



2017 Moving-To-Work Annual Report

Portage Metropolitan Housing Authority

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Section I: Introduction- Short-Term and Long-Term MTW Goals

Portage Metropolitan Housing Authority established the following MTW goals and objectives for 2017:

1. Achieve and Maintain Excellence in Tenant-Based Housing Programs

- Four (4) households will become new homeowners through the Housing Choice Voucher Homeownership Program in 2017.

Progress and Accomplishments:

The Housing Choice Voucher Homeownership Program saw five (5) new homeowners during 2017. Two existing community partners and one new community partner provided credit-repair and homeownership counseling services to PMHA households interested in homeownership.

2. Improve Productivity and Cost Effectiveness

- Examine opportunities to improve productivity and cost effectiveness through technology.
- Examine and revise PMHA's organizational chart to maximize employee productivity.
- Recruit and staff vacant positions within a reasonable timeframe related to the nature of the position.

Progress and Accomplishments:

During 2017, PMHA continued to add new elements of electronic data management to its operation utilizing the Yardi system. PMHA explored options to more fully utilize the Yardi system, to implement the use of electronic forms and files, and to create an online portal for landlords and program participants. The exploration of these options continued into 2018.

During 2017, PMHA continued to utilize an on-line application portal, which streamlined the waiting-list process, effective in 2016. In 2017, PMHA also added programmatic forms online to its website, for program participants to access remotely.

3. Collaborate with Community Partners to Leverage Resources to Benefit Households Assisted by PMHA and Portage County

- PMHA will investigate opportunities to develop and manage permanent supportive housing.
- PMHA will investigate methods of inter-agency cooperation that will lessen barriers to assistance for applicants and participants.

Progress and Accomplishments:

Inter-agency cooperation and partnerships related to permanent supportive housing, homelessness, and related areas were maintained. However, no new opportunities were forthcoming.

PMHA remains active and visible in Portage County. Staff members serve on various community committees, advisory boards, and attend and support events which promote services that benefit the populations served.

PMHA's long-term vision for the direction of its MTW program, extending through the duration of the MTW Agreement includes:

- 1. Integrating community services that will assist non-disabled, non-elderly residents in continual economic improvement leading to either homeownership or private market housing**

Progress and Accomplishments:

As indicated, PMHA has partnered with Three (3) agencies to provide homeownership counseling to Public Housing and Section 8 households interested in becoming homeowners which resulted in five (5) new homeowners during 2017.

- 2. Providing decent, safe and affordable housing as a matter of choice among elderly and disabled residents in order to promote aging in place and improvement in quality of life.**

Progress and Accomplishments:

PMHA has eliminated minimum rent for elderly and disabled head of households. Most reside in designated units which include paid utilities and thus eliminates a utility allowance for rent calculation. The results are more household money and streamlined rent calculations.

To accomplish the long-term vision, PMHA will:

- 1. Streamline the delivery of housing through improvements in efficiency and effectiveness within its own resources offered by the Federal Government.**

Progress and Accomplishments:

As mentioned, PMHA implemented a paperless on-line application process during 2016. This process allows access to application without having to come to the PMHA office. Additionally, in 2017, PMHA added programmatic forms online to its website, for program participants to access remotely.

2. Collaborate with community partners to leverage resources and strengths to improve housing and living conditions within Portage County.

Progress and Accomplishments:

Since 2007, PMHA has received funds from the City of Kent for the implementation of the “Good Neighbor Program” for Kent public housing residents. The program offers on-site workshops by a Kent City Police Officer including how to report suspected or real criminal incidents. Additionally, Public Housing staff provides tips to ensure that residents pass housekeeping inspections. In 2017, the funds allowed for the distribution of cleaning supplies for households attending, along with school supplies for the children. In 2017, there were zero evictions among Kent public housing residents for criminal activity.

Through an ongoing partnership with Portage Area Regional Transportation Authority, in 2017 households continued to receive a reduced rate for bus passes, which assists with residents’ self-sufficiency efforts.

Additionally in 2017, PMHA hired a full-time Social Services Coordinator to assist residents with short-term case management and referrals. The Social Services Coordinator participates in five (5) partner collaborative groups, and partners with over twelve (12) area agencies that serve to meet resident needs.

3. Develop a rent system that:

- Is easier to administer and understand
- Remains affordable to low-income households
- Provides incentive to work
- Removes systemic incentives for people to remain unemployed.

Progress and Accomplishments:

During 2017, PMHA did not propose and implement any new MTW Activities. PMHA evaluated the effectiveness of its current activities throughout 2017.

PMHA consistently monitors and evaluates its rent system to ensure that its efficiency is maximized.

Section II: General Housing Authority Operating Information

Pre-formatted Table Included Below:

II.4.Report.HousingStock									
A. MTW Report: Housing Stock Information									
New Housing Choice Vouchers that were Project-Based During the Fiscal Year									
Property Name		Anticipated Number of New Vouchers to be Project-Based *		Actual Number of New Vouchers that were Project-Based		Description of Project			
Kent Transitional		10		0		Ten (10) 1-bedroom units for youth with mental illness and/or substance abuse. The application for this project was denied due to project delays.			
F&CS Ravenna Contract 6		0		4		Four (4) 1-bedroom units for disabled individuals.			
Harvest Rose		0		2		Two (2) 1-bedroom units for the elderly.			
CPS Ravenna Contract 6		0		4		Four (4) single-room occupancy (SRO) units for disabled individuals.			
CPS Kent Contract 6		0		1		One (1) 1-beroom units for disabled individuals.			
						Anticipated Total Number of Project-Based Vouchers Committed at the End of the Fiscal Year *		Anticipated Total Number of Project-Based Vouchers Leased Up or Issued to a Potential Tenant at the End of the Fiscal Year *	
		Anticipated Total Number of New Vouchers to be Project-Based *		Actual Total Number of New Vouchers that were Project-Based		183		153	
		10		11		Actual Total Number of Project-Based Vouchers Committed at the End of the Fiscal Year		Actual Total Number of Project-Based Vouchers Leased Up or Issued to a Potential Tenant at the End of the Fiscal Year	
						174		161	
* From the Plan									

General Description of Actual Capital Fund Expenditures During the Plan Year									
CFP 15 Expenditures: OH031000001 West Amp BLI 1460-Dwelling Structures - \$199,319.57, OH031000001 West Amp BLI 1450-Site Improvements - \$14,625, BLI 1430 – Fees and Costs - \$21,469.49, BLI 1492 MTW Demonstration - \$96,610.75 CFP 16 Expenditures: OH031000001 West Amp BLI 1460 – \$22,700.43, OH031000001 East Amp BLI 1460 - \$78,747.80, BLI 1475 Non Dwelling Equipment - \$12,549.43, BLI 1410 Admin Costs - \$40,794.20, BLI 1430 Fees and Costs - \$21,406.63, BLI 1492 MTW Demonstration - \$37,005.05									

Overview of Other Housing Owned and/or Managed by the PHA at Fiscal Year End		
Housing Program *	Total Units	Overview of the Program
Portage Landings	24	Market Renters and Section 8 Voucher holders
616 Virginia Avenue	1	Market Renters and Section 8 Voucher holders
PMHA Admin Building	1	Home for office and maintenance employees
Total Other Housing Owned and/or Managed	26	
If Other, please describe:		See attachment Appendix 1: Total Other Housing Owned

Section II-Overview of Other Housing Owned and/or Managed by Portage Metropolitan Housing Authority at 2014 Fiscal Year End:

Appendix I

Residential Properties:

614, 614 ½ Virginia Ave: Leased to Family and Community Services for short-term transitional housing

Commercial Properties:

219 and 223 West Main Street, Ravenna: This property is currently available for lease. One (1) lessee remains in a small office space within the property, a for-profit attorney not affiliated with PMHA except through the lease of the property.

6592 Cleveland Avenue, Ravenna: This property is known as the Opportunity Resource Center which is used by Maplewood Career Center for adult education activities.

Terrill Suites 858 ½ Cleveland Road, Ravenna: PMHA served as the Management Agent for the 65 unit property until March 31, 2017. PMHA no longer serves as the Management Agent and is no longer affiliated with this property.

II.5.Report.Leasing									
B. MTW Report: Leasing Information									
Actual Number of Households Served at the End of the Fiscal Year									
Housing Program:					Number of Households Served*				
					Planned	Actual			
Number of units that were Occupied/Lease through Local Non-Traditional MTW Funded Property-Based Assistance Programs **					0	0			
Number of units that were Occupied/Lease through Local Non-Traditional MTW Funded Tenant-Based Assistance Programs **					0	0			
Port-In Vouchers (not absorbed)					0	0			
Total Projected and Actual Households Served					0	0			
* Calculated by dividing the planned/actual number of unit months occupied/leased by 12.									
** In instances when a Local, Non-Traditional program provides a certain subsidy level but does not specify a number of units/Households Served, the PHA should estimate the number of Households served.									

Housing Program:										Unit Months Occupied/Leased****			
										Planned	Actual		
Number of Units that were Occupied/Leased through Local Non-Traditional MTW Funded Property-Based Assistance Programs ***										0	0		
Number of Units that were Occupied/Leased through Local Non-Traditional MTW Funded Tenant-Based Assistance Programs ***										0	0		
Port-In Vouchers (not absorbed)										0	0		
Total Projected and Annual Unit Months Occupied/Leased										0	0		
PMHA did not plan to serve Local Non-Traditional (LNT) MTW Funded Property-Based or Tenant-Based units. In PMHA's 2017 Annual Plan, PMHA in error stated that 8 LNT units were planned for the year. This was a typographical error.													

					Average Number of Households Served Per Month	Total Number of Households Served During the Year			
Households Served through Local Non-Traditional Services Only					0	0			

Reporting Compliance with Statutory MTW Requirements: 75% of Families Assisted are Very Low-Income								
<p>HUD will verify compliance with the statutory objective of “assuring that at least 75 percent of the families assisted by the Agency are very low-income families” is being achieved by examining public housing and Housing Choice Voucher family characteristics as submitted into the PIC or its successor system utilizing current resident data at the end of the agency's fiscal year. The PHA will provide information on local, non-traditional families provided with housing assistance at the end of the PHA fiscal year, not reported in PIC or its successor system, in the following format:</p>								
Fiscal Year:	2011	2012	2013	2014	2015	2016	2017	2018
Total Number of Local, Non-Traditional MTW Households Assisted	0	0	0	0	0	0	0	0
Number of Local, Non-Traditional MTW Households with Incomes Below 50% of Area Median Income	0	0	0	0	0	0	0	0
Percentage of Local, Non-Traditional MTW Households with Incomes Below 50% of Area Median Income	0	0	0	0	0	0	0	0

Reporting Compliance with Statutory MTW Requirements: Maintain Comparable Mix

In order to demonstrate that the statutory objective of "maintaining a comparable mix of families (by family size) are served, as would have been provided had the amounts not been used under the demonstration" is being achieved, the PHA will provide information in the following formats:

Baseline for the Mix of Family Sizes Served

Family Size:	Occupied Number of Public Housing units by Household Size when PHA Entered MTW	Utilized Number of Section 8 Vouchers by Household Size when PHA Entered MTW	Non-MTW Adjustments to the Distribution of Household Sizes *	Baseline Number of Household Sizes to be Maintained	Baseline Percentages of Family Sizes to be Maintained
1 Person	90	168	0	258	23
2 Person	69	260	0	329	29
3 Person	63	195	0	258	23
4 Person	44	121	0	165	15
5 Person	18	59	0	77	7
6+ Person	13	22	0	35	3
Totals	297	825	0	1122	100

Explanation for
Baseline Adjustments
to the Distribution of
Household Sizes
Utilized

There were zero Non-MTW Adjustments related to the Distribution of Household Sizes.

Mix of Family Sizes Served							
	1 Person	2 Person	3 Person	4 Person	5 Person	6+ Person	Totals
Baseline Percentages of Household Sizes to be Maintained **	23%	29%	23%	15%	7%	3%	100%
Number of Households Served by Family Size this Fiscal Year ***	644	304	258	158	77	48	1489
Percentages of Households Served by Household Size this Fiscal Year ****	43%	21%	17%	11%	5%	3%	100%
Percentage Change	20%	8%	6%	4%	2%	0	
Justification and Explanation for Family Size Variations of Over 5% from the Baseline Percentages	<p>In December 2015, PMHA ended its preferences for admission, with the exception being Veteran status. The Mix of Family Sizes Served is based on a first come, first served basis. As a result, the mix of family sizes served, based on date-time selection rather than multiple preferences, resulted in more 1-person households being housed. Also, Portage County has an abundance of older adult subsidized housing choices that has increased housing for this population. Housing choices for disabled individuals have also increased over the past several years. This results in a significant increase in housing 1-member households, thereby accounting for PMHA's mix of family sizes served to reflect an increase in 1-person families.</p>						

Description of any Issues Related to Leasing of Public Housing, Housing Choice Vouchers or Local, Non-Traditional Units and Solutions at Fiscal Year End	
Housing Program	Description of Leasing Issues and Solutions
Public Housing	No leasing issues
Section 8 Voucher	No leasing issues
Local Non-Traditional Voucher	No leasing issues

Number of Households Transitioned To Self-Sufficiency by Fiscal Year End		
Activity Name/#	Number of Households Transitioned *	Agency Definition of Self Sufficiency
PH Households w/Wages	142	Households With Wage Income
Section 8 Households w/Wages	700	Households With Wage Income
Section 8 Family Self-Sufficiency Program	22	Section 8 FSS Participation
Homeownership Program	38	Homeownership Prog. Participants
Households Duplicated Across Activities/Definitions	51	* The number provided here should match the outcome reported where metric SS #8 is used.
ANNUAL TOTAL NUMBER OF HOUSEHOLDS TRANSITIONED TO SELF SUFFICIENCY	851	

II.6.Report.Leasing				
C. MTW Report: Wait List Information				
Wait List Information at Fiscal Year End				
Housing Program(s) *	Wait List Type **	Number of Households on Wait List	Wait List Open, Partially Open or Closed ***	Was the Wait List Opened During the Fiscal Year
Federal MTW Public Housing Units	Community-Wide	1863	Open	Yes
Federal MTW Housing Choice Voucher Program	Community-Wide	990	Closed	No

Public Housing: Am Ind=0.5%; Asian=0.4%; Black=43.6%; Multiple=4.7%; Nat.HI=0.4%; Unknown=0.8%; White=49.6%
Section8: Am Ind=0.4%; Asian=0.1%; Black=52.4%; Multiple=4.2%; Nat.HI=0.3%; Unknown=1.1%; White=41.5%

If Local, Non-Traditional Program, please describe:
PMHA has zero Local Non-Traditional Housing Programs

If Other Wait List Type, please describe:

Mod Rehab: Am Ind=0.3%; Asian=0.3%; Black=50.3%; Multiple=4.6%; Nat.HI=0.3%; Unknown=0.6%; White=43.6%

PMHA also operates a HUD-VASH voucher program in conjunction with the Veterans Administration. This program does not have a waiting list, but receives referrals from the VA as they arrive from the VA's "Interest List".

If there are any changes to the organizational structure of the wait list or policy changes regarding the wait list, provide a narrative detailing these changes.

As of December 2015, applications are processed on a first come, first serve basis. The end of the preAs of December 2015, applications are processed on a first come, first serve basis. The exception is a Veteran preference. The end of the preference for 20 hours per week employment has resulted in a decrease of wage earners and an increase in zero-income households. PMHA engages staff, community partners and residents to review current MTW features and promote self-sufficiency among households.

Section III: Proposed MTW Activities

All proposed activities which were granted HUD approval are reported in Section IV as "Approved MTW Activities".

Section IV: Approved MTW Activities: HUD approval previously granted

A. Implemented Activities

HOUSING CHOICE VOUCHER PROGRAM

HCV-1 Restrict portability moves out of Portage County for the Housing Choice Voucher Program:

PMHA will approve portability only to housing authorities who absorb the incoming family, or administer Fair Market Rents at or below the amounts applicable to Portage County. This restriction does not apply to portability moves out of Portage County that are justified under laws and regulations applicable to reasonable accommodations for disability and to federal Violence-Against-Women Act provision.

Plan Year: 2009. Implementation: 2010.

<i>CE#1: Agency Cost Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$300 per household	\$150 per household	2 households \$289	Cost savings per household decreased to less than \$145 per household- Benchmark was exceeded

<i>CE#2: Staff Time Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceed the benchmark
	6 hours per household	2 hours per household	2 hours per household	Benchmark met

Description of detailed information on its impact: This activity is a part of the “port-out” process for Housing Choice Voucher participants who are seeking to move to communities where payment standards exceed those of PMHA as a means of reducing impact on budget resources caused by portability moves outside of Ohio to high-rent communities where the receiving Housing Authority may not absorb the in-coming participant

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: This activity is on scheduled and benchmarks have traditionally been met or exceeded.

For rent reform activities, describe the number and results of any hardship requests: Not applicable

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identify potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: Not applicable

HCV-2 MTW Homeownership Voucher Program

MTW Homeownership Program: PMHA will continue to expand the MTW homeownership program, which identifies families with homeownership as one of their goals, screens the family for eligibility and applies a homeownership assistance payment to participants who purchase a home under the program.

Plan Year: 1999 Implementation: 2000

This activity was amended to include households who are presently homeowners and under foreclosure to receive assistance with resolving issues with bank/mortgage company seeking foreclosure.

Plan Year: 2010 Implemented: 2010

<i>HC #6: Increase in Homeownership Opportunities</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households that purchased a home as a result of the activity (increase)	Number of households that purchased a home prior to implementation of the activity. This number may be zero.	Expected number of households that purchased a home after implementation of the activity (number)	Actual number of households that purchased a home after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	2 per year	65 households purchased homes between 2001 and 2017. In 2017, 5 households became homeowners.	Benchmarks have traditionally been met or exceeded over the course of 16 years.

HC #7: Households Assisted by Services that Increase Housing Choice				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase housing choice (increase)	Households receiving this type of service prior to implementation of the activity. This number may be zero.	Expected number of households receiving these services after implementation of the activity (number)	Actual number of households receiving these services after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	1 per year	0 household received service during 2017	Benchmark unmet for 2017. Foreclosure prevention services were not requested during 2017.

Description of detailed information on activity impact: The PMHA Housing Choice Voucher Homeownership Program has been assisting, at minimum, 20 households per year, since its implementation. Over the course of 16 years, a total of 65 households achieved homeownership. It should be noted that foreclosure prevention services that are offered are not always successful in preventing foreclosure. The most common reason for such is the failure of the homeowner to “follow through” on the recommended activities that may prevent foreclosure. However, during 2017, there were no requests for this service.

In reviewing the program and current homeownership requirements established by HUD, the PMHA homeownership program probably does not need MTW authorization to operate. However, the slight provisions under MTW provide preferences to maintain the program for Public Housing residents who wish to become homeowners. Public Housing residents with higher incomes are invited to participate in the homeownership program. If enrolled in the program, assistance is provided to obtain homeownership. Approximately 11 Public Housing residents are pursuing homeownership through the PMHA Housing Choice Voucher Homeownership program. Service received include first time homeownership education classes and credit repair services, which are first steps to the achievement of homeownership.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: This activity is on schedule.

For rent reform activities, describe the number and results of any hardship requests: Not applicable to this activity.

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable at this time.

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes were made.

HCV-3 Initial rent burden cap from 50% to 70% of adjusted monthly income

PMHA allowed HCV participants to utilize an initial rent burden of 50% as an effort to maximize housing choice and maintain a level of affordability.

Plan Year: 1999 Implemented: 2000

During 2014, PMHA implemented an increased Initial Rent Burden Cap of 70% of household's monthly income in an effort to assist in increasing housing choices for families who desire to use a greater share of income for housing.

Plan Year: 2014 Implemented: 2014

During 2017, PMHA planned to re-implement the original MTW initial rent burden cap of 50% of adjusted monthly income; however, due to programmatic delays, this feature was not re-implemented until January 1, 2018. The return to the initial 50% rent burden cap is due to the negative impact on Section 8 tenants. Difficulties with paying higher rent resulted in hardship and/or loss of housing for tenants.

<i>HC #1: Additional Units of Housing Made Available</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of new housing units made available to households at or below 80% AMI as a result of this activity	0.	Expected number of new housing units made available to households at or below 80% AMI as a result of this activity	Actual number of new housing units made available to households at or below 80% AMI as a result of this activity (number)	Outcome meets or exceed the benchmark
	0	15 new housing units or (6 per 5 months)	37 (13%) of 288 households	Benchmark met

HC #5: Increase in Resident Mobility				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Households able to move to a better unit and/or neighborhood of opportunity prior to implementation of the activity (number). This number may be zero.	Expected households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Actual increase in households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	15 households or (6 per 5 months)	37 households	Benchmark met

Description of detailed information on its impact: Households participating were willing to attempt adjustments to their family expenditures to reflect desires for housing over other wants and needs.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: The activity is on schedule, and baselines and benchmarks have been met. However, due to the negative impact on Section 8 tenants, as previously describe, PMHA returned to the initial 50% rent burden cap in 2018.

For rent reform activities, describe the number and results of any hardship requests: Not applicable

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and it possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No change was made

HCV-4 Project-Based Voucher Program to assist non-profits and developers to increase housing choices for low-income households

PMHA uses a number of waivers from the original and current HCV guidelines to assist developers to build or rehabilitate properties for the use of homeless, disabled or other families in need of supportive services.

Plan Year: 1999 Implemented: 2002 and with revision in 2009

HC #1: Additional Units of Housing Made Available				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of new housing units made available for households (homeless, disabled or others in need of social services) at or below 80% AMI as a result of the activity (increase).	Housing units of this type prior to implementation of the activity (number). This number may be zero.	Expected housing units of this type after implementation of the activity (number)	Actual housing units of this type after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	50	174	Benchmark exceeded

Description of detailed information on its impact: MTW authorizations and waivers have allowed a locally-designed program to remain responsible to potential new projects by local housing developers and foster additional purchase and rehab of existing real estate by those entities.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: Benchmark was exceeded and the activity is on schedule

For rent reform activities, describe the number and results of any hardship requests: Not applicable

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: No revisions were made

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes were made

HCV-5 Alternative Housing Quality Standards Compliance

Refer to Section D. - Closed Out Activities

HCV-6 Time Limits for Housing Choice Voucher Participants

Refer to Section D. - Closed Out Activities

HCV-7 Capped Utility Reimbursement Checks

Plan Year 2012 Approved: 2012 Refer to Section C. - Activities on Hold

HCV-8 Transitional Housing Vouchers

The Transitional Housing Voucher allows for PMHA to move a long-standing transitional housing program previously located at Renaissance Place, a Public Housing development, to a tenant-based program. This change allows for Public Housing to become more uniformly managed while offering a more flexible approach to housing formerly homeless persons for one year and offers a greater choice in housing for this population. Supportive services are provided to participating households. This activity provides a one-year voucher to families. Intensive supportive services are provided to participants, with an emphasis on employment and self-sufficiency. The voucher ends after one year and is not renewable, but participants are eligible to obtain Public Housing or a traditional Housing Choice Voucher during their time in this program.

Plan Year: 2012 Implemented: 2012

CE #4: Increase in Resources Leveraged				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (increase)	Amount leveraged prior to implementation of the activity (in dollars). This number may be zero	Expected amount leveraged after implementation of the activity (in dollars).	Actual average amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$0	\$0	\$0	Benchmark met
The Transitional Housing Program depends on a long-standing partnership with Family and Community Services to provide intensive case-management services to previously homeless households. PMHA's offering has been to provide the "shelter" needed to solidify the existence of the program. Thus, no resources were leveraged on behalf of the PMHA				

SS #5 Households Assisted by Services that Increase Self-Sufficiency				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase self-sufficiency	Households receiving self-sufficiency services prior to implementation of the activity (number)	Expected number of households receiving self-sufficiency services after implementation of the activity (number)	Actual number of households receiving self-sufficiency services after implementation of the activity (number)	Outcome meets or exceed the benchmark <i>There were zero households participating in 2017</i>
	0	1 per year	0	
The Transitional Housing Voucher program allows households to remain on program for not more than one year. Since the program became voucher based in 2012, a total of 5 previous homeless households participated.				

SS #8 Households Transitioned to Self-Sufficiency				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioned to self-sufficiency prior to implementation of the activity (number) This number may be zero	Expected households transitioned to self-sufficiency after implementation of the activity (number)	Actual households transitioned to self-sufficiency after implementation of the activity (number)	Outcome meets or exceed the benchmark <i>There were zero households participating in 2017</i>
	0	1	0	

<i>HC #7: Households Assisted by Services that Increase Housing Choice</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase housing choice (increase)	Households receiving this type of service prior to implementation of the activity (number) This number may be zero	Expected number of households receiving these services after implementation of the activity (number)	Actual number of households receiving these services after implementation of the activity (number)	Outcome meets or exceed the benchmark <i>There were zero households participating in 2017</i>
	0	1	0	

Description of detailed information on its impact: This activity allows for homeless households to secure shelter and case-management services and allows for the continuation of the transitional housing program in Portage County.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: The activity is on schedule, however, Family and Community Services was not able to accept new program families during 2017.

For rent reform activities, describe the number and results of any hardship requests: Not applicable

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and it possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: No revisions have been made

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes have been made.

HCV-9 Elimination of Deductions in Total Tenant Payment Calculations

PMHA proposes to calculate total tenant payments and base Housing Choice Voucher assistance for all households on a calculation that is 29.6% of gross monthly income and eliminate deductions and allowances for being elderly or disabled, for dependents, and for unreimbursed medical and child care expenses. The only exception to the 30% of monthly gross income would be to continue a \$50 minimum rent for households who otherwise pay less than \$50 per month.

Plan Year: 2014 Implementation: May 1, 2015

<i>CE#1: Agency Cost Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task prior to implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$527 average subsidy per unit per month	\$509 average subsidy per unit per month	\$539 average subsidy per unit per month	Benchmark unmet

<i>CE#2: Staff Time Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceed the benchmark
	5 hours or 300 minutes per household	30 minutes per household	30 minutes per household	Benchmark met

<i>CE#3: Decrease in Error Rate of Task Execution</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	90%	2% error rate	62% error rate (based on 2 months of QC reviews), due to changing of duties/positions among existing staff and hiring/training of new staff	Benchmark unmet

<i>CE#5: Increase in Agency Rental Revenue</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rent revenue in dollars	Rental revenue prior to implementation of the activity	Expected rent revenue after implementation of the activity	Actual rental revenue after implementation of the activity	Outcome meets or exceed the benchmark
	\$0	\$0	\$0	Not applicable to HCV program

<i>SS#1: Increase in Household Income</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Actual average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$9,500	\$9,800	\$13,739	Benchmark exceeded

<i>SS#2: Increase in Household Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average savings/escrow amount of households affected by this policy in dollars (increase)	Average savings/escrow amount of households affected by this policy prior to implementation of the activity (in dollars)	Expected average savings/escrow amount of households affected by this policy after implementation of the activity (in dollars)	Actual average savings/escrow amount of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$140	\$250	\$946	Benchmark met

<i>SS#3: Increase in Positive Outcomes in Employment Status</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-time	Heads(s) of households Employed Full Time prior to	Expected Heads(s) of households Employed Full Time after	Actual Heads(s) of households Employed Full Time after	Outcome meets or exceed the benchmark

	implementation of the activity (number)	implementation of the activity (number)	implementation of the activity (number)	
	319 (All HCV Households)	350	326	Benchmark unmet
Employed Full-time	Percentage of total work-able households Employed Full Time prior to implementation of the activity (percentage)	Expected percentage of total work-able households Employed Full Time after implementation of the activity (percentage)	Actual percentage of total work-able households Employed Full Time after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	22%	25%	22%	Benchmark unmet

Employed Part-time	Heads(s) of households Employed Part-Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Part-Time after implementation of the activity (number)	Actual Heads(s) of households Employed Part-Time after implementation of the activity (number)	Outcome meets or exceed the benchmark
	212	265	374	Benchmark met
Employed Part-time	Percentage of total work-able households Employed Part-Time prior to implementation of the activity (percentage)	Expected percentage of total work-able households Employed Part-Time after implementation of the activity (percentage)	Actual percentage of total work-able households Employed Part-Time after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	15%	19%	26%	Benchmark met

Enrolled in an Educational Program	Heads(s) of households enrolled in an educational program prior to implementation of the activity (number)	Expected Heads(s) of households enrolled in an educational program after implementation of the activity (number)	Actual Heads(s) of households enrolled in an educational program after implementation of the activity (number)	Outcome meets or exceed the benchmark
				PMHA does not verify education program enrollment
Enrolled in an Educational Program	Percentage of total work-able households enrolled in an educational program prior to implementation of the activity (percentage)	Expected percentage of total work-able households enrolled in an educational program after implementation of the activity (percentage)	Actual percentage of total work-able households enrolled in an educational program after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
				PMHA does not verify education program enrollment

Enrolled in a Job Training Program	Heads(s) of households enrolled in a job training program prior to implementation of the activity (number)	Expected Heads(s) of households enrolled in a job training program after implementation of the activity (number)	Actual Heads(s) of households enrolled in a job training program after implementation of the activity (number)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify enrollment in job training program
Enrolled in a job Training Program	Percentage of total work-able households enrolled in a job training program prior to implementation of the activity (percentage)	Expected percentage of total work-able households enrolled in a job training program after implementation of the activity (percentage)	Actual percentage of total work-able households enrolled in a job training program after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify enrollment in job training

Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Unemployed	Heads(s) of households unemployed prior to implementation of the activity (number)	Expected Heads(s) of households unemployed after implementation of the activity (number)	Actual Heads(s) of households unemployed after implementation of the activity (number)	Outcome meets or exceed the benchmark
	15	12	6	Benchmark met
Unemployed	Percentage of total work-able households unemployed prior to implementation of the activity (percentage)	Expected percentage of total work-able households unemployed after implementation of the activity (percentage)	Actual percentage of total work-able households unemployed after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	20%	15%	0.4%	Benchmark met

<i>SS#4: Households Removed from TANF</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving TANF assistance (decrease)	Households receiving TANF assistance prior to implementation (number)	Expected number of households receiving TANF assistance after implementation of the activity (number)	Actual households receiving TANF assistance after implementation of the activity (number)	Outcome meets or exceed the benchmark
	30	20	45	Benchmark unmet

<i>SS#5: Households Assisted by Services that Increase Self-Sufficiency</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving services aimed to increase self-sufficiency (increase)	Households receiving self-sufficiency services prior to implementation of the activity (number)	Expected number of households receiving self-sufficiency services after implementation of the activity (number)	Actual number of households receiving self-sufficiency services after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	357	751	Benchmark met

<i>SS#8: Households Transitioned to Self-Sufficiency</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioning to self-sufficiency prior to implementation of the activity (number)	Expected households transitioning to self-sufficiency after implementation of the activity (number)	Actual number of households transitioning to self-sufficiency after implementation of the activity (number)	Outcome meets or exceed the benchmark
	531	600	700	Benchmark met

Description of detailed information on its impact: The elimination of deductions streamlines the rent calculation process by reducing the need for verifications and lessening the potential for errors.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: The activity was implemented May 2015. Baseline and benchmarks were originally based on ALL HCV participants, but the implementation of biennial and triennial reviews lessened the number of re-certification impacted by this activity. Some baselines and benchmarks, such as average monthly Section 8 subsidy per unit, are based on 2014-15 analysis of costs, and will need to be reviewed to reflect higher overall rental costs; thus higher overall subsidies, since that time. All baselines, benchmarks, etc. will be reviewed and revised, as needed, during 2018. Another factor impacting this feature is the revision to the waitlist which removed a work priority for non-elderly/disabled households. As a result, applicants are housed on a first come/first serve basis. This practice appears to have resulted in housing less households with full-time wage income and lower incomes overall.

For rent reform activities, describe the number and results of any hardship requests: No hardship requests were received

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identity potential new strategies that might be more effective: Average error rate remains above 2% due to staffing changes. This is expected to improve with ongoing departmental support and staff development training.

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Baseline, benchmarks, etc. will be reviewed and revised, as needed, during 2018.

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes were made.

HCV-10 Biennial Reviews for Non-Elderly/Non-Disabled Households:

Portage Metropolitan Housing Authority would be required to conduct reviews of income at least once every 24 months as opposed to current requirements of annually. Families may continue to request interim reviews anytime. This activity would be applied to all MTW Vouchers held by households not considered “elderly” or “disabled”.

Plan Year: 2014 Implemented: August 2014

On Hold: May 2015 through April 2016 Re-Implemented: May 2016

PMHA anticipates this activity would reduce the costs of administering the program by cutting the responsibility for income re-certifications by 50% when fully implemented. Cost savings in part would be used to deal with HCV funding issues, but also to enable staff to devote time to more family self-sufficiency related efforts with the participants and away from an emphasis on paperwork.

<i>CE#1: Agency Cost Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task prior to implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$115,228	\$57,614 Decrease	\$26,901	Benchmark exceeded

<i>CE#2: Staff Time Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceed the benchmark
	8,600 hours per year	5,590 hours per year	1,965 hours	Benchmark exceeded

CE#5: Increase in Agency Rental Revenue				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rent revenue in dollars	Rental revenue prior to implementation of the activity	Expected rent revenue after implementation of the activity	Actual rental revenue after implementation of the activity	Outcome meets or exceed the benchmark
	\$0	\$0	\$0	Not applicable to HCV program

Description of detailed information on its impact: This activity was on hold from May 2015 through April 2016, in order to identify eligible households and create a uniform timetable for re-certifications. While this activity will reduce administrative costs when fully implemented, it most likely will take a full 2-year cycle to evaluate its impact. The staff time spent on self-sufficiency efforts will also need to be evaluated in terms of increasing the number of participating households with earned income and the ability to maintain such.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: This activity was implemented during the last five (5) months of 2014 and the first four (4) months of 2015. The activity was on hold for one (1) year and re-implemented in May 2016. As a result, the data expressed above is only a part of total implementation. It is expected to make an even greater impact upon completion of the first full 2-year cycle.

For rent reform activities, describe the number and results of any hardship requests: No requests for hardship were received.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identity potential new strategies that might be more effective: As noted, the achievement of benchmarks will be significant as time progresses since the impact of this activity spans a two-year cycle

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: Not applicable

HCV-11 Permit Households at \$0 HAP to Self-Certify Income

This activity would permit families who are at \$0 HAP to self-certify their income rather than be subjected to a verification process that should have no effect on housing assistance levels, thus reducing costs and staff time while achieving greater cost effectiveness in Federal expenditures.

Plan Year: 2014 Implementation: August 1, 2014

<i>CE#1: Agency Cost Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task prior to implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$3,360	\$420	\$273	Benchmark met

<i>CE#2: Staff Time Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceed the benchmark
	40 hours per year	5 hours per year	3.25 hours per year	Benchmark met

<i>CE#3: Decrease in Error Rate of Task Execution</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	1% estimated	0%	0%	Benchmark met

<i>CE#5: Increase in Agency Rental Revenue</i>

Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rent revenue in dollars	Rental revenue prior to implementation of the activity	Expected rent revenue after implementation of the activity	Actual rental revenue after implementation of the activity	Outcome meets or exceed the benchmark
	\$0	\$0	\$0	Note: HCV program does not impact agency rental revenues. Thus, this activity is not expected to alter agency rental revenue

Description of detailed information on its impact: This activity eliminates the income verification process for this population without negative impact on overall program operations. Note: HCV-13, implemented 2014, extended the \$0 HAP Period to 12 months (previously the period was 6 months).

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: The activity is on schedule. Benchmarks were met.

For rent reform activities, describe the number and results of any hardship requests: No requests for hardship were received.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and it possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: No revisions were made

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes were made

HCV-12 Use Lesser of Actual Unit Size or Unit Size of Voucher Issued for Utility Allowances

Plan Year: 2014 Refer to Section D. - Closed-Out Activities

HCV-13 Extend the \$0 HAP Period to 12 Months

PMHA proposes to extend the period of time a family may be considered a Housing Choice Voucher participant household from the current six months to up to 12 months.

Plan Year: 2014 Implemented: August 2014

The impact of this activity asserts that some families either are reluctant to attain \$0 HAP status or when notified that they are at \$0 HAP, they take measures that reduce their income so as to begin receiving HAP assistance again. By increasing the period allowed for \$0 HAP, PMHA expects to see more families achieve \$0 HAP and to exit the program at \$0 HAP rather than to return to HAP payment status. For those who achieve \$0 HAP status through employment, the extended period allows a safety net to the household as they adjust to paying market rents without assistance and stabilize themselves in their new employment situation.

<i>SS#1: Increase in Household Income</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Actual average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Outcome meets or exceed the benchmark Note: This activity is not expected to affect household income
	\$30,000	\$30,000	\$28,128	Benchmark unmet

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-time	Heads(s) of households Employed Full Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Full Time after implementation of the activity (number)	Actual Heads(s) of households Employed Full Time after implementation of the activity (number)	Outcome meets or exceed the benchmark
	12	11	10	Benchmark unmet
Employed Full-time	Percentage of work-able households Employed Full Time prior to implementation of the activity (percentage)	Expected percentage of work-able households Employed Full Time after implementation of the activity (percentage)	Actual percentage of total work-abled households Employed Full Time after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	100%	92%	91%	Benchmark unmet

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Part-time	Heads(s) of households Employed Part-Time prior to implementation of the activity (number)	Expected Heads(s) of households Employed Part-Time after implementation of the activity (number)	Actual Heads(s) of households Employed Part-Time after implementation of the activity (number)	Outcome meets or exceed the benchmark
	1	1	1	Benchmark met
Employed Part-time	Percentage of work-able households Employed Part-Time prior to implementation of the activity (percentage)	Expected percentage of work-able households Employed Part-Time after implementation of the activity (percentage)	Actual percentage of total work-abled households Employed Part-Time after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	8%	8%	9%	Benchmark met

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in an Educational Program	Heads(s) of households enrolled in an educational program prior to implementation of the activity (number)	Expected Heads(s) of households enrolled in an educational program after implementation of the activity (number)	Actual Heads(s) of households enrolled in an educational program after implementation of the activity (number)	Outcome meets or exceed the benchmark
	Not Applicable			PMHA does not verify education program enrollment
Enrolled in an Educational Program	Percentage of work-able households Enrolled in an Educational Program prior to implementation of the activity (percentage)	Expected percentage of work-able households Enrolled in an Educational Program after implementation of the activity (percentage)	Actual percentage of total work-abled households Enrolled in an Educational Program after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
				PMHA does not verify education program enrollment

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in a Job Training Program	Heads(s) of households enrolled in a job training program prior to implementation of the activity (number)	Expected Heads(s) of households enrolled in a job training program after implementation of the activity (number)	Actual Heads(s) of households enrolled in a job training program after implementation of the activity (number)	Outcome meets or exceed the benchmark
				PMHA does not verify enrollment in job training programs
Enrolled in a Job Training Program	Percentage of work-able households Enrolled in a job training program prior to implementation of the activity (percentage)	Expected percentage of work-able households Enrolled in a job training program after implementation of the activity (percentage)	Actual percentage of total work-abled households Enrolled in a job training program after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	N/A	N/A	N/A	PMHA does not verify enrollment in job training programs

Unemployed	Heads(s) of households unemployed prior to implementation of the activity (number)	Expected Heads(s) of households unemployed after implementation of the activity (number)	Actual Heads(s) of households unemployed after implementation of the activity (number)	Outcome meets or exceed the benchmark
	0	0	0	Benchmark met
Unemployed	Heads(s) of households unemployed prior to implementation of the activity (percentage)	Expected Heads(s) of households unemployed after implementation of the activity (percentage)	Actual Heads(s) of households unemployed after implementation of the activity (percentage)	Outcome meets or exceed the benchmark
	0%	0%	0%	Benchmark met

SS#4: Households Removed from Temporary Assistance for Needy Families				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving TANF assistance (decrease)	Households receiving TANF prior to implementation of the activity (number)	Expected number of households receiving TANF after implementation of the activity (number)	Actual households receiving TANF after implementation of the activity (number)	Outcome meets or exceed the benchmark
	5	2	0	Benchmark met

SS#6: Reducing Per Unit Subsidy Costs for Participating Households				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of Section 8 and/or 9 subsidy per household affected by this policy in dollars (decrease)	Average subsidy per household affected by this policy prior to implementation of the activity (in dollars)	Expected average subsidy per household affected by this policy after implementation of the activity (in dollars)	Actual average subsidy per household affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$0	\$0	\$0	Note: Households participating do not receive subsidy.

SS#7: Increase in Agency Rental Revenue				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
PHA rental revenue in dollars (increase)	PHA rental revenue prior to implementation of the activity (in dollars)	Expected PHA rental revenue after implementation of the activity (in dollars)	Actual PHA rental revenue after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$0	\$0	\$0	Benchmark met

SS#8: Households Transitioned to Self-Sufficiency				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioned to self-sufficiency	Expected households transitioned to self-sufficiency	Actual households transitioned to self-sufficiency	Outcome meets or exceed the benchmark
12	12	12	11	Benchmark unmet

Description of detailed information on its impact: Zero HAP households remain on the program an additional six month or for a total of 12 months. This additional time provides a safety net to continue working and build confidence in the ability to remain employed and maintain housing without subsidy

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: The activity is on schedule and outcomes may not compare to current baselines and benchmarks. Two events impact this MTW feature. First, after 12 months at 0 HAP, households are no longer eligible for Section 8 subsidies. Secondly, the removal of Waiting List preferences for Portage County Residency and engaging in a minimum of 20 hours per week employment has resulted in new program participants leaving their employment in a former counties when accepting PMHA housing, and persons entering PMHA housing that are not currently employed. This has resulted in households with lower incomes thus meaning less households overall are eligible for \$0 HAP Period to 12 Months.

For rent reform activities, describe the number and results of any hardship requests: No hardship requests were received

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and it possible, identity potential new strategies that might be more effective: Several Zero HAP households have more than one income source, thus wage income alone is not always the reason a household becomes Zero HAP. Many households have income combinations that include wages, child support, pensions, and/or Social Security income for one or more household member. It may be beneficial to look not only at a household's wage income, but also at multiple-income source households, when evaluating effectiveness of this policy. Benchmarks will be reviewed during 2018 to reflect the number of households participating in this activity and income sources for these households.

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes were made

HCV-14 Permit Decreases in Payment Standards at Next Scheduled Verification

Plan Year: 2014 Refer to Section B - Not Yet Implemented Activities

HCV-15 Change the Allocation of Interest Earned for the Housing Choice Voucher Family Self-Sufficiency Program

PMHA will no longer apply escrow credits for interest earned on funds deposited for the Housing Choice Voucher Family Self-Sufficiency Program. These funds will be made available for ongoing HAP needs for the Housing Choice Voucher Program as a whole. PMHA expects that the impact of this activity will provide minimal additional revenue (\$200) to the Housing Choice Voucher funds. Staff savings of approximately 12 hours per year will result.

Plan Year: 2014 Implemented: 2015

CE#1: Agency Cost Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task prior to implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceed the benchmark
	\$700 Annually	\$0	\$0	Benchmark met

CE#2: Staff Time Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity (in dollars)	Expected amount of total staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceed the benchmark
	12 Annually	0	0	Benchmark met

Description of detailed information on its impact: This activity eliminates interest on HCV FSS escrow credits, with minimal negative impact on FSS participants, while saving staff time and providing minimal agency cost savings.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: The activity is on schedule and outcomes are as expected

For rent reform activities, describe the number and results of any hardship requests: No hardship requests were received

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes were made.

PUBLIC HOUSING PROGRAM

PH-1 Escalating Minimum Rent

Refer to Section D. - Closed Out Activities

PH-2 Maximum Rent

Maximum Rent allows for rents set at less than 30% of adjusted income. Maximum rents are \$465 per month for 1 and 2 bedroom units, and \$490 per month for 3 and 4 bedroom units, regardless of income. Income re-verifications are biennially for these households. Households will have no time limit for ceiling rents.

Plan Year: 2009 Implemented: 2009

<i>SS#1: Increase in Household Income</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Actual average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Average earned income increased since initial implementation.
	\$0	\$25,000	\$25,519	Benchmark met

SS#4: Households Removed from Temporary Assistance for Needy Families (TANF)				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving TANF assistance (decrease)	Households receiving TANF prior to implementation of the activity (number)	Expected number of households receiving TANF after implementation of the activity (number)	Actual households receiving TANF after implementation of the activity (number)	The number of households receiving TANF decreased by 73% when comparing 2008 and 2017 data
	22	10	6	Benchmark met

SS#7: Increase in Agency Rent Revenue				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
PHA rental revenue in dollars (increase)	PHA rental revenue prior to implementation of the activity (in dollars)	Expected PHA rental revenue after implementation of the activity (in dollars)	Actual PHA rental revenue after implementation of the activity (in dollars)	Rent revenue increased by at least \$4,000 per month since implementation
	\$33,899 per month (2008)	\$4,000/month increase per year	\$53,517 (2017)	Benchmark met

SS#8: Households Transitioned to Self-Sufficiency				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioned to self-sufficiency prior to implementation of the activity (number)	Expected households transitioned to self-sufficiency after implementation of the activity (number)	Actual households transitioned to self-sufficiency after implementation of the activity (number)	Benchmark was exceeded during 2017
	0	27	12	Benchmark unmet

Description of detailed information on its impact: The Maximum Rent feature offers rent relief to households who attain better employment and/or increase their income, capping their rents at levels designed to encourage long-term residents, resident asset accumulation, and provide greater stability to PMHA Public Housing developments.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: Historically, benchmarks have been achieved when compared to baselines and the activity is considered to be on schedule.

This activity demonstrates a minimal impact on self-sufficiency when reviewing relevant metric data. This may be due to the fact that family households are fluid, moving to and

from public housing throughout the year. Typically, families leaving public housing are higher-income households with more earned income than families moving to public housing. Thus, the transition to self-sufficiency appears to be minimal.

Additionally, the implementation of biennial recertifications, coupled with the policy on changes in employment income resulting in an increase in annual income of any amount not being processed until the next annual recertification, have lessened the number households impacted by this activity. Another factor impacting this feature is the revision to the waitlist which removed a work priority for non-elderly/disabled households. As a result, applicants are housed on a first come/first serve basis. This practice appears to have resulted in housing households with lower incomes overall, thus fewer households are paying the ceiling rents.

Baseline, benchmarks, etc. will be reviewed and revised, as needed, during 2018.

For rent reform activities, describe the number and results of any hardship requests: There were no hardship requests since the implementation of this activity.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identify potential new strategies that might be more effective: Not Applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: No revisions have been made

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: Data collection has traditionally been the Rent Calculation Summaries for all Public Housing Residents.

PH-3 Elderly and Disabled Rent Re-certifications Biennially

Plan Year: 1999 Implemented: 1999 Refer to Section D. - Closed-Out Activities

This activity was changed in Plan Year 2014 to Re-Certification of Elderly and Disabled to Every Three Years for both Public Housing residents and Section 8 Tenants.

PH-4 Change in Employment Income

Change in employment income resulting in an increase in annual income of any amount is not processed until the next annual re-certification. However, residents are expected to report changes.

Plan Year: 2008 Implemented: January 2012

CE #1: Agency Cost Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	Number of residents with income increases or decreases of \$1,000 or less in annual income 57 residents x 3 hours x \$16.04 (current hourly rate)= \$2,743	57 residents x 1 hour x \$16.04 (current hourly rate)= \$914	2017- 57 residents x 1 hour x \$16.04 (current hourly rate)=\$914	Benchmark met

CE #2: Staff Time Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	57 residents x 3 hours= 171 hours	57 residents x 1 hour= 57 hours	2017- 57 residents x 1 hour= 57 hours	Benchmark met

CE #3: Decrease in Error Rate of Task Execution				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	3%	0%	Greater than 2% due to changing of duties & positions among staff	Benchmark unmet

CE#5: Increase in Agency Rent Revenue				
Unit of Measurement	Baseline	Benchmark	Outcomes	Benchmark Achieved?
Rent revenue in dollars (increase)	Rent revenue prior to implementation of the activity (in dollars)	Expected rent revenue after implementation of the activity (in dollars)	Actual rent revenue after implementation of the activity (dollars)	Outcome meets or exceeds the benchmark
	\$36,865 (December)	\$35,000 monthly rent (December)	2017- \$36,090* monthly rent (December) *Excludes Elderly	Benchmark met

SS#1: Increase in Household Income				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Actual average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$14,683 (average wage income 2011)	\$20,000	\$20,919	Benchmark met

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-Time	Head(s) of Households Employed Full-Time prior to implementation of the activity (number)	Expected head(s) of Households Employed Full-Time after implementation of the activity (number)	Actual Head(s) of Households Employed Full-Time after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	72	72	2017- 87 Employed Full-Time	The number of households employed full time increased when compared to both the baseline and benchmark
Employed Full-Time	Head(s) of Households Employed Full-Time prior to implementation of the activity (percentage)	Expected head(s) of Households Employed Full-Time after implementation of the activity (percentage)	Actual Head(s) of Households Employed Full-Time after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	60%	60%	61%	Benchmark met

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Part-Time	Head(s) of Households Employed Part-Time prior to implementation of the activity (number)	Expected head(s) of Households Employed Part-Time after implementation of the activity (number)	Actual Head(s) of Households Employed Part-Time after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	48	48	2017- 55 Employed Part-Time	The number of households employed part-time increased when compared to both baseline and benchmark
Employed Part-Time	Head(s) of Households Employed Part-Time prior to implementation of the activity (percentage)	Expected head(s) of Households Employed Part-Time after implementation of the activity (percentage)	Actual Head(s) of Households Employed Part-Time after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
Percentage	40%	40%	39%	Benchmark unmet due to larger population of households FT employed rather than PT employed

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in an Education Program	Head(s) Households of Enrolled in an Education Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in an Education Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in an Education Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
			Information is not available and is not related to current MTW activities	PH does not document enrollment in an education program
Enrolled in an Education Program	Head(s) Households of Enrolled in an Education Program prior to implementation of the activity (percentage)	Expected head(s) of Households Enrolled in an Education Program after implementation of the activity (percentage)	Actual Head(s) of Households Enrolled in an Education Program after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
			Information is not available and is not related to current MTW activities	PH does not document enrollment in an education program

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in a Job Training Program	Head(s) of Households Enrolled in a Job Training Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
			Information is not available	PH does not document enrollment in a job training program
Enrolled in a Job Training Program	Head(s) of Households Enrolled in a Job Training Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
			Information is not available	PH does not document enrollment in a job training program

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Unemployed	Head(s) of Households unemployed prior to implementation of the activity (number)	Expected head(s) of Households unemployed after implementation of the activity (number)	Actual Head(s) of Households unemployed after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	103	97	71	Benchmark met
Unemployed	Head(s) of Households unemployed prior to implementation of the activity (percentage)	Expected head(s) of Households unemployed after implementation of the activity (percentage)	Actual Head(s) of Households unemployed after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	47%	40%	26%	Benchmark met

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Other	Head(s) Households in other category prior to implementation of the activity (number)	Expected head(s) of Households in other category after implementation of the activity (number)	Actual Head(s) of Households in other category after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	0	0	Benchmark Met
Other	Head(s) Households in other category prior to implementation of the activity (percentage)	Expected head(s) of Households in other category after implementation of the activity (percentage)	Actual Head(s) of Households in other category after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	0%	0%	0%	Benchmark Met

SS#4: Households Removed from Temporary Assistance for Needy Families (TANF)				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households receiving TANF assistance (decrease)	Households receiving TANF prior to implementation of the activity (number)	Expected number of households receiving TANF after implementation of the activity (number)	Actual households receiving TANF after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	11	9	5	Benchmark met

SS#8: Households Transitioned to Self-Sufficiency				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households transitioned to self-sufficiency (increase)	Households transitioned to self-sufficiency prior to implementation of the activity (number)	Expected households transitioned to self-sufficiency after implementation of the activity (number)	Actual households transitioned to self-sufficiency after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	110	120	142	Benchmark met

Description of detailed information on its impact: Not processing earned income increases until the next annual re-certification results in the savings of staff time spent on securing and processing verifications. This activity also eliminates time and costs associated with resident/staff meetings. In short, this activity reduces typical time spent on such re-certifications by a minimum two-thirds, based on the assumption of **one**

earned-income increase per household per year. No negative impact was indicated on monthly rent revenues.

This activity demonstrates a minimal impact on self-sufficiency when reviewing relevant metric data. This may be due to the fact that family households move to and from public housing throughout the year. Typically, families leaving public housing are higher-income households with earned income than families moving to public housing. Thus, the increase in full-time employment appears to be minimal.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: Historically, baselines and benchmarks have been met and the activity is on schedule. Average error rate remains above 2% due to staffing changes.

For rent reform activities, describe the number and results of any hardship requests: No hardship requests were made.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identity potential new strategies that might be more effective: Average error rate was above 2% due to staffing changes. This is expected to improve with ongoing departmental support and staff development training.

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes were made

PH-5 Rent Adjustment for Income Decreases

Decreases in income resulting in less than \$1,000, or lasting less than 30 days, will not be processed until the next annual re-certification.

Plan Year: 2009 Implemented: 2009

This rent reform activity is seldom used. However, whenever a household experiences an income decrease less than \$1,000, the time to process the decrease is costly to the PMHA and has minimal impact on the household when the income decrease lasts less than 30 days. On many occasions, households locate new employment or other sources of income within 30 days. Thus, the PMHA views this activity as being effective as a cost-savings feature. This activity does not give incentives to households to achieve self-sufficiency.

CE #1: Agency Cost Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	3 hours x \$16.04-current hourly rate per 13 recertification=\$626	0 residents x 13 hours x \$16.04-current hourly rate =\$0	0 residents x 13 hours x \$16.04-current hourly rate =\$0	This activity has proven to be effective as a cost-savings measure

CE #2: Staff Time Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	3 hours per re-certification x 13 residents=39 hours	0 hours	0 residents hours	This activity has been proven effective as a staff time-savings measure

CE #3: Decrease in Error Rate of Task Execution				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	3%	0%	0%	Benchmark met

Description of detailed information on its impact: The rent process was simplified and is effective as an agency cost-savings feature.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: The PMHA feels that is activity is beneficial to ward off having to process

rent changes lasting less than 30 days or income changes less than \$1,000. Thus, no changes to baselines or benchmarks are indicated. The activity is on schedule.

For rent reform activities, describe the number and results of any hardship requests: There were no hardship requests since the implementation of this activity.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: Not applicable

PH-6 Overall Percentage of Income Amounts for Rent Calculations

The percentage of earned income would be set at 26% of income in an effort to promote work activity and offset the elimination of the allowance for non-reimbursed childcare expenses.

Plan Year: 2012 Implemented: April 1, 2012

PMHA evaluates this feature to ensure affordability on a quarterly basis. To date, households with wage incomes are experiencing gains in average annual income, which is an indication that impacts are being met.

<i>CE #1: Agency Cost Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$2,210	\$2,204 (113 households x 1.5 hours x \$13.00 or current hourly rate)	2017- (142 households x 1.5 hours x \$16.04) \$3,417	Benchmark unmet due to larger population of households

SS #1: Increase in Household Income				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average earned income of households affected by this policy in dollars (increase)	Average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Expected average earned income of households affected by this policy prior to implementation of the activity (in dollars)	Actual average earned income of households affected by this policy prior to implementation (in dollars)	Outcome meets or exceeds the benchmark
	\$14,000	\$15,000	2017- \$18,903	Earned income of households has increased annually since implementation of this activity

SS #2: Increase in Household Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of savings of households affected by this policy in dollars (increase)	Average savings amount of households affected by this policy prior to implementation of the activity (in dollars)	Expected average savings amount of households affected by this policy prior to implementation of the activity (in dollars)	Actual average savings amount of households affected by this policy prior to implementation (in dollars)	Outcome meets or exceeds the benchmark
	\$0	\$200	\$798	Benchmark met

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Full-Time	Head(s) of Households Employed Full-Time prior to implementation of the activity (number)	Expected head(s) of Households Employed Full-Time after implementation of the activity (number)	Actual Head(s) of Households Employed Full-Time after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	72	72	2017- 87	The number of households employed full time increased when compared to both the baseline and benchmark
Employed Full-Time	Head(s) of Households Employed Full-Time prior to implementation of the activity (percentage)	Expected head(s) of Households Employed Full-Time after implementation of the activity (percentage)	Actual Head(s) of Households Employed Full-Time after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	60%	60%	61%	Benchmark met

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Employed Part-Time	Head(s) of Households Employed Part-Time prior to implementation of the activity (number)	Expected head(s) of Households Employed Part-Time after implementation of the activity (number)	Actual Head(s) of Households Employed Part-Time after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	48	48	2017- 55	Benchmark met
Employed Part-Time	Head(s) of Households Employed Part-Time prior to implementation of the activity (percentage)	Expected head(s) of Households Employed Part-Time after implementation of the activity (percentage)	Actual Head(s) of Households Employed Part-Time after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	40%	40%	39%	Benchmark met

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in an Education Program	Head(s) Households of Enrolled in an Education Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in an Education Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in an Education Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
			Information is not available and is not related to current MTW activities	PH does not document enrollment in an education program
Enrolled in an Education Program	Head(s) Households of Enrolled in an Education Program prior to implementation of the activity (percentage)	Expected head(s) of Households Enrolled in an Education Program after implementation of the activity (percentage)	Actual Head(s) of Households Enrolled in an Education Program after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
			Information is not available and is not related to current MTW activities	PH does not document enrollment in an education program

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Enrolled in a Job Training Program*	Head(s) of Households Enrolled in a Job Training Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	1	1	0	Benchmark not met
Enrolled in a Job Training Program*	Head(s) of Households Enrolled in a Job Training Program prior to implementation of the activity (number)	Expected head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Actual Head(s) of Households Enrolled in a Job Training Program after implementation of the activity (number)	Outcome meets or exceeds the benchmark
Percentage	100%	100%	0%	Benchmark not met

**Note: PH tracks this information related to residents participating in Section 3, however no residents participated in 2017.*

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Unemployed	Head(s) of Households unemployed prior to implementation of the activity (number)	Expected head(s) of Households unemployed after implementation of the activity (number)	Actual Head(s) of Households unemployed after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	103	97	71	Benchmark met
Unemployed	Head(s) of Households unemployed prior to implementation of the activity (number)	Expected head(s) of Households unemployed after implementation of the activity (number)	Actual Head(s) of Households unemployed after implementation of the activity (number)	Outcome meets or exceeds the benchmark
Percentage	47%	40%	26%	Benchmark met

SS#3: Increase in Positive Outcomes in Employment Status				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Other*	Head(s) Households in other category prior to implementation of the activity (number)	Expected head(s) of Households in other category after implementation of the activity (number)	Actual Head(s) of Households in other category after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	0	0	0	Benchmark Met
Other*	Head(s) Households in other category prior to implementation of the activity (percentage)	Expected head(s) of Households in other category after implementation of the activity (percentage)	Actual Head(s) of Households in other category after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	0%	0%	0%	Benchmark Met

**Note: PH had no households in the “other” category during 2017.*

Description of detailed information on its impact: The rent process was simplified, and the number of employed households has steadily increased.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: Baselines and benchmarks have been met, and the activity is on schedule. This activity has proven to be cost effective by reducing the need for verifications and thus, saving staff time. Minimal increases are seen within the self-sufficiency metrics

however, this may be due to the fluid nature of public housing. Families typically leave public housing with higher incomes than those households moving to public housing.

For rent reform activities, describe the number and results of any hardship requests: There have been no hardship requests.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and it possible, identity potential new strategies that might be more effective: PMHA considers this activity to have a significant effect on cost effectiveness and will continue with implementation.

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: No revisions were made.

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes were made.

PH-7 Eliminate Allowance for Non-Reimbursed Childcare Expenses and Replace with 4% Overall percentage of earned income

Allowances for non-reimbursed child care expenses were eliminated from rent calculations in part of an overall rent reform that reduced the percentage of income counted towards rent for households with earned income. The purpose of this feature is to simplify rent calculations for transparency shared by both residents and PHA staff, as well as reducing administrative burden relating to documentation.

Plan Year: 2012 Implemented: April 1, 2012

Description of detailed information on its impact: This activity is intertwined as part of PH-6 Overall Percentage of Income Amounts for Rent Calculations described above. Thus, metrics and detailed information on its impact are also available in PH-6.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: Refer to PH-6

For rent reform activities, describe the number and results of any hardship requests: No hardship requests were received.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and it possible, identity potential new strategies that might be more effective: Refer to PH-6

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Refer to PH-6

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: Data collection methodology has changes since the Allowance for Non-Reimbursed Childcare Expenses have been eliminated. Thus, this data is not used for current rent calculations. In lieu of including this data, and as outlined in PH-6-An overall percentage, or 26% of income is used for rent calculations.

PH-8 Deduction for Elderly or Disabled Adults

Refer to Section D. - Closed-Out Activities

Plan Year: 2009

PH-9 Providing Transitional Housing

Refer to Section D. - Closed Out Activities

Plan Year: 1999

PH-10 PMHA to Operate Two Group Home as Public Housing

Plan Year: 2009 Implemented as a MTW Activity: 2009

1. **Walnut House**, located in Ravenna, houses persons with severe mental illnesses in partnership with Coleman Professional Services. This property has 13 units of housing, but PMHA uses one of the 13 units as space for supportive services activities.
2. **Washington Group Home**, located in Ravenna Township, has a capacity for 8 individuals to reside in a supportive, group home environment. PMHA has entered into a partnership with Family and Community Services to lease the building for the purposes of providing housing and services to men who are addressing alcohol and drug addiction issues. The program has flourished and is well-received in the community. These comprehensive services will facilitate a successful transition back to community living. This project was finalized during the first half of 2013. Residents will not be entered in PIC due to the nature of the specific population served. Family and Community Services screens and selects eligible candidates for this program known as ROOT. Thus, Standard HUD Metrics do not apply.

PH-11 Deduction for Absent Child

Refer to Section D. - Closed out Activities.

PH-12 Cap on Dependent Child Deduction

The Public Housing Program will continue to give a \$480 allowance for each family member (other than the head or spouse), who is disabled or a minor, and for family members who are 18 and older who are full-time students or who are disabled. This allowance is not to exceed \$960, except that current residents (as of April 23, 1999) are entitled to an allowance of \$480 for each family member who is a minor and for family members who were 18 and older and full-time students or who are disabled as of June 1, 2000.

Plan Year: 1999

Implemented: 2000

Plan Year: 2014: This activity originally related to both Public Housing and Housing Choice Voucher Programs. However, due to a revision of rent reform activities for the HCV program in 2014, this activity was no longer relative to the HCV program.

CR #4: Increase in Resources Leveraged				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (Increase)	Amount leveraged prior to implementation of the activity (in dollars)	Expected amount leveraged after implementation of the activity (in dollars)	Actual amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$18,240	\$18,000 (varying on the composition of families at any one time)	2017- 47 households with 63 children x \$480= \$30,240	Benchmark exceeded

Description of detailed information on its impact: The statutory objective is to reduce cost and achieve greater cost effectiveness in federal expenditures. The impact of this activity is that rental revenue will increase as compared to the traditional HUD system of treatment of dependent child deductions.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: This activity is on schedule and continues to meet or exceed baselines and benchmarks.

For rent reform activities, describe the number and results of any hardship requests: There is no recognition of hardship for this policy. Families with larger sized families will retain all rights to be housed in units appropriate for their family size.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and it possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: No revisions were made

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected:
 Authorization is necessary under MTW as there is no provision for capping dependent deductions within current law or regulation.

PH-13 Residents paying ceiling rents may self-certify income

Residents paying ceiling rents are allowed to self-certify their income for the purposes of the re-verification process. Such families pay the same rental amount regardless of income increases. This activity results in reducing costs by saving staff time devoted to income verification and also achieves greater cost effectiveness in federal expenditures.

Plan Year: 2015 Implemented: 2016

<i>CE #1: Agency Cost Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	3 hours x \$16.04-current hourly rate per each recertification= \$16.04 x 36 residents = \$1,732	36 residents x 0 hours x \$16.04-current hourly rate =\$0	12 residents x 3 hours x \$16.04-current hourly rate =\$0	This activity has proven to be effective as a cost-savings measure

CE #2: Staff Time Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of staff time dedicated to the task prior to implementation of the activity	Expected amount of total staff time dedicated to the task after implementation of the activity (in hours)	Actual amount of total staff time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	3 hours per re-certification	0 hours	0 residents hours	This activity has been proven effective as a staff time-savings measure

CE #3: Decrease in Error Rate of Task Execution				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task after implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	3%	0%	0%	Benchmark met

Description of detailed information on its impact: The statutory objective is to reduce cost and achieve greater cost effectiveness in federal expenditures. The impact of this activity is that rental revenue will increase as compared to the traditional HUD system of treatment of dependent child deductions.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: This activity is on schedule and continues to meet or exceed baselines and benchmarks. During 2017, twelve (12) residents were at ceiling rent.

For rent reform activities, describe the number and results of any hardship requests: There is no recognition of hardship for this policy. Families with larger sized families will retain all rights to be housed in units appropriate for their family size.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and it possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: No revisions were made

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected:
Authorization is necessary under MTW as there is no provision for capping dependent deductions within current law or regulation.

BOTH HOUSING VOUCHER and PUBLIC HOUSING PROGRAMS

B-1 Exclusions of Overtime, Bonuses and Income from Assets

To promote the accumulations of assets, PMHA excludes income from new income, overtime, bonuses and interest from bank assets such as checking and savings accounts and certificates of deposit.

Plan year: 1999 Implemented: 2000

Note: This activity was modified in 2012 for the Public Housing program to exclude income from “new” employment until annual re-certification. For reporting purposes this exclusion is reflected along with income from overtime and bonuses.

(continued on next page)

Public Housing Program

SS #2 Increase in Household Savings				
Unit of Measurement	Baseline	Benchmark	Outcomes	Benchmark Achieved
Average amount of savings of households affected by this policy in dollars (increases) From Wage Exclusions (includes overtime, bonuses, and income from wage increases)	Average savings amount of households affected by this policy prior to implementation of the activity From Wage Exclusions (includes overtime, bonuses, and income from wage increases)	Expected average savings amount of households affected by this policy after implementation of the activity (in dollars) From Wage Exclusions (includes overtime, bonuses, and income from wage increases)	Actual average savings amount of households affected by this policy after implementation of the activity (in dollars) From Wage Exclusions (includes overtime, bonuses, and income from wage increases)	Outcome meets or exceeds the benchmark
	\$5,000	\$5,000	2017- 57 HH \$6,587	Benchmark exceeded
Average amount of savings of households affected by this policy in dollars (increases) From Income from Bank Assets	Average savings amount of households affected by this policy prior to implementation of the activity From Income from Bank Assets	Expected average savings amount of households affected by this policy after implementation of the activity (in dollars) From Income from Bank Assets	Actual average savings amount of households affected by this policy after implementation of the activity (in dollars) From Income from Bank Assets	Outcome meets or exceeds the benchmark
	\$500	\$500	2017- 171 HH Average- \$798	Benchmark met
Average amount of savings of households affected by this policy in dollars (increases) From 4 % Wage Exclusions	Average savings amount of households affected by this policy prior to implementation of the activity From 4% Wage Exclusions	Expected average savings amount of households affected by this policy after implementation of the activity (in dollars) From 4% Wage Exclusions	Actual average savings amount of households affected by this policy after implementation of the activity (in dollars) From 4% Wage Exclusions	Outcome meets or exceeds the benchmark
	\$500	\$500	2017- 142 HH Average- \$787	Benchmark exceeded

CE #1: Agency Cost Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total Cost of task in dollars (decrease) From Wage Exclusions (includes overtime, bonuses, and income from wage increases)	Cost of task prior to implementation of the activity (in dollars) From Wage Exclusions (includes overtime, bonuses, and income from wage increases)	Expected cost of task after implementation of the activity (in dollars) From Wage Exclusions (includes overtime, bonuses, and income from wage increases)	Actual cost of task after implementation of the activity (in dollars) From Wage Exclusions (includes overtime, bonuses, and income from wage increases)	Outcome meets or exceeds the benchmark
	20 residents x 3 hours x \$16.04 - current hourly rate=\$962	20 residents x 3 hours x \$16.04 - current hourly rate=\$962	2017- 57 residents x 3 hours x \$16.04= \$2,743	Benchmark exceeded
Total Cost of task in dollars (decrease) From Income from Bank Assets	Cost of task prior to implementation of the activity (in dollars) From Income from Bank Assets	Expected cost of task after implementation of the activity (in dollars) From Income from Bank Assets	Actual cost of task after implementation of the activity (in dollars) From Income from Bank Assets	Outcome meets or exceeds the benchmark From Wage Exclusions
	50 residents x 3 hours x \$16.04- current hourly rate=\$2,406	50 residents x 3 hours x \$16.04 - current hourly rate=\$2,406	2017- 171 residents x 3 hours x \$16.04= \$8,229	Benchmark exceeded
Total Cost of task in dollars (decrease) From 4 % Wage Exclusions	Cost of task prior to implementation of the activity (in dollars) From 4 % Wage Exclusions	Expected cost of task after implementation of the activity (in dollars) From 4 % Wage Exclusions	Actual cost of task after implementation of the activity (in dollars) From 4 % Wage Exclusions	Outcome meets or exceeds the benchmark
	50 residents x 3 hours x \$16.04 - current hourly rate=\$2,406	50 residents x 3 hours x \$16.04 - current hourly rate=\$2,406	2017- 142 residents x 3 hours x \$16.04= \$6,833	Benchmark exceeded

Section 8 Voucher Program

SS #2 Increase in Household Savings				
Unit of Measurement	Baseline	Benchmark	Outcomes	Benchmark Achieved
Average amount of savings of households affected by this policy in dollars (increases) From Income from Bank Assets	Average savings amount of households affected by this policy prior to implementation of the activity From Income from Bank Assets	Expected average savings amount of households affected by this policy after implementation of the activity (in dollars) From Income from Bank Assets	Actual average savings amount of households affected by this policy after implementation of the activity (in dollars) From Income from Bank Assets	Outcome meets or exceeds the benchmark
	\$200	\$200	2017- 588 HH \$946	Benchmark met

CE #1: Agency Cost Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total Cost of task in dollars (decrease) From Income from Bank Assets	Cost of task prior to implementation of the activity (in dollars) From Income from Bank Assets	Expected cost of task after implementation of the activity (in dollars) From Income from Bank Assets	Actual cost of task after implementation of the activity (in dollars) From Income from Bank Assets	Outcome meets or exceeds the benchmark From Wage Exclusions
	500 residents x 3 hours x \$13.69 or current hourly rate=\$20,535	500 residents x 3 hours x \$13.69 or current hourly rate=\$20,535	2017- 588 HH \$24,149	Benchmark exceeded

Description of detailed information on its impact: The amounts of excluded income from these sources generally have minimal impact on rent revenue however, it has simplified some aspects of rent calculations as it relates to bank assets and as an alternative to the earned income disallowance. The exclusion of overtime and bonuses has become relatively insignificant in general, as both are not extensively exercised by employers.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: This activity is on schedule and baselines and benchmarks have historically been met or exceeded.

For rent reform activities, describe the number and results of any hardship requests: Hardship requests are not relevant to this activity.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identify potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: No revisions have been made

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes have been made

B-2 Cap on dependent child deduction

Plan Year: 1999 Implemented: 2000

This activity was discontinued for the Housing Choice Voucher Program in 2014 (*Refer to Section D. - Closed-Out Activities B-2*). The Public Housing Program continues to implement this activity (*Refer to PH-12*).

B-3 Utility Allowance Payments are used to repay participant debts owed to the Housing Authority

PMHA will withhold utility allowance checks for households who owe PMHA money to be used to repay those debts. Once the tenant account is returned to zero balance, the utility allowance checks will resume.

Plan Year: 2009 Implementation: 2010.

Housing Choice Voucher and Public Housing Programs

<i>CE # 4: Increase in Resources Leveraged</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (increase)	Amount leveraged prior to implementation of the activity (in dollars). This number may be zero.	Expected amount leveraged after implementation of the activity (in dollars)	Actual amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$0.0	\$5,300	2017- 86 households repaid \$10,413	Benchmark met

Description of detailed information on its impact: This activity has been useful in reducing the administrative burden of sending out utility allowance checks to the same households that the housing authority is pursuing collection actions against for the repayment of debts owed to the Housing Authority.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: This activity is on schedule. Benchmarks have been met or exceeded since its implementation.

For rent reform activities, describe the number and results of any hardship requests: There have been no hardship requests since the implementation of this activity.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and it possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: No revisions have been made

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes have been made.

B-4 Pro-ration of the utility allowance schedule up to the percentage of pro-ration of funding as established by HUD due to appropriations

To offer an additional tool to deal with reductions in HUD subsidy for Public Housing or Housing Choice Vouchers, PMHA has authority to reduce utility allowance payments to address funding shortfalls. PMHA opted not to utilize this feature during 2017 due to no benefit to the residents and minimal benefit to the agency as compared to administrative burden.

Plan Year: 2009

Public Housing Program:

Implemented: 2014 Activity Suspended For Review as Of: January 1, 2017

Housing Choice Voucher Program:

Refer to Section B. - Not Yet Implemented Activities for Housing Choice Voucher Program.

Public Housing Program

CE # 4: Increase in Resources Leveraged				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (increase)	Amount leveraged prior to implementation of the activity (in dollars). This number may be zero.	Expected amount leveraged after implementation of the activity (in dollars)	Actual amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$0.0	\$31,116	\$0	Benchmark unmet

Description of detailed information on its impact: Historically, this activity has provided a minimal reduction on the impact of HUD funding decreases by decreasing expenses. However, this activity provides no benefits to the residents and may put them at risk for utility shut-offs. This activity was not utilized for in 2017.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: This activity was suspended in 2017 for Public Housing. PMHA will review its effectiveness throughout 2018. A reimplementation date has not been determined.

PMHA reserves the right to pro-rate the utility allowance schedule for Housing Choice Vouchers in response to pro-rated funding from appropriations by Congress to HUD. However, implementation date for the HCV program has not been determined.

For rent reform activities, describe the number and results of any hardship requests: No hardship requests were received.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identify potential new strategies that might be more effective: This activity was suspended in 2017 for Public Housing. Baseline, benchmarks, etc. will be reviewed and revised, as needed, during 2018.

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: Not applicable

B-5 Single Fund Budget Flexibility

Plan Year: 2009 Implemented: 2013

This activity is no longer considered a MTW activity and will no longer be reported as such. Related information is referenced in the Financial Section of this report.

B-6 Income verifications conducted for approved government programs may be substituted for PMHA income verifications if performed within the previous 90 days

Plan Year: 2009

Refer to Section B. - Not Yet Implemented Activities

B-7 Employment and education deductions

Plan Year: 1999 Implementation: 2000.

Note: This activity was closed out for Public Housing program in 2012 and for HCV in 2015. See Section D. - Closed Out Activities.

B-8 Adoption of Local Investment Policies

Plan Year: 2014

PMHA seeks to evaluate and utilize State of Ohio investment alternatives when appropriate for earning greater returns without compromising asset safety

Refer to Section B. - Not Yet Implemented Activities

B-9 Verifications of Income Valid for 180 Days

PMHA will extend the length of time for verified application data to be considered valid to 180 days. It is anticipated that this activity will reduce costs and achieve greater cost effectiveness in Federal expenditures. It also will reduce the amount of duplicative work caused by various factors in validating all needed information provided at the time of a completed application and process from the wait list.

Plan Year: 2014

Housing Choice Voucher Program: Implemented: August 2014

Public Housing Program: Implemented: September 2014

Housing Choice Voucher Program

<i>CE #1: Agency Costs Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	1 hour x \$13.69 x 1,017 residents= \$13,923	0 hours x \$13.69 staff time x 1,304 residents=\$0	\$0	Benchmark Achieved

<i>CE #2: Staff Time Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved
Total time to complete the task in staff hours (decrease)	Total amount of time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task prior to implementation of the activity (in hours)	Actual amount of time dedicated to the task prior to implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	1 hour per household	1 hour per household x 1,017 households = 1,017 hours	0 hours per household x 1,304 households = 0 hours	Benchmark met

Public Housing Program

<i>CE #1: Agency Costs Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	1 hour x \$16.04 x 5 residents= \$80	0 hours x \$16.04 staff time x 5 residents=\$0	\$0	Benchmark met

CE #2: Staff Time Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task prior to implementation of the activity (in hours)	Actual amount of time dedicated to the task prior to implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	1 hours per household	1 hour per household x 5 households = 5 hours	0 hours per household x 6 households = 0 hours	Benchmark met

Description of detailed information on its impact: During 2017, 6 Public Housing and 1,304 HCV households were impacted by this feature. Verifications on hand typically were more current than indicated by this activity.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: This activity is on schedule, and baselines and benchmarks have been met or exceeded.

For rent reform activities, describe the number and results of any hardship requests: No hardship requests were made.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes are anticipated.

B-10 Eliminate All Excluded Income from the Income Verification Process

PMHA would cease verifying any fully excluded income sources for households. While PIH 2013-04 provides guidance for this activity, the approval as a MTW activity would ensure that developed practices would continue if PIH 2013-04 is rescinded, amended or superseded. This activity is expected to simplify income verifications, saving time for PMHA staff, participants and other agencies.

Plan Year: 2014

Housing Choice Voucher Program: Implemented: August 2014

Public Housing Program: Implemented: September 2014

Public Housing Program

<i>CE #1: Agency Costs Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$5,600	\$5,600	\$0	Benchmark met

<i>CE #2: Staff Time Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task prior to implementation of the activity (in hours)	Actual amount of time dedicated to the task prior to implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	400 hours annually	0 hours annually	0	Benchmark met

<i>CE #3: Decrease in Error Rate of Task Execution</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task prior to implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	2%	2%	0%	Benchmark met

Housing Choice Voucher Program

<i>CE #1: Agency Costs Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$5,600	\$0	1 hour x 13.69 current hourly rate x 423 HH = \$5,791	Benchmark unmet

<i>CE #2: Staff Time Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task prior to implementation of the activity (in hours)	Actual amount of time dedicated to the task prior to implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	400 hours annually	0 hours annually	423 hours annually	Benchmark unmet

<i>CE #3: Decrease in Error Rate of Task Execution</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average error rate in completing a task as a percentage (decrease)	Average error rate of task prior to implementation of the activity (percentage)	Expected average error rate of task prior to implementation of the activity (percentage)	Actual average error rate of task after implementation of the activity (percentage)	Outcome meets or exceeds the benchmark
	2%	2%	Greater than 2% due to changing of duties & positions among staff	Benchmark unmet

Description of detailed information on its impact: This implementation of this activity rendered the anticipated outcomes for the Public Housing program with respect to cost savings to the PMHA, staff time savings, and a decrease in error rate of task execution since excluded income is no longer verified. Such verifications have no impact on rent calculations.

However, for the HCV program, this activity yielded zero benefits due to the necessity of having to verify the income change was reported timely in accordance with related policies, as stated in the Section 8 Administration Plan. This feature will be reviewed for HCV during 2018.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: The activity is on schedule.

For rent reform activities, describe the number and results of any hardship requests: Hardship requests are not applicable to this activity.

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and if possible, identify potential new strategies that might be more effective: Not applicable for Public Housing. HCV will review its effectiveness for reasons indicated (Refer to the above *Description of detailed information on its impact*).

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: Not applicable

B-11 Elderly and Disabled Rent Re-certifications Every Three Years

This activity allows PMHA to conduct re-certifications at least once every three years for elderly and disabled households. PMHA will conduct the next recertification as scheduled for these households, and during that process determine if their next re-certification would occur in 1, 2, or 3 years. The household would then be on a triennial schedule.

Plan Year: 2014 Implemented: 2014

This activity is expected to increase administrative efficiency and reduce cost to PHA programs through the reduction of an estimated 415 annual re-certifications.

Housing Choice Voucher Program

<i>CE #1: Agency Costs Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$18,500	\$18,500	\$4,162	Benchmark met

<i>CE #2: Staff Time Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task prior to implementation of the activity (in hours)	Actual amount of time dedicated to the task prior to implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	2,760 hours annually	1,840 hours annually	912 hours	Benchmark met

<i>CE #5: Increase in Agency Rental Revenue</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rental revenue in dollars (increase)	Rental revenue prior to implementation of the activity (in dollars)	Expected rental revenue after implementation of the activity (in dollars)	Actual rental revenue after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$0	\$0	\$0	N/A - Rent revenue is not impacted by this activity

Public Housing Program

CE #1: Agency Costs Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total cost of task in dollars (decrease)	Cost of task prior to implementation of the activity (in dollars)	Expected cost of task after implementation of the activity (in dollars)	Actual cost of task after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$2,800	\$2,800	44 residents x \$16.04 x 3 hours = \$2,117	Benchmark met - Cost saving was achieved

CE #2: Staff Time Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Total time to complete the task in staff hours (decrease)	Total amount of time dedicated to the task prior to implementation of the activity (in hours)	Expected amount of time dedicated to the task prior to implementation of the activity (in hours)	Actual amount of time dedicated to the task after implementation of the activity (in hours)	Outcome meets or exceeds the benchmark
	150	150	132 (3 hours x 44 households)	Benchmark met - Staff Times Saving was achieved

CE #5: Increase in Agency Rental Revenue				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rental revenue in dollars (increase)	Rental revenue prior to implementation of the activity (in dollars)	Expected rental revenue after implementation of the activity (in dollars)	Actual rental revenue after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$0	\$0	\$0	N/A - There is no rent increase or substantial loss of rent revenue to PMHA

Description of detailed information on its impact: This activity reduces the number of re-certifications taking place each year which results in an agency cost savings as well as a staff-time savings. Since income increases, when occurring, are miniscule, there is not substantial loss or rent revenue with regard to public housing residents and no impact whatsoever for Section 8 tenants since they do not pay rent to the PMHA.

Compare outcomes to baselines and benchmarks, and indicate whether the activity is on schedule: Outcomes will vary due to occupancy rates of the elderly/disabled population in PMHA housing and the number of eligible residents choosing the Triennial re-certification option. However, a savings of agency costs and staff time will result each time this feature is selected.

For rent reform activities, describe the number and results of any hardship requests: No hardship requests were received

If benchmarks were not achieved or if the activity was determined ineffective provide a narrative explanation of the challenges and it possible, identity potential new strategies that might be more effective: Not applicable

If benchmarks or metrics have been revised, identify original indicator(s) and new indicator(s) of activities status and impact: Not applicable

If data collection methodology has changed, describe original data collection methodology and any revisions to the process or change in data collected: No changes were made

B. Not Yet Implemented Activities

HCH-14 Permit Decreases in Payment Standards at Next Scheduled Verification

Plan Year: 2014

PMHA proposes changing the implementation of new payment standards established by the housing authority to be effective at the date of the anniversary of household assistance (formerly known as the annual verification), rather than be implemented the second annual verification following the change. Under present regulations, housing authorities may not lower payment standards until the 2nd annual certification after the lowering of the payment standards, which hampers a PHA from taking action to lower HAP costs quickly and more fairly across all participant households. In 2013, PMHA raised minimum rents from \$25 to \$50 as part of its response to the federal sequester and the need to reduce HAP costs. This increased the rent burden on the lowest income participants and for lesser results on HAP than if PMHA were permitted to reduce payment standards slightly, across the board for all participants. This activity is considered critical to PMHA being able to adjust HAP spending quickly and in a more equitable manner (compared to raising minimum rents or adjusting rent calculations) that can spread the cost of budget cuts across a greater portion of the HCV recipient population more quickly.

This activity will be implemented in 2018.

B-4 Pro-ration of the utility allowance schedule up to the percentage of pro-ration of funding as established by HUD due to appropriations

Plan Year: 2009

This activity was implemented in 2014 for the Public Housing Program but not utilized during 2017. This activity is under review to determine if it will be implemented in the future for the Housing Choice Voucher Program.

B-6 Income verifications conducted for approved government programs may be substituted for PMHA income verifications if performed within the previous 90 days

Plan Year: 2009

This activity was not implemented, as the agencies involved determined that the forecasted efficiencies were not going to be realized. This activity is under review to determine if it will be implemented in the future, if renewed discussions yield a positive result.

B-8 Adoption of Local Investment Policies

Plan Year: 2014

PMHA seeks to evaluate and utilize State of Ohio investment alternatives when appropriate for earning greater returns without compromising asset safety. This activity would allow PMHA to invest in a state government program for state and local governments in Ohio that permits pooled collateralized investment that obtains higher interest rates than is typically available to PMHA on its own while remaining completely liquid as an asset. This activity is under review to determine if it will be implemented in the future.

C. Activities on Hold

HCV-7 Capped Utility Reimbursement Checks

Plan Year: 2012

This activity was intended to eliminate “double dipping” for utility costs by setting utility allowance reimbursement maximums based on the State of Ohio’s PIPP Plus program, a program that subsidizes low-income households’ utilities by allowing them to pay utility bills on the basis on income, not on the amount of service used. However, these same

families were eligible for and receiving utility reimbursement checks with the intention to pay off their entire month's utility bill.

This activity is on hold as PMHA works with its software provider to ensure rent calculations and utility allowance checks are accurately performed and issued. During 2018, this activity will be reviewed to determine if the cost for software changes is appropriate and affordable for the value gained from the activity.

D. Closed Out Activities

HCV-5 Alternative Housing Quality Standards Compliance

Plan Year: 2011 Implemented: 2011 Closed Out: 2015

Comment: PMHA may use the results of municipal housing/rental housing inspections as an alternative to HQS, where available. This activity was implemented as a means of ensuring Housing Quality Standards were upheld while minimizing the amount of intrusion upon Section 8 landlords and participants through multiple housing inspections by various government entities. HQS standards were met while reducing a duplication of efforts among inspection entities.

i. Final Outcome and Lessons Learned

This activity was workable when the PMHA served as a contract agent for the City of Ravenna to do its inspections of rental units. When this arrangement ended, it was not feasible to continue this activity due to incompatible inspection schedules. City inspections were no longer up-to-date when needed to ensure Section 8 compliance with Housing Quality Standards. The City of Kent inspections of rental units also did not meet the requirements for HQS compliance. Thus, this activity did not yield the expected results.

ii. There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity

iii. Summary Table:

<i>PMHA Metric: Streamline Inspection Process</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of Government Entities sharing inspection information	Number of government entities sharing inspection information prior to implementation of the activity	Expected number of government entities sharing inspection information after implementation of the activity	Actual number of government entities sharing inspection information after implementation of the activity	The outcome meets or exceeds the benchmark
	0	1	1-City of Ravenna	Benchmark met

iv. Additional explanations about outcomes reported in the summary table
Not applicable

HCV-6 Time Limits for Housing Choice Voucher Participants

Plan Year: 2013

Implemented: 2014

Closed-Out: 2017

Comment: PMHA has established time limits for the Housing Choice Voucher program. Participants who are able to work (i.e., not considered elderly or disabled, or are a parent of a child under age 1) are expected to work or attend an approved school program, or they will lose a month of eligibility of HCV assistance. Each individual is granted 36 months of unemployment/non-participation in education. When an individual reaches the end of their 36 months, they will be considered ineligible for housing assistance for no less than one year, and all rent calculations for the household will be calculated on a pro-ratio basis similar to the treatment given to other households with ineligible members.

i. Final outcome and lessons learned

This activity, as written, proved to be very difficult to track and prone to errors. No households were impacted by this activity since its full impact would not have materialized until 2018.

ii. There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity

iii. Provide Summary Table

Not applicable

iv. Provide a narrative for additional explanations about outcomes reported in the summary table

Not applicable

HCV-12 Use Lesser of Actual Unit Size or Unit Size of Voucher Issued for Utility Allowances

Plan Year: 2014 Closed Out: 2014

This activity was not implemented.

Comment: PMHA will apply the lesser utility allowance of either the actual unit size leased by the family, or the unit size of the voucher issued.

i. Final outcome and lessons learned

This proposed activity was passed into a Federal Law July 2014. This activity was included in the 2014 Plan prior to the passing into Federal Law.

ii. There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity

iii. Provide Summary Table

Not applicable

iv. Provide a narrative for additional explanations about outcomes reported in the summary table

Not applicable

PH-1 Escalating Minimum Rent

Plan Year: 2008 Implementation: 2008 Closed Out: 2011

Comment: Minimum Rent of \$25 will increase by \$25 every two years during tenure in Public Housing and will be capped not to exceed \$250 per month, which would be attained after 18 years of Public Housing residency. Households with a head or co-head of household, or spouse who is elderly (62 years of age or older, and/or disabled) will have no minimum rent. Departure or death of the sole elderly or disabled household member will result in the minimum rent requirement being re-instated for remaining household members.

i. Final Outcome and Lessons Learned

This escalating minimum rent feature was originally implemented as an alternative to arbitrary time limits. Benchmarks were achieved, but the feature proved to be very cumbersome in its implementation and operation. As a result, rent reforms permissible under conventional PHA rules were implemented by year-end of 2011, raising the minimum rent to \$50 per month for non-elderly, non-disabled households. The original activity of escalating minimum rent was unwieldy for administration and not helpful for achieving PMHA goals.

- ii. **There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity**

iii. **Summary Table:**

<i>CE #5 Increase in PMHA Rental Revenue for Public Housing Households</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Rental revenue in dollars (increase)	Rental revenue prior to implementation of the activity (in dollars)	Expected rental revenue after implementation of the activity (in dollars)	Actual rental revenue after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$557,771	Increase of \$30,000	2010-\$587,771 2011-\$622,790	Benchmark met

- iv. **Additional explanations about outcomes reported in the summary table**
While the activity met the projected benchmarks, the implementation yielded a high risk for inaccurate rent calculations due to the fluctuation of minimum rents which would vary among households.

PH-3 Elderly and Disabled Rent Re-certifications Biennially

Plan Year: 1999 Implemented: 1999 Closed Out: 2014.

This activity was changed in Plan Year 2014 to Re-Certification of Elderly and Disabled to Every Three Years for both Public Housing residents and Section 8 Tenants.

Comment: PMHA conducted rent re-certifications for elderly and disabled households every two years instead of annually. The activity was expanded to Triennial rent re-certification in 2014 and is now identified as Activity B-11.

- i. **Final outcome and lessons learned**
This activity was changed in Plan Year 2014 to Re-Certification of Elderly and Disabled to Every Three Years for both Public Housing residents and Section 8 Tenants.
- ii. **There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity**
- iii. **Provide Summary Table**
Not applicable
- iv. **Provide a narrative for additional explanations about outcomes reported in the summary table**
Not applicable

PH-8 Deduction for Elderly and Disabled Adults

Plan Year: 2000 Closed Out: 2014

This activity was not implemented.

Comment: PMHA was considering increasing the deduction from income from \$400 to a higher amount as part of a larger rent reform.

- i. Final outcome and lessons learned**
This activity was intended to be included as part of a larger rent reform initiative, but was ultimately not included due to cost and funding reasons.
- ii. There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity**
- iii. Provide Summary Table**
Not applicable
- iv. Provide a narrative for additional explanations about outcomes reported in the summary table**
Not applicable

PH-9 Providing Transitional Housing

Plan Year: 1999 Implementation: 1999 Closed Out: 2012

Comment: Up to 42 units of transitional housing will be set aside for previously homeless families at Renaissance Place and Community Estates. Through partnership with Family and Community Services and its Portage Area Transitional Housing (PATH) program, residents receive on-site intensified case management services as they move toward self-sufficiency.

- i. Final Outcome and Lessons Learned**
During 2012, the long-standing partnership with Family and Community Services and its Portage Area Transitional Housing (PATH) program evolved to address a more permanent supportive housing program as defined by HUD. It was determined that a public housing format was ineffective for the operation of a supportive housing program. Because of the change from a two-year Transitional Housing program to a one-year supportive housing program with the emphasis on transitioning in place, the PMHA found the number and cost of unit turnovers increasing, since not all participants were able and willing to transition in place. Renaissance Place consists of three and four bedroom units. Many of the PATH families required two-bedroom units. With HUD new

program guidelines, the landscape of the PATH program changed. PMHA opened its entire housing stock to PATH participants with the emphasis on moving participants into the units with the needed number of bedrooms. However, this approach diluted the relationship between participants and PATH staff. Thus, because of programmatic changes, it became necessary to phase-out the Transitional Housing program by the end of 2012. No future PATH families will be added or moved-in public housing units.

ii. **There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity**

iii. **Summary Table:**

<i>HC #6: Increase in Resident Mobility</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Expected households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Actual increase in households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	There was no transitional housing program prior to the implementation of this activity	Minimum of 42 households per year participating in the program	2010- 64 2011- 64 2012- 44	Benchmark met

HC #4: Displacement Prevention				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of previously homeless households at or below 80% AMI that would lose assistance or need to move (decrease)	Households losing assistance/moving prior to implementation of the activity	Expected households losing assistance/moving after implementation of the activity (number)	Actual households losing assistance/moving after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	There was no transitional housing program prior to the implementation of this activity	24 households per year since households could stay a minimum of 2 years and a maximum of 4 years in transitional housing or lose assistance due to non-compliance	2010-22 2011-22 2012-44	Outcomes were met however, in 2012 the transitional housing program was phased out due to new HUD guidelines

HC #6: Increase in Resident Mobility				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Number of households able to move to a better unit and/or neighborhood of opportunity as a result of the activity (increase)	Expected households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Actual increase in households able to move to a better unit and/or neighborhood of opportunity after implementation of the activity (number)	Outcome meets or exceeds the benchmark
	There was no transitional housing program prior to the implementation of this activity	10 per year	2010- 11 2011- 22 2012- 13	Benchmark met

- iv. Additional explanations about outcomes reported in the summary table**
While the activity met the projected benchmarks and the program proved to transition previously homeless families into permanent housing, the revised HUD regulations made it economically unfeasible to continue this program as public housing. As a result it was incorporated into the Section 8 Voucher program.

PH-11 Deduction for Absent Child

Plan Year: 2009 Closed Out: 2012

This activity was not implemented.

Comment: The activity was proposed as part of a larger overall rent reform policy that allowed, under limited circumstances, the opportunity for families to receive a rent calculation deduction if the family was paying child support for up to two (2) children not residing in the household.

v. Final outcome and lessons learned

A decision was reached after reviewing the documentation and work efforts needed to verify circumstances involved, that this activity would not be implemented due to administrative burden, and the resulting impact on households and further policy discussion relating to desired results on low-income and participating households.

vi. There were no statutory exceptions outside of the current MTW flexibility that might have provided additional benefit for this activity

vii. Provide Summary Table

Not applicable

viii. Provide a narrative for additional explanations about outcomes reported in the summary table

Not applicable

B-2 Cap on dependent child deduction

Plan Year: 1999 Implemented: 2000 Closed Out: 2014 (HCV Only)

Comment: This activity was discontinued for the Housing Choice Voucher Program in 2014 due to revised rent-reform policies which included a flat 29.6% of income calculation.

i. Final outcome and lessons learned

This activity initially limited a \$480 for each child up to a maximum deduction of \$960 for two dependents. The 2014 revised rent-reform policies omitted this step from the rent calculation in an attempted to streamline the process. Advantages included a decrease in staff time and rent calculation error.

ii. There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity.

iii. **Summary Table follows:**

Housing Choice Voucher Program

<i>CR #4: Increase in Resources Leveraged</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Amount of funds leveraged in dollars (Increase)	Amount leveraged prior to implementation of the activity (in dollars)	Expected amount leveraged after implementation of the activity (in dollars)	Actual amount leveraged after implementation of the activity (in dollars)	Outcome meets or exceeds the benchmark
	\$0.00	\$3,000	2014- 454 Households= \$323,040	Benchmark exceeded

iv. **Additional explanations about outcomes reported in the summary table**

The results of the capped dependent child activity was successful. However, with the implemented rent reform activity, it is no longer relevant.

Authorization(s): Attachment C, Part D, Section 2.a This authorization waives certain provisions of Sections 8(o)(1), 8(o)(2), 8(o)(3), 8(o)(10) and 8(o)(13)(H)-(I) of the 1937 Act and 24 C.F.R. 982.508, 982.503 and 982.518, as necessary to Implement the Agency's Annual MTW Plan. PMHA expects that the deductions offered could be provided within the discretionary rent policies available to any housing authority, and will eliminate these features in exchange for lower percentage of income rates for employment.

B-7 Employment and education deductions

Plan Year: 1999 Implementation: 2000

Closed Out: 2012 (Public Housing) Closed Out: 2014 (HCV)

Comment: PMHA discontinued this activity April 2012 for Public Housing residents. Replacing this activity was the implementation of a 4% deduction on all earned income and an income exclusion for new earnings until annual re-certification. The activity was discontinued for HCV program in 2015 due to rent reform activities.

i. **Final outcome and lessons learned**

- Public Housing Program: This activity was implemented to reward work; however, effective April 2012 this activity was replaced with providing a 4% deduction on earned income and an exclusion of all new income until annual re-certification.

- HCV Program: This activity was discontinued during 2015. It was replaced with a flat deduction of 29.6% of wage income in lieu of calculation of various income deductions.

The expectation is that households will reap a greater reward for achieving earned income through a percentage of earned income rather than a flat deduction. Also, it is anticipated that staff time is saved by the elimination of having to secure third-party documentation for the education deduction which was tedious and time consuming for staff.

- ii. **There are no statutory exceptions outside of the current MTW flexibilities that might have provided additional benefit for this activity.**
- iii. **Summary Table Follows:**

Public Housing Program

SS #2 Increase in Household Savings				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of savings of households affected by this policy in dollars (increase)	Average savings amount of households affected by this policy prior to implementation of the activity (in dollars)	Expected average savings amount of households affected by this policy after implementation of the activity (in dollars)	Actual average savings amount of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceeds benchmark
	\$0.0	\$12.50 per month for each participating household	Employment Deduction of \$500= \$12.50 monthly savings per Household 2010- 60 HH 2011- 59 HH Education Deduction of \$500= \$12.50 monthly savings per Household 2010- 17 HH 2011- 18 HH	Benchmark met

Housing Choice Voucher Program

<i>SS #2 Increase in Household Savings</i>				
Unit of Measurement	Baseline	Benchmark	Outcome	Benchmark Achieved?
Average amount of savings of households affected by this policy in dollars (increase)	Average savings amount of households affected by this policy prior to implementation of the activity (in dollars)	Expected average savings amount of households affected by this policy after implementation of the activity (in dollars)	Actual average savings amount of households affected by this policy after implementation of the activity (in dollars)	Outcome meets or exceeds benchmark
	\$0.0	\$12.50 per month for each participating household	Employment Deduction of \$500= \$12.50 monthly savings per Household 2014-108 HH Education Deduction of \$500= \$12.50 monthly savings per Household 2014-24 HH Employment and Education Deduction of \$500 each=\$25 per monthly savings per Household 2014=2 HH	Benchmark met

iv. Provide a narrative for additional explanations about outcomes reported in the summary table

With the replacement of a “percentage” of earned income, the average savings for families is \$18.00 per month.

Authorization(s): Attachment C, Part D, Section 2.a This authorization waives certain provisions of Sections 8(o)(1), 8(o)(2), 8(o)(3), 8(o)(10) and 8(o)(13)(H)-(I) of the 1937 Act and 24 C.F.R. 982.508, 982.503 and 982.518, as necessary to Implement the Agency’s Annual MTW Plan. PMHA expects that the deductions offered could be provided within the discretionary rent policies available to any housing authority, and will seek to eliminate these features in exchange for lower percentage of income rates for employment.

Section V: Sources and Uses of Funds

V.3.Report.Sources and Uses of MTW Funds			
A. MTW Report: Sources and Uses of MTW Funds			
Actual Sources and Uses of MTW Funding for the Fiscal Year			
Portage Metropolitan Housing Authority submits its unaudited and audited information in the prescribed FDS format through the Financial Assessment System - PHA (FASPHA), or its successor system			
Describe the Activities that Used Only MTW Single Fund Flexibility			
The PMHA does not have any activity that uses only MTW Single Fund Flexibility.			
V.4.Report.Local Asset Management Plan			
B. MTW Report: Local Asset Management Plan			
Has the PHA allocated costs within statute during the plan year?	Yes		
Has the PHA implemented a local asset management plan (LAMP)?		or	No
If the PHA is implementing a LAMP, it shall be described in an appendix every year beginning with the year it is proposed and approved. It shall explain the deviations from existing HUD requirements and should be updated if any changes are made to the LAMP.			
Has the PHA provided a LAMP in the appendix?		or	N/A
This section is not applicable to the Portage Metropolitan Housing Authority.			

V.5.Report.Unspent MTW Funds			
C. MTW Report: Commitment of Unspent Funds			
In the table below, provide planned commitments or obligations of unspent MTW funds at the end of the PHA's fiscal year.			
Account	Planned Expenditure	Obligated Funds	Committed Funds
Total Obligated or Committed Funds:		0	0
This section is Not Applicable to the Portage Metropolitan Housing Authority.			
<p>Note: Written notice of a definition of MTW reserves will be forthcoming. Until HUD issues a methodology for defining reserves, including a definition of obligations and commitments, MTW agencies are not required to complete this section.</p>			

Section VI: Administrative

A. General description of any HUD reviews, audits or physical inspection issues that require the agency to take action to address the issue

There are no issues that PMHA must take action to address.

B. Results of the latest PHA-directed evaluations of the demonstration, as applicable

No outside evaluation of the PMHA's MTW demonstration program is undertaken. However, on a regular basis, Management and line staff review MTW activities, participant progress, and internal systems, procedures and reports. Suggestions for improvements are taken under advisement and implemented if feasible.

C. Certification of Meeting the MTW Statutory Requirements Submittal

Portage Metropolitan Housing Authority certifies that it has met the MTW statutory requirements for 2017 with respect to:

1. Assuring that at least 75% of the families assisted by PMHA are very low-income families;
2. Continuing to assist substantially the same total number of eligible low-income families as would have been served had the amounts not been combined; and
3. Maintaining a comparable mix of families (by family size) is served as would have been provided had the amounts not been used under the demonstration

Certification of Compliance
(see next page)

Form 50900: Elements for the Annual MTW Plan and Annual MTW Report

Attachment B

Certifications of Compliance

Annual Moving to Work Plan
Certifications of Compliance

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

**Certifications of Compliance with Regulations:
Board Resolution to Accompany the Annual Moving to Work Plan***

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the Annual Moving to Work Plan for the PHA fiscal year beginning **January 2017**, hereinafter referred to as "the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:

1. The PHA published a notice that a hearing would be held, that the Plan and all information relevant to the public hearing was available for public inspection for at least 30 days, that there were no less than 15 days between the public hearing and the approval of the Plan by the Board of Commissioners, and that the PHA conducted a public hearing to discuss the Plan and invited public comment.
2. The PHA took into consideration public and resident comments (including those of its Resident Advisory Board or Boards) before approval of the Plan by the Board of Commissioners or Board of Directors in order to incorporate any public comments into the Annual MTW Plan.
3. The PHA certifies that the Board of Directors has reviewed and approved the budget for the Capital Fund Program grants contained in the Capital Fund Program Annual Statement/Performance and Evaluation Report, form HUD-50075.1.
4. The PHA will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.
5. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located.
6. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments to Fair Housing Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan.
7. The PHA will affirmatively further fair housing by examining its programs or proposed programs, identify any impediments to fair housing choice within those programs, address those impediments in a reasonable fashion in view of the resources available and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and maintain records reflecting these analyses and actions.
8. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
9. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
10. The PHA will comply with the requirements of section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.
11. The PHA will comply with requirements with regard to a drug free workplace required by 24 CFR Part 24, Subpart F.
12. The PHA will comply with requirements with regard to compliance with restrictions on lobbying required by 24 CFR Part 87, together with disclosure forms if required by this Part, and with restrictions on payments to influence Federal Transactions, in accordance with the Byrd Amendment and implementing regulations at 49 CFR Part 24.

Attachment B

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13. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.
14. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
15. The PHA will provide HUD or the responsible entity any documentation needed to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58. Regardless of who acts as the responsible entity, the PHA will maintain documentation that verifies compliance with environmental requirements pursuant to 24 Part 58 and 24 CFR Part 50 and will make this documentation available to HUD upon its request.
16. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
17. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
18. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act and 24 CFR Part 35.
19. The PHA will comply with the policies, guidelines, and requirements of OMB Circular No. A-87 (Cost Principles for State, Local and Indian Tribal Governments) and 24 CFR Part 85 (Administrative Requirements for Grants and Cooperative Agreements to State, Local and Federally Recognized Indian Tribal Governments).
20. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the Moving to Work Agreement and Statement of Authorizations and included in its Plan.
21. All attachments to the Plan have been and will continue to be available at all times and all locations that the Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its Plan and will continue to be made available at least at the primary business office of the PHA.

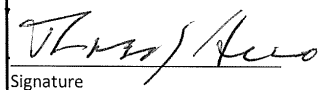
Portage Metropolitan Housing Authority
PHA Name

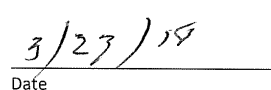
OH031
PHA Number/HA Code

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Thomas Sicuro
Name of Authorized Official

Chairman of the Board
Title


Signature


Date

*Must be signed by either the Chairman or Secretary of the Board of the PHA's legislative body. This certification cannot be signed by an employee unless authorized by the PHA Board to do so. If this document is not signed by the Chairman or Secretary, documentation such as the by-laws or authorizing board resolution must accompany this certification.