

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

**COMMONWEALTH OF
MASSACHUSETTS**

**DEPARTMENT OF HOUSING AND
COMMUNITY DEVELOPMENT
(DHCD)**

**HOUSING CHOICE VOUCHER
PROGRAM (HCVP)
ANNUAL
PUBLIC HOUSING PLAN**

APRIL 16, 2003

Annual Plan for Fiscal Year 2003

**NOTE: THIS PHA PLANS TEMPLATE (HUD 50075) IS TO BE COMPLETED IN
ACCORDANCE WITH INSTRUCTIONS LOCATED IN APPLICABLE PIH NOTICES**

PHA Plan Agency Identification

PHA Name: Massachusetts Department of Housing and Community Development (DHCD)

PHA Number: MA901

PHA Fiscal Year Beginning: (mm/yyyy) 07/2003

Public Access to Information

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, which is the Commonwealth's housing and community development agency.
- PHA development management offices
- DHCD regional administering agency (RAA) contractor offices: names, addresses, phone numbers, and size of program listed in Attachment No. 1
- Main administrative office of the local government
- Main administrative office of the County government
- Main administrative office of the State government (See "Main administrative office of the PHA above)
- Public library . . . State House Library, Boston, MA
- PHA website....at: <http://www.state.ma.us/dhcd/>
- 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
- x Other (list below)

DHCD Website for HCVP Administrative Plan

.....

Annual PHA Plan
PHA Fiscal Year 2000
[24 CFR 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

[24 CFR Part 903.7 9 (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.

DHCD's Housing Choice Voucher Program (HCVP) will close out its current annual PHA Plan year, which ends on April 15, 2003, in vastly different circumstances than when it began on April 16, 2002. On that date, DHCD's most urgent concern was to increase its voucher utilization rate. We had just been denied fiscal year 2002 fair share vouchers because we had not achieved the required 97% leasing threshold. DHCD and many other Massachusetts housing agencies were continuing to experience the consequences of a very expensive, tight rental market that started in the late 1990s. The market was so inaccessible to voucher holders just one year ago that of the 130 PHAs in MA, only 44 agencies (33%) qualified for additional FFY 2002 fair share vouchers.

One year later, as of April 16, 2003 DHCD is 105% leased, and on target to be 107% leased by the end of its fiscal year on June 30, 2003. On February 12, 2003 DHCD notified each of its eight regional administering agencies (RAA) to stop selecting applicants from its waiting list. As well, DHCD required its RAAs to notify 1900 recently selected applicants who had not been issued a voucher that they would be placed back on the waiting list until such time as additional vouchers became available. What happened within one year to cause such a dramatic shift in operations?

The nexus of three key factors contributed to DHCD's current leasing status:

1) **Softening Rental Market:** By the summer of 2002, the rental housing market started to respond to the weakening economy. Vacancies increased and rents either stabilized or dropped.

2) **Over-issuance of Vouchers To Compensate for Under-utilization:** HUD urged all PHAs to adopt multiple strategies to achieve full voucher utilization, including over-issuing vouchers based on an agency's past success rates (i.e. the number of issued vouchers needed to achieve one successful lease-up). Each of DHCD's RAAs over-issued vouchers based upon their past success rates. DHCD's leasing had inched along at a 1% growth per quarter from July 2001 through the summer of 2002. It wasn't until quarter end September 30, 2002 that data began to suggest a slight increase, as leasing grew by 2% from previous quarters. By December 2002 the growth rate had **tripled to 6%**. During these last six months of 2002, DHCD's RAAs continued to over-issue vouchers because the concrete evidence that leasing would continue to accelerate did not become apparent until the end of December 2002. By the time DHCD notified the RAAs to stop selections and notify certain applicants that they would be returned to the waiting list, they had already issued 2800 vouchers. DHCD was fully committed to meeting its obligations to these voucher holders, even if this meant spending a significant percent of its project reserves to pay for any over-leasing.

3) **No Additional Vouchers Provided in the FFY 2003 Budget:** DHCD does not expect to receive any new vouchers to accommodate this over-leasing. DHCD **did not receive any FFY 02 incremental fair share vouchers**. The **FFY 03 budget does not provide any new additional vouchers** for any public housing agency in the country. The President's **proposed FFY 04** budget only provides 5500 new vouchers targeted to the disabled and **de-authorizes funding** for approximately **137,000 existing vouchers**. If Congress approves this proposal, DHCD's leasing constraints could worsen.

Taken in tandem, these three factors and their attendant consequences on the state of DHCD's voucher program have greatly informed our planned activities for the coming annual PHA Plan year. DHCD expects that it will take most of FY 2004 to attrit down to its authorized baseline of 18,378 units. Per HUD requirements, DHCD will use its project reserve account to support all over-leasing. DHCD will aggressively apply for any new vouchers that may be made available through re-allocations from under performing PHAs.

Limited Voucher Issuance In Order To Secure Long Term Affordable PBA Units

DHCD will continue to support any PBA commitment made to proposals selected through DHCD's competitive One Stop Affordable Housing Funding rounds (winter and spring of each year) and those proposals that receive Affordable Housing Trust Funds. These commitments are very small (generally no more than 50 vouchers per year) and the units are frequently not ready for occupancy for at least one year after a PBA commitment is made.

Aggressive Homeownership Activity

One activity that DHCD looks forward to pursuing with great zeal that is not affected by the restriction on further voucher issuance is its Section 8 HCVP Homeownership program. This past year, DHCD provided its RAAs with funds to hire a staff person to work closely with each agency and DHCD to perform all of the various tasks that need to be achieved prior to getting a homeownership program off the ground. This work, including the preparation of the Administrative Plan amendment, will be completed no later than the summer of 2003. DHCD identified approximately \$2 million of un-obligated funds from its Moving to Work (MTW) program that it determined could greatly enhance its homeownership initiative. In December 2002 DHCD requested HUD permission to use these funds to support several activities associated with this program. These activities include, for example, down-payment assistance, funds for closing costs, certain renovations and lead paint removal, and staff support. DHCD has not yet received a response from HUD but is hopeful that approval will be forthcoming shortly. The program will be ready for implementation in early Fall 2003.

Increased HQS Training

DHCD expects to perform increased HQS training for all RAA inspectors and supervisory staff during the coming year. DHCD's Housing Inspection Coordinator has performed this type of training largely on a one-on-one basis with individual inspections over the past few years. However, he has not established a series of day-long training sessions that focus on specific aspects of HQS, primarily because attendance at these sessions takes away from valuable field time. With the pressure to lease now eliminated, DHCD will perform these training sessions and require attendance.

DISCRETIONARY POLICIES

1. Adopting 110% Applicable Payment Standard (APS)

Currently, DHCD utilizes a payment standard of 110% in all communities east of and including Worcester County, as well as certain other communities in western Massachusetts where the local housing authority has adopted this higher standard. Because vacancies have increased and rents have declined in many communities over the past several months, DHCD asked each of its RAAs to assess the necessity to maintain the 110% payment standard in each community where it is currently used. Each of the RAAs made a presentation on their findings at DHCD's April 4, 2003 public hearing. A summary of their comments is included in the attachment entitled "Public Hearing Comments." DHCD is currently reviewing all of the comments submitted in this regard and expects to make some payment standard changes during the summer of 2003 in certain communities where a 110% standard is no longer warranted. DHCD will provide advance notification to all of its stakeholders in advance of any reduction (or increase) in the payment standard.

2. Granting Search Time Extensions Up To 120 Days

DHCD has amended its Administrative Plan in this regard. Until recently, DHCD had allowed its RAAs to grant search time up to 180 days. On February 12, 2003, DHCD reduced the maximum search time to 120 days because the availability of voucher-eligible housing has increased substantially from previous years.

3. On May 7, 2002, DHCD Suspended Utilization of The Former Federal Preferences For One Year

One key strategy that DHCD employed to increase program utilization included suspending use of the former federal preferences, in order to avoid the time-consuming verification process. This change allowed DHCD's RAAs to more quickly verify an applicant's eligibility and issue a voucher. As well, it permitted DHCD to assist persons who were living in doubled-up and overcrowded situations, along with persons who were homeless, living in shelters or on the street. DHCD made this change after discussing it at last year's annual PHA Plan Public Hearing and in follow-up discussions with several key stakeholders from the homeless advocacy community. DHCD agreed to eliminate these preferences for one year, and to review the outcome of this change with its stakeholders prior to making it permanent.

As discussed in this Plan's Executive Summary, DHCD does not expect to perform applicant selections from its waiting list for many months, possibly thru FY 2004. However, DHCD did solicit stakeholder comments on preferences at its April 4, 2003 public hearing. A summary of these comments is included in the attachment entitled "Public Hearing Comments." Should DHCD select from its waiting list before the end of FY 2004, all of the 1900 applicants who were returned to the list after February 12, 2003 will be selected before all other applicants. Should additional vouchers be available for further selections, DHCD will meet with its stakeholders and RAAs to solicit their input on what selection criteria they would like DHCD to consider, given the presumably small number of vouchers that will be available for the foreseeable future.

iii. Annual Plan Table of Contents

[24 CFR Part 903.7 9 (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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7. Capital Improvement Needs	NA
8. Demolition and Disposition	NA
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12. Community Service Programs	28-30
13. Crime and Safety	NA
14. Pets (Inactive for January 1 PHAs)	NA
15. Civil Rights Certifications (included with PHA Plan Certifications)	
16. Audit Website address to obtain audit on page. 12	
17. Asset Management	NA
18. Other	32-35

(A) Description of DHCD’s Participant Advisory Board(PAB), PAB Recommendations and DHCD Response to these Recommendations; (B) Statement of Consistency with Consolidated Plan

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 file name in parentheses in the space to the right of the title.

Required Attachments:

- Admissions Policy for Deconcentration
- FY 2000 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 2**)
- FY 2000 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 **Included in annual PHA Plan Text, pages 32-35.**)

Other (List below, providing each attachment name)

- Attachment No.1:** List of DHCD’s regional contractors and regional allocations
- Attachment No. 2:** Table of Organization of DHCD...NB: DHCD is currently in the process of a statewide re-organization. When action on the Governor’s proposal is completed, DHCD will update its current organization chart.
- Attachment No. 3:** List of DHCD federal housing and community development programs
- Attachment No. 4:** List of Participant Advisory Board attendees...hard copy only
- Attachment No. 5:** Public Hearing Comments

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 Certifications 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 to affirmatively further fair housing that require the PHA’s involvement.	5 Year and Annual Plans
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	Annual Plan: Eligibility, Selection, and Admissions

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
	Assignment Plan [TSAP]	Policies
X	Section 8 Administrative Plan : DHCD's Administrative Plan dated August 8, 2002 is posted on DHCD's website. The address is: http://www.state.ma.us/dhcd/ .	Annual Plan: Eligibility, Selection, and Admissions Policies
	Public Housing Deconcentration and Income Mixing Documentation: 1. PHA board certifications 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 Initial Guidance; Notice</i> 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
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	Annual Plan: Demolition

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
	disposition of public housing	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 homeownership programs/plans	Annual Plan: Homeownership
	Policies governing any Section 8 Homeownership program <input type="checkbox"/> check here if included in the Section 8 Administrative Plan	Annual Plan: Homeownership
X	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 (PHEDEP) semi-annual performance report for any open grant and most recently submitted PHDEP application	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 . DHCD's audit is part of the Commonwealth's audit under the Single Audit Act. It is posted on the Commonwealth's website as follows: http://www//state.ma.us/osc Go to Financial Reporting and Audit Go to the Single Audit	Annual Plan: Annual Audit
	Troubled PHAs: MOA/Recovery Plan	Troubled PHAs
	Other supporting documents (optional) (list individually; use as many lines as necessary)	(specify as needed)

1. Statement of Housing Needs

[24 CFR Part 903.7 9 (a)]

A. Housing Needs of Families in the Jurisdiction/s Served by the PHA

Based upon the information contained in the Consolidated Plan/s applicable to the jurisdiction, and/or other data available to the PHA, provide a statement of the housing needs in the jurisdiction by completing the following table. In the "Overall" Needs column, provide the estimated number of renter families that have housing needs. For the remaining characteristics, rate the impact of that factor on the housing needs for each family type, from 1 to 5, with 1 being "no impact" and 5 being "severe impact." Use N/A to indicate that no information is available upon which the PHA can make this assessment.

UPDATE

Housing Needs of Families in the Jurisdiction by Family Type							
Family Type	Overall	A f f o r d - a b i l i t y	Sup ply	Quality	Access- ibility	Size	Loc a- tion
Income <= 30% of AMI	227,047	5	NA	NA	NA	NA	NA
Income >30% but <=50% of AMI	127,542	5	"	"	"	"	"
Income >50% but <80% of AMI	144,431	3	"	"	"	"	"
Elderly 0-50%	142,698	5	"	"	"	"	"
Families with Disabilities	19,552 Individuals; 3,962 Families with Children	5	"	"	"	"	"
Race/Ethnicity	268,856	N A	"	"	"	"	"
White Non-Hispanic 0-50%							

Housing Needs of Families in the Jurisdiction by Family Type							
Family Type	Overall	A f f o r d - a b i l i t y	Supp ly	Quality	Access- ibility	Size	Loc a- tion
Race/Ethnicity	32,101	N A	“	“	“	“	“
Black Non- Hispanic 0-50%							
Race/Ethnicity	39,084	N A	“	“	“	“	“
Hispanic 0-50%							
Race/Ethnicity							

What sources of information did the PHA use to conduct this analysis? (Check all that apply; all materials must be made available for public inspection.)

Consolidated Plan of the Jurisdiction/s

Indicate year: **September 2000**

UPDATE: The Housing Needs data presented above was taken from the 1993 CHAS Housing Needs Data Table 1 (C) based on 1990 Census data. This data is used in the Commonwealth’s September 2000 Five Year Consolidated Plan. Data for “Families with Disabilities” was taken from the Massachusetts Continuum of Care: Gaps Analysis June 1999.

DHCD’s Five Year Consolidated Plan posted on our website at:

<http://www.state.ma.us/dhcd/>

- U.S. Census data: the Comprehensive Housing Affordability Strategy (“CHAS”) dataset
- American Housing Survey data
Indicate year:
- Other housing market study
Indicate year:
- Other sources: (list and indicate year of information)

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			
<p>On March 27, 2000 DHCD opened a new statewide Section 8 waiting list. It is DHCD's intention that this list will remain open at all times. Applications received or postmarked by April 7, 2000 were randomized by computer and placed on the waiting list using the computer-generated order. Applications received after April 7, 2000 are added to the list by the date and time of receipt. The data provided below is current as of March 12, 2003.</p>			
<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	32,155		N/A
Extremely low income <=30% AMI	27,574 ¹	86	
Very low income (>30% but <=50% AMI)	3,339	10	
Low income (>50% but <80% AMI)	364	1	
Families with children	22,248 ²	69	
Elderly families	1,331	4	
Families with Disabilities	9,649	30	
White/Hispanic	5388	17	
White/Non-Hispanic	9497	30	
White/ no ethnicity given	1033	3	
Black/ Hispanic	325	1	
Black/Non-Hispanic	4406	14	

¹ Does not include income of out-of-state applicants. Based on HUD's Income Limits effective 1/31/02.

² This number represents households with more than one member.

Housing Needs of Families on the Waiting List			
Black/no ethnicity given	1273	4	
Am. Indian/Hispanic	86	<1	
Am. Indian/Non-Hispanic	237	<1	
Am. Indian/ no ethnicity given	59	<1	
Asian/Hispanic	172	<1	
Asian/Non-Hispanic	603	2	
Asian/no ethnicity given	181	<1	
Hawaiian/ Hispanic	5	<1	
Hawaiian/ Non-Hispanic	35	<1	
Hawaiian/no ethnicity given	11	<1	
No race given/ Hispanic	5611	17	
No race given/ Non-Hispanic	1850	6	
No race given/no ethnicity given	1372	4	

Is the waiting list closed (select one)? No Yes

If yes:

How long has it been closed (# of months)?

Does the PHA expect to reopen the list in the PHA Plan year? No Yes

Does the PHA permit specific categories of families onto the waiting list, even if generally closed? No Yes...

See annual PHA plan section 3.B.4.b on page 20-1 for information on automatic admission preferences.

C. 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 finance 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
- Undertake measures to ensure access to affordable housing among families assisted by the PHA, regardless of unit size required
- Maintain or increase section 8 lease-up rates by marketing the program to owners, particularly those outside of areas of minority and poverty concentration
- Maintain or increase section 8 lease-up rates by effectively screening Section 8 applicants to increase owner acceptance of program .
- Participate in the Consolidated Plan development process to ensure coordination with broader community strategies
- Other (list below)

Strategy 2: Increase the number of affordable housing units by:

Select all that apply

- Apply for additional section 8 units should they become available
- Leverage affordable housing resources in the community through the creation of mixed - finance housing.

DHCD will continue to make HCVP PBA commitments for any proposal selected through DHCD's competitive One Stop Affordable Housing Funding Round process and proposals selected by the MA Affordable Housing Trust Fund.

- Pursue housing resources other than public housing or Section 8 tenant-based assistance.

DHCD administers a variety of other federal and state housing and Community development programs, including the HOME, CDBG, and McKinney programs. A complete list of federal programs administered by DHCD is included as Attachment No. 3.

- Other: (list below)

Need: Specific Family Types: Families at or below 30% of median

Strategy 1: Target available assistance to families at or below 30 % of AMI

Select all that apply

- Exceed HUD federal targeting requirements for families at or below 30% of AMI in public housing
- Exceed HUD federal targeting requirements for families at or below 30% of AMI in tenant-based section 8 assistance...**DHCD expects that it will exceed the targeting requirements, as both the homeless and disability advocacy communities have been very aggressive in referring applicants to our waiting list, and several of our set-aside programs over the years have been directed at these extremely low income households.**
Employ admissions preferences aimed at families with economic hardships.

Adopt rent policies to support and encourage work.

Other: (list below)

Need: Specific Family Types: Families at or below 50% of median

Strategy 1: Target available assistance to families at or below 50% of AMI

Select all that apply

- Employ admissions preferences aimed at families who are working
- Adopt rent policies to support and encourage work
- Other: (list below)

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 vouchers 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 504 Needs Assessment for Public Housing
- Apply for special-purpose vouchers targeted to families with disabilities, should they become available **See Section 5.B on page 25 for a list of all DHCD programs targeted to persons with disabilities.**

- 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)

DHCD's ACC has been increased by \$160,000 for the specific purpose of providing its greater Boston area regional administering agency, the Metropolitan Boston Housing Partnership (MBHP,) with funds to provide mobility counseling, including housing search and services, to minority households residing in the city of Boston who elect to move to areas that have low racial and ethnic concentrations. These funds have been made available in connection with NAACP litigation, generally referred to as the Skinner Consent Decree. This past year, 74 families have successfully relocated to Skinner-designated communities. Specific information about this highly successful initiative can be obtained by calling 617-859-0400.

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 DHCD's Section 8 RAAs
- Results of consultation with advocacy groups
- Other: (list below)

DHCD's Section 8 strategies are influenced by its relationship with those state agencies that serve Section 8 eligible households. DHCD works closely with the Commonwealth's human service departments, its TANF agency and, with the receipt of 2000 welfare-to-work vouchers (our JOBLink program) in FY 2000 (151 additional JOBLink vouchers in FY 2002, taken from re-allocations from under-performing W2W voucher agencies), has forged new relationships with the state's workforce development agencies. These state relationships complement DHCD's extensive relationship with numerous other stakeholders in the public, private and nonprofit sectors, most especially those in the homeless and disability advocacy communities.

As noted in the Executive Summary, DHCD does not expect to perform any waiting list selections until the end of FY 2004, at the earliest. However, to the extent that DHCD should be successful in obtaining additional voucher allocations, above and beyond those needed to support DHCD's over-leasing, it will continue to use its Section 8 portfolio to assist the Commonwealth's neediest households, including the homeless and the disabled and to secure long-term affordable quality housing with PBA vouchers.

Statement of Financial Resources

[24 CFR Part 903.7 9 (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 supportive services, Section 8 tenant-based assistance, Section 8 supportive services or other.

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
1. Federal Grants (FY 2000 grants)		
a) Public Housing Operating Fund		
b) Public Housing Capital Fund		

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
c) HOPE VI Revitalization		
d) HOPE VI Demolition		
e) Annual Contributions for Section 8 Tenant-Based Assistance	\$196,000,000	
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)		
3. Public Housing Dwelling Rental Income		
4. Other income (list below)		
4. Non-federal sources (list below)		
Total resources	\$196,000,000	

3. PHA Policies Governing Eligibility, Selection, and Admissions

[24 CFR Part 903.7 9 (c)]

A. Public Housing

Exemptions: PHAs that do not administer public housing are not required to complete subcomponent 3A.

B. Section 8

Exemptions: PHAs that do not administer section 8 are not required to complete sub-component 3B. **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 extensively than required by law or regulation
- More general screening than criminal and drug-related activity (list factors below)
- Other (list below)
- 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?

DHCD performs a Criminal Offender Records Information (CORI) check on each applicant selected for the program and all new household members 18 years and older.

- 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 (describe below)..

As required by regulation, DHCD will provide an owner with the names of tenants' current and former landlords, if known, and if requested by an owner.

(2) Waiting List Organization

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

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

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

- PHA main administrative office
- Other (list below).

DHCD, through its eight regional administering agencies (Attachment No. 1), accepts applications on an on-going basis. Applications can be obtained at each regional agency, at DHCD's offices, or by telephone. They are also available on DHCD's web-site, at shelters, community-based organizations, and other similar agencies. Only one application is necessary to be placed on the waiting list. The waiting list will not accept multiple applications. Applications can be mailed to any DHCD regional contractor at any time. Because DHCD's statewide waiting list provides excellent, up-to-date housing needs data for the Commonwealth, DHCD will continue to accept applications during the period of time in which it has stopped selecting applicants. DHCD will purge this list at least once a year.

(3) Search Time

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

If yes, state circumstances below:

All applicants and participants will receive a 60-day extension up to 120 days upon request. Applicants with documented need for a reasonable accommodation may receive an additional 30 days.

(4) Admissions Preferences

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? **However, DHCD expects that it will exceed the targeting requirements, as both the homeless and**

disability advocacy communities have been very aggressive in referring applicants to our waiting list, and several of our set-aside programs over the years have been directed at these extremely low income households.

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 **DHCD does not expect to perform applicant selections until the end of FY 2004 because it is over-leased. When it re-opens its waiting list, it will process its selection criteria with its stakeholders and RAAs and will amend its FY 2003 annual PHA Plan to address each of the required questions in this section.**)
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: **Regional residency only, not a local residency preference.**

- 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)

Should DHCD re-open its waiting list, automatic preference will be provided to: (1)Section 8 Mod Rehab and PBA/AIDS tenants who must move and are eligible for continued subsidy; (2) Persons eligible for assistance under DHCD's Witness/Victim protection provisions; (3) Families presently receiving assistance

under DHCD's SSTAP and expiring Shelter Plus Care Programs, provided they have complied with all of the requirements of their SSTAP or Shelter Plus Care subsidy and have been unable to secure other long term rental assistance during the term of their temporary subsidy; (4) Applicants residing in a DTA funded shelter and at risk of displacement because of state budget cuts.

3. If the PHA will employ admissions 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 point 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

Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
Victims of domestic violence.
Preferences above.
Substandard housing
Homelessness
High rent burden

Other preferences (select all that apply)

- Working families and
 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 equal preference status, how are applicants selected? (select one)

- Date and time of application...see below
 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)

Yes: DHCD's regional residency 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 admissions 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 (list below)

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

- Through published notices
 Other (list below)...

Through targeted outreach to a variety of public and private organizations who serve potentially eligible applicants, such as various Commonwealth human service commissions, TANF agency, disability agencies, homeless shelters, advocacy groups, CAP agencies, and workforce training and employment programs.

4. PHA Rent Determination Policies

[24 CFR Part 903.7 9 (d)]

A. Public Housing

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

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 standards and policies.

a. What is the PHA's payment standard? (select the category that best describes your standard) **NB: See discussion in Executive Summary re: DHCD's anticipated modification of certain payment standards during the summer of 2003.**

- At or above 90% but below 100% of FMR
- 100% of FMR, **for all communities in Hampden, Hampshire, Franklin and Berkshire counties, unless a specific need for a higher standard is documented in a particular community or the local housing authority has adopted a higher standard..**
- Above 100% but at or below 110% of FMR... **110% for all communities east of and including those in Worcester County**
- Above 110% of FMR (if HUD approved; describe circumstances below)...**For those communities that have received HUD-approved exception rents that exceed 110% of FMR.**

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...**especially with regard to meeting the 40% cap on tenant contribution at initial lease-up and to support increased utility costs.**
- Reflects market or submarket
- To increase housing options for families
- Other (list below)..

To enhance employment options for clients; to help clients locate housing in areas outside of high concentrations of poverty and minority populations; to enhance choice of schools and other community options, as desired by participants.

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

- Annually
- Other (list below)

As noted in the Executive Summary, DHCD asked each of its RAA to present an assessment of its region's payment standards at the April 4, 2003 public hearing. A summary of their comments is included in the attachment entitled "Public Hearing Comments". DHCD expects to make some payment standard changes during FY 2003. These changes will be announced in advance to all DHCD stakeholders.

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 burdens of assisted families
- Other (list below)

(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).

DHCD will waive the minimum tenant payment for up to three months in cases of financial hardship including, but not limited to: job loss, death of a family member, not at fault loss of benefits under state, local or federal assistance programs, or to avoid eviction. Further extensions of time may also be granted considering the circumstances of each particular family. The maximum extension period will be until the participant's next annual reexamination. With regard to the QHWRA requirement that no family pay more than 40% of their income toward rent at the time of new admission or when moving to a new unit, DHCD will grant a hardship waiver to any family that demonstrates zero (or other exceptionally low) income, in order that they not be denied access to the program due to the maximum tenant rent burden of 40% of income in all newly leased units.

5. Operations and Management

[24 CFR Part 903.7 9 (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. **See Attachment Two**
- A brief description of the management structure and organization of the PHA follows:

The Department of Housing and Community Development is a state agency established by Chapter 23B of the Massachusetts General Laws. DHCD's numerous programs address the Commonwealth's need for affordable housing, as well as community and neighborhood development. DHCD has an annual budget of approximately \$561.9 million, made up of both state and federal operating, capital and trust funds. The department has a Director's Office, an Office of Policy Development, an Office of Administration and Finance and an Office of the Chief Counsel. All programs are administered out of one of the following four operational divisions: Municipal Development, Public Housing and Rental Assistance, Neighborhood Services, and Private Housing. NB: See discussion on Attachment No. 2 on page 6.

The Division of Public Housing and Rental Assistance, through its Bureau of Federal Rental Assistance Programs, oversees DHCD's administration of the Section 8 program.

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	18,378 as of June 2003	Approximately 7%
Section 8 Certificates		
Section 8 Mod Rehab	1, 345	Approximately 3%
Special Purpose Section 8 Certificates/Vouchers (list individually)	Mainstream: 275 Designated H: 600 FUP: 693 VASH: 62 HOP: 345 Raising the Next Generation: 50 TBRA AIDS: 229 PBA AIDS: 38	Approximately 7%
Public Housing Drug Elimination Program		

(PHDEP)		
Other Federal Programs(list individually)	See Attachment No. 3. (Many of these are not housing programs.)	Turnover for all housing programs is expected to be approximately 7%.

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: **Section 8 Administrative Plan and all attachments and referenced memoranda, guidelines and correspondence; SEMAP compliance documents**

6. PHA Grievance Procedures

[24 CFR Part 903.7 9 (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.

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 24 CFR 982?

If yes, list additions to federal requirements below:

Program participants (not applicants) who receive a termination notice are afforded an extra appeal. They are able to file appeal of the regional contractor's determination to terminate to DHCD's legal office within 14

days from the date of the termination notice issued by the regional contractor.

2. Which PHA office 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)...

Appropriate DHCD regional contractor office that made the eligibility determination.

B. Section 8 Tenant Based Assistance.....Homeownership Program

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:

See Executive Summary. DHCD is currently developing its Section 8 HCVP homeownership administrative plan amendment. Prior to implementing its homeownership program, DHCD will amend this FY 2003 annual PHA Plan.

See Section 5 of the FY 2002 annual PHA Plan that includes DHCD's Section 8 Homeownership Capacity Statement.

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

[24 CFR Part 903.7 9 (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 ... **For the 2151 unit Welfare-to-Work JOBLink program**

If yes, what was the date that agreement was signed? DD/MM/YY: 27/04/99

No:

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

- Client referrals
- Information sharing regarding mutual clients (for rent determinations and otherwise)
- Coordinate the provision of specific social and self-sufficiency services and programs to eligible families
- Jointly administer programs... **DHCD is lead JOBLink agency**
- Partner to administer a HUD Welfare-to-Work voucher program
- Joint administration of other demonstration program.. **DHCD is lead Moving to Work agency**
- 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 homeownership option participation
- Preference/eligibility for section 8 homeownership 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)
JOBLink...Case management by Program Coordinators	2151	Vacant JOBLink vouchers are filled with targeted referrals from local DTA and other related offices.	Each DHCD regional contractor	Section 8
Moving to Work Demonstration Program...Case management by MTW Advisory	183	Targeted referrals from local DTA and Employment Training Offices in Southern Worcester County and from Transition to Work Collaborative in Boston.	Rural Housing Improvement, Inc. for the Southern Worcester County component (122 units) and Metropolitan Boston Housing Partnership (61 units) for the Boston component.	Section 8

(2) Family Self Sufficiency program/s

a. Participation Description

Family Self Sufficiency (FSS) Participation		
Program	Required Number of Participants (start of FY 2000 Estimate)	Actual Number of Participants (As of: DD/MM/YY)
Public Housing		
Section 8	383...minimum size required as of 12/31/02; 679...approved per DHCD request	755 as of March 31, 2003

- b. Yes No: If the PHA is not maintaining the minimum program size required by HUD, does the most recent FSS Action Plan address the steps the PHA plans to take to achieve at least the minimum program size?
If no, list steps the PHA will take below:

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 train 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: (list below)

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

16. Fiscal Audit

[24 CFR Part 903.7 9 (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)?

18. Other Information

[24 CFR Part 903.7 9 (r)]

I. DHCD'S PARTICIPANT ADVISORY BOARD (PAB)

NB: Because DHCD does not administer federal public housing, DHCD changed the name of the "Resident Advisory Board" to the "Participant Advisory Board."

I. DHCD'S PARTICIPANT ADVISORY BOARD (PAB)

DHCD convened its Participant Advisory Board (PAB) on Saturday, March 22, 2003, in Auburn, MA. Forty-eight participants from twenty-one communities across the state provided feedback on the HCVP program, generally, and the Family Self-Sufficiency and JOBLink Welfare to Work Programs, specifically, during this day-long meeting. The participants came from across the state. Input was solicited in large group forums, over lunch, and on a written questionnaire in order to gather a wide range of comments and recommendations as part of DHCD's annual PHA Plan process. A list of participants is included as Attachment No. 4 (hardcopy only). PAB participant comments are summarized below.

General Comments

- *FMR/APS/Rent Limits too low; it's still difficult to find decent units within limits and it takes a long time*
- *Look at income and rent calculations—consider additional expenses as adjustments (health insurance, laundry, transportation), and provide better explanation/materials*
- *Additional information, in several languages; perhaps even guidebooks for tenants and owners*

Inspections

- *Consider options for scheduling inspections at alternative times, or as a more mutual process*
- *Inspections could be more consistent—year-to-year and among inspectors*
- *Maybe a way that tenants could point out concerns, but not in presence of landlord*

Re-certifications

- *Consider ways to make it easier and more confidential for participants to provide required information (by mail, alternatives to employer income verifications)*
- *Provide clearer information about rent calculations*

Communication/Service

- *Many positive comments (about service and accessibility, but still room for improvement (turnover, capacity))*
- *It would be helpful if staff had more information of different types to share with participants, and in more languages*

Relocation

- *It's still difficult to find decent, affordable units—could use more search time, better marketing to owners, help with security deposits*
- *Education around re-location process and issues would be helpful for tenants and landlords*
- *Portability moves present additional complications and require additional information and assistance*

What Do You Like About Our Programs?

- *Financial assistance and housing stability*
- *Self-sufficiency programs (FSS, JOBLink) and opportunities to achieve goals (education, better jobs, homeownership)*
- *Treated well and people try to help*

What Would You Change?

- *Simpler, more realistic (net, not gross income) calculations for things like rent portion, FSS escrow, etc. and for annual processes like inspections and re-certifications*
- *More information and education in a number of areas—budgeting, re-locating; better coordination with resources and services; also more education for landlords*
- *Offer even more programs and incentives for self sufficiency—like homeownership*
- *More money for more staff and even better communication and service*

DHCD Responses

During the course of the day, DHCD and subcontractor agency staff addressed many of the participants' questions and concerns. As we have reviewed PAB

comments, three themes have emerged—a) program **operations**, b) program and service **quality**, and c) program and personal **opportunities**, with respondents sharing positive, negative, and concrete comments on all three facets of the HCVP and related programs. In order to ensure that all program stakeholders have as much accurate information as possible, DHCD will work internally, with other state agencies, and with its' network of regional administering agencies to achieve improvements in the following program areas in the coming year:

a) Program Operations

Explore and implement ways to make the inspection and re-certification processes clearer and more streamlined within regulatory obligations and requirements. PAB comments regarding “real-life” costs, rent levels, discrimination and search times will be included as part of DHCD’s discussion regarding FMR/APS levels.

b) Program and Customer Service Quality

Provide additional written materials, in multiple languages, to participants and property owners in order to enhance understanding, utilization, and public perception of programs. Continue to emphasize importance of high quality, compassionate customer service in all areas.

c) Program and Personal Opportunities

Continue strong FSS and JOBLink Programs, and increase other opportunities (workshops, connections with other service providers, materials) for participants to achieve self sufficiency, and specifically, homeownership.

1. Yes No: Did the PHA receive any comments on the PHA Plan from the Resident Advisory Board/s?

If yes, the comments are: (if comments were received, the PHA **MUST** select one)

Attached at Attachment (File name)

Provided **above**:

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. **Changes to the annual PHA Plan are not planned. See “DHCD Response” to PAB comments above.**

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 the resident who serves on the PHA Board elected by the residents? (If yes, continue to question 3; if no, skip to sub-component C.) **Not Applicable**
3. Description of Resident Election Process **Not Applicable**

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) **Commonwealth of Massachusetts**
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)
4. The Consolidated Plan of the jurisdiction supports the PHA Plan with the following actions and commitments: (describe below)

The housing priorities of DHCD's FY 2000 Consolidated Plan support DHCD's PHA Plan as follows:

1. Consolidated Plan Priority: Maintain a system of public housing and rental assistance that serves the homeless and those at risk of homelessness.

The 1998 federal statute that requires at least 75% of all new admissions to the HCVP to have incomes at or below 30% of the area median results in DHCD serving those most at risk of homelessness. Additionally, DHCD works closely with the Commonwealth's TANF agency, the MA Department of Transitional Assistance. Even when it became over-leased this past year, DHCD continued to issue vouchers to residents of DTA homeless shelters who were at risk of being displaced because DTA was forced to lower their shelter eligibility limits due to state budget cuts.

2. Consolidated Plan Priority: Promote homeless prevention.
See No. 1 above.

3. Consolidated Plan Priority: Maintain a system of public housing and rental assistance that serves the elderly and people with disabilities.

In addition to several other state-funded efforts targeted to elderly and disabled populations, by successfully applying for all Section 8 (and McKinney) set-asides targeted to this population and voluntarily contributing additional vouchers from its own resources...see table of all DHCD special needs voucher programs, DHCD's willingness and ability to undertake an array of special needs Section 8 programs demonstrates commitment to and consistency with this priority.

4. Consolidated Plan Priority: Provide affordable homeownership opportunities.

By preparing to launch a Section 8 homeownership program in 2003, DHCD demonstrates commitment to and consistency with this priority.

5. Consolidated Plan Priority: Develop and implement both human service and economic development activities designed to assist economically disadvantaged persons become more self-sufficient, paying particular attention to the needs of current and former TAFDC clients making the transition from welfare-to-work.

By successfully competing for the maximum 2000 Section 8 W2W vouchers awarded by HUD in November 1999 and being selected to receive an additional 151 W2W vouchers in FY 2002 because of our high performance, by voluntarily electing to continue the administration of the Family Self Sufficiency Program (no longer required by HUD for new increments of funding) and by administering the demonstration Moving to Work Program, DHCD demonstrates commitment to and consistency with this priority.

6. Consolidated Plan Priority: Continue DHCD's extensive efforts, using state and federal resources, to preserve the physical and financial viability of assisted and unassisted affordable housing.

All units that DHCD leases on its Section 8 program must comply with both HUD's housing quality standards and DHCD's enhanced housing quality standards and be rent reasonable. In this regard, DHCD's entire Section 8 portfolio demonstrates commitment to and consistency with this priority.

D. Other Information Required by HUD

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

FY 2000 5-YEAR PLAN MISSION AND GOALS

**Update Submitted As Part of DHCD's
FY 2003 Annual PHA Plan**

HUD STRATEGIC GOAL: INCREASE THE SUPPLY OF ASSISTED HOUSING

PHA Goal: Expand the Supply of Assisted Housing

1. In FY 01, DHCD launched several project-based assistance voucher (PBA) initiatives. Beginning with DHCD's Winter 2001 One Stop Affordable Housing Funding Round, we have continued to make PBA vouchers available to any applicant that successfully competes for these various private housing funds (e.g. LIHTC, HOME, and other federal and state funds) and requests PBA vouchers, provided their proposal meets all PBA requirements. To date, seven projects have been approved: Pittsfield/30 PBAs; Great Barrington/2 PBAs; Manchester/4 PBAs; Westfield/5 PBAs; Ipswich/7 PBAs; Wakefield/6 PBAs; Danvers/12 PBAs...for a total of 66 PBAs in development projects. Additionally,

2. In FY 01, each of our RAAs launched a Housing Consumer Education Center (HCEC) with funds appropriated by the Massachusetts Legislature. One key objective of the HCEC is to perform outreach to owners and developers of rental housing and offer landlord and renter education and other related services. A positive outcome of the centers' outreach and marketing efforts includes increased listings of available rental property by current and new owners.

PHA Goal: Improve the Quality of Assisted Housing

1. DHCD stated in its 5-Year Plan that it would strive to achieve a “high performer” SEMAP rating. SEMAP measures multiple areas of program administration, including housing quality standard compliance. In FY 02, DHCD achieved a “high performer” rating.
2. DHCD continued to exceed the number of random unit audit inspections it performed in FY 02.

PHA Goal: Increase Customer Satisfaction

1. DHCD’s statewide waiting list became fully operational during FY 01. The list remains open at all times. The pre-application is a short, simple document that is widely available to prospective applicants, including as a download from DHCD’s Home Page. We currently have 32,155 applicants on this list, which is designed to eliminate all duplication of applications. A waiting list purge was completed this past year and will be performed once each year.

DHCD’s waitlist technology allows local housing authorities to perform HVCP selections for their own HUD-funded programs directly from our statewide list. It has been designed to protect the privacy of all applicants when multiple agencies use our list for their respective regional or local selections. Several local housing authorities on Cape Cod are currently using DHCD’s waiting list to make selections for their HCVPs. Use of our list eliminates the necessity for applicants to apply to multiple Cape Cod agency lists. *It is an excellent vehicle for customer satisfaction.* Other housing authorities, through MassNAHRO’s Leased Housing Committee, asked us to assist them with the development of their own statewide list. DHCD agreed to adapt its waiting list technology for use by local housing authorities and committed \$15,000 to provide MassNAHRO with start-up funds to support the first year of WEB hosting. MassNAHRO’s list became active this past year.

PHA Goal: Increase Assisted Housing Choices

1. In November 2000, DHCD obtained HUD approval for exception payment standards for 61 communities based on the “median rent method”. In December 2000, DHCD obtained HUD approval for a success rate payment standard for use in the city of Boston. HUD ultimately increased the FMRS for the Boston PMSA by 28% effective October 2001. DHCD continues its policy of using a payment standard set at 110% of FMR for all communities east of and including Worcester County and those communities in the western part of the state where the local housing authority has adopted a 110% standard. These increases have all served to provide more housing choice for DHCD voucher holders. Any decrease in these standards, due to market changes, will be processed with all affected DHCD stakeholders before they are implemented.

2. The HCECs provide several different kinds of supports for voucher holders searching for housing including: on-site computers for use by voucher holders who want to screen listings; special housing search training sessions to supplement information provided at the voucher briefing sessions, lots of different written materials, assistance with following-up on potential discrimination complaints and on-site staff available without an appointment to answer questions.

HUD STRATEGIC GOAL: PROMOTE SELF-SUFFICIENCY AND ASSET DEVELOPMENT OF FAMILIES AND INDIVIDUALS

PHA Goal: Promote Self-Sufficiency and Asset Development of Families and Individuals

JOBLink: DHCD's Welfare-to-Work Housing Voucher Program, called JOBLink, currently serves over 2151 families. It provides rental assistance and case management to support employment, with a participant employment rate of 80%. Active recruitment for the Family Self-Sufficiency Program is ongoing and FSS enrollment rate among JOBLink participants is increasing.

FSS: Our successful FSS Program continues to enroll participants and assist families to establish and meet their goals through case management, information and referral, events, and peer group support. Our current FSS Program size of 755 exceeds our minimum program size and our HUD-approved program size.

MTW: The MTW Program has proven very successful in the Southern Worcester component, but has been under-enrolled in the Boston component, chiefly due to rent levels that have risen dramatically. This past year we addressed this issue by re-evaluating and subsequently increasing the subsidy amount for the Boston component. Participation in the Boston component is on track for full enrollment within the next several months. Worcester participants have maintained both employment and housing, participated in a series of budgeting workshops, and will soon be attending credit/homebuyer workshops.

Employment-Related Advisory Groups: Our existing advisory groups continue to function well (JOBLink, MTW and FSS all have advisory groups), and we have begun conversations within these groups toward the goal of establishing an umbrella group which will allow all programs easy access to resources and input, while recognizing the variations between the several programs.

Cooperative Agreements: Existing cooperative agreements have been maintained among all parties and continue to be an important foundation for our successful programs.

HUD STRATEGIC GOAL: ENSURE EQUAL OPPORTUNITY IN HOUSING FOR ALL AMERICANS

PHA Goal: Ensure Equal Opportunity in Housing for All Americans

DHCD's consistent advocacy for higher rents, its willingness to spend its own administrative funds on programs to encourage owner participation in higher cost rental markets, the implementation of the Housing Consumer Education Centers and its on-going referral process to MCAD and HUD's fair housing office when allegations of discrimination are brought to the RAAs attention, demonstrate that DHCD continues to take pro-active steps to ensure equal opportunity in housing for all its voucher clients.

Attachments

Use this section to provide any additional attachments referenced in the Plans.

Table Library

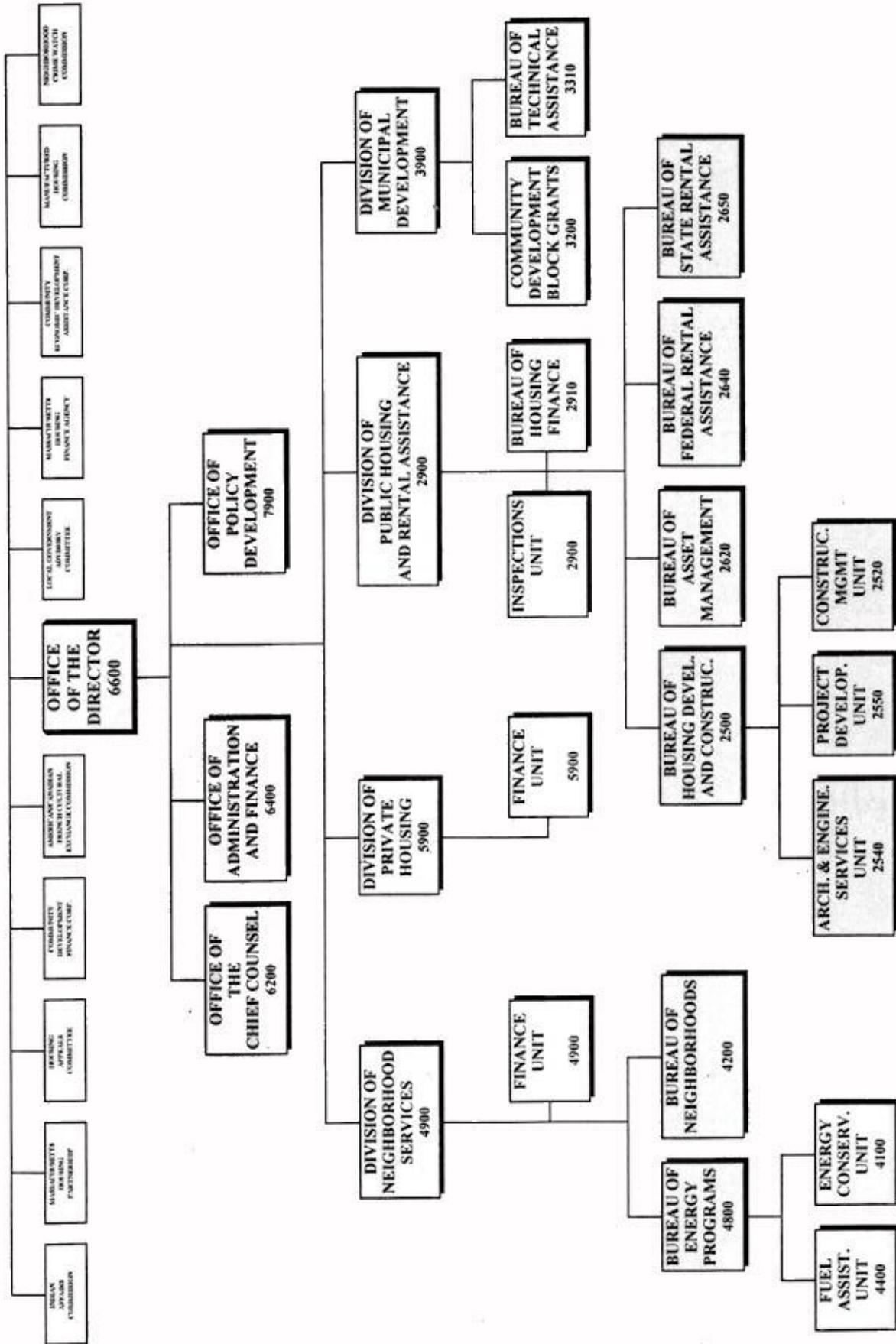
DHCD SECTION 8 CONTRACTORS AND REGIONAL ALLOCATIONS AS OF APRIL 16, 2003

TOTAL VOUCHER PORTFOLIO ASSIGNED TO SPECIFIC REGIONS: 17,975

(Several special needs allocations are *not* assigned to a particular region and are therefore *not* included in these regional totals. DHCD has a total voucher portfolio of **18,378** units.)

AGENCY	REGION
Berkshire Housing Development Corporation 74 North Street BHSI Pittsfield, MA 01201 (413) 499-1630	Berkshire County
Total:	638
Community Teamwork, Inc. 167 Dutton Street CTI Lowell, MA 01852 (978) 459-0551	Northern Essex/Northern Middlesex Counties
Total:	1861
Housing Assistance Corporation 460 West Main Street HAC Hyannis, MA 02601 (781) 771-5400	Barnstable, Dukes, Nantucket Counties
Total:	756
HAP, Inc. 322 Main Street HAP Springfield, MA 01105 (413) 781-1250	(1)Springfield; and (2)Hampden/Hampshire/ Franklin Counties
Total:	3562
Metropolitan Boston Housing Partnership 569 Columbus Avenue MBHP Boston, MA 02118 (617) 859-0400	(1)Boston; and (2)Metro Boston
Total:	5759
Rural Housing Improvement, Inc. 218 Central Street RHI P.O. Box 429 Winchendon, MA 01475 (978) 297-5300	(1)Northern Worcester; and (2)Southern Worcester County
Total:	2472
South Middlesex Opportunity Council 300 Howard Street SMOC Framingham, MA 01702 (508) 620-5300	Metro West
Total:	761
South Shore Housing Development Corporation 169 Summer Street SSHDC Kingston, MA 02364 (781)585-5885	Plymouth and Bristol Counties
Total:	2166
Lynn Housing Authority 174 Commons Street Lynn, MA 01905 (781) 592-6296	City of Lynn No Fixed Allocation...Per Executive Order 218

MASSACHUSETTS DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT



JULY 2000

FEDERAL ACCOUNTS		
Account Number	Project Name	FY2003 Total Projected Spending
70040300	Lead Safe HOME	\$ 233,916.00
70042030	Weatherization Assistance for Low-Income Persons	\$ 6,588,564.00
70042033	Low-Income Home Energy Assistance Program	\$ 99,097,395.00
70042034	Community Service Block Grant	\$ 17,000,000.00
70042035	Csbg Training & Technical Assistance	\$ 69,425.00
70043037	Small Cities Community Development Block Grant	\$ 49,929,430.00
70049009	Section 8 Substantial Rehabilitation Program	\$ 6,500,750.00
70049011	Supportive Housing Demonstration Program	\$ -
70049014	Federal Housing Voucher Program	\$ 158,750,000.00
70049019	Section 8 Moderate Rehabilitation Program	\$ 11,415,720.00
70049020	Section 8 New Construction Program	\$ 5,018,701.00
70049028	Home Investment Partnerships	\$ 18,221,527.00
70049039	Home Technical Assistance	\$ 150,000.00
70049051	Shelter Plus Care Lowell	\$ 25,638.00
70049052	Shelter Plus Care Boston	\$ 310,000.00
70049053	Shelter Plus Care Southbridge	\$ 120,000.00
70049054	Shelter Plus Care New Bedford	\$ 34,800.00
70040302	New Lead Grant	\$ 300,000.00
TOTAL		\$ 373,765,866.00

**FY2004 Total
Projected Spending**

\$	-
\$	6,640,000.00
\$	75,111,984.00
\$	17,000,000.00
\$	-
\$	46,772,916.00
\$	6,760,000.00
\$	-
\$	165,000,000.00
\$	11,415,720.00
\$	5,219,450.00
\$	22,600,000.00
\$	150,000.00
\$	26,664.00
\$	530,196.00
\$	120,000.00
\$	36,000.00
\$	2,000,000.00
\$	359,382,930.00

DHCD FY 2003 Annual PHA Plan
Public Hearing Comments
April 4, 2003

The following is a summary of comments received at DHCD's April 4, 2003 Annual PHA Plan public hearing.

DHCD asked each of its regional administering agencies (RAAs) to assess the applicable payment standard (APS) in each community within their respective jurisdiction in light of the softening economy and higher vacancy rates.

(BHDC): Berkshire County. Want to increase APS to 110% in South County, especially Lee, Lenox, Stockbridge and Great Barrington and also in Pittsfield. Low-income families being driven from South County by wealthy summer residents. Pittsfield beginning to see tightening of market and higher rents.

(CTI): North Middlesex and Essex Counties. Eight communities, Lowell, Lawrence, Dracut, Andover, Bradford, Methuen and Haverhill must remain at 110% of FMR, remainder of jurisdiction might be reduced to 105%.

(HAC): Cape Cod and Islands. Keeping the APS at 110% of FMR vital part of housing strategy. Factors: Cape is a retirement community with seasonal rentals, also employment is seasonal. The average income is \$11,000. 70% of new households could not have leased on the Cape at less than 110% of FMR due to 40% maximum tenant rent burden at initial lease. Housing stock is mainly single family and duplexes and 75% of it is B grade or better quality.

(HAP): Hampden, Hampshire and Franklin Counties. There has been a decline of available units. Springfield should be increased to 105%; Franklin County should be increased to 110%, remainder should remain at current levels.

(MBHP): Boston and 30 communities in Greater Boston Area. Dorchester, East Boston, Everett, Mattapan, Roxbury – might be okay to lower APS to 105% of FMR but due to high utility costs it would be much easier to use rent reasonableness to control rent levels. Remainder of jurisdiction must remain at 110%.

(RHI): Worcester County. Hadn't completed analysis of survey data but first indications suggest that smaller units might be reduced to 105% of FMR but for 3plus bedrooms must remain at 110%.

(SMOC): South Middlesex County and small part of Suffolk County. Have seen a softening of the market and some reduction in rents but only down to where there is more choice for families at 110% of FMR. Do not want to adversely impact progress made in deconcentration so want to keep APS at 110% in six communities, but maybe can reduce to 105% in other 31.

(SSHDC): Bristol and Plymouth Counties. For communities in Boston and Brockton MSAs keep APS at 110% of FMR but have seen some loosening of markets in New Bedford and Fall River MSAs and can reduce these to 105%.

All RAAs are concerned that huge increases in **utility costs** will not be accounted for in proposed new FMRs for FFY '04.

Additional comments were also received by various DHCD HCVP stakeholders:

Judith Liben (Mass Law Reform Institute): Suggested that DHCD have a flexible system to quickly restore any decreased payment standards that could need to be adjusted because of increased utility costs. Concerned that waiting to make payment standard changes via a public hearing process could be detrimental to the tenants.

Requested that if a tenant appeals a RAA termination to DHCD, that DHCD perform a hearing rather than rely on paperwork submitted by both the tenant and the RAA. DHCD's RAA provides a termination hearing ; this request suggests that DHCD should also perform a hearing if the RAA decision is appealed to our office.

Diane Yentel (Massachusetts Coalition for the Homeless). The coalition wishes to keep the extremely low income preference temporary due to possibility that other factors may have contributed to apparent lack of adverse consequences for homeless families. Some of these factors include a statewide purging of the wait list, the increased FMRs and the softening rental housing market.

The coalition is very concerned that DHCD must immediately freeze all voucher issuing and leasing at a time when the depressed economy is adding to the homeless problem in record numbers. Due to already overburdened shelters, there is real concern that families with children may be forced onto the street.

The coalition recommends that the waitlist be kept up to date by quarterly mailings to applicants with a self-addressed, stamped postcard to be returned to RAA to indicate continued interest in remaining on the list.

Ms. Yentel concluded her comments by thanking DHCD for its commitment to serving the states's neediest populations.

Boston Fair Housing Commission was present at hearing but did not comment.