

PHA 5-Year and Annual Plan	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 4/30/2011
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1.0	PHA Information PHA Name: <u>DENTON HOUSING AUTHORITY</u> PHA Code: <u>TX392</u> PHA Type: <input type="checkbox"/> Small <input type="checkbox"/> - High Performing X - Standard X - HCV (Section 8) PHA Fiscal Year Beginning: (MM/YYYY): 10/2010														
	Inventory (based on ACC units at time of FY beginning in 1.0 above) Number of PH units: <u>0</u> Number of HCV units: <u>1505</u>														
3.0	Submission Type X - 5-Year and Annual Plan Annual Plan Only <input type="checkbox"/> 5-Year Plan Only														
4.0	PHA Consortia <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below.)														
	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program <table border="1"> <thead> <tr> <th colspan="2">No. of Units in Each Program</th> </tr> <tr> <th>PH</th> <th>HCV</th> </tr> </thead> <tbody> <tr> <td>PHA 1:</td> <td></td> </tr> <tr> <td>PHA 2:</td> <td></td> </tr> <tr> <td>PHA 3:</td> <td></td> </tr> </tbody> </table>	No. of Units in Each Program		PH	HCV	PHA 1:		PHA 2:		PHA 3:	
No. of Units in Each Program															
PH	HCV														
PHA 1:															
PHA 2:															
PHA 3:															
5.0	5-Year Plan. Complete items 5.1 and 5.2 only at 5-Year Plan update.														
5.1	Mission. State the PHA's Mission for serving the needs of low-income, very low-income, and extremely low income families in the PHA's jurisdiction for the next five years: <i>Promote and create suitable and affordable housing for our clients to enhance their quality of life and develop innovative programs that will encourage economic independence.</i>														
5.2	Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. <i>See Attachment A</i>														

6.0	<p>PHA Plan Update</p> <p>(a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission: <i>DHA has not revised any elements of the PHA Plan since its last Annual Plan submission. DHA has added a LEP Plan.</i></p> <p><i>(See attached list of PHA Plan Elements- Attachment B).</i></p> <p>(b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions. <i>The 5-Year and Annual PHA Plan is available at the main office building located at 1225 Wilson Street, Denton, TX 76205</i></p>
7.0	<p>Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers. <i>Include statements related to these programs as applicable.</i></p> <p><i>DHA administers a HCV Homeownership Program. In addition to HUD requirements, the DHA program has a minimum income requirement and an affordability factor to ensure families succeed.</i></p>
8.0	<p>Capital Improvements. Please complete Parts 8.1 through 8.3, as applicable. N/A</p>
8.1	<p>Capital Fund Program Annual Statement/Performance and Evaluation Report. As part of the PHA 5-Year and Annual Plan, annually complete and submit the <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i>, form HUD-50075.1, for each current and open CFP grant and CFFP financing. N/A</p>
8.2	<p>Capital Fund Program Five-Year Action Plan. As part of the submission of the Annual Plan, PHAs must complete and submit the <i>Capital Fund Program Five-Year Action Plan</i>, form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan. N/A</p>
8.3	<p>Capital Fund Financing Program (CFFP). <input type="checkbox"/> Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements. N/A</p>

9.0	<p>Housing Needs. Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location.</p> <p><i>See Attachment E</i></p>
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9.1	<p>Strategy for Addressing Housing 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. Note: Small, Section 8 only, and High Performing PHAs complete only for Annual Plan submission with the 5-Year Plan.</p> <p><i>See Attachment F</i></p>
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10.0	<p>Additional Information. Describe the following, as well as any additional information HUD has requested.</p> <p>(a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA’s progress in meeting the mission and goals described in the 5- Year Plan. <i>See Attachment G</i></p> <p>(b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA’s definition of “significant amendment” and “substantial deviation/modification”</p> <p><i>See Attachment H</i></p> <p>(c) PHAs must include or reference any applicable memorandum of agreement with HUD or any plan to improve performance. (Note: Standard and Troubled PHAs complete annually.)</p> <p><i>See Attachment I</i></p>
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- 11.0** **Required Submission for HUD Field Office Review.** In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. **Note:** Faxed copies of these documents will not be accepted by the Field Office.
- (a) Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulations* (which includes all certifications relating to Civil Rights) (*See Attached*)
N/A (b) Form HUD-50070, *Certification for a Drug-Free Workplace* (PHAs receiving CFP grants only)
N/A (c) Form HUD-50071, *Certification of Payments to Influence Federal Transactions* (PHAs receiving CFP grants only)
N/A (d) Form SF-LLL, *Disclosure of Lobbying Activities* (PHAs receiving CFP grants only)
N/A (e) Form SF-LLL-A, *Disclosure of Lobbying Activities Continuation Sheet* (PHAs receiving CFP grants only)
- (f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations. ***See Attachments J*** (See attached *Notes and Comments from RAB*)-
- (g) Challenged Elements – see attached *Challenged Elements*. ***See Attachment K***
- N/A (h) Form HUD-50075.1, *Capital Fund Program Annual Statement/Performance and Evaluation Report* (PHAs receiving CFP grants only)
N/A (i) Form HUD-50075.2, *Capital Fund Program Five-Year Action Plan* (PHAs receiving CFP grants only)

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced 5-Year and Annual PHA Plans. The 5-Year and Annual PHA plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission and strategies for serving the needs of low-income and very low-income families. This form is to be used by all PHA types for submission of the 5-Year and Annual Plans to HUD. Public reporting burden for this information collection is estimated to average 12.68 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality

Instructions form HUD-50075

Applicability. This form is to be used by all Public Housing Agencies (PHAs) with Fiscal Year beginning April 1, 2008 for the submission of their 5-Year and Annual Plan in accordance with 24 CFR Part 903. The previous version may be used only through April 30, 2008.

1.0 PHA Information

Include the full PHA name, PHA code, PHA type, and PHA Fiscal Year Beginning (MM/YYYY).

2.0 Inventory

Under each program, enter the number of Annual Contributions Contract (ACC) Public Housing (PH) and Section 8 units (HCV).

3.0 Submission Type

Indicate whether this submission is for an Annual and Five Year Plan, Annual Plan only, or 5-Year Plan only.

4.0 PHA Consortia

Check box if submitting a Joint PHA Plan and complete the table.

5.0 Five-Year Plan

Identify the PHA's Mission, Goals and/or Objectives (24 CFR 903.6). Complete only at 5-Year update.

5.1 Mission. A statement of the mission of the public housing agency for serving the needs of low-income, very low-income, and extremely low-income families in the jurisdiction of the PHA during the years covered under the plan.

5.2 Goals and Objectives. Identify quantifiable goals and objectives that will enable the PHA to serve the needs of low income, very low-income, and extremely low-income families.

6.0 PHA Plan Update. In addition to the items captured in the Plan template, PHAs must have the elements listed below readily available to the public. Additionally, a PHA must:

(a) Identify specifically which plan elements have been revised since the PHA's prior plan submission.

(b) Identify where the 5-Year and Annual Plan may be obtained by the public. At a

minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on its official website. PHAs are also encouraged to provide each resident council a copy of its 5-Year and Annual Plan.

PHA Plan Elements. (24 CFR 903.7)

1. **Eligibility, Selection and Admissions Policies, including Deconcentration and Wait List Procedures.** Describe the PHA's policies that govern resident or tenant eligibility, selection and admission including admission preferences for both public housing and HCV and unit assignment policies for public housing; and procedures for maintaining waiting lists for admission to public housing and address any site-based waiting lists.
2. **Financial Resources.** A statement of financial resources, including a listing by general categories, of the PHA's anticipated resources, such as PHA Operating, Capital and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support public housing or tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources.
3. **Rent Determination.** A statement of the policies of the PHA governing rents charged for public housing and HCV dwelling units.
4. **Operation and Management.** A statement of the rules, standards, and policies of the PHA governing maintenance management of housing

owned, assisted, or operated by the public housing agency (which shall include measures necessary for the prevention or eradication of pest infestation, including cockroaches), and management of the PHA and programs of the PHA.

5. **Grievance Procedures.** A description of the grievance and informal hearing and review procedures that the PHA makes available to its residents and applicants.
6. **Designated Housing for Elderly and Disabled Families.** With respect to public housing projects owned, assisted, or operated by the PHA, describe any projects (or portions thereof), in the upcoming fiscal year, that the PHA has designated or will apply for designation for occupancy by elderly and disabled families. The description shall include the following information: **1)** development name and number; **2)** designation type; **3)** application status; **4)** date the designation was approved, submitted, or planned for submission, and; **5)** the number of units affected.
7. **Community Service and Self-Sufficiency.** A description of: **(1)** Any programs relating to services and amenities provided or offered to assisted families; **(2)** Any policies or programs of the PHA for the enhancement of the economic and social self-sufficiency of assisted families, including programs under Section 3 and FSS; **(3)** How the PHA will comply with the requirements of community service and treatment of income changes resulting from welfare program requirements. **(Note: applies to only public housing).**
8. **Safety and Crime Prevention.** For public housing only, describe the

PHA's plan for safety and crime prevention to ensure the safety of the public housing residents. The statement must include: (i) A description of the need for measures to ensure the safety of public housing residents; (ii) A description of any crime prevention activities conducted or to be conducted by the PHA; and (iii) A description of the coordination between the PHA and the appropriate police precincts for carrying out crime prevention measures and activities.

9. **Pets.** A statement describing the PHAs policies and requirements pertaining to the ownership of pets in public housing.
10. **Civil Rights Certification.** A PHA will be considered in compliance with the Civil Rights and AFFH Certification if: it can document that it examines its programs and proposed programs to identify any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction's initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction.
11. **Fiscal Year Audit.** The results of the most recent fiscal year audit for the PHA.
12. **Asset Management.** A statement of how the agency will carry out its asset management functions with respect to the public housing inventory of the agency, including how the agency will plan for the long-term operating, capital investment, rehabilitation, modernization, disposition, and other needs for such inventory.

13. **Violence Against Women Act (VAWA).** A description of: **1)** Any activities, services, or programs provided or offered by an agency, either directly or in partnership with other service providers, to child or adult victims of domestic violence, dating violence, sexual assault, or stalking; **2)** Any activities, services, or programs provided or offered by a PHA that helps child and adult victims of domestic violence, dating violence, sexual assault, or stalking, to obtain or maintain housing; and **3)** Any activities, services, or programs provided or offered by a public housing agency to prevent domestic violence, dating violence, sexual assault, and stalking, or to enhance victim safety in assisted families.

7.0 Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers

- (a) **Hope VI or Mixed Finance Modernization or Development.** **1)** A description of any housing (including project number (if known) and unit count) for which the PHA will apply for HOPE VI or Mixed Finance Modernization or Development; and **2)** A timetable for the submission of applications or proposals. The application and approval process for Hope VI, Mixed Finance Modernization or Development, is a separate process. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/programs/ph/hope6/index.cfm>
- (b) **Demolition and/or Disposition.** With respect to public housing projects owned by the PHA and subject to ACCs under the Act: **(1)** A description of any housing (including project number and unit numbers [or addresses]), and the number

of affected units along with their sizes and accessibility features) for which the PHA will apply or is currently pending for demolition or disposition; and (2) A timetable for the demolition or disposition. The application and approval process for demolition and/or disposition is a separate process. See guidance on HUD's website at:

http://www.hud.gov/offices/pih/centers/sa/c/demo_dispo/index.cfm

Note: This statement must be submitted to the extent **that approved and/or pending** demolition and/or disposition has changed.

- (c) **Conversion of Public Housing.** With respect to public housing owned by a PHA: **1)** A description of any building or buildings (including project number and unit count) that the PHA is required to convert to tenant-based assistance or that the public housing agency plans to voluntarily convert; **2)** An analysis of the projects or buildings required to be converted; and **3)** A statement of the amount of assistance received under this chapter to be used for rental assistance or other housing assistance in connection with such conversion. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/centers/sa/c/conversion.cfm>
- (d) **Homeownership.** A description of any homeownership (including project number and unit count) administered by the agency or for which the PHA has applied or will apply for approval.
- (e) **Project-based Vouchers.** If the PHA wishes to use the project-based voucher program, a statement of the projected number of project-based units and general locations and how project basing would be consistent with its PHA Plan.

assisted, or operated by the public housing agency, a plan describing the capital improvements necessary to ensure long-term physical and social viability of the projects must be completed along with the required forms. Items identified in 8.1 through 8.3, must be signed where directed and transmitted electronically along with the PHA's Annual Plan submission.

8.1 Capital Fund Program Annual Statement/Performance and Evaluation Report. PHAs must complete the *Capital Fund Program Annual*

Statement/Performance and Evaluation Report (form HUD-50075.1), for each Capital Fund Program (CFP) to be undertaken with the current year's CFP funds or with CFFP proceeds. Additionally, the form shall be used for the following purposes:

- (a) To submit the initial budget for a new grant or CFFP;
- (b) To report on the Performance and Evaluation Report progress on any open grants previously funded or CFFP; and
- (c) To record a budget revision on a previously approved open grant or CFFP, e.g., additions or deletions of work items, modification of budgeted amounts that have been undertaken since the submission of the last Annual Plan. The Capital Fund Program Annual Statement/Performance and Evaluation Report must be submitted annually.

Additionally, PHAs shall complete the Performance and Evaluation Report section (see footnote 2) of the *Capital Fund Program Annual Statement/Performance and Evaluation* (form HUD-50075.1), at the following times:

1. At the end of the program year; until the program is completed or all funds are expended;

8.0 Capital Improvements. This section provides information on a PHA's Capital Fund Program. With respect to public housing projects owned,

2. When revisions to the Annual Statement are made, which do not require prior HUD approval, (e.g., expenditures for emergency work, revisions resulting from the PHAs application of fungibility); and
3. Upon completion or termination of the activities funded in a specific capital fund program year.

8.2 Capital Fund Program Five-Year Action Plan

PHAs must submit the *Capital Fund Program Five-Year Action Plan* (form HUD-50075.2) for the entire PHA portfolio for the first year of participation in the CFP and annual update thereafter to eliminate the previous year and to add a new fifth year (rolling basis) so that the form always covers the present five-year period beginning with the current year.

8.3 Capital Fund Financing Program

(CFFP). Separate, written HUD approval is required if the PHA proposes to pledge any portion of its CFP/RHF funds to repay debt incurred to finance capital improvements. The PHA must identify in its Annual and 5-year capital plans the amount of the annual payments required to service the debt. The PHA must also submit an annual statement detailing the use of the CFFP proceeds. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/programs/ph/capfund/cffp.cfm>

9.0 Housing Needs. Provide a statement of the housing needs of families residing in the jurisdiction served by the PHA and the means by which the PHA intends, to the maximum extent practicable, to address those needs. **(Note: Standard and Troubled PHAs complete annually; Small and High Performers complete only for Annual Plan submitted with the 5-Year Plan).**

9.1 Strategy for Addressing Housing Needs.

Provide a 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. **(Note: Standard and Troubled PHAs complete annually; Small and High Performers complete only for Annual Plan submitted with the 5-Year Plan).**

10.0 Additional Information. Describe the following, as well as any additional information requested by HUD:

(a) Progress in Meeting Mission and Goals. PHAs must include (i) a statement of the PHAs progress in meeting the mission and goals described in the 5-Year Plan; (ii) the basic criteria the PHA will use for determining a significant amendment from its 5-year Plan; and a significant amendment or modification to its 5-Year Plan and Annual Plan. **(Note: Standard and Troubled PHAs complete annually; Small and High Performers complete only for Annual Plan submitted with the 5-Year Plan).**

(b) Significant Amendment and Substantial Deviation/Modification. PHA must provide the definition of "significant amendment" and "substantial deviation/modification". **(Note: Standard and Troubled PHAs complete annually; Small and High Performers complete only for Annual Plan submitted with the 5-Year Plan.)**

(c) PHAs must include or reference any applicable memorandum of agreement with HUD or any plan to improve performance. **(Note: Standard and Troubled PHAs complete annually).**

11.0 Required Submission for HUD Field

Office Review. In order to be a complete package, PHAs must submit items (a) through (g), with signature by mail or electronically with

scanned signatures. Items (h) and (i) shall be submitted electronically as an attachment to the PHA Plan.

- (a) Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulations*
- (b) Form HUD-50070, *Certification for a Drug-Free Workplace (PHAs receiving CFP grants only)*
- (c) Form HUD-50071, *Certification of Payments to Influence Federal Transactions (PHAs receiving CFP grants only)*
- (d) Form SF-LLL, *Disclosure of Lobbying Activities (PHAs receiving CFP grants only)*
- (e) Form SF-LLL-A, *Disclosure of Lobbying Activities Continuation Sheet (PHAs receiving CFP grants only)*

(f) Resident Advisory Board (RAB) comments.

- (g) Challenged Elements. Include any element(s) of the PHA Plan that is challenged.
- (h) Form HUD-50075.1, *Capital Fund Program Annual Statement/Performance and Evaluation Report (Must be attached electronically for PHAs receiving CFP grants only)*. See instructions in 8.1.
- (i) Form HUD-50075.2, *Capital Fund Program Five-Year Action Plan (Must be attached electronically for PHAs receiving CFP grants only)*. See instructions in 8.2.

Attachment A

5.2 Goals and Objectives

1. Key Objective – Recognize clients as our ultimate priority

Strategies

- Maintain client involvement in the planning, design, implementation, and evaluation of all programs, services and projects.
- Work toward holding small group meetings to help increase productivity of meetings.
- Establish and maintain working partnerships with neighborhood associations, community organizations, city government and local businesses to support clients' needs.
- Support and foster client participation in internal and external job opportunities, training, education and other support services.
- Provide education and training for Resident Council Officers.
- Ensure client representation to DHA Board.
- Conduct monthly meetings with clients and Resident Council.
- Provide homeownership opportunities for clients.

2. Key Objective – Maintain financial stability and economic independence for the agency.

Strategies

- Solicit and secure public and/or grant funds to support DHA Management.
- Maintain the Voucher Homeownership Program and work on attaining 100% awareness by clients.
- Expand housing stock to include market-rate housing units and commercial development.

3. Key Objective – Develop and maintain affordable housing stock that meets HQS requirements

Strategies

- Develop new housing units that are of high quality in order to compete with other market-rate developments.
- Develop mixed income neighborhood projects throughout Denton.

4. Key Objective – Provide professional management services

Strategies

- Improve DHA management and service delivery through efficient management of Housing Authority staff, clients, vendors, and contractors.
- Meet or exceed performance standards in SEMAP.
- Establish a continuum of education for Board of Commissioners and Clients Council Officers to enable them to take an active role in issues that involve improvement to our agency.
- Hire, develop, and retain well-trained, productive DHA staff.

Progress in meeting Goals and Objectives from previous 5-Year Plan:

DHA has made progress in meeting its goals and objectives established since the last 5-Year Plan, by:

Assisting the residents at our non public housing properties to form Resident Councils and having regular meetings. We have consistently maintained a Section 8 client on our Board of Commissioners in compliance with regulation and maintained resident involvement in any planning, design, and implementation of programs, services, and projects through resident meetings and public meetings. Executive staff continue to maintain working partnerships, memberships, and associations with Neighborhood Associations, Community Organizations, City and local government to support resident's needs such as United Way, Library Board, Downtown Task Force Committee,

North TX Housing Agencies, Texas NAHRO, Southwest NAHRO, and community and neighborhood meetings.

The housing authority has successfully administered and operated a Section 8 Homeownership Program, and had 6 families purchase their own home in the past year.

DHA has made strides in establishing financial stability and economic independence by applying for and receiving low-income housing tax credits for the construction of a 150-unit mixed income development, operating a homeownership program, and administering our FSS program. We had 15 families enrolled, 8 graduated, earning \$79,301.59 in escrow money. DHA did not apply or receive any additional funding for resident participation and self-sufficiency activities. At the end of 2009, DHA chose to discontinue the FSS program. DHA ensured all annual financial audits were conducted each year as required. DHA was able to increase the number of housing vouchers through our participation in the Disaster Housing Assistance Programs which DHA volunteered to participate in to assist families displaced by hurricane Katrina.

DHA was very successful in acquiring tax credits to develop and construct a 150-unit mixed income development near our office building. And we have continued to work towards developing and constructing a senior development utilizing tax credits in our downtown area. DHA continues to provide safe, secure, and decent affordable housing in our jurisdiction.

DHA has worked very hard to improve on the professional management services we provide to our customers. We continue to meet or exceed performance standards in SEMAP and to provide education and training for our Board such as Non-Profit Board training and Strategic Planning. Several members have attended state and national housing conferences and training. The Board Chair & Resident Commissioner attended several NAHRO Conferences, in which Commissioner tracks were included.

We continue to hold public meetings for our residents and clients regarding policies, programs, and development. DHA has ensured that all staff attends training throughout the year. Occupancy & inspection staff is certified, and attend some refresher training throughout the year.

Attachment B

6.0 PHA Plan Elements

1. Eligibility, Selections, and Admissions Policies, including Deconcentration and Wait List Procedures.

DHA policies governing eligibility, selection, and admission are found in the Administrative Plan. Any HUD required amendments, changes or revisions have been made to the Administrative Plan and we have added the LEP Plan (Attachment C). DHA does not have admission preferences.

2. Financial Resources

DHA's resources are derived from HAP, admin fees, tenant rents, commercial property rents, management fees, and interest income from assets. The Housing Choice Voucher Program is the only program funded from HUD/Federal sources. Two of the programs, Pecan Place and Renaissance Courts are tax credit properties. DHA operates & manages Pecan Place. Renaissance Courts is managed by a third party contractor.

Income derived from all sources is used for HAP, operations, and some development plans.

Program	Funding Amt.	Source	Planned Use	Federal/Non
Voucher (HCV)	\$11,506,721	HAP & Admin Fees	HAP & Operations	Federal-HUD
HCV-Other	\$35,218	Fraud, Port fees, Interest	Operations	Non-Federal
Heritage Oaks	\$973,700	Tenant rents & other	Operations	Non-Federal/DHA
Pecan Place	\$163,675	Tenant rents & other	Operations	LIHTC/Non-Federal
Ren. Courts	\$990,795	Tenant rents & other	Operations	LIHTC/Non-Federal
Management	\$279,222	Com rental, Fees, etc.	Operation & Develop.	Non-Federal/DHA

3. Rent Determination

DHA's payment standard is 100% of the Fair Market Rent (FMR), and the Payment Standards are reviewed annually. The Minimum Rent is \$50.

4. Operation and Management

The Denton Housing Authority (DHA) Organizational Chart is attached to this document, and shows the management structure of the agency. (See attachment D)

DHA is a Section 8 Only PHA, but it does own, manage, and operate other non-assisted developments. (See chart below)

Program	Descriptions	# of units
Section 8 HCV	HUD rental assistance	1,505
Heritage Oaks	DHA owned & managed-Non-HUD Assisted	140
Pecan Place	Tax Credit-DHA managed	24
Renaissance Courts	Tax Credit-3 rd Party management	150

The policies of the Section 8 Program are found in the Administrative Plan. The policies governing the other programs are as follows: Lease, House Rules and Community Policies, Admissions & Occupancy Policy, and Pet Policy. Other policies governing the management and operations of DHA include the Human Resources Policies & Procedures Manual, Procurement Policy, Safety Policy, Accident Prevention Policy, LEP Plan, and other state laws and regulations governing Low-Income Housing Tax Credit programs. DHA does have a Maintenance Plan, including Schedule of Sales & Services, for the non-HUD assisted properties.

5. Grievance Procedures

The Grievance Policy and procedures are found in the Administrative Plan. All applicants and participants may appeal an action, decision, or inaction of DHA, by following these policies and procedures. All requests for grievances may be made at the DHA Main Office located at 1225 Wilson Street.

6. Designated Housing for the Elderly and Disabled Families-N/A

7. Community Service and Self-Sufficiency-N/A

8. Safety and Crime Prevention-N/A

9. Pets-N/A

10. Civil Rights Certification – HUD form 50077-CR

11. Fiscal Year Audit

The most recently completed Audit for fiscal year ending (FYE) September 30, 2008 shows the authority to be in conformity with accounting principles generally accepted in the US. DHA did have 1 finding regarding tenant file calculation. Three tenant files were calculated incorrectly resulting in \$2,418 in overpayment of HAP funds by DHA. Management agrees that payment calculation should be monitored closely and that all employees be adequately trained and understand all components of the payment calculation.

12. Asset Management-N/A

13. Violence Against Women Act

VIOLENCE AGAINST WOMEN ACT POLICY

The Denton Housing Authority (DHA) has adopted a policy to implement applicable provisions of the Violence Against Women and Department of Justice Reauthorization Act of 2005 (Pub. L. 109-162) (VAWA). DHA's goals, objectives, and policies to enable DHA to serve the needs of child and adult victims of domestic violence, dating violence, and stalking, as defined in VAWA, are stated in the Administrative Plan.

- A. The following activities, services, or programs are provided by DHA, directly or in partnership with other service providers, to child and adult victims of domestic violence, dating violence, sexual assault or stalking: DHA will partner with Denton County Friends of the Family to provide services, including shelter, education, adult & child counseling, and staff training. DHA will also make available to our clients literature and brochures about the services offered by Friends of the Family.
- B. The following activities, services, or programs are provided by DHA to help child and adult victims of domestic violence, dating violence, sexual assault, or stalking maintain housing: DHA will adopt policies to implement applicable provisions of the VAWA to ensure clients are able to maintain their housing assistance. DHA will also partner with Friends of the Family to provide training to staff on domestic violence, dating violence, and stalking.
- C. The following activities, services, or programs are provided by DHA to prevent domestic violence, dating violence, sexual assault and stalking, or to enhance victim safety in assisted housing: DHA will provide clients with literature and brochures offered by Friends of the Family at the briefing session and also during renewal appointments.

Attachment C

DENTON HOUSING AUTHORITY

LIMITED ENGLISH PROFICIENCY PLAN

I. **Plan Statement**

Denton Housing Authority (DHA) has adopted this plan to provide meaningful access to its programs and activities by persons with Limited English Proficiency (LEP). In accordance with federal guidelines DHA will make reasonable efforts to provide or arrange free language assistance for its LEP clients, including applicants, recipients and/or persons eligible for housing assistance, Section 8-Housing Choice Vouchers, homeownership and other programs administered or operated by DHA.

II. **Meaningful Access: Four-Factor Analysis**

Meaningful access is free language assistance in accordance with federal guidelines. DHA will periodically assess and update the following four-factor analysis, including but not limited to:

1. The number or proportion of LEP persons eligible to be serviced or likely to be encountered by the DHA.
2. The frequency with which LEP persons using a particular language come into contact the DHA.
3. The nature and importance of the DHA program, activity or service to the person's life.
4. The DHA resources and the cost of providing meaningful access. Reasonable steps may cease to be reasonable where costs imposed substantially exceed the benefits

III. **Language Assistance**

1. A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient (LEP) person and may be entitled to language assistance with respect to DHA programs and activities.
2. Language assistance includes interpretation, which means oral or spoken transfer of a message from one language into another language; and/or translation, which means the written transfer of a message from one language into another language. The DHA will determine when interpretation and/or translation are needed and are reasonable.
3. DHA staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English. If a client ask for language assistance and the DHA determines that the client is an LEP person and that language assistance is necessary to provide meaningful access, the DHA will make reasonable

efforts to provide free language assistance. If reasonably possible the DHA will provide language assistance in the LEP client's preferred language.

DHA has the discretion to determine whether language assistance is needed, and if so, the type of language assistance necessary to provide meaningful access.

The DHA will periodically assess client needs for language assistance based on requests for interpreters and/or translation, as well as the literacy skills of clients.

4. Translation of Documents

- a. DHA will weigh the costs and benefits of translating documents for potential LEP groups, considering the expense of translating the documents, the barriers to meaningful translation or interpretation of technical housing information, the likelihood of frequent changes in documents, the existence of multiple dialects within a single language group, the apparent literacy rate in an LEP group and other relevant factors. The DHA will undertake this examination when an eligible LEP group constitutes 5 percent of an eligible client group (for example, 5 percent of families assisted on the Section 8 program) or 1,000 persons, whichever is less.
- b. If the DHA determines that translation is necessary and appropriate, the DHA will translate the select documents of vital importance and selected mailings into that language. *DHA will first determine if HUD or another PHA already has the document translated.*
- c. As opportunities arise, the DHA may work with other PHA's to share the cost of translating common documents, which may include language groups which do not (yet) reach the threshold level in the DHA's client population.
- d. HUD should provide prototype translations of standard housing documents in multiple languages in a timely fashion. HUD should provide this service to local housing authorities and hundreds or thousands of other HUD grantees whose limited resources hinder their LEP efforts.
- e. The DHA will consider technological aids such as Internet-based translation services which may provide helpful, although perhaps not authoritative, translations of written materials. DHA will also consider training and certifying bilingual employees and/or paying a contractor for this service where feasible and appropriate.

5. Audiovisual Materials

DHA will use reasonable efforts to produce or obtain multiple translations of audiovisual materials it uses to inform or educate applicants, clients, residents, and other client groups.

6. Formal Interpreters

- a. When necessary to provide meaningful access for LEP clients, the DHA will provide qualified interpreters, including DHA bilingual staff and contract vendors. At important stages that require one-on-one contact, written translation and verbal interpretation services will be provided consistent with the four-factor analysis used earlier.
- b. The DHA may require a formal interpreter to certify to the following:
 - i. The interpreter understood the matter communicated and rendered a competent interpretation.
 - ii. The interpreter will not disclose non-public data without written authorization from the client.
- c. Formal interpreters shall be used at the following:
 - i. Formal hearings for termination of assistance for Section 8 participants.
 - ii. Formal hearings or conferences for evictions from DHA owned/managed properties.
- d. A DHA staff interpreter may not be a subordinate to the person making the decision.
- e. The DHA maintains a list of qualified, bilingual employees for, and tested for proficiency in languages used by clients. These employees can provide limited assistance to DHA staff and LEP clients as part of their regular job duties.

7. Informal Interpreters

- a. Informal interpreters may include the family members, friends, legal guardians, service representatives or advocates of the LEP client. DHA staff will determine whether it is appropriate to rely on informal interpreters, depending upon the circumstances and subject matter of the communication. However, in many circumstances, informal interpreters, especially children, are not competent to provide quality, accurate interpretations. There may be issues of confidentiality, competency, or conflict of interest.
- b. An LEP person may use an informal interpreter of their own choosing and at their expenses, either in place of or as a supplement to the free language assistance offered by DHA. If possible, the DHA should accommodate an LEP client's request to use an informal interpreter in place of a formal interpreter.
- c. If an LEP client prefers an informal interpreter, after the DHA has offered free interpreter services, the informal interpreter may interpret. In these cases the client and interpreter should sign a waiver of free interpreter services.
- d. If an LEP client wants to use their own informal interpreter, the DHA reserves the right to also have a formal interpreter present.

8. Outside Resources

- a. Outside resources may include community volunteers, or other local agencies.
- b. Outside resources may be used for interpreting services at public or informal meetings or events if a timely request has been made.

- c. DHA will maintain relationships with organizations that assist specific cultural and ethnic groups to help their clients obtain or keep housing assistance. These organizations may provide qualified interpreters for LEP persons.

VI. Monitoring

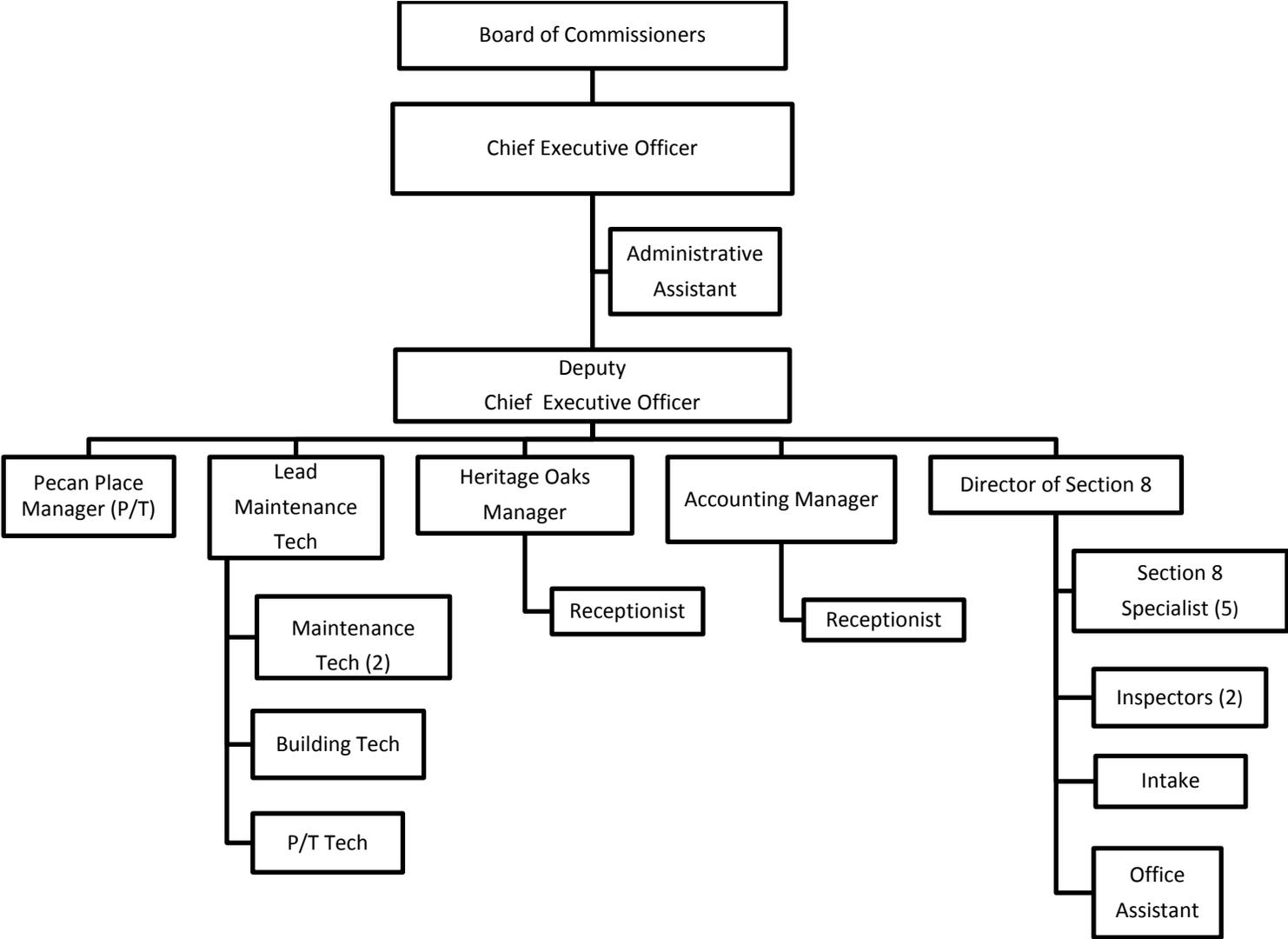
1. The DHA will review and revise this LEP Plan from time to time. The review will include:
2. Reports on the number of clients who are LEP, and the languages used by LEP clients, to the extent possible using our software system or staff reporting.
3. A determination as to whether 5 percent or 1,000 persons from a DHA client group speak a specific language, which triggers consideration of document translation needs as described above.
4. Analysis of staff request for contract interpreters: number of request, languages requested, costs, etc.

VII. LEP Plan Distribution and Training

The LEP Plan will be:

1. Distributed to all DHA office staff and supervisors.
2. Available for review at all DHA offices
3. Explained in orientation and training sessions for staff who communicate with LEP clients.

Attachment D
DENTON HOUSING AUTHORITY
2010 Organizational Chart



Attachment E

9.0 Housing Needs

DHA has reviewed the City of Denton Consolidated Plan for Housing and Community Development for 2005-2009, SOCDs CHAS Data, Census 2000 information, and other information proved on the City of Denton webpage in compiling information for this portion of the PHA Plan.

Census information shows that the City of Denton’s population in 2000 was 80,537. Race and Ethnicity breakdowns show:

White – 75.6%,
 Hispanic – 16.4%,
 Black – 9.1%,
 Asian – 3.4%,
 American Indian and Alaska Native – 0.6%,
 Native Hawaiian and other Pacific Islander - 0.1%, and
 Some other race – 8.8%.

Denton has a median family income of \$60,874, and shows 11.7% of families and 20.1% of individuals are below the poverty level.

LOW-INCOME RENTERS NEEDING HOUSING ASSISTANCE								
Household Type	Low-Income Renters						Total Low-Income Renters	Household Percent
	Extremely Low-Income 0-30%		Very Low-Income 31-50%		Other Low-Income 51-80%			
Elderly	369	46%	258	33%	172	22%	799	6.2%
Small	960	31%	869	28%	1304	42%	3133	24.4%
Large	262	38%	121	17%	309	45%	692	5.4%
Other	3565	43%	2098	26%	2534	31%	8197	64.0%
Total Renter Households	5156		3346		4319		12821	100.0%
% of Income Level	40%		26%		34%		100.0%	

Source: City of Denton Consolidated Plan (pg. 21) & SOCDs CHAS Data

Census figures show that 71% of renter households in Denton are low-income.

Census records also show that 59% of Hispanic, 58% of Black, 49% of White, and 48% of Asian renter households are in need of housing assistance.

54% of elderly renter households report housing problems.

The City of Denton’s Consolidated Plan *Priority Housing Needs Summary Table* for 2005-2009 below shows the housing needs of the city, with over 8,000 renters with unmet housing needs.

APPENDIX A
Priority Housing Needs Summary Table
(copied)

Priority Housing Needs (Households)			Priority Need Level High, Medium, Low	Unmet Need	Goals
Renters	Small Related	0-30%	H	835	25
		31-50%	H	654	20
		51-80%	M	424	4
	Large Related	0-30%	H	258	8
		31-50%	M	117	1
		51-80%	M	250	3
	Elderly	0-30%	M	274	3
		31-50%	M	199	2
		51-80%	L	102	0
	All Other	0-30%	H	2,895	87
		31-50%	H	1,842	55
		51-80%	H	849	25
Owners	0-30%	H	551	17	
	31-50%	H	542	16	
	51-80%	H	956	27	
Total Goals					293
Total 215 Goals					293

The Denton Housing Authority waiting list contains 2,571 families with an approximate wait time of 3-4 years. The applicant at the top of the list has an application date of 09/13/2006.

Black/African-Americans are the largest group waiting for assistance, and make up 52% of the Waiting List. 82% of the Waiting List families are extremely low-income. (See Tables Below).

Denton Housing Authority – Applicant Waiting List Race & Ethnicity Breakdown		
<i>March 2010</i>		
White	705	27%
Black/African American	1337	52%
Hispanic (all races)	391	15%
American Indian/Nat. Alas.	10	.38%
Asian	73	2.8%
Hawaiian/Pacific Islander	11	.42%
Other/Multi Race	44	1.7%

Denton Housing Authority – Applicant Waiting List Income Data		
<i>March 2010</i>		
<u>Income Level</u>	<u>How Many</u>	<u>%</u>
Extremely Low-Income	2112	82%
Very Low-Income	398	15%
Low-Income	58	2.25%
Moderate Income	0	0%
High Income	3	.11%

The Low-Income Renters Needing Housing Assistance Table, included in the Consolidated Plan, indicates that 12,821 renter households are in need of housing assistance. Currently, the number of Low Income Housing Tax Credit (LIHTC) units in Denton is very close to the state’s per capita average. The Plan states that rental housing activities will focus on maintenance of existing affordable units, bringing units up to building code standards and reducing lead hazards. It also states that the construction of small, mixed-income developments, near major transportation routes is a priority.

Attachment F

9.1 Strategies for Addressing Housing Needs

In order to address the lack of affordable housing in our area, and to strengthen what we already have, DHA will apply for any additional vouchers that become available by HUD, and to continue to improve utilization rates for our current program. DHA will continue to apply for Low-Income Housing Tax Credits to build additional housing, and continue operation of our Homeownership program.

DHA has been very successful in utilization of our Section 8 vouchers, and will apply for any additional vouchers, if they become available. DHA was successful in managing and operating several of the Disaster Housing Assistance Programs, offered by HUD to assisted families that moved into our area affected by Hurricane Katrina.

DHA was successful in developing and constructing a 150-unit mixed income LIHTC property that opened in June 2006. The only way DHA could feasibly build additional housing would be through the use of tax credits. Our attempt to apply for funding in 2010 was not successful, due to the competition in our area from other developers, and the economy. DHA currently owns and manages a 140-unit senior property that is over 30 years old. The property will require major repairs in the next 2-3 years. DHA will be seeking funding to rehabilitate, demolish, and/or replace these units. DHA will continue apply for tax credits or research other funding sources to develop affordable housing for our community.

DHA currently administers a Housing Choice Voucher Homeownership Program, and have been very successful in the past year. We had six families purchase homes by the end of 2009. However, due to the financial crisis in the housing market, our families are having a hard time finding lenders who will work with them. We will continue the program in the next five years, and work with HUD and other partners to improve the opportunities for homeownership for our families.

The Denton Housing Authority's 5-Year and Annual PHA Plan is available for the public at the main Administrative Office building located at 1225 Wilson Street.

Attachment G

10.0 (a) Additional Information

Denton Housing Authority made progress in meeting its mission and goals described in the previous 5-Year Plan, as briefly described below:

DHA assisted the residents at our non public housing properties in forming Resident Councils and conducting regular meetings. We have consistently maintained a Section 8 client on our Board of Commissioners in compliance with regulation and maintained resident involvement in any planning, design, and implementation of programs, services, and projects through resident meetings and public meetings. Executive staff continue to maintain working partnerships, memberships, and associations with Neighborhood Associations, Community Organizations, City and local government to support resident's needs such as United Way, Library Board, Downtown Task Force Committee, North TX Housing Agencies, Texas NAHRO, Southwest NAHRO, and community and neighborhood meetings.

DHA has successfully administered and operated a Section 8 Homeownership Program, and had 6 families purchase their own home in the past year.

DHA has made strides in establishing financial stability and economic independence by applying for and receiving low-income housing tax credits for the construction of a 150-unit mixed income development, operating a homeownership program, and administering our FSS program. DHA was able to increase the number of housing vouchers through our voluntary participation in the Disaster Housing Assistance Programs to assist families displaced by hurricane Katrina, and through the termination of the project based voucher contract at our senior property.

DHA was very successful in acquiring tax credits to develop and construct a 150-unit mixed income development near our office building. And we have continued to work towards developing and constructing a senior development utilizing tax credits in our downtown area. DHA continues to provide safe, secure, and decent affordable housing in our jurisdiction.

DHA has worked very hard to improve on the professional management services we provide to our customers. We continue to meet or exceed performance standards in SEMAP and to provide education and training for our Board such as Non-Profit Board

training and Strategic Planning. Several members have attended state and national housing conferences and training. The Board Chair & Resident Commissioner attended several NAHRO Conferences, in which sessions for Commissioners were included.

We continue to hold public meetings for our residents and clients regarding policies, programs, and development. DHA has ensured that all staff attends training throughout the year. Most of the Occupancy & Inspection staff are certified, and attend some refresher training throughout the year. Two new Occupancy staff members will be certified by the end of the year.

Attachment H

10.0 (b) Definition of Significant Amendment and Substantial Deviation/Modification

The Denton Housing Authority will use the following criteria for determining a significant amendment from its 5-Year Plan; and a significant deviation or modification to its 5-Year Plan:

Any changes to the eligibility, selection, admission, rent determination, and waiting list procedures.

Any changes required or mandated by HUD or Congress will not be considered significant amendments.

Attachment I

10.0 (c) HUD Required Submissions

Plans to improve performance

The Audit Report-Fiscal Year Ended September 30, 2008 included 1 finding, incorrect rent calculation.

And the latest SEMAP score for indicator 3 was zero.

DHA determined that the errors were not systemic, and DHA will implement new measures to ensure staff applies all HUD regulations that apply to the determination of adjusted income.

Attachment J

11.0 (f) Resident Advisory Board (RAB)

Denton Housing Authority is a Section 8-Only PHA; therefore have no established resident advisory board. We mailed a notice to all Section 8 participants informing them of the PHA Plan process and the need for their comments and recommendations. We held three public meetings, March 3rd, 11th, and 18th. The meetings on the 3rd & 11th were held at the DHA office, and the meeting on the 18th was held at one of our senior properties, where the majority are Section 8 participants. The March 3rd meeting had 26 in attendance, March 11th had 33 in attendance, and March 18th meeting had 28 in attendance. DHA staff explained the Plan process, and all the elements involved in developing the Plan. All participants were allowed to ask questions about the Plan and DHA operations and management, and to discuss any concerns or problems they may have with the program and how it works.

I have attached the meeting notes including DHA's responses during the meetings. If we were not able to answer their concern or question during the meeting, we followed up with the client personally to resolve their issue or concern.

After the meeting notes, I have provided the DHA analysis of the recommendations and concerns and issues that were brought up at the meetings.

RESIDENT ADVISORY BOARD MEETING

MARCH 3, 2010

DHA Office

Attendance: 26

DHA Staff:

Sherri McDade

Shirley Hensley

Gina Ortiz

Spanish interpretation provided.

Clients had concerns and questions about the following issues:

Comment/Question: How does a new landlord apply to the program?

Ms. McDade explained that landlords do not have to “apply” to our program, if they are interested in leasing to one of our families; they just fill out RLA and return to client. If the landlord needs more information about the Program, they can go to our website to print out the Landlord Handbook or contact the Case Specialist for more information.

Comment/Question: Client not working for 3 weeks turned in change, but nothing done.

Ms. McDade explained that if a change is only going to last for 3 weeks, DHA would not do a change in income.

Comment/Question: Hard to rent with our payment standards, especially Lewisville area. Landlords are charging a lot more in rent than what the voucher is worth.

Ms. McDade explained that our Payment Standards are at 100% of FMR’s set by HUD. Staff we surprised to hear that rents are still high even with the housing market being in its present condition and vacancy rates in our area being high.

Comment/Question: Utility Allowances – do we get them? Most in attendance were very confused about how utility allowances work, and why they do not get a check.

Ms. McDade explained how utility reimbursements are determined.

Comment/Question: Application fees & screenings by potential landlords, why are they so strict when they know you are on Section 8.

Ms. McDade stated that she thought some of the fees the landlords are charging are a bit high, but that is not something DHA can control. She stated that she will become better informed on landlord laws and issues through training, and will find out what is allowable. Of course landlords do have their own screening criteria, because DHA does not screen for tenancy.

Comment/Question: Disabled family lives in all bills paid unit, and landlords comes in and makes her turn thermostat down, because the bills are too high. Also, client not allowed to have visitors inside her unit if she is not present (even if she just goes to the store).

Ms. McDade told the client that the landlord should not be adjusting the thermostat in her unit. Ms. Hensley said she needs to read her lease to see if he is allowed to come into her unit. Also to see what the landlord's rules are regarding guest, but that he should not be able to say she cannot have guest or visitors as long as they are inside her unit and not living there.

Comment/Question: Client rent increased with only 5 days notice, and her lease is not up. Left several messages for staff, and no one calls back.

Ms. McDade asked client for copies of the papers she brought with her, and staff would follow-up. Ms. McDade informed client that anytime her portion of the rent increased, we should give 30 days notice, unless the client did not report in a timely manner and according to policy. (Gina copied her paperwork).

Comment/Question: With the new hours for Section 8, they are *really* not getting calls returned. (Section 8 new hours: Mon, Wed, Fri – 8:30 am to 12:00 pm – staff not available in person or on the phone).

Phone comment: Hearing procedure does not seem fair; they are all going to say the same thing. Caseworker, Director, and CEO.

Ms. McDade will review the policy to ensure it is being followed.

RESIDENT ADVISORY BOARD MEETING

MARCH 11, 2010

DHA Office

Attendance: 33

DHA Staff:

Sherri McDade

Shirley Hensley

Gina Ortiz

Spanish interpretation provided.

Clients had concerns and questions about the following issues:

Comment/Question: Utility Assistance – Ms. McDade explained how utility allowances are determined, and depending on a client's income, whether they received a utility reimbursement or not.

Comment/Question: Lease Renewal after 2 years – Ms McDade explained that a client may continue to renew at same unit, or give notice to Section Case Specialist of their wish to move to another unit.

Comment/Question: Homeownership Program – Ms McDade briefly explained the Homeownership Program, and told clients to contact Kristen English if they were interested in the program and for more information.

Comment/Question: Bedroom sizes – Ms McDade explained that bedroom sizes are determined based on DHA occupancy policy. A family's composition, number of members, adults, children, ages of children, determine how many bedrooms a family is eligible for.

Comment/Question: Portability – Ms McDade explained portability and told clients to contact their Case Specialist if they wished to move to another jurisdiction or Housing Authority. One person complimented DHA on their handling of his case when he ported here from Boston. He thought that we handled everything very quickly. He said it took 10-15 days.

Ms. McDade asked how many people in the group spoke a language other than English as their primary language, and there were six people present who spoke a different language, Spanish, Nepali, Vietnamese, and Amharic. Most present understood English well enough to understand the meeting, and some brought along a family member to assist.

Comment/Question: A family wanted to move because they were having problems with their apartment, mold and not able to get a ramp. Ms. McDade told them to contact their Case Specialist about problems, and to schedule an inspection.

Comment/Question: One person was interested in serving as a representative on the Board of Commissioners.

Ms. Hensley spoke to the group about the 2010 census, and handed out DHA 2010 Census materials.

**Heritage Oaks Apartments
Tenant-Management (T-M) Meeting
& Resident Advisory Board (RAB) Meeting
March 18, 2010
2:00 pm**

Attendance: 28

DHA Staff:

Sherri McDade

Shirley Hensley

LeMaya Woods

Kristen English

Sharon Murskyn

Note: RAB meeting was held right after HO monthly Tenant-Management meeting.

During the T-M meeting, residents expressed numerous complaints about the Renewal process for Section 8 and with problems contacting staff.

Since receiving renewal letters, residents have been calling doctor's offices, drug stores, banks, social security office, etc to get verification documents, based on the letter they received. Staff at the HO office, have spent numerous hours fielding calls about how to get verifications from different sources for the residents. In reviewing the renewal letter used by the Section 8 Office, I will be requesting a revision to the letter, so clients are not going out to get their own verifications, in violation of policy. DHA policy states that "factors of eligibility and Total Tenant Payment/Family Share be verified by the PHA." Policy further states that the four methods of Verification (in this order) are EIV, Third-Party Written, Third-Party Oral, Review of Documents, and Certification/Self Declaration. And "Third party verification forms will not be hand carried by the family under any circumstances."

Complaints, issues, and concerns:

Comment/Question: Client has been trying since last June to get medical deductions correct with the Section 8 office. She reported an insurance premium at the time of initial lease-up, but nothing has been done. She has tried numerous times to try to contact the Case Specialist, and to get the verification for them, but nothing has been done.

HO staff was able to verify that the premium was left off, but the Case Specialist has only told the client to fill out another recertification application and report it again. They keep telling her they only use anticipated medical. She does not understand why it takes so long to get something done, and why staff does not return their calls.

Ms. McDade told the resident that she would look into her situation and find out what happened.

Comment/Question: Another resident complained about the same thing, that Section 8 *just* gave her a deduction for medical that she reported back in June, but it was because she has been persistent, and she has worked to get her own verifications. She stated that because of all the trouble she has had she did not try to get a deduction for her over-the-counter medicines, even though she reported them. The felt that everything should have been made effective when she reported it the first time, instead she received notice that it was effective Feb. 1st, but actually went into effect March 1st.

She stated that she called her Case Specialist on February 10th at 2:00 pm, February 16th at 2:15 pm, and February 22 at 2:15 pm, and as of today, she still has not returned her call.

This resident felt that the staff is not professional and something needs to be done. She had some of her paperwork with her. She also stated that the HO manager has even faxed paperwork to the Section 8 office for her, and nothing has helped.

Ms. McDade asked the resident if she could speak to her after the meeting to review her paperwork.

Comment/Question: Another resident asked if the Section 8 office calculated files using a different formula, and that she understood that they were not familiar with dealing with medical information/verifications.

Ms. McDade stated that the Section 8 office does handle medical verifications and is used to dealing with these types of deductions. They are trained and certified in file calculations, so that should not be a problem. Other Section 8 clients have the same kinds of medical deductions; it is not just Heritage Oaks.

Comment/Question: Another resident asked if she needed to get verification from her doctor if she was disabled. She said that last year she had to go get one.

Ms. McDade was not sure about her situation specifically, but if the resident was reporting medical deductions for equipment used for a disability, she may have to have another verification, but she would check.

Comment/Question: Another resident wanted to know when verifications will be mailed when she does her renewal.

Ms. Evans explained that she would do their interviews at HO, and when she had all the paperwork, she would hand deliver all to the Section 8 office. Verifications are usually sent out within a few days.

Ms. McDade stated that everything should be done in time to notify the residents of their new rent and allow time for a 30-day notice if their portion increases.

Ms. McDade further explained the verification process and that residents should not be going out to get their own verifications.

HO manager explained to the residents that if they were moving from HO, they need to give a 30 day notice to HO office and Section 8 office.

A question was asked about moving before lease is up. *Manager stated that it is possible if it is for a reasonable accommodation or other medical reason.*

She also let them know that the contractor will be out starting June 1st to conduct their annual inspection.

Ms. McDade opened the RAB meeting by explaining the PHA Plan and the process for its completion.

Most of the complaints were about the Section 8 Case Specialist and the same issues discussed during the T-M meeting above.

Questions and Comments Received:

[Can you change case workers?](#)

There would have to be a good reason for changing case workers. Ms. McDade stated if they are not calculating files right.

[How many case workers are there?](#)

There are five case workers.

[What are the qualifications on a house and apartment?](#)

There is no difference as long as it's a two bedroom. The only difference you will see may be in utilities.

Resident stated he did not understand the paperwork he received but he did not question it. Ms. McDade stated anytime you do not understand paper work, please see LeMaya or myself.

Ms. McDade stated once she has the PHA Plan completed she will put a notice in the news paper; it will be available for public comment and view for 45 day period. She stated then another public hearing will be held for more information and input. She stated the report is due in July and she will present the Plan to the Board and then submit it to HUD. She stated the Boards input is to direct the staff on the housing authority plans for the next five years.

Other questions, concerns, etc.:

Why so many apartments are vacant?

People are not interested in moving to Heritage Oaks (because there is no longer any assistance provided). Vacancy rates are up everywhere because of the economy.

Can someone apply for Section 8 at the housing authority?

Yes, the waiting list is 4 years.

Are there any plans to close Heritage Oaks down in the near future?

Currently there are no plans to close Heritage Oaks down in the near future.

Did Denton housing receive stimulus money like Dallas housing received?

Dallas received money because they have public housing, which is different from Section 8. Denton does not have any public housing.

DHA Analysis of Comments from RAB

Client files were reviewed by Deputy CEO, for clients with issues regarding file calculations and Section 8 staff. Three client files were not calculated in compliance with HUD rules and regulations and DHA policies. Violations were found in verification procedures, determination of tenant rent, determination of effective dates of changes or interims, mishandling of client file and paperwork, missing paperwork in files, misrepresenting of information to clients regarding reporting procedures & policies, and failure and refusal to process paperwork in a timely manner. Also HAP payments were made after clients had died, even though the information was reported in a timely manner. Clients constantly complain about the lack of professionalism from the staff and their lack of concern or care in doing their jobs. Some clients have requested a new Case Specialist. One file was not calculated using all income reported by the client. Recommendation was made that these files be recalculated, and clients be refunded any overpayments they have made in the last nine months for rent, due to DHA error. Personnel issues should be dealt with according to policy, and staff made aware of accuracy requirements and expectations, hiring of quality control person who reports to CEO, contract with 3-party to conduct hearings, monthly reports to CEO of file reviews

DHA will address all of these issues with Section 8 staff. The CEO will require better quality control be conducted by the program director, and require monthly training of staff on DHA policies and HUD rules and regulations. The caseload has been divided among five staff and some client files allocated to different Specialist. Staff will be required to sign a statement of understanding of job requirements and accuracy rates. Department hours were also changed to allow staff more time to work on files and accuracy without interruption from clients.

Attachment J

11.0 (g) Challenged Elements

None provided at this time.