

U.S.DepartmentofHousingandUrbanDevelopment
OfficeofPublicandIndianHousing

**TARRANTCOUNTYHOUSINGASSISTANCE
OFFICE
5-YearPlanforFiscalYears2002 -2006
AnnualPlanforFiscalYear2002**

**PHA Plan
Agency Identification**

PHAName: TarrantCountyHousingAssistanceOffice

PHANumber: TX431

PHAFiscalYearBeginning: October2002

PublicAccess to Information:

**TarrantCountyHousingAssistanceOffice
1200CircleDrive, Suite1 00
FortWorth, Texas76119**

Information regarding any activities outlined in this plan can be obtained by contacting: (select all that apply)

- Main administrative office of the PHA
- PHA development management offices
- PHA local offices

Display Locations For PHA Plans and Supporting Documents

The PHA Plans (including attachments) are available for public inspection at: (select all that apply)

- Main administrative office of the PHA
- PHA development management offices
- PHA local offices
- Main administrative office of the local government
- Main administrative office of the County government
- Main administrative office of the State government
- Public library
- PHA website
- Other (list below)

PHA Plan Supporting Documents are available for inspection at: (select all that apply)

- Main business office of the PHA
- PHA development management offices
- Other (list below)

5-YEAR PLAN
PHAF ISCAL YEARS 2002 -2006
 [24CFRPart903.5]

A.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. (select one of the choices below)

- The mission of the PHA is the same as that of the Department of Housing and Urban Development: To promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination.
- The PHA's mission is:

The mission of the Tarrant County Housing Assistance Office is to provide affordable housing for low -income families, and to promote self -sufficiency and asset development of eligible tenants in compliance with all Federal, State, and local non -discrimination laws; the Americans with Disabilities Act; and the U.S. Department of Housing and Urban Development (HUD) regulations governing Fair Housing and Equal Opportunity.

B.Goals

The goals and objectives listed below are derived from HUD's strategic Goals and Objectives and those emphasized in recent legislation. PHA may select any of these goals and objectives as their own, or identify other goals and/or objectives. Whether selecting the HUD -suggested objectives or their own, **PHAS ARE STRONGLY ENCOURAGED TO IDENTIFY QUANTIFIABLE MEASURES OF SUCCESS IN REACHING THEIR OBJECTIVES OVER THE COURSE OF THE 5 YEARS.** (Quantifiable measures would include target sets such as: numbers of families served or PHA scores achieved.) PHA should identify these measures in the space to the right of or below the stated objectives.

HUD Strategic Goal: Increase the availability of decent, safe, and affordable housing.

- PHA Goal: Expand the supply of assisted housing
 Objectives:
 - Apply for additional rental vouchers:
 - Reduce public housing vacancies:
 - Leverage private or other public funds to create additional housing opportunities:
 - Acquire or build units or developments
 - Other (list below)

- PHAGoal:Improvethethequalityofassistedhousing
Objectives:
 - Improvepublichousingmanagement:(PHASscore)
 - Improvevouchermanagement:(SEMAPscore)
 - Increasecustomersatisfaction:
 - Concentrateoneffortstoimprovespecificmanagementfunctions:
(list;e.g.,publichousingfinance;voucherunitinspections)
 - Renovateormodernizepublichousingunits:
 - Demolishordisposeofobsoletepublichousing:
 - Providereplacementpublichousing:
 - Providereplacementvouchers:
 - Other:(listbelow)

- PHAGoal:Increaseassistedhousingchoices
Objectives:
 - Providevoucher mobilitycounseling:
 - Conductoutreacheffortstopotentialvoucherlandlords
 - Increasevoucherpaymentstandards
 - Implementvoucherhomeownershipprogram:
 - Implementpublichousingorotherhomeownershipprograms:
 - Implementpublichousing site -basedwaitinglists:
 - Convertpublichousingtovouchers:
 - Other:(listbelow)

HUDStrategicGoal:Improvecommunityqualityoflif eandeconomicvitality

- PHAGoal:Provideanimprovedlivingenvironment
Objectives:
 - Implementmeasurestodeconcentratepovertybybringinghigherincome
publichousinghouseholdsin tolowerincomedevelopments:
 - Implementmeasurestopromoteincomemixinginpublichousingby
assuringaccessforlowerincomefamiliesinto higherincome
developments:
 - Implementpublichousingsecurityimprovements:
 - Designateddevelopmen tsorbuildingsforparticularresidentgroups
(elderly, personswith disabilities)
 - Other:Identifyrentalpropertyinallsectionsofthecountyandintroduce
theSection8programtoownersandatthesametimeidentifyhousing
needsof low- incomefamilies thatmayneedassistance.

HUD Strategic Goal: Promote self-sufficiency and asset development of families and individuals

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

Objectives:

- Increase the number and percentage of employed persons in assisted families:
- Provide or attract supportive services to improve assistancerecipients' employability:
- Provide or attract supportive services to increase independence for the elderly or families with disabilities.
- Other: (list below)

HUD Strategic Goal: Ensure Equal Opportunity in Housing for all Americans

PHA 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:
- 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:
- Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required:
- Other: (list below)

Other PHA Goals and Objectives: (list below)

**Annual PHA Plan
PHA Fiscal Year 2002**

[24CFR Part 903.7]

i. Annual Plan Type:

Select which type of Annual Plan the PHA will submit.

Standard Plan

Streamlined Plan:

- High Performing PHA**
- Small Agency (<250 Public Housing Units)**
- Administering Section 8 Only**

Troubled Agency Plan

ii. Executive Summary of the Annual PHA Plan

[24CFR Part 903.79(r)]

Provide a brief overview of the information in the Annual Plan, including highlights of major initiatives and discretionary policies the PHA has included in the Annual Plan.

The Tarrant County Housing Assistance Office Section 8 Program will continue to operate in a proactive mode for the FY 2002 activities of the Five Year Plan of FY 2002 - 2006. The focus of the Agency for the upcoming year will be :

- To continue to increase utilization of all budget authority to an average monthly utilization of 98%
- To provide excellent customer service to our clients and property owners by incorporating staff accountability and customer service skill training to the staff,
- To manage the program in an efficient and effective manner thereby qualifying as a high performer under the HUD Section 8 Management Assessment Program (SEMAP) by September 30, 2003
- To implement procedures and systems to meet HUD program regulations and

- To provide staff training and development to ensure both quality and quantity

The agency has encountered many changes and challenges over the past two fiscal years and will continue to correct deficiencies, move forward with implementing changes to meet HUD rules and improve the delivery of services to the families assisted in the program and the families on the waiting list.

iii. Annual Plan Table of Contents

[24CFR Part 903.79(r)]

Provide a table of contents for the Annual Plan, including attachments, and a list of supporting documents available for public inspection.

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Attachments

Indicate which attachments are provided by selecting all that apply. Provide the attachment's name (A, B, etc.) in the space to the left of the name of the attachment. Note: If the attachment is provided as a SEPARATE file submission from the PHA Plans file, provide the filename in parentheses in the space to the right of the title.

Required Attachments:

- Admissions Policy for Deconcentration
- FY2000 Capital Fund Program Annual Statement
- Most recent board -approved operating budget (Required Attachment for PHAs that are troubled or at risk of being designated troubled ONLY)

Optional Attachments:

- PHA Management Organizational Chart (Attachment TX431a01)
- FY2000 Capital Fund Program 5 -Year Action Plan
- Public Housing Drug Elimination Program (PHDEP) Plan
- Comments of Resident Advisory Board or Boards (must be attached if not included in PHA Plan text)
- Other:
Substantial Deviation and Significant Amendment or Modification (Attachment TX431b01)
- Membership of Resident Advisory Board/FSS Program (Attachment TX431 c01)

Supporting Documents Available for Review

Indicate which documents are available for public review by placing a mark in the "Applicable & On Display" column in the appropriate rows. All listed documents must be on display if applicable to the program activities conducted by the PHA.

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
X	PHA Plan Certification of Compliance with the PHA Plans and Related Regulations	5 Year and Annual Plans
X	State/Local Government Certification of Consistency with the Consolidated Plan	5 Year and Annual Plans
X	Fair Housing Documentation: Records reflecting that the PHA has examined its programs or proposed programs, identified any impediments to fair housing choice in those programs, addressed or is addressing those impediments in a reasonable fashion in view of the resources available, and worked or is working with local jurisdictions to implement any of the jurisdictions' initiatives	5 Year and Annual Plans

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
	to affirmatively further fair housing that require the PHA's involvement.	
X	Consolidated Plan for the jurisdiction/s in which the PHA is located (which includes the Analysis of Impediments to Fair Housing Choice (AI)) and any additional backup data to support statement of housing needs in the jurisdiction	Annual Plan: Housing Needs
	Most recent board -approved operating budget for the public housing program	Annual Plan: Financial Resources;
	Public Housing Admissions and (Continued) Occupancy Policy (A&O), which includes the Tenant Selection and Assignment Plan [TSAP]	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
	Public Housing Deconcentration and Income Mixing Documentation: 1. PHA board certification of compliance with deconcentration requirements (section 16(a) of the US Housing Act of 1937, as implemented in the 2/18/99 <i>Quality Housing and Work Responsibility Act</i> Initial Guidance; Notice and any further HUD guidance) and 2. Documentation of the required deconcentration and income mixing analysis	Annual Plan: Eligibility, Selection, and Admissions Policies
	Public housing rent determination policies, including the methodology for setting public housing flat rents <input type="checkbox"/> Check here if included in the public housing A&O Policy	Annual Plan: Rent Determination
	Schedule of flat rents offered at each public housing development <input type="checkbox"/> check here if included in the public housing A&O Policy	Annual Plan: Rent Determination
X	Section 8 rent determination (payment standard) policies <input checked="" type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination
	Public housing management and maintenance policy documents, including policies for the prevention or eradication of pest infestation (including cockroach infestation)	Annual Plan: Operations and Maintenance
	Public housing grievance procedures <input type="checkbox"/> check here if included in the public housing A&O Policy	Annual Plan: Grievance Procedures

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
X	Section 8 informal review and hearing procedures <input checked="" type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures
	The HUD -approved Capital Fund/Comprehensive Grant Program Annual Statement (HUD 52837) for the active grant year	Annual Plan: Capital Needs
	Most recent CIAP Budget/Progress Report (HUD 52825) for any active CIAP grant	Annual Plan: Capital Needs
	Most recent, approved 5 Year Action Plan for the Capital Fund/Comprehensive Grant Program, if not included as an attachment (provided at PHA option)	Annual Plan: Capital Needs
	Approved HOPE VI applications or, if more recent, approved or submitted HOPE VI Revitalization Plans or any other approved proposal for development of public housing	Annual Plan: Capital Needs
	Approved or submitted applications for demolition and/or disposition of public housing	Annual Plan: Demolition and Disposition
	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing
	Approved or submitted assessments of reasonable revitalization of public housing and approved or submitted conversion plans prepared pursuant to section 202 of the 1996 HUD Appropriations Act	Annual Plan: Conversion of Public Housing
	Approved or submitted public housing home ownership programs/plans	Annual Plan: Homeownership
	Policies governing any Section 8 Home ownership program <input type="checkbox"/> check here if included in the Section 8 Administrative Plan	Annual Plan: Homeownership
	Any cooperative agreement between the PHA and the TANF agency	Annual Plan: Community Service & Self-Sufficiency
X	FSS Action Plan/s for public housing and/or Section 8	Annual Plan: Community Service & Self-Sufficiency
	Most recent self-sufficiency (ED/SS, TOP or ROSS or other resident services grant) grant program reports	Annual Plan: Community Service & Self-Sufficiency
	The most recent Public Housing Drug Elimination Program (PHDEP) semi-annual performance report for any open grant and most recently submitted PHDEP application (PHDEP Plan)	Annual Plan: Safety and Crime Prevention
X	The most recent fiscal year audit of the PHA conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U.S.C. 1437c(h)), the results of that audit and the PHA's response to any findings	Annual Plan: Annual Audit
	Troubled PHAs: MOA/Recovery Plan	Troubled PHAs

1.Statement ofHousingNeeds

[24CFRPart903.79(a)]

A.HousingNeedsofFamiliesintheJurisdiction/sServedbythePHA

BasedupontheinformationcontainedintheConsolidatedPlan/sapplicabletothejurisdiction,and/orother dataavailabletothePHA,provideastatementofthehousingneedsinthejurisdictionbycompletingthe followingtable.Inthe“Overall”Needscolumn,providetheestimatednumberofrenterfamiliesthathave housingneeds.Fortheremainingcharacteristics,ratetheimpactofthafactoronthehousingneedsfor eachfamilytype,from1to5,with1being“noimpact”and5being“severeimpact.”UseN/Atoindicate thatnoinformationisavailableuponwhichthePHAcannmakethisassessment.

HousingNeedsofFamiliesintheJurisdiction byFamilyType							
FamilyType	Overall	Afford-ability	Supply	Quality	Access-ibility	Size	Loca-tion
Income<=30% ofAMI	30,562	5	5	5	5	5	5
Income>30%but <=50%ofAMI	27,592	5	5	5	5	5	5
Income>50%but <80%ofAMI	42,984	5	5	5	5	5	5
Elderly	11,095	4	4	4	4	4	4
Familieswith Disabilities	N/A	4	4	4	4	4	4
Race/Ethnicity	64,053	N/A	N/A	N/A	N/A	N/A	N/A
Race/Ethnicity	19,490	4	4	4	4	4	4
Race/Ethnicity	13,977	5	5	5	5	5	5
Race/Ethnicity		5	5	5	5	5	5

WhatsourcesofinformationdidthePHAusetoconductthisanalysis?(Checkallthat apply;allmaterials mustbemadeavailableforpublicinspection.)

- ConsolidatedPlanoftheJurisdiction/s
Indicateyear:
- U.S.Censusdata:theComprehensiveHousingAffordabilityStrategy(“CHAS”) dataset
- AmericanHousingSurveydata
Indicateyear:
- Otherhousingmarketstudy
Indicateyear:
- Othersources:(list andindicateyearofinformation)

B. Housing Needs of Families on the Public Housing and Section 8 Tenant-Based Assistance Waiting Lists

State the housing needs of the families on the PHA's waiting list/s. **Complete one table for each type of PHA-wide waiting list administered by the PHA.** PHAs may provide separate tables for site-based or sub-jurisdictional public housing waiting lists at their option.

Housing Needs of Families on the Waiting List			
Waiting list type: (select one)			
<input checked="" type="checkbox"/> Section 8 tenant-based assistance			
<input type="checkbox"/> Public Housing			
<input type="checkbox"/> Combined Section 8 and Public Housing			
<input type="checkbox"/> Public Housing Site-Based or sub-jurisdictional waiting list (optional)			
If used, identify which development/subjurisdiction:			
	# of families	% of total families	Annual Turnover
Waiting list total	3,239		1,000
Extremely low income <= 30% AMI	2,884	89%	
Very low income (> 30% but <= 50% AMI)	355	11%	
Low income (> 50% but < 80% AMI)	0	0	
Families with children	1,510	47%	
Elderly families	177	6%	
Families with Disabilities	456	14%	
Black/Non-Hispanic	1,008	55%	
Hispanic	376	11%	
Am. Indian/Alaskan Native	24	<1%	
Asian	27	<1%	
Native Hawaiian/Pacific Islander	2	<1%	

Housing Needs of Families on the Waiting List			
Characteristics by Bedroom Size (Public Housing Only)			
1BR			
2BR			
3BR			
4BR			
5BR			
5+BR			
Is the waiting list closed (select one)? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If yes: How long has it been closed (# of months)? Does the PHA expect to reopen the list in the PHA Plan year? <input type="checkbox"/> No <input type="checkbox"/> Yes Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input type="checkbox"/> No <input type="checkbox"/> Yes			

B. Strategy for Addressing Needs

Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list **IN THE UPCOMING YEAR**, and the Agency's reasons for choosing this strategy.

(1) Strategies

Need: Shortage of affordable housing for all eligible populations

Strategy 1. Maximize the number of affordable units available to the PHA within its current resources by:

Select all that apply

- Employ effective maintenance and management policies to minimize the number of public housing units off -line
- Reduce turnover time for vacated public housing units
- Reduce time to renovate public housing units
- Seek replacement of public housing units lost to the inventory through mixed financed development
- Seek replacement of public housing units lost to the inventory through section 8 replacement housing resources
- Maintain or increase section 8 lease -up rates by establishing payment standards that will enable families to rent throughout the jurisdiction

- Undertakemeasurestoensureaccesstoaffordablehousingamongfamilies assistedbythePHA,regardlessofunitsizerequired
- Maintainorincreasesection8lease -upratesbymarketingtheprogramtoowners, particularlythoseoutsideofareasofminorityandpovertyconcentration
- Maintainorincreasesection8lease -upratesbyeffectivelyscreeningSection8 applicantstoincreaseowneracceptanceofprogram
- ParticipateintheConsolidatedPlandevelopmentprocesstoensurecoordination withbroadercommunitystrategies
- Other(listbelow)

Strategy2:Increasethenumberofaffordablehousingunitsby:

Selectallthatapply

- Applyforadditionalsection8unitsshouldtheybecomeavailable
- Leverageaffordablehousingresourcesinthecommunitythroughthecreation ofmixed -financehousing
- PursuehousingresourcesotherthanpublichousingorSection8tenant -based assistance.
- Other:(listbelow)

Need:SpecificFamilyTypes:Familiesatorbelow30%ofmedian

Strategy1:Targetavailableassistancetofamiliesatorbelow30%ofAMI

Selectallthatapply

- ExceedHUDfederaltargetingrequirementsforfamiliesatorbelow30%ofAMI inpublichousing
- ExceedHUDfederaltargetingrequirementsforfamiliesatorbelow30%ofAMI intenant -basedsection8assistance
- Employadmissionspreferencesaimedatfamilieswiththeeconomicchallenges
- Adoptrentpoliciesupportandencouragework
- Other:(listbelow)

Need:SpecificFamilyTypes:Familiesatorbelow50%ofmedian

Strategy1:Targetavailableassistancetofamiliesatorbelow50%ofAMI

Selectallthatapply

- Employadmissionspreferencesaimedatfamilieswhoareworking
- Adoptrentpoliciesupportandencouragework
- Other:(listbelow)

Need: Specific Family Types: The Elderly

Strategy 1: Target available assistance to the elderly:

Select all that apply

- Seek designation of public housing for the elderly
- Apply for special -purpose voucher targeted to the elderly, should they become available
- Other: (list below)

Need: Specific Family Types: Families with Disabilities

Strategy 1: Target available assistance to Families with Disabilities:

Select all that apply

- Seek designation of public housing for families with disabilities
- Carry out the modifications needed in public housing based on the section 5 Needs Assessment for Public Housing 04
- Apply for special -purpose voucher targeted to families with disabilities, should they become available
- Affirmatively market to local non -profit agencies that assist families with disabilities
- Other: (list below)

Need: Specific Family Types: Races or ethnicities with disproportionate housing needs

Strategy 1: Increase awareness of PHA resources among families of races and ethnicities with disproportionate needs :

Select if applicable

- Affirmatively market to races/ethnicities shown to have disproportionate housing needs
- Other: (list below)

Strategy 2: Conduct activities to affirmatively further fair housing

Select all that apply

- Counsel section 8 tenants as to location of units outside of areas of poverty or minority concentration and assist them to locate those units

- Market the section 8 program to owners outside of areas of poverty/minority concentrations
- Other: (list below)

Other Housing Needs & Strategies: (list needs and strategies below)

(2) Reasons for Selecting Strategies

Of the factors listed below, select all that influenced the PHA's selection of the strategies it will pursue:

- Funding constraints
- Staffing constraints
- Limited availability of sites for assisted housing
- Extent to which particular housing needs are met by other organizations in the community
- Evidence of housing needs as demonstrated in the Consolidated Plan and other information available to the PHA
- Influence of the housing market on PHA programs
- Community priorities regarding housing assistance
- Results of consultation with local or state government
- Results of consultation with residents and the Resident Advisory Board
- Results of consultation with advocacy groups
- Other: There are three Housing Agencies in Tarrant County administering Section 8 programs with a total of 5,712 vouchers.

Statement of Financial Resources

[24CFR Part 903.79(b)]

List the financial resources that are anticipated to be available to the PHA for the support of Federal public housing and tenant-based Section 8 assistance programs administered by the PHA during the Plan year. Note: the table assumes that Federal public housing or tenant-based Section 8 assistance grant funds are expended on eligible purposes; therefore, uses of these funds need not be stated. For other funds, indicate the use for those funds as one of the following categories: public housing operations, public housing capital improvements, public housing safety/security, public housing support services, Section 8 tenant-based assistance, Section 8 support services or other.

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
1. Federal Grants (FY 2002 grants)		
a) Public Housing Operating Fund		
b) Public Housing Capital Fund		
c) HOPEVI Revitalization		
d) HOPEVI Demolition		
e) Annual Contributions for Section 8 Tenant -Based Assistance	\$12,175,376.00	
f) Public Housing Drug Elimination Program (including any Technical Assistance funds)		
g) Resident Opportunity and Self - Sufficiency Grants		
h) Community Development Block Grant		
i) HOME		
Other Federal Grants (list below)		
2. Prior Year Federal Grants (unobligated funds only) (list below)	\$12,175,376.00	
3. Public Housing Dwelling Rental Income		
4. Other income		
Subcontract for State -funded TBRA	\$56,818.00	
Shelter Plus Care Inspections	\$2,500.00	
4. Non -federal sources		
Total resources	\$12,235,685.00	

3.PHAPoliciesGoverningEligibility,Selection,andAdmissions

[24CFRPart903.79(c)]

A.PublicHousingN/A

Exemptions:PHAsthatdonotadministerpublichousingarenotrequiredto completesubcomponent3A.

B.Section8

Exemptions:PHAsthatdonotadministersection8arenotrequiredto completesub-component3B.

Unless otherwise specified, all questions in this section apply only to the tenant-based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).

(1)Eligibility

a. What is the extent of screening conducted by the PHA? (select all that apply)

- Criminal or drug -related activity only to the extent required by law or regulation
 Criminal and drug -related activity, more extensive than required by law or regulation
 More general screening than criminal and drug -related activity (list factors below)
 Other: Determine if monies are owed to other PHA's or Tarrant County Housing Assistance Office.
History of alcohol abuse

b. Yes No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?

c. Yes No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?

d. Yes No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC - authorized source)

e. Indicate what kinds of information you share with prospective landlords? (select all that apply)

- Criminal or drug -related activity
 Other: Participants' current mailing address and relevant information regarding standard lease terms.

(2)WaitingListOrganization

a. With which of the following program waiting lists is the section 8 tenant assistance waiting list merged? (select all that apply) -based

- None
- Federal public housing
- Federal moderate rehabilitation
- Federal project-based certificate program
- Other federal or local program (list below)

b. Where may interested persons apply for admission to section 8 tenant assistance? (select all that apply) -based

- PHA main administrative office
- Other (list below)

(3)SearchTime

a. Yes No: Does the PHA give extensions on standard 60-day period to search for a unit?

If yes, state circumstances below: Reasonable accommodations requested for disabled persons.

We are also evaluating the feasibility of establishing a workshop for families, "successful housing search techniques", as a requirement before granting voucher extensions beyond the initial 60 days.

(4)AdmissionsPreferences

a. Income targeting

- Yes No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 75% of all new admissions to the section 8 program to families at or below 30% of median area income?

b. Preferences

1. Yes No: Has the PHA established preferences for admission to section 8 tenant-based assistance? (other than date and time of application) (if no, skip to subcomponent **(5)Special purpose section 8 assistance program**)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden (rent is > 50 percent of income)

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisal or hate crimes
- Other preference(s) (list below)

3. If the PHA will employ admission preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a points system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

Former Federal preferences

- Date and Time
- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability

- Veterans and veterans' families
- Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

4. Among applicants on the waiting list with the equal preference status, how are applicants selected? (select one)

- Date and time of application
- Drawing (lottery) or other random choice technique

5. If the PHA plans to employ preferences for "residents who live and/or work in the jurisdiction" (select one)

- This preference has previously been reviewed and approved by HUD
- The PHA requests approval for this preference through this PHA Plan

6. Relationship of preferences to income targeting requirements: (select one)

- The PHA applies preferences within income tiers
- Not applicable: the pool of applicant families ensures that the PHA will meet income-targeting requirements

(5) Special Purpose Section 8 Assistance Programs

a. In which documents or other reference materials are the policies governing eligibility, selection, and admission to any special -purpose section 8 program administered by the PHA contained? (select all that apply)

- The Section 8 Administrative Plan
- Briefing sessions and written materials
- Other: Federal Regulations, 7420.10G - Family Unification Program and Mainstream Program

b. How does the PHA announce the availability of any special -purpose Section 8 programs to the public?

- Through published notices

- Other: Flyers and other printed notices and correspondence to community agencies and thirty-two agencies within the Tarrant County Resource Connection Campus

4.PHA Rent Determination Policies -N/A

[24CFR Part 903.79(d)]

A.Public Housing

Exemptions: PHAs that do not administer public housing are not required to complete sub-component 4A.

(1)Income Based Rent Policies -N/A

Describe the PHA's income based rent setting policy/ies for public housing using, including discretionary (that is, not required by statute or regulation) income disregards and exclusions, in the appropriate spaces below.

B.Section 8 Tenant -Based Assistance

Exemptions: PHAs that do not administer Section 8 tenant-based assistance are not required to complete sub-component 4B. **Unless otherwise specified, all questions in this section apply only to the tenant-based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).**

(1)Payment Standards

Describe the voucher payment standard and policies.

a. What is the PHA's payment standard? (select the category that best describes your standard)

- At or above 90% but below 100% of FMR
 100% of FMR
 Above 100% but at or below 110% of FMR
 Above 110% of FMR (if HUD approved; describe circumstances below)

b. If the payment standard is lower than FMR, why has the PHA selected this standard? (select all that apply)

- FMRs are adequate to ensure success among assisted families in the PHA's segment of the FMR area
 The PHA has chosen to serve additional families by lowering the payment standard
 Reflects market or submarket
 Other (list below)

c. If the payment standard is higher than FMR, why has the PHA chosen this level?
(select all that apply)

- FMRs are not adequate to ensure success among assisted families in the PHA's segment of the FMR area
- Reflects market or submarket
- To increase housing options for families
- Other (list below) Payment Standards of other PHA's in the metro area.

d. How often are repayment standards reevaluated for adequacy? (select one)

- Annually
- Other (list below)

e. What factors will the PHA consider in its assessment of the adequacy of its payment standard? (select all that apply)

- Success rates of assisted families
- Rent burden of assisted families
- Other (list below) 1. Payment Standards of surrounding PHA's.
2. Rents charged for unassisted units.

(2) Minimum Rent

a. What amount best reflects the PHA's minimum rent? (select one)

- \$0
- \$1-\$25
- \$26-\$50

b. Yes No: Has the PHA adopted any discretionary minimum rent hardship exemption policies? (if yes, list below)

5. Operations and Management

[24CFR Part 903.79(e)]

Exemptions from Component 5: High performing and small PHAs are not required to complete this section. Section 8 only PHAs must complete parts A, B, and C(2)

A. PHA Management Structure

Describe the PHA's management structure and organization.

(select one)

- An organization chart showing the PHA's management structure and organization is attached.
- A brief description of the management structure and organization of the PHA follows: Tarrant County Housing Assistance Office is a division of the Human

Resource Department of Tarrant County. Elected Commissioner's serve as the governing body. The Director of the Housing Assistance Office is responsible for the day-to-day operations and report to the Director of Human Resources.

B. HUD Programs Under PHA Management

List Federal programs administered by the PHA, number of families served at the beginning of the upcoming fiscal year, and expected turnover in each. (Use "NA" to indicate that the PHA does not operate any of the programs listed below.)

Program Name	Units or Families Served at Year Beginning	Expected Turnover
Public Housing		
Section 8 Vouchers	1,637	15%
Section 8 Certificates		
Section 8 Mod Rehab		
Special Purpose Section 8 Certificates/Vouchers (list individually)		
Public Housing Drug Elimination Program (PHDEP)		
Other Federal Programs (list individually)		

C. Management and Maintenance Policies

List the PHA's public housing management and maintenance policy documents, manuals and handbooks that contain the Agency's rules, standards, and policies that govern maintenance and management of public housing, including a description of any measures necessary for the prevention or eradication of pest infestation (which includes cockroach infestation) and the policies governing Section 8 management.

(1) Public Housing Maintenance and Management: (list below)

(2) Section 8 Management: (list below)

1. The Section 8 Administrative Plan
2. Section 8 Management Assessment Program (SEMAP) Procedures
3. HUD 7420.10G – Housing Choice Voucher Guidebook

6. PHA Grievance Procedures

[24CFRPart903.79(f)]

Exemptions from component 6: High performing PHAs are not required to complete component 6. Section 8-Only PHAs are exempt from sub -component 6A.

A. Public Housing -N/A

1. Yes No: Has the PHA established any written grievance procedures in addition to federal requirements found at 24CFR Part 966, Subpart B, for residents of public housing?

If yes, list additions to federal requirements below:

2. Which PHA offices should residents or applicants to public housing contact to initiate the PHA grievance process? (select all that apply)

- PHA main administrative office
 PHA development management offices
 Other (list below)

B. Section 8 Tenant -Based Assistance

1. Yes No: Has the PHA established informal review procedures for applicants to the Section 8 tenant -based assistance program and informal hearing procedures for families assisted by the Section 8 tenant -based assistance program in addition to federal requirements found at 24CFR 982?

If yes, list additions to federal requirements below:

2. Which PHA offices should applicants or assisted families contact to initiate the informal review and informal hearing processes? (select all that apply)

- PHA main administrative office
 Other (list below)

7. Capital Improvement Needs -N/A

[24CFRPart903.79(g)]

Exemptions from Component 7: Section 8 only PHAs are not required to complete this component and may skip to Component 8.

8. Demolition and Disposition -N/A

[24CFRPart903.79(h)]

Applicability of component 8: Section 8 only PHAs are not required to complete this section

9. Designation of Public Housing for Occupancy by Elderly Families or Families with Disabilities or Elderly Families and Families with Disabilities-N/A

[24CFR Part 903.79(i)]

Exemptions from Component 9; Section 8 only PHAs are not required to complete this section.

10. Conversion of Public Housing to Tenant -Based Assistance -N/A

[24CFR Part 903.79(j)]

Exemptions from Component 10; Section 8 only PHAs are not required to complete this section.

11. Homeownership Programs Administered by the PHA

[24CFR Part 903.79(k)]

A. Public Housing -N/A

Exemptions from Component 11A: Section 8 only PHAs are not required to complete 11A.

1. Yes No: Does the PHA administer any homeownership programs administered by the PHA under an approved section 5(h) homeownership program (42 U.S.C. 1437c(h)), or an approved HOPE I program (42 U.S.C. 1437aaa) or has the PHA applied or plan to apply to administer any homeownership programs under section 5(h), the HOPE I program, or section 32 of the U.S. Housing Act of 1937 (42 U.S.C. 1437z -4). (If "No", skip to component 11B; if "yes", complete one activity description for each applicable program/plan, unless eligible to complete a streamlined submission due to **small PHA** or **high performing PHA** status. PHAs completing streamlined submissions may skip to component 11B.)

2. Activity Description

- Yes No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? (If "yes", skip to component 12. If "No", complete the Activity Description table below.)

Public Housing Homeownership Activity Description (Complete one for each development affected)	
1a. Development name:	
1b. Development (project) number:	
2. Federal Program authority:	
<input type="checkbox"/> HOPEI <input type="checkbox"/> 5(h) <input type="checkbox"/> Turnkey III <input type="checkbox"/> Section 32 of the USHA of 1937 (effective 10/1/99)	
3. Application status: (select one)	
<input type="checkbox"/> Approved; included in the PHA's Homeownership Plan/Program <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application	
4. Date Homeownership Plan/Program approved, submitted, or planned for submission: (DD/MM/YYYY)	
5. Number of units affected:	
6. Coverage of action: (select one)	
<input type="checkbox"/> Part of the development <input type="checkbox"/> Total development	

B. Section 8 Tenant Based Assistance

1. Yes No: Does the PHA plan to administer a Section 8 Homeownership program pursuant to Section 8(y) of the U.S.H.A. of 1937, as implemented by 24 CFR part 982? (If "No", skip to component 12; if "yes", describe each program using the table below (copy and complete questions for each program identified), unless the PHA is eligible to complete a streamlined submission due to high performer status. **High performing PHAs** may skip to component 12.)

2. Program Description:

a. Size of Program

- Yes No: Will the PHA limit the number of families participating in the section 8 homeownership option?

If the answer to the question above was yes, which statement best describes the number of participants? (select one)

- 25 or fewer participants
- 26- 50 participants
- 51 to 100 participants
- more than 100 participants

b. PHA established eligibility criteria

- Yes No: Will the PHA's program have eligibility criteria for participation in its Section 8 Homeownership Option program in addition to HUD criteria?

If yes, list criteria below:

12. PHA Community Service and Self-Sufficiency Programs

[24CFR Part 903.79(l)]

Exemptions from Component 12: High performing and small PHAs are not required to complete this component. Section 8 - Only PHAs are not required to complete sub-component C.

A. PHA Coordination with the Welfare (TANF) Agency

1. Cooperative agreements:

- Yes No: Has the PHA entered into a cooperative agreement with the TANF Agency, to share information and/or target support services (as contemplated by section 12(d)(7) of the Housing Act of 1937)?

If yes, what was the date that agreement was signed? _____

2. Other coordination efforts between the PHA and TANF agency (select all that apply)

- Client referrals
- Information sharing regarding mutual clients (for rent determination and otherwise)
- Coordinate the provision of specific social and self-sufficiency services and programsto eligible families
- Jointly administer programs
- Partner to administer a HUD Welfare-to-Work voucher program
- Joint administration of other demonstration program
- Other (describe)

B. Services and programs offered to residents and participants

(1) General

a. Self-Sufficiency Policies

Which, if any of the following discretionary policies will the PHA employ to enhance the economic and social self-sufficiency of assisted families in the following areas? (select all that apply)

- Public housing rent determination policies
- Public housing admissions policies
- Section 8 admissions policies
- Preference in admission to section 8 for certain public housing families
- Preferences for families working or engaging in training or education programs for non-housing programs operated or coordinated by the PHA
- Preference/eligibility for public housing home ownership option participation
- Preference/eligibility for section 8 home ownership option participation
- Other policies (list below)

b. Economic and Social self-sufficiency programs

Yes No: Does the PHA coordinate, promote or provide any programs to enhance the economic and social self-sufficiency of residents? (If "yes", complete the following table; if "no" skip to sub-component 2, Family Self Sufficiency Programs. The position of the table may be altered to facilitate its use.)

Services and Programs				
Program Name & Description (including location, if appropriate)	Estimated Size	Allocation Method (waiting list/random selection/specific criteria/other)	Access (development office/ PHA main office/ other provider name)	Eligibility (public housing or section 8 participants or both)
Budget Management		Referral	Consumer Credit Service	Section 8
Career Exploration		Referral	Resource Connection and Education	Section 8

			OpportunityCenter	
JobTraining		Referral	ResourceConnection	Section8
GEDPreparation		Referral	Educational OpportunityCenter	Section8
LifeSkills/Parenting		Referral	Women'sCenter	Section8
MedicalAssistance		Referral	JPS –Resource	Section8
HousekeepingSkills		Referral	TexasCooperative Extension	Section8
EmergencyAssistance		Referral	TarrantCounty HumanServices	Section8
CPRClasses		Referral	CookChildren's Hospital	Section8
HomeownershipClasses		Referral	TarrantCounty HousingPartnership	Section8
HomeownershipClasses		Referral	FortWorthHousing: ClosingCost Assistance	Section8
HabitatforHumanityProgram		Referral	EducationonHabitat Homes	Section8
FoodBaskets		Referral	Thanksgiving AssistanceProgram – SalvationArmy	Section8
FoodBaskets		Referral	ChristmasAssistance Program –First UnitedMethodist Mission	Section8

(2)FamilySelf Sufficiencyprogram/s

a. ParticipationDescription

FamilySelfSufficiency(FSS)Participation		
Program	RequiredNumberofParticipants (startofFY2000Estimate)	ActualNumberofParticipants (Asof:DD/MM/YY)
PublicHousing		
Section8	122	122

- b. Yes No: IfthePHAisnotmaintainingtheminimumprogramsizerequired byHUD,doesthemostrecentFSSActionPlanaddressthesteps thePHAplanstotaketoachieveatleasttheminimumprogram size?
Ifno, liststepsthePHAwilltakebelow:

C. Welfare Benefit Reductions

1. The PHA is complying with the statutory requirements of section 12(d) of the U.S. Housing Act of 1937 (relating to the treatment of income changes resulting from welfare program requirements) by: (select all that apply)

- Adopting appropriate changes to the PHA's public housing rent determination policies and training staff to carry out those policies
- Informing residents of new policy on admission and reexamination
- Actively notifying residents of new policy at times in addition to admission and reexamination.
- Establishing or pursuing a cooperative agreement with all appropriate TANF agencies regarding the exchange of information and coordination of services
- Establishing a protocol for exchange of information with all appropriate TANF agencies
- Other: Training staff on QHWA changes as they relate to Section 8. Explaining new policy to all participants and actively explaining method for calculating rent.

D. Reserved for Community Service Requirement pursuant to section 12(c) of the U.S. Housing Act of 1937
--

13. PHA Safety and Crime Prevention Measures -N/A

[24CFR Part 903.79(m)]

Exemptions from Component 13: High performing and small PHAs not participating in PHDEP and Section 8 Only PHAs may skip to component 15. High performing and small PHAs that are participating in PHDEP and are submitting a PHDEP Plan with this PHA Plan may skip to sub-component D.

14. RESERVED FOR PET POLICY

[24CFR Part 903.79(n)] -N/A

15. Civil Rights Certifications

[24CFR Part 903.79(o)]

Civil rights certifications are included in the PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations.

16. Fiscal Audit

[24CFR Part 903.79(p)]

1. Yes No: Is the PHA required to have an audit conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U.S.C. 1437c(h))? (If no, skip to component 17.)

2. Yes No: Was the most recent fiscal audit submitted to HUD?
3. Yes No: Were there any findings as the result of that audit?
4. Yes No: If there were any findings, do any remain unresolved?
If yes, how many unresolved findings remain? _____
5. Yes No: Have responses to any unresolved findings been submitted to HUD?
If not, when are they due (state below)?

17. PHA Asset Management

[24CFR Part 903.79(q)]

Exemptions from component 17: Section 8 Only PHAs are not required to complete this component. High performing and small PHAs are not required to complete this component.

18. Other Information

[24CFR Part 903.79(r)]

A. Resident Advisory Board Recommendations

1. Yes No: Did the PHA receive any comments on the PHA Plan from the Resident Advisory Board/s?
2. If yes, the comments are: (if comments were received, the PHA **MUST** select one)
 - Attached at Attachment (Filename) TX431d01
 - Provided below: The FSS Advisory participants concurred with the Plan
 1. Would like to see information in reference to the FSS contract completions from the program. Also the size of the program and if it will increase in the future.
 2. Felt it was good that we were recruiting more properties and new property owners to the program.
 3. Needs assistance for getting drivers license for themselves and dependents, practiced driving and cost.
 4. Wants use of computers.
 5. Need transportation in area to get jobs, locate rental units and other personal reasons.
 6. Felt procedures used for management of the waiting list based on date and time of application was a better method than preferences.
 7. Need funds to attend post secondary schools.

3. In what manner did the PHA address those comments? (select all that apply)

- Considered comments, but determined that no changes to the PHA Plan were necessary.
- The PHA changed portions of the PHA Plan in response to comments
List changes below:
- Other: (list below)

B. Description of Election process for Residents on the PHA Board

- 1. Yes No: Does the PHA meet the exemption criteria provided section 2(b)(2) of the U.S. Housing Act of 1937? (If no, continue to question 2; if yes, skip to sub -component C.)
- 2. Yes No: Was there a resident whose name was on the PHA Board elected by the residents? (If yes, continue to question 3; if no, skip to sub -component C.)

3. Description of Resident Election Process - Section 8 only program

a. Nomination of candidates for place on the ballot: (select all that apply)

- Candidates were nominated by resident and assisted family organizations
- Candidates could be nominated by any adult recipient of PHA assistance
- Self-nomination: Candidates registered with the PHA and requested a place on ballot
- Other: (describe) all FSS participants were invited

b. Eligible candidates: (select one)

- Any recipient of PHA assistance
- Any head of household receiving PHA assistance
- Any adult recipient of PHA assistance
- Any adult member of a resident or assisted family organization
- Other (list) all FSS participants

C. Statement of Consistency with the Consolidated Plan

For each applicable Consolidated Plan, make the following statement (copy questions as many times as necessary).

- 1. Consolidated Plan jurisdiction: (provide name here)
- 2. The PHA has taken the following steps to ensure consistency of this PHA Plan with the Consolidated Plan for the jurisdiction: (select all that apply)

- The PHA has based its statement of needs of families in the jurisdiction on the needs expressed in the Consolidated Plan/s.
- The PHA has participated in any consultation process organized and offered by the Consolidated Plan agency in the development of the Consolidated Plan.
- The PHA has consulted with the Consolidated Plan agency during the development of this PHA Plan.
- Activities to be undertaken by the PHA in the coming year are consistent with the initiatives contained in the Consolidated Plan. (list below)
- Other: (list below)

3. The Consolidated Plan of the jurisdiction supports the PHA Plan with the following actions and commitments: (describe below)

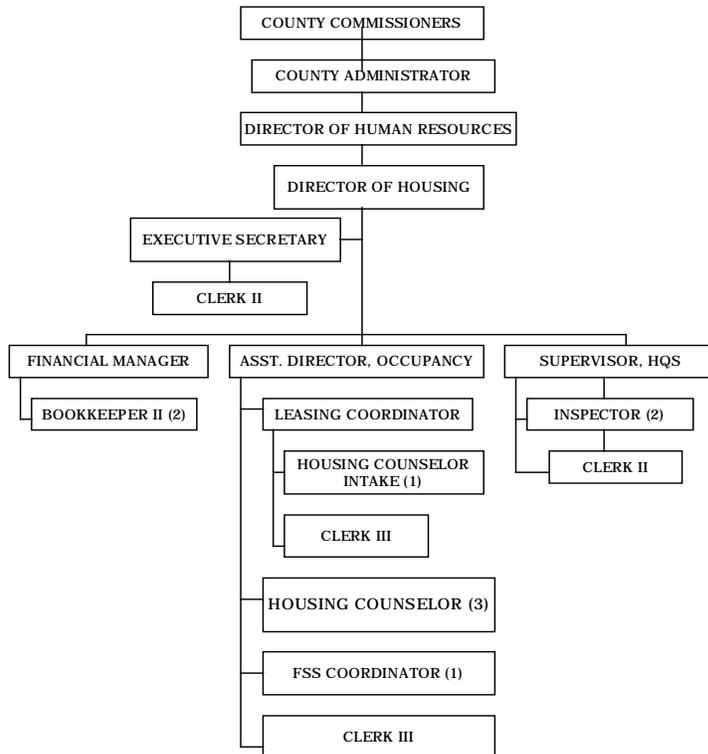
D. Other Information Required by HUD

Use this section to provide any additional information requested by HUD.

Attachments

AttachmentTX431a01

TARRANT COUNTY HOUSING ASSISTANCE OFFICE ORGANIZATIONAL CHART



5/31/2002

TarrantCountyHousingAssistanceOffice

**SubstantialDeviationsandSignificantAmendment
orModificationstotheAgencyPlan**

SubstantialdeviationandsignificantamendmentsormodificationstotheAgencyPlanare definedasdiscretionarychangesin theplansorpoliciesoftheHousingAgencythat fundamentallychangethemission,goals,objectivesorSection8AdministrativePlan.

Anexceptiontothisdefinitionofsubstantialdeviationandsignificantamendmentsor modificationstotheAgencyPlan willbemadetoreflectchangesintheHUDregulatory requirements.

Attachments

Attachment TX431c01

TARRANT COUNTY HOUSING ASSISTANCE OFFICE

Required Attachment TX431c01: Resident Member on the PHA Governing Board

1. Yes No: Does the PHA governing board include at least one member who is directly assisted by the PHA this year? (if no, skip to #2)

A. Name of resident member(s) on the governing board:

B. How was the resident board member selected: (select one)?

- Elected
- Appointed

C. The term of appointment is (include the date term expires):

2. A. If the PHA governing board does not have at least one member who is directly assisted by the PHA, why not?

- The PHA is located in a State that requires the members of a governing board to be salaried and serve on a full-time basis.
- The PHA has less than 300 public housing units, has provided reasonable notice to the resident advisory board of the opportunity to serve on the governing board, and has not been notified by a resident of their interest to participate in the Board.
- Other (explain): *Administer only Section 8 program - County Commissioners are elected officials .*

B. Date of next term expiration of a governing board member:

C. Name and title of appointing official(s) for governing board (indicate appointing official for the next position):

Attachments

AttachmentTX431d01

ListofVolunteersfromtheFSSProgram

TinyaGraham
QuincyDeQueemani
MwasitiMoore
LenetteUnamba
RitaRhodes
DonnaCampbell
ErikaApplon
SylivaStewart
ChristineBishop
ToshaFain
BridgetteLarry
GlennFumby
KeriPruitt
BrandiLopez
SandraManning
KatrinaBrown
RochelleRudd
DonnaDuke
VickyBell
MarshaFields
Veronica

Attachments

AttachmentTX431ec01

TarrantCountyResourceConnectionAgencyPartners

DallasInter -TribalCenter
DisabilityServiceoftheSouthwest
DisabilityoftheSouthwestMedia Center
EasterSeals
FortWorthISD –AdultEducation
FortWorthISD –NewLivesSchool
FortWorthISD –SouthInstructionalSupportTeam
FortWorthISD –AdultVocational&OccupationalTraining
GuthrieJobCorps
JPS –CommunityHealthAdministration
JPS –HealthCenter,SouthCampus
JPS –HealthPromotions
JPS –HumanResources
JPS –InstituteforHealthCareerDevelopment
JPS –InstituteforHealthCareerDevelopment(HumanRes.)
JPS –PartnersTogetherforHealth
MHMRServicesofTarrantCounty
NewStart Inc.
ParkHillCaféSouth
ResourceConnectionConferenceandRecreationCenter
ResourceConnectionFacilitiesManagement
ResourceConnectionWelcomeCenter
SeniorCitizenServices
StateRepresentativeGlenO.Lewis
TarrantCountyCommunityService&Corrections
TarrantCountyHumanServices
TarrantCountyJuvenileServices
TarrantCountyPublicHealthDepartment
MinorityCancerPreventionProgram
TarrantCountySheriff’sOffice –Academy
TarrantCountySheriff’sOffice –Security
TarrantCountySheriff’s OfficeWarehouse
TarrantCountyVeteran’sServices

AttachmentTX431ec01
-Continued-

TarrantCountyResourceConnectionAgencyPartners

TexasCommissionontheArts
TexasDepartmentofHousingandCommunityAffairs
TexasDepartmentofHumanServices
TexasDepartmentofProtectiveandRegulatoryServices
TexasRehabilitationCommission
WorkAdvantageCenter
WorkforceNetworkOperationSupport