the City of Arlington's Code Compliance Home Program.
- Facilitated City Council support of tax credit developments to increase the supply of affordable housing for both seniors and working families.
- With the Arlington Housing Finance Corporation, closed a 74 unit senior housing development which is expected to open in the summer for 2019.

2. Goal: Improve the quality of assisted housing

Objectives: Improve voucher management: (SEMAP score)

Progress:

- Maintained HUD High Performer status and are closely monitoring Small Area Fair Market Rents to facilitate families' ability to move to areas of greater opportunity and achieve SEMAP points for de-concentration.

Objective: Increase customer satisfaction

Progress:

- Implemented customer service satisfaction survey available via employee email signature block, receiving 171 surveys with 86% excellent/good rating.
- Several staff participated in the Customer Service Academy Team project and all staff received training for De-Escalating a Situation (6/5/18) and Positive Mental Health (8/13/18).
- Managers started implementing The 12 Elements of Great Management (01/2018).
- Staff identified factors that could improve the work environment through a Gallup Poll Survey (07/2018).
- Coordinated Customer Appreciation Week in AHA office lobby, providing food and drinks.
- Partnered with Frost Bank to coordinate a homeowner event with 30 attendees (9/8/18).

3. Goal: Increase assisted housing choices

Objectives: Provide voucher mobility counseling

Progress:

- Held portability briefings weekly for voucher holders.

Objective: Conduct outreach efforts to potential voucher landlords

Progress:

- Provided 2 landlord briefings (4/11/18 & 7/11/18) and participated in 2 landlord events coordinated by the City of Arlington (5/8/18 & 6/13/18).
- Participated in the Southeast Neighborhood Summit (6/2/18).
- Due to outreach efforts, 124 new landlords and additional units were added to the program.
- Efforts to bring housing tax credit properties to the City has resulted in several new and rehabilitated complexes that will soon provide additional affordable housing options to participants.

4. Goal: Provide an improved living environment

Objectives: Other – foster livable neighborhoods and celebrate diversity

Progress:

- Used HCV program to expand housing opportunities beyond areas of traditional low-income and minority concentration; distributed maps at each briefing session for HCV applicants which delineate areas of the City of Arlington with lesser concentrations of poverty.
- Facilitated support for tax credit developments in areas of the City with higher opportunities for families.

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

Objectives: Provide or attract supportive services to improve assisted recipients' employability

Progress:

- Increased Program Coord Committee (from 18 to 25 members) who assist the FSS families on their journey to self-sufficiency.
- Attended FSS sessions at the Texas Housing Association Conference in Galveston and completed FSS Online training through HUD Exchange.
- 10 Peer Support meetings were held for participants.

- Staff created new partnerships with Household of Faith (providing a food pantry and a children's summer camp) and the Arlington Police Dept. (providing basic safety classes).
- Provided monthly life skills and other classes to FSS and homeless clients and began posting training calendar on website.
- Conducted one Education Fair (3/1/18) in collaboration with Altierus to include ESL, GED, and technology.
- Coordinated one Job Fair (6/1/18) for clients.

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

Progress:

- Participated in the City of Arlington's Homeownership Fair promoting Housing Rehab Program (7/24/18).
- Participated in the Aging Well Expo (3/21/18) providing information on our different grants and opportunities for elderly and disabled households.
- Participated in Arlington Resource Sharing Group's monthly 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.
- Managed the Housing Rehab Program which provides grants to modify housing, making it accessible for persons with disabilities; assisted 65 families.
- Received funding through TDHCA for the Amy Young Barrier Removal Program to assist households with persons with disabilities, making their homes more accessible: completed 5 projects.
- Applied / received 50 Mainstream Vouchers for FY2019, receiving letters of support from Amerigroup, North Central Texas Council of Governments, REACH Resource Centers on Independent Living, Aging and Disability Resources, Tarrant County Homeless Coalition, CAL REI Group, My Health My Resources, and Community for Permanent Supported Housing.

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

Progress:

- 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 lobby monitors.
- Promoted and communicated events such as open enrollment of the Wait List and landlord briefing events to various ethnic groups and public leaders that can share information to a broader audience on social media outlets, meetings, and expos.
- During Fair Housing Month, HUD provided Fair Housing presentation at staff meeting (4/3/18).
- Executive Director completed extensive Fair Housing Training certification (6/18/18).
- Housing Coordinator and 2 staff completed Fair Housing/Reasonable Accommodation Principles & Laws training. (7/23/19)
- Executive Director attended a monthly meeting of the Mayor's Committee on People with Disabilities.
- Provided Fair Housing training to participating landlords at briefing (7/11/18).

Objective: 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

Progress:

- Utilized TDHCA's Affirmative Marketing Tool to determine persons with disabilities in races that would be least likely to apply for disability assistance, concentrating our marketing efforts on that group.

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

Progress:

- Managed the Housing Rehab Program which provides grants to modify housing, making it accessible for persons with disabilities; assisted 65 families.
- Received funding through TDHCA for the Amy Young Barrier Removal Program to assist households with persons with disabilities, making their homes more accessible: completed 5 projects.
- When needed, persons with disabilities are encouraged to request a disability rent exception which can increase the payment standard up to 120% of FMR.
- When needed, persons with disabilities have the opportunity to request an additional bedroom as a medical room or a live-in aide.

Reporting on progress in FY2017 (10/1/2016 – 9/30/2017)

1. Goal: Expand the supply of assisted housing

Objectives: Apply for additional rental vouchers, as they come available

Progress:

- Applied / received \$570,149 in CoC funding for FY2017; \$308,636 in HOME/TBRA funding; \$220,509 in HHSP funding.

Objectives: Leverage private or other public funds to create additional housing opportunities

Progress:

- In cooperation with the City of Arlington, rehabilitated 89 housing units for low to moderate income households, improving the living conditions for each assisted household through the Housing Rehabilitation Program (HRP)
- Applied for funding through the Texas Department of Housing and Community Affairs (TDHCA) for the Amy Young Barrier Removal Program (AYBRP) to assist households with persons with disabilities, making their homes more accessible.
- Assisted repairs of 4 homes through the City of Arlington's Code Compliance Home Program

2. Goal: Improve the quality of assisted housing

Objectives: Improve voucher management: (SEMAP score)

Progress:

- Maintained HUD High Performer status

Objective: Increase customer satisfaction

Progress:

- Implemented improvements to AssistanceCheck online client portal & related documents to further assist clients & landlords with processes
- Coordinated Customer Appreciation Week in AHA office lobby, providing food and drinks.

3. Goal: Increase assisted housing choices

Objectives: Provide voucher mobility counseling

Progress:

- Increased portability briefings (from monthly to weekly) to voucher holders
- Due to outreach efforts, new landlords and additional units were added to the program.

Objective: Conduct outreach efforts to potential voucher landlords

Progress:

- Participated in Arlington Board of Realtors meeting (7/19) & Real Estate Investment Group meeting (10/27) to encourage new landlords.
- Initiated HouseONE program to encourage property owners to test HCV program by renting to one HCV tenant; resulted in 80 new landlords.
- Hired part time staff to specifically call property managers to encourage new participation and discuss availability of units.

4. Goal: Provide an improved living environment

Objectives: Other – foster livable neighborhoods and celebrate diversity.

Progress:

- Used HCV program to expand housing opportunities beyond areas of traditional low-income and minority concentration; distribute maps at each briefing session for HCV applicants which delineate areas of the City of Arlington with lesser concentrations of poverty.

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

Objectives: Provide or attract supportive services to improve assisted recipients' employability

Progress:

- Increased Program Coord Committee (from 10 to 18 members) who assist the FSS families on their journey to self-sufficiency.
- Increased FSS orientation meetings to once a month to encourage additional FSS participation.
- Attended FSS sessions at the Texas Housing Association Conference in Dallas and completed HUD's FSS Online training.
- Coordinated FSS graduation ceremony in May 2017.
- 17 Peer Support meetings were held for participants
- Scheduled individual case management meetings with participants that were unemployed and referred to TX Workforce Solutions for assistance with employment.
- In August 2017, staff meet with TX Workforce Solutions to a partnership for employment services

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

Progress:

- Participated in the City of Arlington's Homeownership Fair promoting Housing Rehab Program (6/24/17); AHA coordinated a Homeowner Fair (9/9/17) and participated in the Aging Well Expo (3/30/17) providing information on our different grants and opportunities for elderly and disabled households.
- Attended meeting of the Ambassadors for Aging Well in Arlington.

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

Progress:

- 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 lobby monitors.
- During Fair Housing Month, a concentrated focus on Fair Housing was exhibited using special displays in high traffic areas and via email to staff and discussion at board meeting.
- Created and implemented Amy Young Barrier Removal Program Affirmative Marketing Plan.

Objective: 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

Progress:

- Promoted and communicated events such as open enrollment of the Wait List and landlord participation efforts to various ethnic groups and public leaders that can share information to a broader audience on social media outlets, meetings, and expos.

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

Progress:

- Managed the HRP which provides grants to modify housing, making it accessible for persons with disabilities.
- Applied for and received funding through TDHCA for the AYBRP to assist households with persons with disabilities, making their homes more accessible.
- Persons with disabilities can request a disability rent exception which can increase the payment standard up to 120% of FMR and they are encouraged to request a reasonable accommodation when needed.

Reporting on progress in FY2016 (10/1/2015 – 9/30/2016)

1. Goal: Expand the supply of assisted housing

Objectives:

Apply for additional rental vouchers, as they come available

- AHA applied / received additional \$394,340 in CoC funds for 2017; \$82,368 – Permanent Supportive Housing Tenant Based; \$311,784 – Rapid Rehousing; \$188,800 – Rapid Rehousing/Arlington Nurse-Family Partnership

Leverage private or other public funds to create additional housing opportunities

- During FY2016, in cooperation with the City of Arlington, the AHA rehabilitated 73 housing units for low to moderate income households, improving the living conditions for each assisted household through the Housing Rehabilitation Program (HRP)
- AHA staff attended informational fairs coordinated by the City of Arlington, Arlington ISD, Tarrant County, and other agencies who reached out to the citizens of Arlington

2. Goal: Improve the quality of assisted housing

Objectives:

Improve voucher management: (SEMAP score)

- In FY2016, AHA maintained High Performer status

Increase customer satisfaction

- Emailed Customer Service survey to landlord and created a committee to address their concerns and correct issues
- Established dedicated point of contact for landlord inquiries

3. Goal: Increase assisted housing choices

Objectives:

Provide voucher mobility counseling

- AHA provides portability briefings at least monthly to voucher holders interested in moving as well as during preliminary meetings

Conduct outreach efforts to potential voucher landlords

- Created landlord outreach committee; set procedures for staff to individually reach out to landlords; creating a video, to include tenants and landlords, encouraging new landlord participation

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

Objectives:

Provide or attract supportive services to improve assisted recipients' employability

- AHA conducted two meetings, inviting new organizations to partner with the FSS program which resulted in adding 10 more committed members in their Program Coordinating Committee to assist the FSS families on the journey to self-sufficiency

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

- The AHA's HRP participated in the City of Arlington's Homeownership Fair and Aging Well Expo, providing information on our different grants. From this participation, AHA received applications and assisted two disabled households in making their home more accessible.

5. 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

- Provide ongoing training to staff and the public including the LGBTQ community
- Maintain 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
- At least once annually, usually during Fair Housing Month, a concentrated focus on Fair Housing is exhibited using special displays in high traffic areas and via email to staff and board members

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

- Promote and communicate events such as open enrollment of the Wait List and landlord participation efforts, to various ethnic groups and public leaders that can share information to a broader audience on social media outlets, meetings, and expos

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

- AHA manages the Housing Rehab Program which provides grants to modify housing, making it accessible for persons with disabilities