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2010 Annual Plan
Tarrant County Housing Assistance Office

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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>
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>
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.</p> <p>(b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA’s definition of “significant amendment” and “substantial deviation/modification”</p>
11.0	<p>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.</p> <p>(a) Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i> (which includes all certifications relating to Civil Rights)</p> <p>(b) Form HUD-50070, <i>Certification for a Drug-Free Workplace</i> (PHAs receiving CFP grants only)</p> <p>(c) Form HUD-50071, <i>Certification of Payments to Influence Federal Transactions</i> (PHAs receiving CFP grants only)</p> <p>(d) Form SF-LLL, <i>Disclosure of Lobbying Activities</i> (PHAs receiving CFP grants only)</p> <p>(e) Form SF-LLL-A, <i>Disclosure of Lobbying Activities Continuation Sheet</i> (PHAs receiving CFP grants only)</p> <p>(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.</p> <p>(g) Challenged Elements</p> <p>(h) Form HUD-50075.1, <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> (PHAs receiving CFP grants only)</p> <p>(i) Form HUD-50075.2, <i>Capital Fund Program Five-Year Action Plan</i> (PHAs receiving CFP grants only)</p>

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/sac/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/sac/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.

8.0 Capital Improvements. This section provides information on a PHA's Capital Fund Program. With respect to public housing projects owned, 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;
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 TO 2010 ANNUAL PHA PLAN



Tarrant County Housing Assistance Office

6.0 PHA PLAN UPDATE

(a) Identify all PHA Plan elements that have been revised by TCHAO since it's last Annual Plan Submission (2009).

Tarrant County Housing Assistance Office (TCHAO) certifies that the following five (5) PHA Plan Elements have been properly revised and approved by the Commissioner's Court since the submission of the last (2009) PHA Plan, the details and specifics of which are found in the TCHAO Administrative Plan submitted to HUD in December, 2009.

TCHAO further certifies Notice (in English and Spanish) is conspicuously posted in the Main Entrance to it's offices at 2100 Circle Drive, Fort Worth, TX, that it's Administrative Plan and 2010 Annual PHA Plan are available for review by the public Monday through Friday during regular business hours. Additionally, Public Notice regarding the TCHAO Annual Plan is posted on the TCHAO website at www.tarrantcounty.com/ehousing.

The five elements are identified on the form HUD-50075 as follows:

- 1. Homeownership Addendum**
- 2. Update of Local Preferences for Katrina/Rita Vouchers**
- 3. Revised Procedures for Opening and Closing the Wait List**
- 4. How Annual Re-examinations may be conducted for elderly and persons with disabilities**
- 5. Update changes in family subsidy and family composition**

ATTACHMENT TO 2010 ANNUAL PHA PLAN



Tarrant County Housing Assistance Office (TCHAO)

9.0 HOUSING NEEDS

Based on information provided by the latest U. S. Census data, applicable Consolidated Plan, information provided by HUD, and other generally available and acceptable data, Tarrant County Housing Assistance Office (TCHAO) has made 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 TCHAO, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the Housing Choice Voucher (HCV) tenant-based assistance waiting list.

As required, the identification of housing needs address all specified issues of affordability, supply, quality, accessibility, size of units, and location.

Based upon the allocation of vouchers received by TCHAO, we have been successful in meeting the housing needs of as many individuals and families as our resources permit.

The Consolidated Plan of Tarrant County supports the PHA Plan of TCHAO with the following actions and commitments:

- Housing rehabilitation to preserve affordable housing for low-income homeowners.
- Housing acquisition and rehabilitation to preserve and increase the supply decent, safe, and affordable rental housing, particularly for seniors and single-parent families.
- Tenant-based rental assistance for special needs populations.

- Acquisition, rehabilitation, and new construction for special needs populations.

TCHAO has consulted with the Office of Community Development regarding The Consolidated Plan during the development of this Five (5) Year and Annual Agency Plan. The agency ensures that the Housing Needs of families in the jurisdiction are the needs expressed in The Consolidated Plan. TCHAO further ensures that all activities to be undertaken in the coming five (5) years will be consistent with the initiatives contained in The Consolidated, e.g.:

- Expand the Housing Voucher Program
- Increase the number and percentage of employed persons in assisted families
- Maintain or increase Housing Choice Voucher lease-up rates by marketing the program to owners, particularly those outside areas of minority and poverty concentration.

In 2000, 150,488 Tarrant County residents, 10.6 percent of the population, lived below the poverty line. Of this number, 8.7% of persons over the age of 65 had incomes below the poverty level. 56,861 children under the age of 18 also lived in poverty.

The most vulnerable of all families are those headed by females. In 2000, 14,236 families headed by single mothers lived in poverty. Eight (8%) percent of all families and 11.3% of families with children had incomes below the poverty level.

Fair Market Rents for more than one bedroom apartments have been reduced in response to the slowing apartment rental market.

Over 40,000 single family dwellings have been built in Tarrant County since 1999. Tarrant County has an approximate total of 608,000 housing units, nearly 9% of which are vacant. Of the total housing units, 69% are single unit structures, 29% are multi-unit, multifamily structures, and 3% are mobile homes.

The following charts focus on the approximate number of families with housing needs within the Tarrant County jurisdiction and are broken down by various income, ethnic and other characteristics. By comparison with the previous plan, it is easy to see that the need is as great as it has always been despite the vast inroads that have been made in increasing availability largely due to the tremendous population growth.

Housing Needs of Families in the Jurisdiction
Served by Tarrant County Housing Assistance Office

Based upon the information contained in The Consolidated Plan and other available data, we have provided the estimated number of renter families that have housing needs within our jurisdiction.

In columns 3 to 8 we have rated, on a scale of 1 to 5 (5 being severe and 1 being none) the impact of each factor on the housing needs for each family type.

Housing Needs of Families in the Jurisdiction by Family Type							
1 Family Type	2 Overall	3 Afford- ability	4 Supply	5 Quality	6 Access- ibility	7 Size	8 Loca- tion
Income < 30% of AMI	13,045	5	5	5	5	5	5
Income >30% but <50% of AMI	15,503	5	5	5	5	5	5
Income >50% but <80% of AMI	31,613	4	4	4	4	4	4
Elderly	11,095	5	5	5	5	5	5
Families with Disabilities	916	5	5	5	5	5	5
White (Non-Hispanic)	14,053	3	3	3	3	3	3
Black (Non Hispanic)	19,490	5	5	5	5	5	5
Hispanic	44,203	5	5	5	5	5	5

**Housing Needs of Families on the
Housing Choice Voucher Waiting List**

The Tarrant County Housing Assistance Office Waiting List has been closed since 2006, but recently opened on February 1, 2010 through February 7, 2010. During this one week period 11,543 pre-applications were received. Based upon this number of pre-applicants it will probably take at least 5-6 years to serve these families. Therefore, we do not anticipate that the Waiting List will open again until possibly 2015.

<u>Housing Needs of Families on the Waiting List*</u>			
	<u># of Families</u>	<u>% of Total Families</u>	<u>Annual Turnover</u>
Waiting List Total	11,543		1500
Extremely Low Income <30% AMI	9,003	78%	
Very low income (.30% but <50% AMI)	2,655	23%	
Low income (.50% but <80% AMI)	0	0	
Families with children	9,465	82%	
Elderly Families	808	7%	
Families with Disabilities	1,962	17%	
White (Non-Hispanic)	1,039	9%	
Black (Non Hispanic)	7,041	61%	
White (Hispanic)	3,117	27%	
Black (Hispanic & other)	346	3%	

** = All numbers are approximated at this time because the final statistical data has not been received, as yet, from our software provider.*

ATTACHMENT TO 2010 ANNUAL PLAN



Tarrant County Housing Assistance Office (TCHAO)

10. ADDITIONAL INFORMATION

a. Progress in Meeting Mission and Goals.

Provide a brief statement of TCHAO's progress in meeting the mission and goals described in the 5 Year Plan.

All goals and objectives of the five (5) year period ahead are diligently and constantly addressed with a commitment to minimally achieve each of them over the next five years, but to also improve in every area. Dedication on the part of managers and staff will help to assure attainment of these goals.

TCHAO's mission for serving the needs of low-income, very low-income, and extremely low-income families; expanding opportunities for affordable housing, promoting self-sufficiency and homeownership within it's jurisdiction is stronger than ever.

All activities are carried out within strict compliance with all federal, state, county, local and fair housing laws.

PROGRESS STATEMENTS

Expanding Assisted Housing Supply

Tarrant County Housing Assistance Office (TCHAO) is meeting it's goal to apply, whenever possible, for additional Housing Choice Vouchers.

In 2009 TCHAO was awarded 257 additional Housing Choice Vouchers (HCVs) to serve Katrina families. Also, in 2010, TCHAO applied for HCVs in

the Family Unification Program, and TCHAO submitted it's application to HUD for the maximum number of vouchers allowed, which is one hundred (100).

TCHAO strives to assist extremely low and low income families and individuals in meeting the overwhelming demand for affordable housing. This will be done primarily through the utilization of the Housing Choice Voucher Program.

TCHAO shall continue to expanding this goal through it's interest in pursuing all appropriate, applicable and eligible avenues to assist in the administration and delivery of affordable housing.

Voucher Management

Tarrant County Housing Assistance Office (TCHAO) met it's goal in improving voucher management by continuing to maintain a High Performer SEMAP rating.

TCHAO established and maintains stringent Quality Control, monitoring and self-evaluation systems on a "year-round" basis, primarily but not exclusively through "Diamond" software designed to thoroughly, efficiently and effectively audit agency files from information downloaded from PIC. TCHAO places strong emphasis on professional development of it's staff and provides continual in-house and external training opportunities for all staff on an annual basis which serves to improve the delivery of services to applicants and families assisted in the program.

Customer Service

Tarrant County Housing Assistance Office (TCHAO) has conducted Surveys among its client and customer base. These surveys are conducted periodically to ensure that customers receive the excellent service they are entitled to.

The agency Quarterly Newsletter and website both provide immediate access to information and save time and money for both the customer and the agency. Customer response is overwhelmingly positive.

Improved Management Functions

Some of the areas where we have concentrated on and made improvement are in the following:

- a. Fair Housing and Reasonable Accommodations
- b. Housing Choice Voucher Occupancy
- c. Housing Choice Voucher Leasing

d. Housing Quality Standard Inspections

TCHAO addresses each of the four areas in all briefing sessions of applicants, program participants and landlords and to provide at least annual training in these areas to staff.

Outreach

Landlord briefings are conducted on the first Monday of each month (unless it falls on a holiday). Landlord briefings are attended by as many as 20-30 property owners or managers per briefing.

"**Go Section 8**" is a new software program TCHAO implemented in 2009 to ensure that our goals are met. Go Section provides an opportunity for landlords to list their vacancies on line allowing program participants to access available units easier and faster.

Agency strategy and goals continues to include the search, creation and establishment of a deeper and greater exploration of ways to conduct even more expansion of our landlord database as ever-increasing means to increase assisted housing choices for low, very low and extremely low-income families.

Marketing and outreach strategies include, monthly meetings, briefings, seminars, direct mail, email, telephone and personal contact by TCHAO staff and personnel, participation in the Tarrant County Apartment Association activities and other community based organizations comprised of private property and apartment owners and managers. These efforts are monitored for effectiveness and if/when necessary, adjusted accordingly.

Increased Choices

The level at which the payment standard amount is set directly affects the amount of subsidy a family will receive and the amount of rent paid by program participants. TCHAO permits the highest possible amount to allow families a reasonable selection of housing units that are decent, safe and affordable in a range of neighborhoods within the agency's jurisdiction.

All payment standard amounts are within the basic range. Whenever the FMR increases or decreases, TCHAO ensures that its payment standard amounts remain within the basic range, yet permit any fair increase allowable to all program participants. We are currently at 100%.

Special measures are taken to ensure access to affordable units outside the areas of minority and poverty concentration, notwithstanding a family's income or required unit size.

Promoting Self-Sufficiency

TCHAO has a very active and successful Family Self-Sufficiency (FSS) program. The program is comprised of 77 mandatory slots and 13 voluntary slots, for a total of 90 families in the program. Of the 90 families in the program 72% (64 families) are employed. While overall unemployment rises, we have been able to stabilize this percentage which remains the same as it was one ago.

TCHAO works with staff and families to encourage them to fully attain their goals so that escrow deposits will not be lost and families will be closer to realizing their dreams.

Increasing Independence

TCHAO constantly seeks through partnerships and all means possible to provide necessary and needed supportive services to increase independence for the elderly and families with disabilities. We regularly meet with various support groups, and advocacy groups to develop new partnerships that will assist us with ways to enhance and increase independence for the elderly and families with disabilities.

Fair Housing

TCHAO certifies that it carries out all programs and activities of the agency in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act of 1968, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act of 1990, and Affirmatively furthers Fair Housing.

TCHAO recruits applicants, participants and landlords without regard to race, color, religion, sex, age, national origin, familiar status, disability, or language. Non-discriminatory practices are ensured along with fair and equal housing opportunities for all. In an ongoing effort to provide services and activities on a nondiscriminatory basis and to affirmatively further fair housing, TCHAO certifies that it vigorously implements, enforces and is in compliance with all applicable fair housing and other federal, state and local laws for all programs, applicants and participants in search of housing.

Tarrant County Housing Assistance Office takes and reasonable steps to affirmatively further fair housing as delineated in the 5 year plan

b. Significant Amendment and Substantial Deviation/Modification.

Provided below is TCHAO's definition of "significant amendment" and "substantial deviation/modification."

1. Substantial Deviation from the 5 Year Plan:

- Any change to the Mission Statement
- 50% deletion from or addition to the goals and objectives as a whole; and
- 50% or more decrease in the quantifiable measurement of any individual goal or objective.

2. Significant Amendment or Modification to the Annual Plan:

- Any increase or decrease over 50% in funds or Financial Resources;
- Any change in a policy or procedure that requires a regulatory 30 day posting;
- Any submission to HUD that requires a separate notification to residents, such as HOPE VI, Public Housing Conversion, Demolition/Disposition, Designated Housing or Homeownership programs; and
- Any change inconsistent with the local, approved Consolidated Plan, in the discretion of the Director of TCHAO.

**RESIDENT ADVISORY BOARD MEETING
Tarrant County Housing Assistance Office
Program Participants
Saturday, April 17, 2010
2300 Circle Drive, Auditorium
Fort Worth, TX 76119**

*Chaired by Priscilla Aikens
Assistant Director
Tarrant County Housing*

The meeting was opened by Ms. Aikens at about 9:00 AM in Resource Connection Building 2300, Auditorium.

Everyone was asked to sign-in upon entering and the "Sign-In" sheets attached reflect that there at least 59 program participants in attendance.

Ms. Aikens announced that the purpose of this annual meeting is to allow the Resident Advisory Board (comprised of FSS program participants) an opportunity to provide feedback and comments on the 2010 Annual Agency Plan.

She provided a PowerPoint presentation to the participants about what a PHA Plan is and their role and responsibility regarding the Annual Plan.

The presentation also included why these meetings are held, the PHA Plan process, cycle, and timelines for reporting this information to HUD. Also explained was the difference between a calendar year, fiscal year, the Fiscal year for Tarrant County Housing, and how we determine the due date for filing the Plan with HUD.

Participants were advised that TCHAO values the input and feedback of program participants into the plans and planning of TCHAO matters. All were invited and encouraged to feel free to ask questions, make comments and suggestions, and to provide any ideas they might have relative to the PHA Annual Plan.

Each of the various components of the plan were discussed HUD requirements by explaining why some topics are for agencies with Public Housing and others are for agencies with a Section 8 (Housing Choice Voucher (HCV) Program) only.

An explanation was provided regarding the portion of the document that was applicable to Tarrant County Housing, and what the parts mean that are exempt or not applicable to Tarrant County Housing and why.

Ms. Aikens notified everyone of their right to personally review the 5 Year and FY 2009 Annual Agency Plan and the Administrative Plan and the procedures for doing so.

An explanation was provided of what a Consolidated Plan is and it's relationship to the Annual Plan.

The difference between Housing Choice Vouchers for Homeownership and regular Housing Choice Vouchers was provided.

Violence Against Women Act (VAWA) and Disaster Plans were discussed also.

There were no complaints, however there were comments and questions related directly to the one of the five elements that were changed since last year's plan submission, namely, the change in subsidy standards that now establishes two persons to a bedroom.

Some felt that this policy change would be uncomfortable and an inconvenience when it comes to teenagers and older children. TCHAO advised that the change was made during these tight economic times in order to try to serve more people on an extraordinarily long waiting list. TCHAO also advised that it would look for ways to try to relax this policy as soon as possible, as we are aware of the unpopularity of this policy.

The FSS program and HCV homeownership programs were discussed as well as the TCHAO website, newsletter and information sharing among the participants. We advised that we hold RAB meetings at least annually and more often if/when necessary.

There being no further questions or discussion the meeting was adjourned at about 11:30 AM.