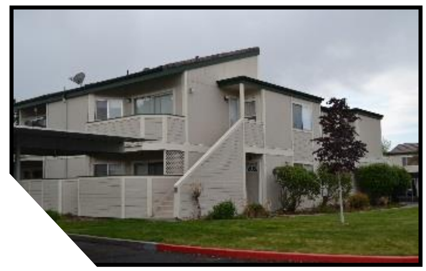
Moving to Work








Annual Report

fiscal year | 2018

Submitted to HUD on September 28, 2018

RHA

Housing Authority of the City of Reno

Mission Statement

Provide fair, sustainable, quality housing in diverse neighborhoods throughout Reno, Sparks and Washoe County that offers a stable foundation for low-income families to pursue economic opportunities, become self-sufficient and improve their quality of life. In doing so, the Housing Authority will continue to cultivate strong community partnerships, promote fiscal responsibility, and administer all of its programs and activities in an efficient, ethical, and professional manner.

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EQUAL HOUSING
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Silverada Manor, PH senior complex

I. Introduction

About RHA

The Housing Authority of the City of Reno (RHA) was established on October 6, 1943 as a municipal corporation under Nevada Revised Statute (NRS) 315. After its creation, RHA was appointed as the Public Housing Authority (PHA) for the City of Sparks and Washoe County.

Currently, RHA manages 751 units of Public Housing (PH) in eight different locations within the cities of Reno and Sparks that are leased to eligible low-income families, the elderly and persons with disabilities. Utilizing the Neighborhood Stabilization Program (NSP) and other identified funding sources, RHA was able to acquire over 160 scattered site properties throughout the local area. While some of these scattered site rental properties are leased to higher income families, the majority are allocated specifically for very low-income households.

In addition to these PH and scattered site units, RHA owns nine unaided multi-family housing properties that provide an additional 332 affordable housing units. Working with a private property manager, RHA rents each of these properties at levels that are typically lower than the U.S. Department of Housing and Urban Development's (HUD) Fair Market Rents for Washoe County.

RHA also operates a number of rental assistance programs created under Section 8 of the 1974 Federal Housing and Community Development Act. Through these programs, RHA provides housing subsidies to more than 2,500 low-income families and individuals residing in privately owned housing throughout Reno, Sparks and Washoe County.

What is MTW?

Moving to Work (MTW) is a federal demonstration program, established by Congress in 1996, that offers a limited number of "high performing" PHAs the opportunity to propose and test innovative, locally-designed approaches to administering housing programs and self-sufficiency strategies. The program permits PHAs to combine federal funds from the PH operating fund, Capital Fund Program (CFP) and Housing Choice Voucher (HCV) program into a single, agency-wide funding source known as a "block grant." Participating in MTW does not provide PHAs with additional funding from HUD, but rather allows each agency to use their federal funding in a more flexible manner.

After receiving HUD's approval, PHAs participating in the MTW program are allowed to waive certain statutes and regulations in the United States Housing Act of 1937 in order to explore different and creative ways to improve their housing programs. These policy changes allow PHAs to address the challenges of low-income families that are unique to the local needs of their community. In doing so, each of the activities proposed or implemented by the PHA must address at least one of three MTW statutory objectives.

Moving to Work Statutory Objectives

- Increase housing choices for low-income families
- Provide incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient
- Reduce costs and achieve greater cost effectiveness in federal expenditures

RHA's designation as an MTW agency

After a national competition was held in 2012, RHA was selected and designated as one of four new MTW agencies in 2013. The MTW agreement between RHA and HUD, executed on June 27, 2013, was initially effective through RHA's Fiscal Year (FY) 2018. On December 18, 2015, President Obama signed the FY 2016 Consolidated Appropriations Act into law. Pursuant to Section 239 of Title II, Division L of the Act, RHA's MTW agreement was extended through FY 2028. This is true for all PHAs currently participating in the MTW program. The Act also authorized HUD to expand the MTW demonstration program by an additional 100 PHAs over a seven year period.

What is the purpose of the MTW Annual Report?

The MTW Annual Report highlights and details the MTW activities approved by HUD and implemented during the plan year. The report provides comparisons of actual outcomes to the benchmarks set in the FY 2018 MTW Annual Plan for each approved activity. It also provides an update on each of the ongoing activities that were approved and implemented in previous plan years. Overall, the report describes RHA's accomplishments in the areas of housing choice, self-sufficiency and cost effectiveness. It is presented in the required outline and format established in Attachment B of RHA's executed MTW agreement with HUD.

In FY 2018, the following activity was approved in the MTW Annual Plan:

- Creation of a Landlord Incentive Program that allows for additional Housing Assistance Payments (HAP) under certain conditions.

In addition, RHA amended the following two activities that had been previously approved by HUD:

- Income tiers and associated deductions related to RHA's simplified medical deductions were amended. Participants are now required to self-certify actual out of pocket medical expenses prior to receiving the deduction.
- Triennial recertifications were amended to implement "true" triennial recertifications resulting in Cost of Living Adjustment (COLA) increases being processed every third year.

Overview of RHA's short and long term MTW goals and objectives

RHA's MTW activities are focused around the principals set forth in the agency's mission statement as well as the goals outlined in its strategic plan. As a result, RHA identified the following four goals that continue to guide our MTW program: (1) provide sustainable, quality housing in diverse neighborhoods; (2) offer a stable foundation for low-income families to pursue economic opportunities; (3) improve quality of life for our families; and (4) create activities that assist in the community's effort to address homelessness. In FY 2018, RHA's management and the agency's Board of Commissioners continued their execution of an approved strategic plan that builds upon these core goals.

Short-term goals and objectives

Throughout FY 2018, RHA staff continued to work to ensure that all implemented activities were being successfully and accurately administered. In FY 2015, a software conversion was initiated that ultimately took longer to fully implement than expected. RHA's Administration Suite, the last portion of the conversion process, was completed in FY 2018 and the system is now fully functional. Over time, the new software system will provide increased efficiencies in operations, allow the agency to meet all of its federal reporting requirements and allow for easy tracking and monitoring of RHA's MTW activities.

In FY 2015, RHA simplified the HCV utility allowance schedule for all units (Activity 2015-01, pg. 61) based on structure type and authorized bedroom size. This simplified schedule allows HCV participants to know exactly what they will receive and encourages them to seek energy efficient units that match their voucher size. In January of 2017, RHA contracted with The Nelrod Company to review current utility rates and usage. Based on Nelrod's review, the following utility allowances were approved by RHA's Board of Commissioners on August 22, 2017 and became effective for HCV participants on October 1, 2017.

Simplified HCV Utility Allowances					
Structure Type	**0-BR**	**1-BR**	**2-BR**	**3-BR**	**4-BR+**
EES*	N/A	$53	$65	$67	$77
Apartment	$52	$64	$78	$105	$119
House/Duplex	$68	$75	$90	$105	$119
Mobile	N/A	$80	$88	$110	$132

*Energy Efficient System (EES) includes cooking, heating and all electrical

In April of 2018, the Nelrod Company reviewed this schedule once again to determine whether or not RHA's simplified utility allowance schedule was reflective of current market conditions. Based on the review, RHA staff recently sought approval from the Board of Commissioners to update the schedule. The following utility allowances will be effective on October 1, 2018.

Simplified HCV Utility Allowances					
Structure Type	**0-BR**	**1-BR**	**2-BR**	**3-BR**	**4-BR+**
EES*	N/A	$60	$75	$70	$87
Apartment	$57	$62	$75	$86	$102
House/Duplex	$72	$76	$91	$116	$127
Mobile	N/A	$89	$93	$110	$137

*Energy Efficient System (EES) includes cooking, heating and all electrical

RHA's application to participate in MTW identified the agency's commitment to use single fund flexibility to make improvements at each of the agency's PH complexes as long as the identified improvements resulted in energy savings and/or water conservation efforts. In FY 2017, RHA proposed to install nine tankless water heaters within the laundry facilities and community rooms at several of RHA's PH complexes at an estimated cost of $36,000. Upon further review of the proposed sites, staff found that the installation of a tankless water heater at some locations would prove to be cost prohibitive. In FY 2017, RHA replaced six water heaters rather than the nine that were originally proposed at a cost of $21,448. The remaining $14,552 was repurposed in FY 2018 and combined with other funding to install tankless water heaters at 36 dwelling units throughout the Mineral Manor PH complex.

Progress toward long-term goals and objectives

Reno, Sparks and Washoe County, like many other communities around the U.S., have members of its population who are experiencing homelessness. Throughout FY 2018, RHA continued to collaborate with local community organizations to explore different ways to try to overcome homelessness in our area. In addition to establishing a local preference several years ago for homelessness on the application for admission to RHA's housing programs, staff work closely with the local Department of Veterans Affairs (VA) office to combat homelessness among veterans in our jurisdiction through the HUD-VA Supportive Housing (VASH) Program. Currently, RHA has 303 VASH vouchers, including 15 that were awarded on September 17, 2018.

RHA staff continue to propose additional ways the agency can assist high risk families in overcoming homelessness. On May 11, 2016, an amendment to the FY 2016 MTW Annual Plan was approved by HUD to establish an MTW activity to expand RHA's use of Project Based Vouchers (PBVs). This expansion allows for PBVs to be awarded to privately owned properties (Activity 2016-08, pg.58) within our community after undergoing a competitive process. These PBVs are assigned to existing affordable housing units where the owner commits to providing services and assistance to homeless individuals and families in Washoe County. RHA has partnered with two local nonprofit community partners, Northern Nevada HOPES and Washoe County Department of Social Services, to provide ongoing case management services to the homeless individuals/families leased up under this activity. As of June 30, 2018, 21 of the 25 PBVs have been leased to eligible individuals/families who had previously been experiencing homelessness. By coupling stable housing with the important aspects of case management, RHA strives to give these individuals/families the resources and skills they need to prevent homelessness in the future.

RHA remains committed to expanding self-sufficiency opportunities through the use of the Family Self-Sufficiency (FSS) Lite Program (Activity 2014-04, pg. 91). RHA's Workforce Development Coordinators (formerly FSS Coordinators) work with each FSS Lite Program participant to provide the necessary guidance and support needed to help them achieve education goals, explore career placement opportunities and progress toward economic advancement. By assisting these families in achieving their economic goals and enabling them to become self-sufficient and move off of the program, RHA will ultimately be able to house additional low-income families from the wait list. This approach continues to be a key goal of the FSS Lite Program.

Ongoing MTW Goals and Objectives

- Monitor and track data relevant to each of the implemented MTW activities
- Continue to expand the self-sufficiency opportunities of RHA's participants
- Collaborate with local organizations to work toward addressing the needs of vulnerable populations
- Remain committed to using single fund flexibility to carry out energy saving improvements at each of RHA's PH complexes

RHA's Mobility Demonstration (Activity 2014-02, pg. 72) was implemented following HUD's approval of the FY 2014 MTW Annual Plan. The program offers qualified PH families, who otherwise lack mobility options, the opportunity to move to low poverty neighborhoods throughout Reno, Sparks and Washoe County. RHA initially planned to purchase up to 50 properties using non-MTW funds for this program, but as the local housing market strengthens, the amount of available inventory for all housing programs has become extremely limited. This reduction in inventory forced RHA to reduce the number of properties that will be utilized for this demonstration to 40. To date, 37 properties have been made available for the program and 43 former PH families have been given the opportunity to live in low poverty neighborhoods, 25 of whom remain active in the program.

In addition to the Mobility Demonstration, a Rent Reform Controlled Study (Activity 2014-03, pg. 80) was also implemented by RHA in FY 2014. Currently, 123 families with children, who collectively make up a control group and a study group, are leased up under this activity. Both groups have five-year time limited vouchers, however, the fashion in which the rent is calculated varies. The control group uses the standard HUD rent calculation requirement and the study group's rent is based on a predetermined Total Tenant Payment (TTP) schedule.

In order to assist Rent Reform Study participants in achieving their self-sufficiency goals, RHA's Workforce Development Coordinators meet with each family annually, at minimum, to develop their Individual Training and Service Plans (ITSPs). The Workforce Development Coordinators offer Rent Reform participants assistance and outreach services through the FSS Lite Program.

As of June 30, 2018, Workforce Development staff met with 133 Rent Reform Study participants; 89 of whom are currently housed with signed FSS Lite agreements. With FSS Lite agreements and ITSPs in place, Rent Reform families are able to take advantage of everything the FSS Lite Program has to offer, including the Self-Sufficiency Fund. The $50,000 Self-Sufficiency Fund was established in FY 2015 using MTW single fund flexibility and provides assistance to all FSS Lite participants in overcoming some of the most common barriers hindering self-sufficiency. To add a further incentive for FSS Lite Program participants, RHA established one time and/or ongoing rent credits in its FY 2017 MTW Annual Plan.

RHA continues to document the outcomes of both the Mobility Demonstration and Rent Reform Controlled Study. A questionnaire was developed that continues to be administered to participants in both programs on an annual basis. This questionnaire is designed to track the overall progress of participants over the course of their participation in the program. Information residents provide through the survey include family history, job training, income, neighborhood, and overall satisfaction of their children's education, friends and surroundings.

With dwindling federal funding to address necessary repairs and improvements needed at PH properties across the country, single fund flexibility has proven to be vital in the improvement and conservation of RHA's PH complexes. RHA will continue to use the flexibility allowed for in Section B of Attachment C of the Standard MTW Agreement to make additional improvements to these properties, specifically those focused on energy and water savings, to ensure long-term viability.

Non-MTW goals and objectives

In addition to the short-term and long-term goals and objectives previously identified, in FY 2018 RHA:

- Began exploring the possibility of combining five vacant parcels of land, owned by RHA, to accommodate the development of an affordable housing site with 44 dwelling units for seniors. With architectural renderings complete, funding sources secured and zone change requests approved, RHA anticipates breaking ground on this development in April of 2019.

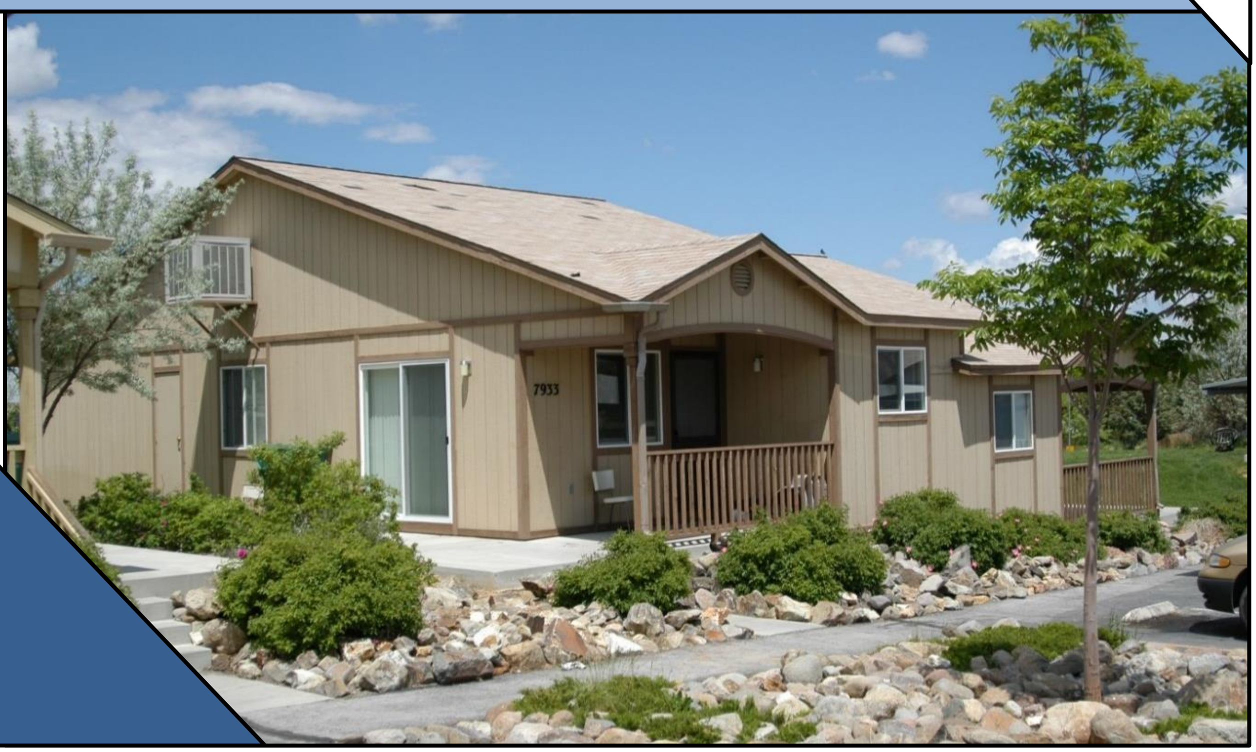
- Continued to work toward the goals outlined in the approved strategic plan which include increasing RHA's housing portfolio through the development of affordable housing units, collaborating with community partners, advancing the education and economic opportunities of all program participants and the continued utilization of MTW flexibilities that assist RHA in addressing the needs of the local community.

- Updated the five year plan for capital improvement expenditures.

- Completed the full integration of RHA's new software system. This new software will result in better management of all of the agency's operations and programs. In the future, RHA will implement an online application portal for admission to its housing programs and explore additional technological upgrades (i.e. tablets, inspection module, UPCS module) to increase the agency's overall efficiency.

Section Two

General Operating Information



Yorkshire Terrace, LIHTC property

II. General Operating Information

Households Served

Throughout FY 2018, RHA served 3,179 households through its PH and HCV programs of which 326 households moved off for various reasons. Overall, this included 2,402 children, 1,826 people with disabilities and 1,307 elderly household members. At the end of FY 2018, the average income for households living in or having moved out of RHA's PH complexes was $15,429 and 69.12% of these households had annual incomes at or below 30% of the Area Median Income (AMI). Similarly, the average income for households living with or having moved off of RHA's HCV program was $14,592 and 72.03% of these households had annual incomes at or below 30% of the AMI.

The following table shows demographic information for both PH residents and HCV participants as of June 30, 2018. The table includes current residents/participants as well as those who moved off of assistance throughout the course of the fiscal year. The table excludes households assisted through the VASH program.

Demographics of all RHA Assisted Households in FY 2018 (including move-offs)				
	PH residents		HCV participants	
Total # households served	855	100%	2,324	100%
Income Level				
Extremely Low Income	591	69.12%	1,674	72.03%
Very Low Income	191	22.34%	508	21.86%
Low Income	53	6.20%	125	5.38%
Above Low Income	20	2.34%	17	0.73%
Family Type				
Elderly Disabled	150	17.54%	536	23.06%
Elderly Non-Disabled	132	15.44%	371	15.96%
Non-Elderly Disabled	181	21.17%	689	29.65%
Non-Elderly Non-Disabled	392	45.85%	728	31.33%
Race of Head of Household				
White	664	77.66%	1,856	79.86%
Black/African American	104	12.16%	337	14.50%
American Indian or Alaska Native	25	2.92%	49	2.11%
Asian	54	6.32%	70	3.01%
Native Hawaiian/Other Pacific Islander	8	0.94%	12	0.52%
Ethnicity of Head of Household				
Hispanic or Latino	254	29.71%	394	16.95%
Not Hispanic or Latino	601	70.29%	1,930	83.05%

A. Housing Stock Information

The following tables provide an overview of RHA's housing stock as of June 30, 2018.

i. Actual New Project Based Vouchers

The following table includes tenant-based vouchers that RHA project-based for the first time during FY 2018 and includes only those where an agreement to enter into a HAP contract was in place by the end of FY 2018.

Property Name	Number of Vouchers Newly Project-Based		Status at End of Plan Year**	RAD?	Description of Project
	Planned*	Actual			
Mobility Demonstration/ Opportunity Properties	3	0	N/A	No	PH residents in good standing are allowed to move to RHA's scattered site properties on a two-year PBV.
Single Family Home Project-Based Vouchers	3	0	N/A	No	RHA has a number of single family homes acquired under NSP2 and other programs that are being shifted to PBVs as they become vacant.
Yorkshire Terrace	3	0	N/A	No	RHA is assigning PBVs to units at Yorkshire Terrace, a 30 unit LIHTC property. RHA plans to expand this to include more units if/when a unit becomes vacant.
Partnerships	1	0	N/A	No	RHA has formalized agreements with several nonprofit community partners to provide affordable housing to their clients. RHA works with each nonprofit partner to provide housing while the nonprofit partner provides case management services.
Privately Owned Properties	25	0	N/A	No	Privately owned properties are being assigned PBVs through a competitive process in exchange for their commitment to provide affordable housing to individuals and/or families who are experiencing homelessness.

Planned	Actual	
35	**0**	**Planned/Actual Total Vouchers Newly Project-Based**

* Figures in the "Planned" column should match the corresponding Annual MTW Plan.

** Select "Status at the End of Plan Year" from: Committed, Leased/Issued

Differences between the Planned and Actual Number of Vouchers Newly Project-Based:

RHA does not assign a PBV to any agency owned property unless that unit is or becomes vacant. Due to the tightening rental market in Reno, Sparks, and Washoe County, many of the properties that RHA staff would review/consider for the assignment of a PBV have remained occupied.

Furthermore, RHA issued a Request for Proposals (RFP) for the assignment of additional PBVs to privately owned properties on October 13, 2017. Following a 30 day posting period, no interest from private owners for the assignment of a PBV was received.

ii. Actual Existing Project-Based Vouchers

The following table includes tenant-based vouchers that RHA is currently project-basing in FY 2018 and includes only those where a HAP contract was in place by the beginning of FY 2018.

Property Name	Number of Project-Based Vouchers		Status at End of Plan Year**	RAD?	Description of Project
	Planned*	Actual			
Mobility/ Opportunity Properties	40	38	Leased/ Issued	No	PH residents in good standing are allowed to move to RHA's scattered site properties on a two-year PBV.
Single Family Home PBVs	19	16	Leased/ Issued	No	RHA has a number of single family homes acquired under NSP2 and other programs that are being shifted to PBVs.
Yorkshire Terrace	17	16	Leased/ Issued	No	RHA is assigning PBVs to units at Yorkshire Terrace, a 30 unit LIHTC property.
Partnerships	12	12	Leased/ Issued	No	RHA has formalized agreements with several nonprofit community partners to provide affordable housing to their clients. RHA works with each nonprofit partner to provide housing while the nonprofit partner provides case management services.
Privately Owned Properties	50	25	Leased/ Issued	No	Privately owned properties are being assigned PBVs through a competitive process in exchange for their commitment to provide affordable housing to individuals and/or families who are experiencing homelessness.
	138	**107**	**Planned/Actual Total Existing Project-Based Vouchers**		

* Figures and text in the "Planned" column should match the corresponding Annual MTW Plan.

** Select "Status at the End of Plan Year" from: Committed, Leased/Issued

Differences between the Planned and Actual Existing Number of Vouchers Project-Based:

RHA does not assign a PBV to any agency owned property unless that unit is or becomes vacant. Due to the tightening rental market in Reno, Sparks, and Washoe County, many of the properties that RHA staff would review/consider for the assignment of a PBV have remained occupied. Furthermore, RHA issued an RFP for the assignment of additional PBVs to privately owned properties on October 13, 2017. Following a 30 day posting period, no interest from private owners for the assignment of a PBV was received.

iii. Actual Other Changes to MTW Housing Stock in the Plan Year

Examples of the types of other changes include (but is not limited to): units held off-line due to relocation or substantial rehabilitation, local, non-traditional units to be acquired/developed, etc.

Actual Other Changes to MTW Housing Stock in the Plan Year
RHA continues to look for single family homes, duplexes and condominiums for use with PBVs. Scattered site properties located in low poverty neighborhoods may be identified for use in RHA's Mobility Demonstration. All other properties acquired will be used to provide additional housing choices for low-income families and individuals through RHA's opportunity and single family home PBVs. In FY 2018, there were no actual other changes to the MTW housing stock.

iv. General Description of All Actual Capital Expenditures During the Plan Year

General Description of All Actual Capital Expenditures during the Plan Year
The CFP expenditures carried out in FY 2018 were as follows: A. Mineral Manor: • CFP 2014 – concrete replacement totaled $21,960 • CFP 2015 – concrete replacement totaled $2,540 • CFP 2016 – water heater replacement totaled $102,004 B. Silverada Manor: • CFP 2017 – boiler room replacement totaled $5,540 C. Essex Manor: • CFP 2016 – accessible kitchens totaled $42,293 • CFP 2016 – drain line replacement totaled $446,794 D. Reno Housing Authority Main Office Building: • CFP 2014 – office door locks totaled $2,764 • CFP 2015 – truss reinforcement for HVAC totaled $28,739 • CFP 2015 – HVAC replacement totaled $22,707 Total expenditures for all CFP work completed during FY 2018: $675,341

B. Leasing Information

i. Actual Number of Households Served

Snapshot and unit month information on the number of households RHA served at the end of FY 2018.

Number of Households Served Through:	Number of Unit Months Occupied/Leased*		Number of Households Served**	
	Planned^^	Actual	Planned^^	Actual
MTW Public Housing Units Leased	9,012	8,904	751	742
MTW Housing Choice Vouchers (HCV) Utilized	30,228	25,332	2,519	2,111
Local, Non-Traditional: Tenant-Based	0	0	0	0
Local, Non-Traditional: Property-Based	0	0	0	0
Local, Non-Traditional: Homeownership	0	0	0	0
Planned/Actual Totals	**39,240**	**34,236**	**3,270**	**2,853**

* "Planned Number of Unit Months Occupied/Leased" is the total number of months the MTW PHA planned to have leased/occupied in each category throughout the full Plan Year (as shown in the Annual MTW Plan).

** "Planned Number of Households to be Served" is calculated by dividing the "Planned Number of Unit Months Occupied/Leased" by the number of months in the Plan Year (as shown in the Annual MTW Plan).

^^ Figures and text in the "Planned" column should match the corresponding Annual MTW Plan.

Please describe any differences between the planned and actual households served:

In its FY 2018 MTW Annual Plan, RHA indicated that lease up was not anticipated to drop below 97% of baseline or 745 in the PH program and 90% of baseline or 2,382 in the HCV program. At the end of FY 2018, RHA experienced increased vacancies coupled with longer leasing times at its PH family sites resulting in a slight decrease in the number of actual households served.

Local rental market conditions, including rising rents due to an extremely tight rental market within the City of Reno, City of Sparks and Washoe County, continue to significantly impact RHA's HCV program lease up. This is directly reflected in RHA's average lease up success rate for FY 2018, which currently sits at 65%.

Throughout FY 2018, RHA's Admissions Office referred 294 families to the HCV program. As of July 2, 2018, 236 standard vouchers have been issued to eligible HCV families who are actively looking for affordable units to rent in this tight market.

Baseline numbers for total households served set by HUD per PIH Notice 2013-2 is 3,127. As of June 30, 2018, RHA served 2,853 households or 91.24% of baseline.

Local, Non-Traditional Category	MTW Activity Name/Number	Number of Unit Months Occupied/Leased*		Number of Households to be Served*	
		Planned^^	Actual	Planned^^	Actual
Tenant-Based	Name/#	N/A	N/A	N/A	N/A
Property-Based	Name/#	N/A	N/A	N/A	N/A
Homeownership	Name/#	N/A	N/A	N/A	N/A
	Planned/Actual Totals	**N/A**	**N/A**	**N/A**	**N/A**

* The sum of the figures provided should match the totals provided for each Local, Non-Traditional category in the previous table. Figures should be given by individual activity. Multiple entries may be made for each category if applicable.

^^ Figures and text in the "Planned" column should match the corresponding Annual MTW Plan.

Households Receiving Local, Non-Traditional Services Only	Average Number of Households per Month	Total Number of Households in the Plan Year
Program Name/Services Provided	N/A	N/A

ii. Discussion of Any Actual Issues/Solutions Related to Leasing

Discussion of any actual issues and solutions utilized in the MTW housing programs listed.

Housing Program	Description of Actual Leasing Issues and Solutions
MTW Public Housing	Recent leasing issues are due in part to particular preferences being requested, which if not provided, often result in the tenant's refusal to lease a unit. These preferences include the size of the unit available and being offered, the location of the property or the lack of desired amenities. Compounding the longer leasing times are the normal vacancy issues that delay the turn of the unit including tenant damage and the disposal of personal property in accordance with NRS. RHA continues to select applicants off the wait list on the basis of preferences set forth in the Admissions and Continued Occupancy (ACOP) for Public Housing for referral to these vacant PH units.

MTW Housing Choice Voucher	Reno, Sparks and Washoe County have experienced a strengthening housing market that has resulted in an overall shortage of affordable housing units. With limited inventory and an influx in population due to the relocation of several tech companies to the region, the need for additional housing stock continues grow resulting in a tightened rental market and increased rents throughout the area. This strengthening housing market has resulted in private landlords refusing to participate in the HCV program. While this is due in part to the ongoing stigma within the community regarding HCV participants and multifamily properties, it is made worse by the myriad of regulations that must be adhered to prior to leasing to a family participating in the HCV program. All of this combined is making it difficult for some of RHA's HCV participants to find units to lease. In an effort increase lease up numbers in this program, RHA recently adjusted its payment standards to more accurately reflect local market conditions, implemented a Landlord Incentive Program and began allowing initial admission interviews to be conducted over the telephone, which has increased the initial admissions interview success rate to 56% up from 40% in January of 2018. RHA is now exploring additional possibilities to increase lease up in the HCV program including a "lease in place" preference.
Local, Non-Traditional	RHA does not currently have any local, non-traditional programs.

C. Waiting List Information

i. Actual Waiting List Information

Snapshot information on the actual status of MTW waiting lists at the end of FY 2018 including detail on the structure of the waiting list and the population(s) served. The information reflected below is current as of September 5, 2018.

Waiting List Name	Description	Number of Households on Waiting List	Waiting List Open Partially Open or Closed	Was the Waiting List Opened During the Plan Year
CV Public Housing	1-4 Bedroom Units	779	Closed	Yes
Stead PH	2 & 3 Bedroom Units, located at Stead Manor	378	Closed	Yes
Elderly and Disabled PH	Studio, 1 & 2 Bedroom Units	545	Closed	No
Housing Choice Voucher	Section 8	810	Closed	No
Project Based Voucher	Unit Based Vouchers	828	Closed	No
S8 Moderate Rehabilitation	Private Owned Unit Based Vouchers	321	Closed	Yes

Please describe any duplication of applicants across waiting lists:

At the time of application, clients may apply for all open waiting lists. These numbers will include some households that have applied for more than one program and/or bedroom size.

ii. Actual Changes to Waiting List in the Plan Year

Actual changes to the organizational structure or policies of the waiting list(s), including any opening or closing of a waiting list during FY 2018.

Waiting List Name	Description of Actual Changes to Waiting List
CV Public Housing 2, 3 & 4 bedroom only	Waitlist opened on May 18, 2018 and closed on July 6, 2018.
Stead PH	Waitlist opened on May 18, 2018 and closed on July 6, 2018.
S8 Moderate Rehabilitation	Waitlist opened on May 18, 2018 and closed on July 6, 2018.

D. Information on Statutory Objectives and Requirements

i. 75% of Families Assisted Are Very Low Income

The following table provides data for the actual families housed upon admission during RHA's FY 2018 Plan Year. Families receiving "Local, Non-Traditional Services Only" are not included.

Income Level	Number of Local, Non-Traditional Households Admitted in the Plan Year
80%-50% Area Median Income	0
49%-30% Area Median Income	0
Below 30% Area Median Income	0
Total Local, Non-Traditional Households Admitted	**0**

ii. Maintain Comparable Mix

HUD will verify compliance with the statutory requirement that RHA continues to serve a comparable mix of families by family size by first assessing a baseline mix of family sizes served by RHA prior to entry into the MTW demonstration (or the closest date with available data) and compare that to the current mix of family sizes served during the FY 2018 Plan Year.

Baseline Mix of Family Sizes Served (upon entry to MTW)					
Family Size	**Occupied Public Housing Units**	**Utilized HCVs**	**Non-MTW Adjustments***	**Baseline Mix Number**	**Baseline Mix Percentage**
1 Person	284	1,307	0	1,591	50.56%
2 Person	207	433	0	640	20.34%
3 Person	115	290	0	405	12.87%
4 Person	76	192	0	268	8.52%
5 Person	40	107	0	147	4.67%
6+ Person	23	73	0	96	3.05%
TOTAL	**745**	**2,402**	**0**	**3,147**	**100%**

* "Non-MTW Adjustments" are defined as factors that are outside the control of the MTW PHA. An example of an acceptable "Non-MTW Adjustment" would include demographic changes in the community's overall population. If the MTW PHA includes "Non-MTW Adjustments," a thorough justification, including information substantiating the numbers given, should be included below.

Please describe the justification for any "Non-MTW Adjustments" given above:

No baseline adjustments given.

Mix of Family Sizes Served (in Plan Year)				
Family Size	**Baseline Mix Percentage****	**Number of Households Served in Plan Year^**	**Percentage of Households Served in Plan Year^^**	**Percentage Change from Baseline Year to Current Plan Year**
1 Person	50.56%	1,621	56.82%	6.26%
2 Person	20.34%	519	18.19%	(2.15)%
3 Person	12.87%	283	9.92%	(2.95)%
4 Person	8.52%	227	7.96%	(0.56)%
5 Person	4.67%	128	4.49%	(0.18)%
6+ Person	3.05%	75	2.63%	(0.42)%
TOTAL	**100%**	**2,853**	**100%**	**0%**

** The "Baseline Mix Percentage" figures given in the "Mix of Family Sizes Served (in Plan Year)" table should match those in the column of the same name in the "Baseline Mix of Family Sizes Served (upon entry to MTW)" table.

^ The "Total" in the "Number of Households Served in Plan Year" column should match the "Actual Total" box in the "Actual Number of Households Served in the Plan Year" table in Section II.B.i of this Annual MTW Report.

^^ The percentages in this column should be calculated by dividing the number in the prior column for each family size by the "Total" number of households served in the Plan Year. These percentages will reflect adjustment to the mix of families served that are due to the decisions of the MTW PHA. Justification of percentages in the current Plan Year that vary by more than 5% from the Baseline Year must be provided below.

Please describe the justification for any variances of more than 5% between the Plan Year and Baseline Year:

Many of RHA's one person households are elderly and/or disabled. Once housed, these families are far more likely to remain in the unit. This stability accounts for RHA's slight variation in the number of one person households.

iii. Number of Households Transitioned to Self-Sufficiency in the Plan Year

In FY 2017, RHA staff began reviewing the agency's definition of self-sufficiency and whether or not it accurately captured if a household should be considered self-sufficient. After deliberation, RHA staff decided that moving forward, the agency will begin to look at self-sufficiency in two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. RHA acknowledges the challenges our clients face in successfully obtaining self-sufficiency. The cost of housing in the Truckee Meadows continues to climb while the obstacles to earning a living wage remain, making the objective of self-sufficiency difficult to attain.

Throughout FY 2018, a total of 98 families voluntarily moved-off of the HCV program, 17 were determined no longer eligible due to increased income in the HCV program and 66 families voluntarily moved-off of the PH program.

The table below reflects only those households who (1) were affected by one of RHA's implemented MTW activities and (2) met RHA's definition of the final phase of self-sufficiency.

MTW Activity Name/Number	Number of Households Transitioned to Self-Sufficiency*	RHA's Definition of Self-Sufficiency
Expand Self-Sufficiency / 2014-04	11	Household is no longer receiving assistance or has voluntarily ended participation.
Rent Reform Controlled Study / 2014-03	7	
Mobility Demonstration / 2014-02	2	
Simplify rent calculations and increase the minimum rent / 2014-05	24	
Disregard earned income of PH household members, age 18-20 / 2016-06	2	
	6	*(Households Duplicated Across Activities)*
	47	**Total Households Transitioned to Self-Sufficiency**

* Figures should match the outcome reported where metric SS#8 is used in Section IV of this Annual MTW Report.

Section Three

Proposed MTW Activities

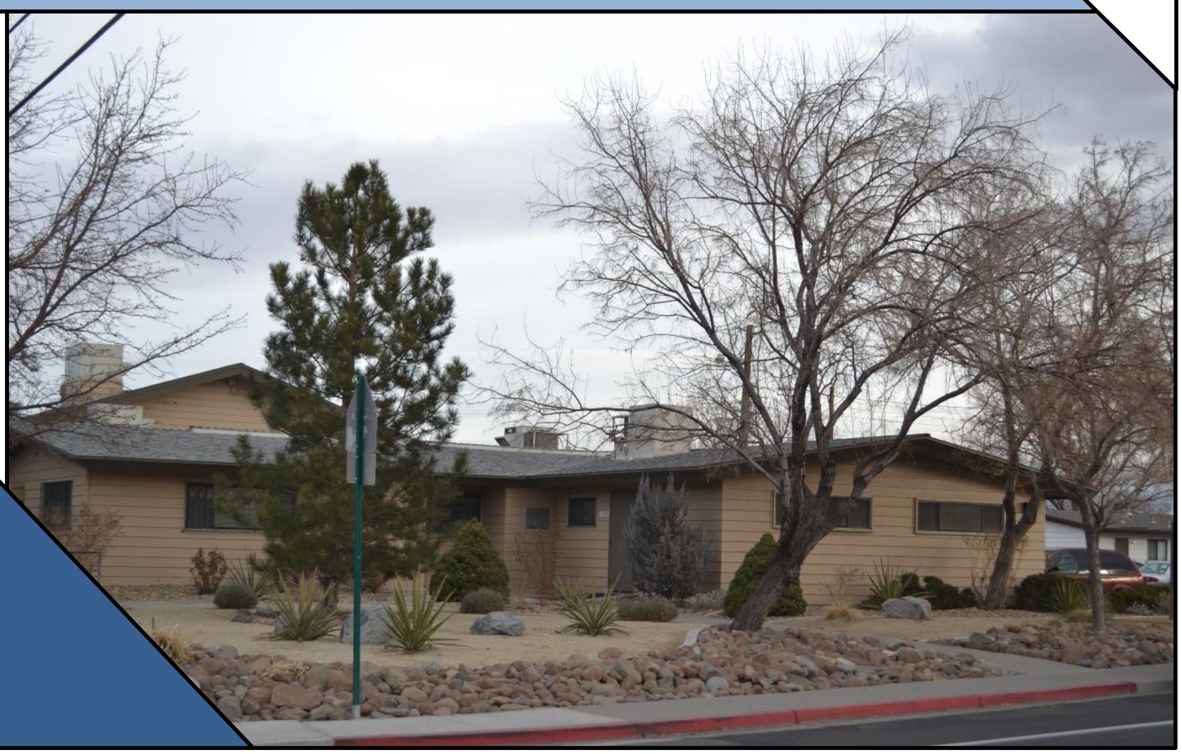
Park Silverada, RHA owns eight units within this complex

III. Proposed MTW Activities

All proposed MTW activities that were granted approval by HUD are reported in Section IV as 'Approved Activities'.

Section Four

Approved MTW Activities



Mineral Manor, PH family complex

IV. Approved MTW Activities

A. Implemented Activities

The activities discussed in this section have been previously approved by HUD and implemented by RHA. The following table provides an overview of all approved MTW activities including the year it was implemented and amended (if applicable), the primary statutory objective(s) the activity is intended to impact and the authorization(s) cited.

Approved/Implemented MTW Activities				
Activity #	**Activity Name**	**Fiscal Year Implemented/ Amended**	**Statutory Objective(s)**	**Authorization(s)**
2018-01	Landlord Incentive Program	2018	Increase housing choice for low-income families.	Attachment C Section D.1.a and D.1.d
2017-01	Increase verified application data for HCV applicants	2017	Reduce costs and achieve greater cost effectiveness.	Attachment C Section D.3.a.
2017-02	Asset threshold to determine eligibility for admission	2017	Increase housing choice for low-income families.	Attachment C Sections C.2., D.3.a., D.3.b., and D.4.
2016-01	Simplification of medical deductions	2016 amended 2018	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.11. and D.2.a.
2016-02	Redefine near-elderly person	2016	Increase housing choice for low-income families.	Attachment C Section C.2.
2016-04	Allow HCV participants to lease units that exceed the 40% rent burden	2016	Increase housing choice for low-income families.	Attachment C Section D.2.a.
2016-05	Eliminate Earned Income Disallowance (EID)	2016	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.11. and D.2.a.
2016-06	Disregard earned income of PH household members, age 18-20, who are not the head of household or co-head	2016	Create incentives for families to work, seek work or prepare for work.	Attachment C Section C.11.
2016-07	Implement a $75 fee for each additional HQS inspection when more than two inspections are required	2016	Reduce costs and achieve greater cost effectiveness.	Attachment C Section D.1.a.

Activity #	Activity Name	Fiscal Year Implemented/ Amended	Statutory Objective(s)	Authorization(s)
2016-08	Expand Project Based Voucher Program	2016	Increase housing choice for low-income families.	Attachment C D.1.e. and D.4.
2015-01	Elimination of all negative rents and simplification of HCV utility allowances	2015	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections D.2.a. and C.11.
2015-02	Allow RHA to inspect its own HCV units	2015	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.9.a. and D.5.
2015-03	Eliminate caps on PBV allocations and allow for assignment of PBVs to 100% of RHA-owned, non-Public Housing properties	2015 amended 2017	Reduce costs and achieve greater cost effectiveness *and* increase housing choices for low-income families.	Attachment C Sections D.1.e., D.7., and D.7.a.
2014-01	Assign PBVs to RHA owned/controlled units without competitive process	2014	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections D.2.b. and D.7.a.
2014-02	Mobility Demonstration	2014	Increase housing choices for low-income families *and* create incentives for families to work, seek work or prepare for work.	Attachment C Sections D.1.b., D.4., D.7.a., and E.
2014-03	Rent Reform Controlled Study	2014	Create incentives for families to work, seek work or prepare for work *and* reduce costs and achieve greater cost effectiveness.	Attachment C Sections D.1.b., D.1.c., D. 2. a., and D.4.
2014-04	Expand self-sufficiency activities	2014 amended 2015 amended 2017	Create incentives for families to work, seek work or prepare for work.	Attachment C Section E.
2014-05	Simplify rent calculations and increase the minimum rent	2014	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.4., C.11, D.2.a., and D.3.b.

Activity #	Activity Name	Fiscal Year Implemented/ Amended	Statutory Objective(s)	Authorization(s)
2014-06	Triennial recertifications for elderly/disabled participants on fixed incomes	2014 amended 2015 amended 2017 amended 2018	Reduce costs and achieve greater cost effectiveness.	Attachment C Sections C.4. and D.1.c.
2014-08	Partner with local nonprofit to provide special needs housing	2014	Increase housing choices for low-income families *and* create incentives for families to work, seek work or prepare for work.	Attachment C Sections B.4., D.1.b., and D.7.a.

2018-01: Landlord Incentive Program

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2018.

Description:
Reno, Sparks and Washoe County have experienced a strengthening housing market resulting in private landlords refusing to participate in the HCV program. While this is due in part to the ongoing stigma within the community regarding HCV participants and multifamily properties, it is made worse by the myriad of regulations that must be adhered to prior to leasing to a family participating in the HCV program. Complicating matters further is that, in some cases, proper notification of a family's intent to move is not always provided which can result in the landlord having to pay back a portion of the HAP that they may have already received.

Based on a survey of participating HCV landlords, RHA implemented a Landlord Incentive Program in FY 2018. The program allows landlords to receive their contracted HAP payment through the end of the month for units occupied by HCV participants who vacate under the following conditions: (1) deceased, (2) eviction, (3) skip, or (4) family responsibility violation. Furthermore, an additional HAP payment equal to one month may be received for these same units regardless of the actual move-out date of the participant, if the request is made in writing by the landlord. Landlords can then utilize the additional HAP toward damages incurred within the unit or as compensation for a vacancy loss.

Current market conditions have resulted in private and tax credit properties carrying wait lists to fill new vacancies at their properties. In an effort to ensure that landlords in our area are able to maintain equal housing opportunities and follow existing procedures, RHA does not require landlords to rent to another voucher holder in order to qualify for this incentive.

MTW Statutory Objective(s):
Increase housing choices for low-income families by providing an incentive for private landlord participation within the HCV program.

Update/Status:
RHA implemented this activity on October 1, 2017. It is ongoing and on schedule.

Impact:
The Landlord Incentive Program was designed to facilitate lease ups and increase landlord participation resulting in an increase in housing choice for RHA's low-income families. As private landlords are now provided with additional assurances should they rent to HCV participants that they otherwise would not have, RHA expects this activity to facilitate the retention of landlord participation within the HCV program.

Activity Highlight

48% of landlords who received the incentive payment leased their unit to another HCV family.

As of June 30, 2018, RHA experienced 445 move outs within its HCV program for the following reasons:

Move Out Reason	Number
Moved to Other Section 8 Unit	186
Porting Out to Other PHA	25
End of Participation: Termination – Fraud	1
End of Participation: No Longer Eligible	17
End of Participation: Voluntary Move Out	98
End of Participation: Absorbed Port	4
End of Participation: Family Responsibility Violation	53
End of Participation: Deceased	50
End of Participation: Skipped	4
End of Participation: Eviction	7

Based on the criteria set forth in RHA's Landlord Incentive Plan, 106 of these move outs would have been eligible for an additional HAP payment under the Landlord Incentive Program. In FY 2018, RHA made payments on behalf of 70 tenants to 51 separate landlords for a total of $27,986. This includes 16 payments, totaling $4,692, made on behalf of VASH voucher holders.

Landlord Incentive Program: HCV Program	
Move Out Reason	**Amount Paid**
End of Participation: Family Responsibility Violation	$9,674
End of Participation: Deceased	$8,441
End of Participation: Skipped	$2,396
End of Participation: Eviction	$2,783
Total Amount Paid:	$23,294

Landlord Incentive Program: VASH Program	
Move Out Reason	**Amount Paid**
End of Participation: Family Responsibility Violation	$229
End of Participation: Deceased	$2,258
End of Participation: Skipped	$358
End of Participation: Eviction	$1,847
Total Amount Paid:	$4,692

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metric was identified and tracked for this activity.

2018-01 HC #2: Units of Housing Preserved				
Number of housing units preserved that would otherwise not be available (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of housing units preserved for households at or below 80% AMI.	19	31	27	No

Challenges in Achieving Benchmarks and Possible Strategies:
RHA implemented its Landlord Incentive Program on October 1, 2017. Following implementation, staff began promoting the program to both new and current landlords through its website, quarterly landlord newsletters, landlord briefings and word of mouth. As of June 30, 2018, 48% of landlords who received the incentive payment leased their unit to another HCV family. Furthermore, two additional landlords, who are not included in the outcome count, leased their units to a VASH client. Through ongoing outreach, RHA anticipates meeting this benchmark in the future.

2017-01: Increase verified application data for HCV applicants

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2017.

Description:
RHA's Section 8 Administrative Plan and federal regulations require information submitted by each applicant to be verified for accuracy as this data is ultimately used to determine program eligibility, priority status, voucher size and the amount of HAP to be paid to the landlord. Per 24 CFR §982.201(e), RHA must receive information verifying that an applicant is eligible for the HCV program within the period of 60 days prior to the issuance of a voucher. Information that is subject to change, which was verified more than 60 days prior, must be re-verified prior to the certification of the applicant's file. If there is a delay after the file has been referred to the HCV program that causes the voucher to not be issued within 60 days, the voucher is suspended and the information is re-verified. If changes are reported after the file has been referred, but the changes took place prior to the issuance of a voucher, the file is referred back to Admissions staff to obtain written verification and determination as to whether or not the changes have any effect on eligibility, rent or unit size.

The amount of time RHA staff spend following up and tracking third party verification requests is significant and often results in information that is no more reliable than the documents provided by the applicants directly. To streamline the admissions process, reduce the amount of time required by staff, and decrease the time necessary to build a qualified applicant pool, RHA extended the length of time that all verified application data related to income is deemed valid for the HCV program to 120 days. Furthermore, stable income verifications, such as pensions and Social Security award letters, are now valid for all applicants for the duration of the current year.

MTW Statutory Objective(s):
Reduce cost and achieve greater cost effectiveness in federal expenditures by reducing the amount of duplicative work needed to re-verify applicant information that was previously deemed true and complete.

Update/Status:
This activity is ongoing and on schedule.

Impact:
Prior to implementation of this activity, RHA staff sent out approximately 2,772 third party verifications for admission on an annual basis. Following implementation of this activity, the process has become streamlined and the number of third party verifications has been reduced by nearly 64% to 1,004. Allowing stable income verifications to be valid for current year rather than requiring applicants to obtain additional social security award letters or pension statements every 60 days has also helped to expedite applicants through the admissions process.

The following table reflects costs incurred by RHA for each verification for admission in FY 2018:

Cost for Processing Admission Verifications			
	Material	Time	Labor
Cost for Housing Specialist		.17 hrs @ $19.89 per hr*	$3.38
Cost for General Office Clerk	$1.48	.23 hrs @ $18.04 per hr**	$4.15
Totals	$1.48		$7.53
		Cost per Verification:	**$9.01**

* Hourly rate based on average Housing Specialist salary ($34,375.07 - $48,360)

** Hourly rate based on average General Office Clerk salary ($31,179.20 - $43,867.20)

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2017-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total cost of task in dollars.	$24,643 Calculation: 2,772*8.89 = 24,643.08	$18,483	$9,046 Calculation: 1,004*9.01 = 9,046.04 FY 2017: $16,429	Yes

2017-01 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total time to complete the task in staff hours.	1,108.8 hours Calculations: 2,772*0.17 = 471.24 2,772*0.23 = 637.56 471.24+637.56 = 1,108.80	831.8 hours	401.62 hours Calculations: 1,004*0.17 = 170.69 1,004*0.23 = 230.93 170.69+230.93 = 401.62 FY 2017: 739.2 hours	Yes

Challenges in Achieving Benchmarks and Possible Strategies:
No challenges were experienced in achieving the benchmarks identified and established for this activity. Benchmarks for this activity were originally based on a decrease of approximately 25% in agency cost and time savings. In FY 2018, both the agency cost savings (*2017-01 CE #1*) and staff time savings (*2017-01 CE #2*) saw a decrease of approximately 64%.

2017-02: Asset threshold to determine eligibility for admission

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2017.

Description:
Pursuant to 24 CFR §5.609, annual income is defined to include amounts derived (during the 12-month period) from assets to which any member of the family has access. Income resulting from any assets held by the family must be calculated and included when determining program eligibility and rent portions. Under HUD's current guidelines, there is no limit on the amount of assets a family may have access to prior to determination of eligibility.

In order to serve applicants with the greatest financial need, RHA established an asset threshold when determining initial eligibility for admission to its housing programs. If an applicant has combined assets with a cash value of more than $50,000, or ownership interest in a suitable dwelling unit that they have a legal right to reside in, they are now determined ineligible.

MTW Statutory Objective(s):
Increase housing choices for low-income families with limited financial resources.

Update/Status:
This activity is ongoing and on schedule.

In FY 2019, this activity was amended to exclude cash assets when determining eligibility for elderly/disabled HCV and PH households. Ownership interest in a property that the applicant has a legal right to reside in will remain in place for all applicants when determining eligibility for RHA's housing programs.

Impact:
In FY 2018, three applicants were withdrawn from the wait list.

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metric was identified and continues to be tracked for this activity.

2017-02 HC #3: Decrease in Wait List Time				
Average applicant time on wait list in months (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average applicant time on wait list.	15.45 months	15.45 months	16.06 months FY 2017: 17.33 months	No

Challenges in Achieving Benchmarks and Possible Strategies:
There are several factors that influence the length of time an applicant will remain on the wait list which should be noted including, but not limited to, sequestration, local preferences, and the closure of the wait list. Due to these factors, it is nearly impossible to determine whether the length of time an applicant remains on the wait list has decreased as a direct result of implementation of this activity.

2016-01: Simplification of medical deductions

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2016. The activity was amended in FY 2018 to restructure and further simplify the income tiers and associated deductions.

Description:
Under HUD regulations (24 CFR §5.611), if the head, co-head/spouse, or sole member of an applicant household is elderly (62 years of age or older) or disabled, the entire household may claim, as a deduction, medical expenses that are in excess of three percent (3%) of their annual income as long as the expenses are not compensated for or covered by insurance. As all deductions from income must be verified, gathering the required documentation often results in a substantial amount of time spent by households wanting to claim the deduction and, in many cases, the required documentation may include private information that some would rather not share.

Rather than use third party verifications and require residents to provide receipts showing out of pocket medical expenses, RHA established the following simplified medical deductions based entirely on the household's gross income:

Simplified Medical Deductions	
Gross Annual Income Range	Annual Medical Deduction
$1 - $12,199	$0
$12,200 - $16,289	$1,425
$16,290 +	$2,530

MTW Statutory Objective(s):
Reduce cost and achieve greater cost effectiveness in federal expenditures by reducing the amount of time staff spend verifying all medical deductions claimed during HCV and PH recertifications.

Update/Status:
Following HUD's approval of RHA's FY 2016 MTW Annual Plan on August 25, 2015, RHA began implementing simplified medical deductions in the PH and HCV programs. These deductions became effective for all elderly and/or disabled households with annual recertifications occurring on or after January 1, 2016.

With the announcement of an increase in Medicare premiums for 2017, RHA staff reviewed the seven income tiers established in the FY 2016 MTW Annual Plan to determine their overall viability for program participants. The amended income tiers noted above were based on income guidelines provided by the State Health Insurance Assistance Program in relation to the 2017 Medicare coverage. The new simplified medical deductions, as amended, became effective for annuals and vouchers issued on or after January 1, 2018.

The activity remains ongoing and on schedule.

Impact:
On January 1, 2016, RHA began applying the simplified medical deductions to all PH and HCV elderly and disabled households regardless of whether or not their portion of total medical expenses exceeded 3% of their annual income. This resulted in a reduction in the number of verifications required, a simplified process for both staff and residents, and a decrease in overall administrative costs. However, RHA's rental revenue within PH and the amount of tenant contribution to rent within HCV experienced a significant decrease rather than the anticipated increase.

Prior to implementation, RHA incurred the following amount of time and cost on each medical expense verification:

Time and cost incurred for processing Medical Deductions per household								
PH program					**HCV program**			
	Material	Time	Labor			Material	Time	Labor
Cost for Asset/ Assistant Manager	$4.19	1.05 hrs @ $22.39 per hr*	$23.51		Cost For Housing Specialist		.325 hrs @ $18.33 per hr**	$5.96
					Cost for Office Clerk	$4.19	.73 hrs @ $16.62 per hr***	$12.13
Total	$4.19		$23.51		Total	$4.19		$18.09
	Total Cost per Client:		**$27.70**			**Total Cost per Client:**		**$22.28**

* Hourly rate based on average Asset Manager salary ($20.41 - $28.72/hr) and Assistant Asset Manager salary ($16.79 - $23.63/hr)

** Hourly rate based on average Housing Specialist salary ($15.23 - $21.43/hr)

*** Hourly rate based on average General Office Clerk salary ($13.81 - $19.43/hr)

As of June 30, 2018, 421 PH residents and 1,463 HCV participants were eligible to receive the deduction based on their household. Of those, 405 PH residents and 1,382 HCV participants were receiving the simplified medical deduction. As several of the households eligible to receive the simplified medical deduction are also on a triennial recertification schedule, there are currently only 50 PH residents and 196 HCV participants who have transitioned to the amended income tiers and their corresponding deduction. The number of households receiving the simplified medical deduction within each income tier continues to fluctuate as PH residents and HCV participants move on and off of the two programs.

Under RHA's revised income tiers, several households are currently, or will soon be, receiving a deduction of $0. After reviewing the data available, it was determined that participants within the first income tier have their Medicare premiums, co-pays and deductions completely covered throughout the year negating the need for an actual monetary deduction. In an effort to reduce the overall cost of this activity to the agency, in FY 2018, RHA began requiring all eligible households to self-certify actual medical expenses prior to receiving the deduction. Previously all participants received the simplified medical deduction regardless of whether or not the household actually incurred the expense.

Hardship Policy:
In the event a participant wishes to have their portion of rent calculated based on unreimbursed medical expenses contrary to this activity, they must request a hardship. A three person committee was established by RHA to review all requests for hardship. Prior to being considered for a hardship and referred to the established committee, participants are required to meet all of the criteria set forth in RHA's MTW Annual Plan and internal hardship procedure. This criteria includes (1) the household's monthly rent is no less than RHA's established minimum rent, and (2) third party documentation must be provided detailing all anticipated medical expenses including monetary amounts and frequency. Once the hardship is submitted, the three person committee will review all of the detailed expenses provided and determine whether the requested hardship is warranted. If any part of the established criteria is not met, a hardship will not be granted.

Hardship Requests:
During FY 2018, RHA received 19 hardship requests due to the implementation of this activity, all of whom were participants of the HCV program. Each of the hardship requests were forwarded to the three person hardship committee for review. Upon consideration of all of the documentation provided by the requestors, six of the hardship requests were granted, one was sent back for further information and 12 were denied.

As of June 30, 2018, six households continued to receive a deduction based on actual medical expenses. This included five participants of the HCV program and one PH household who is not required to receive additional committee approval unless the family composition or circumstance changes.

In FY 2018, RHA incurred the following amount of time and cost on each medical expense verification due to an approved hardship request:

Time and cost incurred for processing Medical Deductions per household								
PH program					**HCV program**			
	Material	Time	Labor			Material	Time	Labor
Cost for Asset/ Assistant Manager	$4.19	1.05 hrs @ $24.69 per hr*	$25.92		Cost For Housing Specialist		.325 hrs @ $19.88 per hr**	$6.46
					Cost for Office Clerk	$4.19	.73 hrs @ $18.04 per hr***	$13.17
Total	$4.19		$25.92		Total	$4.19		$19.63
	Total Cost per Client:		**$30.11**			**Total Cost per Client:**		**$23.82**

* Hourly rate based on average Asset Manager salary ($46,065.88 - $64,812.80) and Assistant Asset Manager salary ($37,898.51 - $53,331.20)

** Hourly rate based on average Housing Specialist salary ($46,065.88 - $48,360)

*** Hourly rate based on average General Office Clerk salary ($31,179.20 - $43,867.20)

Actual Non-Significant Changes:
Each of RHA's income tiers and associated medical deductions were amended in FY 2018. Following HUD approval the new deductions became effective for annuals and vouchers issued on or after January 1, 2018.

There are no additional actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**[1]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Costs associated with PH program calculations.	$5,040 Calculations: 15.17*27.70 = 420.21 420*12 = 5,040	$0	$30 Calculation: 1*30.11 = 30.11 FY 2017: $0 FY 2016: $2,136	No
Costs associated with HCV program calculations.	$20,412 Calculations: 76.34*22.28 = 1,700.86 1,701*12 = 20,412	$0	$119 Calculation: 5*23.82 = 119.10 FY 2017: $201 FY 2016: $5,880	No

[1] Prior to implementation, medical deductions were verified for approximately 15.17 PH households and 76.34 HCV households per month. As reflected in the table titled "Time and cost incurred for processing Medical Deductions per household," baseline costs were estimated based on a total cost per client of $27.70 per PH verification and $22.28 for each HCV verification (see pg. 40).

2016-01 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**[2]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Hours associated with PH program calculations.	191.14 hours PH Asset Managers/ Assistant Managers: 15.17*1.05 = 15.9285 15.9285*12 = 191.142	0 hours	1.05 hours PH Asset Managers/ Assistant Managers: 1*1.05 = 1.05 FY 2017: 0 hours FY 2016: 80.89 hours	No
Hours associated with HCV program calculations.	966.47 hours Housing Specialists: 76.34*0.325 = 24.8105 24.8105*12 = 297.726 Office Clerks: 76.34*0.73 = 55.7282 55.7282*12 = 668.738 Combined hours spent: 297.73+668.74 = 966.47	0 hours	5.275 hours Housing Specialists: 5*0.325 = 1.625 Office Clerks: 5*0.73 = 3.65 Combined hours spent: 1.625+3.65 = 5.275 FY 2017: 9.50 hours FY 2016: 278.52 hours	No

2016-01 CE #3: Decrease in Error Rate of Task Execution				
Average error rate in completing task as a percentage (decrease).				
Unit of Measurement	**Baseline**[3]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Rate associated with PH program calculations.	2%	0%	2% 9 of the 405 PH households were found to contain errors. FY 2017: 2% FY 2016: 2%	No
Rate associated with HCV program calculations.	5%	0%	2% 22 of the 1,382 HCV households were found to contain errors. FY 2017: 3% FY 2016: 8%	No

2 PH Asset Managers/Assistant Managers spend approximately 1.05 hours per PH verification. Within the HCV program, each verification took Housing Specialists .325 hours and Office Clerks .73 hours.

3 RHA staff routinely conduct audits on PH tenant and HCV participant files to identify errors based on the number of variables used to calculate rent. Out of 225 audits conducted on PH tenant files, six were found to contain errors related to the calculation of medical deductions. Similarly, out of 72 audits conducted on HCV participant files, four were found to contain errors.

2016-01 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**[4]	**Outcome**[5]	**Benchmark Achieved?**
Rental revenue associated with PH program.	$0	$11,221 Calculations: 308*3.036 = 935.08 935.08*12 = 11,221	($52,134) Calculations: 1*240.45 = 240.45 346*(13.554) = (4,689.684) (4,690)+240 = (4,450) (4,450)*12 = (53,400) (53,400)+1,266 = (52,134) FY 2017: ($63,586) FY 2016: ($14,794)	No
Rental revenue associated with HCV program.	$0	$8,765 Calculations: 1,094*.6677 = 730.46 730.46*12 = 8,765	($183,759) Calculations: 5*52.95 = 264.75 1,164*(13.554) = (15,776.86) (15,777)+265 = (15,512) (15,512)*12 = (186,144) (186,144)+2,385 = (183,759) FY 2017: ($226,182) FY 2016: ($97,615)	No

Challenges in Achieving Benchmarks and Possible Strategies:
Throughout FY 2018, this activity affected 464 PH residents and 1,615 HCV participants, of which 195 have since moved off of assistance. The outcomes reported under this metric include only those families who were housed on June 30, 2018 and eligible for the standard medical deduction. This includes 406 PH residents of which 346 are receiving the correct FY 2016 simplified medical deduction, 50 are receiving the correct FY 2018 medical deduction, nine are receiving the incorrect deduction amount and one was approved for a hardship. Similarly, 1,387 HCV participants of which 1,164 are receiving the correct FY 2016 simplified medical deduction, 196 are receiving the correct FY 2018 medical deduction, 22 are receiving the incorrect deduction amount and five were approved for a hardship.

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4 RHA estimated that 308 PH residents will have their rent increased by an average of $3.04 per month, increasing PH rental revenue by $11,221 after implementation. Likewise, 1,094 HCV participants will have their portion of the rent increased by $0.67 per month, an increase in annual tenant contribution to rent of $8,765.

5 As of June 30, 2018, all PH residents and HCV participants were receiving the simplified medical deduction, except six households who were approved for a hardship. Analysis has shown that when comparing the overall cost for all households currently on the simplified medical deduction and those who are claiming the actual out of pocket medical expense due to a hardship, RHA incurred a loss of rental revenue of $12.29 per PH household per month and a loss of tenant contribution to rent of $11.16 per HCV household per month. This number is based on those who are still receiving the original deduction corresponding to the seven income tiers. It is slowly decreasing as participants are transitioning to the amended medical deduction tiers.

Although the benchmarks for Agency Cost Savings (*2016-01 CE #1*) and Staff Time Savings (*2016-01 CE #2*) were not met for either program, this is entirely due to approved medical hardships within both programs that required verification.

Implementation of this activity has not increased RHA's rental revenue as was anticipated when this activity was proposed (*2016-01 CE #5*), but rather has resulted in an overall loss. As previously reported, RHA originally anticipated that this activity would affect approximately 308 PH residents and 1,094 HCV participants, however, upon further review it was discovered that several households were omitted from the baseline data during initial analysis. Realizing the overall loss of rental revenue and tenant contribution to rent, RHA amended this activity in FY 2018. The amendment was implemented on January 1, 2018. This amendment not only revised the income tiers and related deductions, but it also established a requirement that all households self-certify that ongoing medical expenses are actually incurred prior to receiving the deduction.

To date, RHA has transitioned 246 households to the updated FY 2018 simplified medical deduction schedule. As a result, the loss of agency rental revenue as of June 30, 2018 has decreased slightly. Staff will continue to monitor this activity and its overall influence on both the agency and its PH residents and HCV participants.

2016-02: Redefine near-elderly person

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2016.

Description:
24 CFR §945.105 defines a near-elderly person as a person who is at least 50 years of age but below the age of 62, who may be a person with a disability. Furthermore, the term near-elderly family includes two or more near-elderly persons living together, and one or more near-elderly persons living with one or more persons who are determined to be essential to the care or well-being of the near-elderly person or persons.

In FY 2016, RHA changed the definition of near-elderly for its PH program to limit it to persons who are at least 55 years of age but below the age of 62. These newly defined households are treated as "elderly" to allow for their admission from the waiting list to one of RHA's senior PH complexes. RHA anticipates that this activity will increase the number of eligible families for referral to these PH units without raising concerns with current residents regarding potential lifestyle conflicts.

MTW Statutory Objective(s):
Increase housing choices for low-income families by allowing RHA to change the definition of near-elderly for its PH program only and allowing RHA to treat these newly defined households as "elderly" for admission to one of RHA's senior PH complexes.

Update/Status:
This activity remains ongoing and on schedule.

Impact:
Since the implementation of this activity, 229 near-elderly persons/families have been able to apply for RHA's senior PH complexes. This includes 74 households in FY 2018.

Implementation of this policy change does not qualify the near-elderly family for the Elderly/Disabled Allowance, triennial recertification schedule or Simplified Medical Deduction.

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-02 HC #4: Displacement Prevention				
Number of households at or below 80% AMI that would lose assistance or need to move (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Households who would lose assistance or need to move.	0	0	0	Yes

2016-02 HC #5: Increase in Resident Mobility				
Number of households able to move to a better unit and/or neighborhood of opportunity (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of near-elderly households able to move to a better unit and/or neighborhood of opportunity.	0	0	0	Yes

The following RHA Local Metric was identified and continues to be tracked for this activity.

2016-02 RHA Local Metric: Additional Units of Housing Made Available				
Number of housing units made available to households at or below 80% AMI.				
Unit of Measurement	**Baseline**	**Benchmark**[6]	**Outcome**	**Benchmark Achieved?**
Number of housing units made available to near-elderly households at or below 80% AMI.	0	17 New housing units made available: 55*0.30 = 16.5	8 New housing units made available: 27*0.30 = 8.1 FY 2017: 27 FY 2016: 2	No

Challenges in Achieving Benchmarks and Possible Strategies:
Throughout FY 2018, RHA experienced 27 vacancies within it elderly PH complexes (*2016-02 RHA Local Metric*). As the number of vacant units varies on an annual basis, it is impossible to determine whether or not this benchmark will be met in future years. It is important to note that other factors, including preferences being claimed by individual applicants, will affect an applicant's wait list placement and ultimately the lease up sequence.

[6] During CY 2014, RHA experienced 55 vacancies within its three senior PH complexes. The benchmark for this activity was established assuming that approximately 30% of these vacancies could have been offered/leased to near-elderly households.

2016-04: Allow HCV participants to lease units that exceed the 40% rent burden

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2016.

Description:
Through the HCV program, rental subsidies are provided for standard-quality units that are chosen by the tenant in the private market. Per 24 CFR §982.508, tenant rent plus utilities is limited to no more than 40% of monthly adjusted income when the family first receives voucher assistance in a particular unit. However, this maximum rent burden requirement is not applicable at reexamination if the family stays in place. In many cases, tenancy is not approved because the tenant's portion of rent exceeds this maximum 40% rent burden by a relatively small amount.

In order to increase housing choices for several HCV participants, RHA began permitting these participants to lease units that exceed the 40% maximum rent burden in accordance with their individual financial circumstances. HCV participants can now choose housing that is more costly than otherwise permitted under HUD regulations as long as the initial maximum rent burden does not exceed 50% of their monthly adjusted income at the time of approving tenancy and executing a HAP contract.

MTW Statutory Objective(s):
Increase housing choices for low-income families by providing HCV participants with more of a choice at lease up.

Activity Highlight

In FY 2018, 35 families leased units that exceeded 40% of their monthly adjusted income. Of these, 12 units were located in low poverty neighborhoods with increased opportunity.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
Implementation of this activity allows HCV participants to lease units in lower poverty, higher opportunity neighborhoods with better schools and employment opportunities. It also empowers participants by allowing them to choose how they allocate their own resources.

During FY 2018, 35 families leased units that exceeded 40% of their monthly adjusted income.

Hardship policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
Following implementation of this activity, RHA determined that mixed families should have been excluded from this policy change. A mixed family is defined as a family whose members include those with citizenship or eligible immigration status, and those without citizenship or eligible immigration status.

There are no additional actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metric was identified and continues to be tracked for this activity.

2016-04 HC #5: Increase in Resident Mobility				
Number of households able to move to a better unit and/or neighborhood of opportunity (increase).				
Unit of Measurement	**Baseline**	**Benchmark**[7]	**Outcome**	**Benchmark Achieved?**
Number of households able to move to a better unit and/or neighborhood of opportunity.	0	52	35 FY 2017: 5 FY 2016: 1	No

Challenges in Achieving Benchmarks and Possible Strategies:
While this activity allows HCV participants to lease units that exceed 40% of monthly adjusted income, it is completely voluntary based on how participants choose to allocate their own resources. This activity is also influenced by several factors including, but not limited to, local conditions of the rental market and changes to the payment standards. Many of these factors make the number of participants taking advantage of this activity difficult to predict.

[7] During January and February, 2014, RHA staff had 52 families who were residing in units that exceeded the 40% maximum rent burden. On average, these families had a rent burden of 58.24%.

2016-05: Eliminate Earned Income Disallowance (EID)

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2016.

Description:
EID allows eligible tenants in the PH and HCV programs to increase their incomes through employment without triggering rent increases. Under HUD's guidelines (24 CFR §960.255), EID applies to a family member residing in PH whose annual income increases as a result of employment or increased earnings. Within the HCV program, EID applies to a family whose income increases as a result of employment or increased earnings of a family member who is a person with disabilities (24 CFR §5.617). The resulting income increase is fully excluded for 12 months and 50% excluded for an additional 12 months. As EID regulations are cumbersome to apply and only affected approximately three percent (3%) of the tenants in RHA's PH and HCV programs, RHA eliminated this HUD-mandated calculation of rent in FY 2016.

MTW Statutory Objective(s):
Reduce cost and achieve greater cost effectiveness in federal expenditures by saving the staff time necessary to track EID participants throughout their eligibility period.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
As of July 31, 2017, all existing EID participants have transitioned off of the program.

Hardship Policy:
EID PH residents and HCV participants who were enrolled in the program upon implementation on August 25, 2015 were allowed to retain their benefits for a minimum of one year following plan approval. As a result, no hardship policy was established or required for this activity.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-05 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline[8]**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Costs associated with EID calculations in the PH program.	$2,553 Asset Manager & Assistant Asset Manager: 53.74*35 = 1,880.90 Regular monthly tracking: 25/60*6 = 2.5 2.5*22.39 = 55.975 55.98*12 = 671.76 Combined costs: 1,881+672 = 2,553	$2,553	$0 FY 2017: $1,612 FY 2016: $2,016	Yes
Costs associated with EID calculations in the HCV program.	$440 Housing Specialist: 43.99*10 = 440	$440	$0 FY 2017: $308 FY 2016: $396	Yes

2016-05 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline[9]**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Hours associated with EID calculations in the PH program.	114 hours Asset Manager & Assistant Asset Manager: 35*0.8 = 28 35*1.6 = 56 2.5*12 = 30 28+56+30 = 114	114 hours	0 hours FY 2017: 72 hours FY 2016: 90 hours	Yes
Hours associated with EID calculations in the HCV program.	24 hours Housing Specialist: 10*0.8 = 8 10*1.6 = 16 8+16 = 24	24 hours	0 hours FY 2017: 17 hours FY 2016: 21 hours	Yes

[8] Based on 74 PH residents participating in EID (35 who were employed) and 25 HCV households participating in EID (10 who were employed). Baselines were based on a cost of $53.74 per employed PH resident and $43.99 per employed HCV participant. Monthly tracking by six PH staff members (25 min per month) resulted in an additional cost of $55.98 per month.

[9] Based on 74 PH residents participating in EID (35 who were employed) and 25 HCV households participating in EID (10 who were employed). Annual recertifications take staff 0.8 hours to complete while staff spend 1.6 hours on each change to rent calculation due to an increase in income. On average, each household also requested two changes to their rent calculation due to a change in income. Furthermore, PH staff tracked all 74 EID participants on a monthly basis. Similarly, EID rent calculations were conducted for 10 HCV households. On average, each of these households also requested two changes to their rent calculations due to a change in income.

2016-05 CE #3: Decrease in Error Rate of Task Execution				
Average error rate in completing a task as a percentage (decrease).				
Unit of Measurement	**Baseline**[10]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Error rate associated with PH program calculations.	0%	0%	0%	Yes
Error rate associated with HCV program calculations.	0%	0%	0%	Yes

2016-05 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Rental revenue associated with PH program.	$0	$28,171	$28,171 FY 2017: $50,836 FY 2016: $10,459	Yes
Rental revenue associated with HCV program.	$0	$4,747	$4,747 [11] FY 2017: 17,921 FY 2016: $0	Yes

Challenges in Achieving Benchmarks and Possible Solutions:
Upon implementation of this activity, RHA stopped enrolling new households in EID and existing EID participants began to be phased off of the program through a transition period. As all PH residents and HCV participants have successfully transitioned off of the EID program, the outcomes for agency cost savings and staff time savings (*2016-05 CE #1* and *2016-05 CE #2*) will remain at zero. Furthermore, the outcomes for error rate and increase in agency rental revenue (*2016-05 CE #3* and *2015-05 CE #5*) will continue to show RHA's initial benchmark.

10 Staff routinely conduct audits on tenant files to determine and identify errors based on the various variables to calculate rent in the PH and HCV programs. Out several audits conducted less than 1% have been found to contain errors associated with EID calculations within the PH program. Furthermore, the number of households enrolled in EID on the HCV program is less than 1% of the population. Both of these factors render the average error rate as negligible.

11 This is tenant contribution to rent, not an increase in rental revenue to RHA.

2016-06: Disregard earned income of PH household members, age 18-20, who are not the head of household, co-head or spouse

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2016.

Description:
Current HUD regulations for the PH program require that all earned income of adult children, between the ages of 18 and 20, be factored into the household's rent. To provide an incentive to pursue employment and become economically self-sufficient, RHA revised the definition of countable income and began excluding all earned income for these young adults when determining rent for the entire household. This exclusion is only applicable if the young adult is not the head of household, co-head or spouse.

MTW Statutory Objective(s):
Create incentives for young adults to work, seek work or prepare for work in order to become economically self-sufficient.

Status/schedule update:
The activity remains ongoing and on schedule.

Impact:
During FY 2018, there were 35 adult children between the ages of 18-20 living in PH who were eligible to participate in this activity upon gaining employment. Of these 35 young adults, 17 are currently employed, 12 are unemployed, and six moved off of the program.

Average earned income of adult children (ages 18-20) who are not the head of household or co-head	
	PH residents
Maximum Amount Earned	$37,440
Minimum Amount Earned	$5,304
Average Amount Earned	$18,122

Total earned income amount	
Total amount of income earned by adult children (ages 18-20) in the PH program who were not the head of household or co-head	$ 398,676

At the end of FY 2018, a total earned income of $398,676 was excluded due to the implementation of this activity.

As earned income for these young adults living in PH, who are not the head of household, co-head or spouse, has been completely excluded, RHA experienced a loss of $9,967 per month upon implementation. With the assumption that this remained consistent throughout the year, these PH households saved an average of $453 per month from their portion of the rent.

Hardship Policy:
Although this is technically a rent reform activity, the benefit of the activity is going directly to the PH household. As a result, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-06 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Rental revenue in dollars.	$0	$0	$0	Yes

2016-06 SS #1: Increase in Household Income				
Average earned income of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average earned income of adult children, ages 18-20, living in PH affected by this policy.	$11,481	$12,629	$18,122 FY 2017: $11,921 FY 2016: $11,543	Yes

2016-06 SS #8: Households Transitioned to Self-Sufficiency				
Number of households transitioned to self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome** [12]	**Benchmark Achieved?**
Number of households transitioned to self-sufficiency.	0	0	2 FY 2017: 6 FY 2016: 8 13 households affected by this policy have met RHA's first phase of self-sufficiency	Yes

Challenges in Achieving Benchmarks and Possible Solutions:
There were no challenges in achieving the benchmarks identified for this activity.

[12] In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA's definition in regards to the final phase of self-sufficiency.

2016-07: Implement a $75 fee for each additional HQS inspection when more than two inspections are required

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2016.

Description:
RHA is required to conduct re-inspections on units that fail a Housing Quality Standards (HQS) inspection to ensure that the owner/manager or tenant has corrected the noted violations. If the unit fails HQS, the owner/manager is notified in writing of the deficiencies and repairs that need to be made within 30 days. If the owner/manager does not take the required corrective action, RHA can abate the HAP payment beginning 30 days from the date of the first inspection until the required work is complete. Frequently, a third inspection is required to verify the completion of the noted deficiencies.

To encourage owners/managers to correct the noted violations quickly and provide RHA's clients with safer living conditions, RHA began charging the owner/manager a $75 fee for each additional HQS inspection when more than two inspections are required due to their failure to complete the necessary repairs. This fee does not remove the abatement of subsidy, but covers the administrative costs of conducting inspections.

MTW Statutory Objective(s):
Reduce cost and achieve greater cost effectiveness in federal expenditures by saving the staff time necessary to conduct more than two inspections on a single property due to the owner/manager's failure to complete the needed repairs.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
During FY 2018, RHA conducted 141 third inspections, 79 of which were due to the owner/manager's failure to correct the noted violations. As of June 30, 2018, RHA had charged 11 HCV landlords the third inspection fee of $75, three of whom were charged for multiple HCV units.

RHA continues to incur the following cost should a third inspection be required:

Cost incurred for third HQS inspection		
		Cost
Cost for HCV Housing Inspector	1 hr @ $26.65 per hr*	$26.65
Average roundtrip mileage per HQS inspection	15 miles @ $0.545 per mile	$8.18
	Total Cost per Inspection:	**$34.83**

* Hourly rate based on average HCV Housing Inspector annual salary ($46,065.88 – $64,812.80)

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-07 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Cost to complete an HQS inspection after the second fail.	$3,353	$1,677	$4,284 FY 2017: $5,046 FY 2016: $4,615	No

2016-07 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Staff time to complete an HQS inspection after the second fail.	101 hours	50 hours	79 hours FY 2017: 152 hours FY 2016: 139 hours	No

Challenges in Achieving Benchmarks and Possible Solutions:
During FY 2018, 11 HCV landlords were assessed the $75 third inspection fee. As three of these landlords incurred a third inspection for multiple units, a total of 20 units were assessed the $75 third inspection fee.

As the rental market in the City of Reno, the City of Sparks and Washoe County remains tight, RHA does not want to burden or discourage landlord participation in the HCV program. Therefore, prior to the $75 fee being assessed, staff review and consider all of the reasons a particular unit may have failed. Should this activity be completely successful, the outcome for both metrics being tracked (*2016-07 CE#1* and *2016-07 CE#2*) will be zero.

2016-08: Expand Project Based Voucher Program

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2016.

Description:
In FY 2016, RHA expanded its PBV program to include an allocation of up to 50 PBVs to privately owned properties in exchange for the owner's commitment to provide affordable housing to individuals and/or families who are experiencing homelessness. According to the requirements outlined in RHA's Administrative Plan, no project may set aside more than 25% of its total units for PBVs. However, depending on the size of the owner's complex, it is possible that 100% of the units within the complex will be project based. Therefore, this 25% requirement has been waived for properties applying for PBVs under this activity.

MTW Statutory Objective(s):
Increase housing choice for low-income families.

Update/Status:
On June 16, 2016, RHA issued an RFP to solicit proposals from owners of existing affordable housing units to receive an allocation of PBVs to serve homeless individuals and/or families within the City of Reno, the City of Sparks, and Washoe County. The PBV allocation will provide suitable housing to individuals and/or families who are experiencing homelessness so that they can receive the necessary supportive services and transition to self-sufficiency.

The following table provides an overview of the 25 PBVs that remain in place for existing units owned by two local nonprofit housing organizations.

Project Based Homeless Property List				
Complex Name	# of units in complex	# of PBVs awarded	# of PBVs awarded per bedroom size	# leased with PBV
Lincoln Way Senior Apartments	45	5	(5) 1 bdrm	3
Aspen Village Apartments	43	2	(1) 1 bdrm and (1) 2 bdrm	2
Park Manor Apartments	84	10	(10) Studio	9
Autumn Village	43	3	(2) 1 bdrm and (1) 2 bdrm	2
Trembling Leaves	27	1	(1) 1 bdrm	1
Juniper Village Partners	41	3	(2) 1 bdrm and (1) 2 bdrm	3
The Village at North Partners	25	1	(1) 1 bdrm	1

On October 13, 2017, RHA issued a second RFP to solicit proposals for the remaining 25 PBVs under this activity. On November 13, 2017, the solicitation closed with zero responses.

This activity remains ongoing and on schedule.

Impact:
In FY 2018, two local nonprofit partners, Northern Nevada HOPES and Washoe County Department of Social Services, continued providing all of the ongoing case management services for the homeless individuals and/or families referred to these PBV units. Each of the case managers assists RHA in conducting initial and ongoing eligibility appointments, as well as, providing assistance to the residents in filling out paperwork and gathering documentation required for verification. All required documents are submitted to RHA for review, quality control, final determination, certification processing and HUD 50058 submission.

As of June 30, 2018, 21 of the 25 PBVs awarded were leased and occupied by an eligible family. RHA continues to work with both of the partnering agencies providing case management services and the two local housing organizations with units awarded PBVs to ensure the units remain leased.

Hardship Policy:
As this activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no additional actual non-significant changes.

This activity was expanded upon in FY 2019 to address the lack of affordable housing options for families who are actively participating in workforce development programs within Washoe County.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2016-08 HC #3: Decrease in Wait List Time				
Average applicant time on wait list in months (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average time on wait list in months.	N/A	N/A	N/A	Yes

2016-08 HC #4: Displacement Prevention				
Number of households at or below 80% AMI that would lose assistance or need to move (decrease).				
Unit of Measurement	**Baseline**[13]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Households at or below 80% AMI that would lose assistance or need to move.	0	0	0	Yes

The following RHA Local Metrics were identified and continue to be tracked for this activity.

2016-08 RHA Local Metric: Increase in Resident Mobility				
Number of households able to move to a better unit and/or neighborhood of opportunity (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Households able to move to a better unit and/or neighborhood of opportunity as a result of partnership.	0	50	21 FY 2017: 15 FY 2016: 0	No

2016-08 RHA Local Metric: Households Assisted by Services that Increase Housing Choice				
Households receiving services aimed to increase housing choice (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Households receiving services aimed to increase housing choice as a result of partnership.	0	50	21 FY 2017: 15 FY 2016: 0	No

Challenges in Achieving Benchmarks and Possible Strategies:
RHA implemented this activity on June 16, 2016 with the issuance of an RFP and the assignment of 25 PBVs to two local nonprofit housing providers. RHA issued a second RFP on October 13, 2017, which was unsuccessful. As this activity targets a very specific population and each of the applicants are referred directly from one of RHA's partnering agencies, it is difficult to predict when this activity will be fully leased.

13 RHA has included a clause in the RFP for PBV assignment that specifically states that RHA will not consider proposals from owners of properties in which families or individuals are being or will be displaced.

2015-01: Elimination of all negative rents & simplification of HCV utility allowances

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2015.

Description:
RHA's PH residents and HCV participants no longer receive negative rents due to utility allowances. Furthermore, RHA simplified the HCV utility allowances for all units by creating a flat utility allowance schedule based on four structure types and authorized voucher bedroom size.

Negative rents:
Due to HUD's rules regarding the calculation of income, PHAs may pay a utility reimbursement to the participant if the utility allowance (for tenant-paid utilities) exceeds the amount of the TTP. As of December 18, 2013, less than 10% of RHA's PH residents and HCV participants were receiving utility allowance reimbursements. RHA staff reviewed each of these participants and determined that the majority of these families did have enough income to cover utilities; however, based on HUD's rules regarding calculation of income, this income was excluded and the participants received a check every month for utility reimbursement payments. Based on this information, RHA eliminated negative rents for all PH residents and HCV participants in FY 2015.

Utility allowance simplification:
Prior to FY 2015, RHA only had a simplified utility allowance schedule for designated highly energy efficient multifamily complexes. After the FY 2015 MTW Annual Plan was approved, RHA simplified HCV utility allowances for all other units by creating a flat utility allowance based on structure type and authorized voucher bedroom size.

In January of 2017, RHA contracted with The Nelrod Company to review current utility rates and usage to determine whether or not RHA's simplified utility allowance schedule was reflective of current market conditions. Based on Nelrod's review, the following utility allowances were approved by RHA's Board of Commissioners on August 22, 2017 and became effective on October 1, 2017.

Simplified HCV Utility Allowances					
Structure Type	**0-BR**	**1-BR**	**2-BR**	**3-BR**	**4-BR+**
EES*	N/A	$53	$65	$67	$77
Apartment	$52	$64	$78	$105	$119
House/Duplex	$68	$75	$90	$105	$119
Mobile	N/A	$80	$88	$110	$132

*Energy Efficient System (EES) includes cooking, heating and all electrical

The new allowances, as shown in the table above, are designed to cover the full cost of apartment utilities, but a lesser percentage proportionally for participants who choose single family homes, duplexes and mobile homes. This simplification is a significant change from the prior utility allowance schedule which had over 40 variables and paid based on unit bedroom size rather than voucher size. The new standardized HCV utility allowance schedule allows participants to know exactly what they will receive and encourages them to seek out energy efficient units and conserve energy and water.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures by eliminating the amount spent each month on negative rents, reducing the amount of staff time needed to calculate utility allowances and encouraging participants to find a unit that matches their voucher size.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
Following HUD's approval of RHA's FY 2015 MTW Plan, RHA provided PH residents and HCV participants with a notice regarding the elimination of all negative rents effective October 1, 2014. There are currently no HCV participants or PH residents receiving a utility reimbursement payment.

RHA's simplified HCV utility allowance schedule became effective immediately for vouchers issued on or after August 7, 2014 and annuals and lease renewals on or after November 1, 2014. All HCV participants are receiving the simplified utility allowance. The new schedule allows HCV participants to know exactly what amount they will receive and encourages them to seek out units based on their authorized voucher size and energy efficiencies. Implementation of the simplified schedule has saved a significant amount of staff time and alleviated errors within the calculations.

Hardship Policies:
<u>Elimination of all negative rents:</u> When a participant claims a hardship due to negative rent, RHA will refer them to the Financial Guidance Center (FGC) and the FSS Lite Program for assistance in managing their finances.

<u>Simplification of HCV utility allowances:</u> The utility allowances are set using current utility rates and reasonable expectations of use. RHA will not be allowing exemptions from the new utility allowances.

Hardship Requests:
There have been no hardship requests related to this activity.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

The following Baselines, Benchmarks and/or Metrics relate to the elimination of negative rents:

2015-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Amount in negative rents issued to PH residents.	$13,180 Cost incurred January - December 2013	$660 5% of original cost based on probable hardship requests	$0	Yes
Amount in negative rents issued to HCV participants.	$198,785 Cost incurred January - December 2013	$9,940 5% of original cost based on probable hardship requests	$0	Yes

2015-01 CE #2: Staff Time Savings				
Total time to complete task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
PH staff hours to complete task.	6 hours annually or 0.5 hours per month	0 hours	0 hours	Yes
HCV staff hours to complete task.	204 hours annually or 17 hours per month	0 hours	0 hours	Yes

The following Baselines, Benchmarks and Metrics relate to the simplification of HCV utility allowances:

2015-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**[14]	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Cost of HCV utility allowances.	$263,371 per month	$253,566 per month	$151,430 per month FY 2017: $178,227 FY 2016: $188,027	Yes

14 RHA's baseline for this Metric was estimated based on a sample of 372 HCV participants in January 2014 and assumed 100% voucher utilization with all participants receiving a utility allowance. The actual cost in October 2014 for 2,174 HCV participants who were leased up and receiving a utility allowance that month was $201,684 which in included 1,353 HCV participants who were still on the old utility allowance schedule.

2015-01 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Hours to calculate HCV utility allowances.	32.5 hours annually Approximate amount of time RHA staff spent calculating all utility allowances.	12 hours annually Approximate amount of time RHA staff will spend calculating all utilities under the simplified system.	10.4 hours annually FY 2017: 10.7 FY 2016: 11.1	Yes

2015-01 CE #3: Decrease in Error Rate of Task Execution				
Average error rate in completing task as a percentage (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average error rate in completing the HCV utility allowances.	2.6% Average error rate in 2013.	0.5%	0%	Yes

2015-01 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[15]	**Benchmark Achieved?**
Rental revenue after the simplification of HCV utility allowances.	$0	$117,760 Overall tenant contribution to rent will increase by $9,805 per month or $117,760 annually.	$603,048 $50,254 per month or approximately $603,048 annually. FY 2017: $281,485 FY 2016: $163,886	Yes

Challenges in Achieving Benchmarks and Possible Solutions:
There were no challenges in achieving the benchmarks identified for this activity.

15 This is tenant contribution to rent, not an increase in rental revenue to RHA.

2015-02: Allow RHA to inspect its own HCV units

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2015.

Description:
RHA owns a significant number of units which previously had to be inspected by third party contractors due to HUD's established rules. Under HUD's rules, a unit that is owned by the PHA that administers the HCV program (including a unit owned by an entity substantially controlled by the PHA) may not be inspected for HQS compliance by PHA staff. The PHA must obtain the services of a HUD approved independent entity to perform HQS inspections, which often results in longer lead times for a unit to become available for a tenant. In FY 2015, RHA staff began conducting inspections on all HCV and PBV units rather than using a third party contractor, regardless of ownership or property management status, including properties that are owned or managed by RHA.

RHA acknowledged that the possibility of fraud increases when PHAs are allowed to inspect their own units. To address this concern, either RHA's Deputy Executive Director or Director of Rental Assistance conducts quality control checks on the units inspected by HCV staff. These inspections are done at a rate of one unit per month or 5% of the units inspected in any particular month, whichever is greater.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures by allowing RHA staff to inspect agency owned units rather than paying a contractor.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
Prior to the implementation of this activity, RHA was required to hire outside inspectors to conduct all inspections on RHA owned units. RHA staff was required to accompany the inspector to each inspection to fill out any additional paperwork. Scheduling these inspections between RHA staff and the third party contractors often slowed down occupancy, which, over time, cost the agency more money based on the length of the vacancy. Implementation of this activity speeds up the vacancy turn by allowing RHA staff to inspect all agency owned units.

During FY 2018, RHA staff conducted 43 initial inspections and 143 annual inspections on agency owned units rather than using a third party contractor.

The following table shows the estimated amount of time RHA staff spent at each annual/initial HQS inspection. The total amount of time is based on the bedroom size of the dwelling unit. The times estimated are conservative and do not include travel to and from the property location.

Estimated FY 2018 staff time spent inspecting RHA owned units			
Bedroom Size	**Estimated amount of staff time per inspection**	**# of inspections performed**	**Staff time (in minutes)**
0	25 minutes	6	150
1	30 minutes	36	1,080
2	30 minutes	39	1,170
3	35 minutes	96	3,360
4	40 minutes	9	360
5	45 minutes	0	0
6	50 minutes	0	0
Total amount of staff time spent (in minutes):			6,120

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2015-02 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total amount incurred to have RHA owned HCV units inspected by outside agencies.	$4,645	$0	$0	Yes

2015-02 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Hours spent inspecting HCV units owned by the Agency.	117.83 hours annually 10 minutes per contracted inspection to schedule and log the inspection, plus one hour for a staff member to accompany the inspector to fill out any additional paperwork for a total of 70 minutes. (70*101) / 60 = 117.83	75.75 hours annually RHA staff will spend approximately 45 minutes per inspection; a savings of 25 minutes per inspection or 42.08 hours annually. (45*101) / 60 = 75.75	102 hours annually RHA staff conducted 186 inspections in FY 2018. Each inspection took approximately 25-45 minutes based on bedroom size resulting in a savings of 115 staff hours. Calculations used for the savings in staff time are based on the baseline of 70 minutes per inspection. (70*186) / 60 = 217 217-102 = 115 FY 2017: 105 FY 2016: 96.83	No

Challenges in Achieving Benchmarks and Possible Strategies:
Although it would appear that the amount of staff time has not decreased enough to meet the set benchmark for staff time savings (*2015-02 CE #2*), implementation of this activity has allowed inspections to become more efficient and cost effective. During FY 2018, RHA staff conducted 186 inspections on agency owned properties at approximately 32.90 minutes per property; 12.10 minutes less than RHA's benchmark of 45 minutes per property.

2015-03: Eliminate caps on PBV allocations and allow for assignment of PBVs to 100% of RHA-owned, non-Public Housing properties

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2015. The activity was amended in FY 2017.

Description:
RHA owns non-PH dwelling units and complexes which have been assigned PBVs and utilized in various housing programs to help more households move off of the wait lists. Per 24 CFR §983.56, PBV assistance for units in a project cannot exceed more than 25% of the number of dwelling units (assisted or unassisted) in the project.

In FY 2015, RHA waived the per project cap on RHA owned non-PH complexes allowing for the assignment of PBVs to up to 100% of these units; increasing both the rental revenue for RHA and housing choices for low-income families. In FY 2017, RHA requested and received approval for a waiver to lift the 20% limit on the amount of voucher funding that may be utilized under the PBV program.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures *and* increase housing choices for low-income families.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
Approval of this activity has allowed RHA to lease units at Yorkshire Terrace more easily with no additional advertising necessary as applicants are pulled from an existing PBV wait list. Prior to implementing this activity, units at Yorkshire Terrace had been hard to lease due to the LIHTC income restrictions. During FY 2014, 12 units at Yorkshire Terrace were vacant for an average of 4.79 months; however, after implementation of this activity in FY 2015, six units at this same complex were vacant and successfully turned in 1.90 months. During FY 2018, three units were vacant and successfully turned in 4 months.

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metric was identified and continued to be tracked for this activity.

2015-03 HC #4: Displacement Prevention				
Number of households at or below 80% AMI that would lose assistance or need to move (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Households at or below 80% AMI that lost assistance or needed to move.	0	0	0	Yes

Challenges in Achieving Benchmarks and Possible Solutions:
There were no challenges in achieving the benchmark identified for this activity.

2014-01: Assign PBVs to RHA owned/controlled units without competitive process

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2014.

Description:
Utilizing several funding sources, RHA has been able to acquire over 160 scattered site properties throughout the City of Reno, the City of Sparks, and Washoe County. Although the housing market has strengthened and the amount of available inventory has become increasingly limited, RHA remains committed to purchasing additional single family homes, duplexes and condominiums if the properties further the agency's mission.

In an effort to expand housing choices for many low-income families, RHA requested and received approval from HUD to assign PBVs to agency owned/controlled units without going through a competitive process. A Technical Amendment to the FY 2014 MTW Annual Plan followed that allows for initial contract rents at or below the applicable low HOME rents, to be set by RHA rather than contracting with a state-certified appraiser and a HUD-approved independent agency.

This activity was initially intended to reduce costs by eliminating requirements of the competitive process, i.e. the requirement for legal advertisements. However upon implementation of the Technical Amendment, costs were reduced further by allowing RHA to set rents at or below low HOME rents, which are below market rent, rather than hiring or paying a state-certified appraiser and a HUD-approved independent agency to set the rents.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
Units being assigned a PBV through this activity are being used for several of RHA's programs, including RHA's Mobility Demonstration (Activity 2014-02, pg. 72). As affordable housing units within many of area's neighborhoods become increasingly limited, the ability to assign PBVs has proven to be an effective way to increase housing choices for several low-income households. By the end of FY 2018, RHA had received HUD approval to assign PBVs without a competitive process to 83 units. Although no additional PBVs were assigned in FY 2018, RHA will continue to utilize this approved flexibility to expand housing choices further for RHA participants.

Prior to implementation of the Technical Amendment, RHA paid a state-certified appraiser and a HUD-approved independent agency $75 each ($150 combined) to set the rents for each unit prior to a request to assign a PBV being sent to the local HUD field office for approval. As RHA staff can now set rents at or below low HOME rents, this portion of the activity has saved the agency $9,750 since implementation in FY 2014.

Hardship Policy:
This activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-01 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Cost of assigning PBVs to RHA owned/controlled unit without competitive process.	$720/property Cost incurred for a three-day legal advertisement.	$0	$0	Yes

2014-01 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Amount of RHA staff hours required to complete task.	.25 hours or 15 minutes per property	0 hours	0 hours	Yes

Challenges in Achieving Benchmarks and Possible Solutions:
There were no challenges in achieving the benchmarks identified for this activity.

2014-02: Mobility Demonstration

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2014.

Description:
RHA's Mobility Demonstration enables low-income PH families with children to move to deconcentrated neighborhoods where opportunities are much more abundant within the surrounding area. To facilitate this, RHA is assigning PBVs (Activity 2014-01, pg. 70) to single family homes, duplexes and condominiums within low-poverty census tracts throughout the cities of Reno and Sparks. Following HUD's approval of the PBV, PH families with children, who meet the established requirements to participate in the Mobility Demonstration, are offered the opportunity to move into one of these properties. RHA anticipates that the activity will (1) provide mobility options for families with children living in PH who otherwise lack mobility options, (2) enable families to move to neighborhoods with lower crime rates, (3) improve the poverty level of the surrounding area for these families, and (4) provide a program that can be used to supplement current knowledge on the impact of increased mobility and living in more poverty deconcentrated neighborhoods. In order to determine whether moving from a high poverty census tract to a low poverty census tract ultimately changes the outcomes for these families, RHA is collecting data on each participating family over the course of five years.

Each time a unit identified for the Mobility Demonstration is ready for occupancy, a family is chosen from a pool of qualified and interested PH families based on the family's approved voucher size. The family is then given the opportunity to move into a newly renovated property in a low-poverty area. Participation in the Mobility Demonstration is completely voluntary; should a family refuse one of the available units, they are simply placed back into the lottery pool for that bedroom size.

If a tenant is unemployed at the time of lease up or becomes unemployed at any time during their participation in the Mobility Demonstration, they are given 120 days to obtain employment. If employment is not secured within 120 days, they are required to participate in the FSS Lite Program unless they are otherwise determined to be exempt. RHA has established a criteria for exemption based on the same criteria for exemption from Community Service for PH residents. More specifically, a Mobility Demonstration tenant who would otherwise qualify for an exemption from required Community Service hours based on the exemptions established in RHA's ACOP (*Section 14.2.*) will also be exempt from the required FSS Lite Program component of the Mobility Demonstration.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
By the end of FY 2018, a total of 43 former PH families with children agreed to participate in the Mobility Demonstration and moved to properties in low-poverty census tracts. To date, 10 of these families have become completely self-sufficient and moved off of housing assistance, while eight families were removed from the program for various other reasons. There are currently 25 families participating in the Mobility Demonstration. Four additional families, who are currently active in

the program, are paying full contract rent and expected to transition off of housing assistance in the coming months.

> *"I was offered an amazing home in a much better area... After moving into the home I was extremely motivated to go back to work. It was hard finding a job that would accept someone that had been out of work for so many years... I'm now paying full rent in my Move to Work home. I'm extremely grateful for the opportunities I have been given and if it wasn't for the FSS program and the Move to Work program I would not have had the help I needed to have everything I have been blessed with today."*
>
> - Mobility Demonstration participant, a single mother with four children who has since successfully transitioned off of housing assistance

Hardship Policy:
For any issues pertaining to a tenant's inability to pay rent, the Housing Choice Voucher Program's hardship policy will be in effect.

For issues pertaining to an unemployed tenant's required participation in the FSS Lite Program, the tenant must request a temporary exemption within thirty (30) days that can be verified by a medical professional. If a tenant does not participate in the FSS Lite program and does not provide verifiable documentation of his/her inability to comply, the Workforce Development Coordinators may initiate termination of the tenant's assistance under the HCV program as allowed under 24 CFR §984.303(b)(5)(iii).

Hardship Requests:
To date, there have been no hardship requests related to this activity.

There are currently 10 head of households who are unemployed and required to participate in the FSS Lite Program if they do not have a qualifying exemption. Of these 10 households, three have a verified disability statement on file, four have minors under the age of six, one is elderly, and one is a full-time student, exempting them from participation. The final unemployed head of household will be required to participate in the FSS Lite Program in the coming months.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-02 SS #1: Increase in Household Income				
Average earned income of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of earned income of Mobility Demonstration households.	$15,007 Average earned income of households at time of admission to the Mobility Demonstration.	$15,757 5% increase in earned income or an increase of approximately $750.	$23,418 FY 2017: $21,649 FY 2016: $16,297 FY 2015: $16,733 FY 2014: No Change	Yes

2014-02 SS #2: Increase in Household Savings				
Average amount of savings/escrow of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of savings/ escrow of participating Mobility Demonstration households.	$231 Average savings account balance of households at time of admission to the Mobility Demonstration is $124; average checking account balance is $107.	$531 Increase household savings by $25 per month or $300 per year.	$1,521 8 Mobility Demonstration participants have a savings account with an average balance of $1,054 and 10 have a checking account with an average balance of $467. FY 2017: $1,714 FY 2016: $925 FY 2015: $410 FY 2014: No Data	Yes

2014-02 SS #3: Increase in Positive Outcomes in Employment Status				
Report each type of employment status for those head(s) of households affected.				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[16]	**Benchmark Achieved?**
Employed Full-Time	8 or 25% 8 of 32 head(s) of households employed full-time at time of admission.	14 or 34%	9 or 36% (9 HOH) FY 2017: 10 or 38% FY 2016: 7 or 24% FY 2015: 10 or 31% FY 2014: 11 or 50%	Yes
Employed Part-Time	9 or 28% 9 of 32 head(s) of households employed part-time at time of admission.	24 or 61%	8 or 32% (6 HOH, 2 Co-Head) FY 2017: 8 or 31% FY 2016: 9 or 31% FY 2015: 8 or 25% FY 2014: 5 or 23%	No
Enrolled in an Educational Program	0 or 0% 0 of 32 head(s) of households enrolled in an educational program at time of admission.	0 or 0%	2 or 8% FY 2017: 1 or 4% FY 2016: 1 or 3% FY 2015: 1 or 3% FY 2014: 2 or 9%	Yes
Enrolled in Job Training Program	0 or 0% 0 of 32 head(s) of households enrolled in job training program at time of admission.	0 or 0%	8 or 32% FY 2017: 0 or 0% FY 2016: 0 or 0% FY 2015: 12 or 38% FY 2014: no data	Yes[17]
Unemployed	14 or 44% 14 of 32 head(s) of households unemployed at time of admission.	2 or 5%	12 or 48% (10 HOH, 2 Co-Head) FY 2017: 12 or 46% FY 2016: 12 or 41% FY 2015: 13 or 41% FY 2014: 6 or 27%	No
Other	N/A	N/A	N/A	N/A

[16] At the end of FY 2018, 25 households were leased up under the Mobility Demonstration program. The percentage calculation for each employment status within this metric includes co-head members, where applicable. In these instances, the actual breakdown of the number of head of households and co-heads included in the count is clearly noted.

[17] Outcome information is based on fourth year data received from the annual survey/questionnaire administered to all Mobility Demonstration participants. It includes a count of participants who have participated in some form of job training program, not all participants are currently enrolled in such a program.

2014-02 SS #4: Households Removed from Temporary Assistance for Needy Families (TANF)				
Number of households receiving TANF assistance (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Mobility Demonstration households receiving TANF assistance.	2	2	3 FY 2017: 2 FY 2016: 4 FY 2015: 4 FY 2014: 2	No

2014-02 SS #5: Households Assisted by Services that Increase Self-Sufficiency				
Number of households receiving services aimed to increase self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[18]	**Benchmark Achieved?**
Mobility Demonstration households receiving services aimed to increase self-sufficiency.	0	2	21 FY 2017: 21 FY 2016: 16 FY 2015: 9 FY 2014: 2	Yes

2014-02 SS #6: Reducing Per Unit Subsidy Costs for Participating Households				
Average amount of Section 8 and/or 9 subsidy per household affected by this policy in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of Section 8 and/or 9 subsidy per Mobility Demonstration household.	$269,280 Baseline has been calculated based on the average ceiling rent for each PH complex ($776) less the average TTP at each PH complex based on the bedroom size ($235) of current Mobility Demonstration households at time of admission. Calculations: 796-235 = 561 561*40*12 = 269,280	$266,251 RHA anticipates the average monthly HAP payment to decrease to $554.69. This is a decrease of 1.125% or $6.31 per family, per month for 40 Mobility Demonstration households. Calculations: 561*1.125% = 6.31 561-6.31 = 554.69 554.69*40*12 = 266,251.20	$122,160 RHA paid an average of $377.04/per family in HAP payments or $10,180 per month for the 27 families who participated in the Mobility Demonstration throughout FY 2018. Calculation: 377.04*27*12 = 122,160.96 FY 2017: $145,213 FY 2016: $145,464 FY 2015: $167,424 FY 2014: $124,872	Yes

[18] To date, 21 Mobility Demonstration households have signed FSS Lite Agreements of which 11 are currently active.

2014-02 SS #7: Increase in Agency Rental Revenue				
PHA rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Increase in RHA rental revenue.	$0	$347,534 On average, RHA receives rental revenue of $724 per Mobility Demonstration property leased or $23,169 per month for 32 properties. This Benchmark has been set using the total # of Mobility Demonstration properties expected overall, or 40. Calculation: 724.03*40*12 = 347,534.40	$292,554 FY 2017: $266,107 FY 2016: $251,700 FY 2015: $245,553 FY 2014: $73,058	No

2014-02 SS #8: Households Transitioned to Self-Sufficiency				
Number of households transitioned to self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[19]	**Benchmark Achieved?**
Mobility Demonstration households transitioned to self-sufficiency.	0	2	2 Outcome includes only those households who were active in in FY 2018, it does not include the eight families who moved off of the program prior to FY 2018 FY 2017: 2 FY 2016: 2 FY 2015: 4 FY 2014: 1 12 households leased up under the Mobility program have met RHA's first phase of self-sufficiency	Yes

[19] In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA's definition in regards to the final phase of self-sufficiency.

2014-02 HC #5: Increase in Resident Mobility				
Number of households able to move to a better unit and/or neighborhood of opportunity (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Mobility Demonstration households able to move to a better unit and/or neighborhood of opportunity.	0	40 Total # of Mobility Demonstration participants expected overall is 40.	43 FY 2017: 39 FY 2016: 36 FY 2015: 32 FY 2014: 22	Yes

2014-02 HC #7: Households Assisted by Services that Increase Housing Choice				
Number of households receiving services aimed to increase housing choice (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Mobility Demonstration households receiving services.	0	40 Total # of Mobility Demonstration participants expected overall is 40.	43 FY 2017: 39 FY 2016: 36 FY 2015: 32 FY 2014: 22	Yes

The following RHA Local Metric was identified and continues to be tracked for this activity.

2014-02 RHA Local Metric: Improvement in poverty level of census tract				
Improvement in poverty level of census tract for families participating in the Mobility Demonstration.				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Improvement in census tract poverty level for participating families.	31.72% Average percentage of people in the census tracts below the poverty line where RHA's PH complexes are located. This ranges from a low of 11.46% of people in the census tract below the poverty line to a high of 42.73%.	20% Every family moving into a Mobility Demonstration property will also be moving into a census tract with a lower percentage of people below the poverty line.	14.71% Average percentage of people in the census tracts below the poverty line where Demonstration properties are located. This ranges from a low of 4.28% of people in the census tract below the poverty line to a high of 24.65%. FY 2017: 5.23% FY 2016: 4.95% FY 2015: 4.90% FY 2014: 5.23%	Yes

The following table provides the actual percentage of people living below the poverty line for each census tract where RHA's PH family complexes are located. It also provides the number of residents from each complex who have participated in the Mobility Demonstration and the improvement in percentage of households below the poverty line within the new neighborhoods chosen by Mobility Demonstration participants. On average, by participating in the Mobility Demonstration, these PH families have moved to neighborhoods where the poverty level has effectively been decreased by 60%.

Improvement in neighborhood poverty lines for Mobility Demonstration participants			
PH complex	# of families in Mobility Demonstration from PH complex	% of people below poverty line in census tracts where PH complexes are located	% of people below poverty line in census tracts chosen by Mobility Demonstration participants from each PH complex
Essex Manor	8	20.42	9.58, 16.03, 14.89, 9.79, 10.91, 13.17, 9.58, 24.65
Hawk View Apartments	12	44.06	22.21, 22.21, 22.21, 9.58, 9.58, 9.58, 14.89, 7.5, 7.5, 22.21, 4.28, 24.65
Mineral Manor	11	24.65	10.25, 22.21, 16.03, 19.31, 14.89, 24.65, 9.79, 10.91, 10.91, 22.21, 4.28
Myra Birch Manor	3	57.59	14.89, 22.21, 24.65
Stead Manor	9	34.73	10.25, 9.58, 9.58, 16.03, 10.91, 10.91, 4.28, 4.28, 10.91

Challenges in Achieving Benchmarks and Possible Solutions:
As of June 30, 2018, 25 of 34 Mobility Demonstration properties are occupied and leased with a PBV; four of these families are currently paying full contract rent. In addition, eight families have been removed from housing assistance and continue to occupy the property that they leased under the Mobility Demonstration while paying full contract rent. This increased RHA's rental revenue (*2014-02 SS #7*) to $292,554. While the benchmark was not achieved for this particular metric, this continues to be a successful and exciting activity for RHA to offer to qualified PH residents. RHA anticipates meeting this benchmark if/when the program is fully leased.

2014-03: Rent Reform Controlled Study

Plan Year Approved, Implemented and Amended (if applicable):
This policy was identified, approved and implemented in FY 2014.

Description:
This activity's main objective is to rigorously promote self-sufficiency through a rent reform program that provides strong incentives to adult household members to seek and obtain employment. The Rent Reform Study is being tested by bringing at least 150 families with children off of the HCV waiting list, assigning them to one of two groups of participants based on when their name is pulled from the waiting list, and issuing them vouchers limited to five years. This activity does include elderly/disabled families with children.

For half of the families participating the study, rent is set using standard HCV rent calculations subject to the same policies and procedures as all other HCV participants. This group, also known as the control group, has rents set using RHA's current HCV policy, 30% of adjusted monthly income.

The study has been designed to test two of the strongest incentives for HCV participants to become self-sufficient: (1) the ability to increase income without affecting rent and (2) the knowledge that their housing assistance will end after five years. These two incentives are given to study group participants, the other half of the Rent Reform Study. Participants in this group have rents set in advance which do not change based on income or household size. Rents for the study group change only after the participant has been on the program for two years or if the required bedroom size of the unit changes based on additional members being added to the household. As a result, the disincentive for obtaining new income is removed as these families are allowed to keep any increase in earned income without worrying that 30% of this income increase will be calculated for rent.

For the first two years, rent for the study group has been set at 95% of the average TTP when they enter the program. After the second year, the family's rent automatically increases to 105% of the same measure. This rent level remains in effect until the family has been on the program for five full years.

All families participating in the Rent Reform Study are required to meet with a Workforce Development Coordinator on an annual basis, at minimum. During this meeting, they are encouraged to join and take advantage of the FSS Lite Program (Activity 2014-04, pg. 91) along with several other community events and partnerships available to assist them. To date, 133 Rent Reform households have signed an agreement to take full advantage of the FSS Lite Program of which 89 are currently active.

Through the FSS Lite Program, RHA offers supportive services to help guide families toward self-sufficiency and offers additional resources to participants available through multiple community partnerships in place. These partnerships include Charles Schwab Bank, Healthy Families Foundation, JOIN, Job Connect, and the Children's Cabinet. FSS also has a strong partnership with FGC, a HUD approved consumer credit counseling agency, that helps families increase their credit scores and provides advice on savings, money management, and access to zero percent interest loans. RHA's Workforce Development Coordinators have made over 350 referrals to partnering agencies for varying levels of assistance including, but not limited to, adult basic education, job retention/employment workshops, homeownership, financial literacy workshops, parenting/life skills and transportation.

MTW Statutory Objective(s):
Provide incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient *and* reduce costs and achieve greater cost effectiveness in federal expenditures.

Update/Status:
The activity remains ongoing and on schedule for those families currently housed under the control and study groups. Although RHA is no longer issuing vouchers related to this activity, as of July 3, 2018, there were six vouchers issued to families who had not yet leased up. This includes three control group vouchers and three study group vouchers.

Impact:
Since implementation in FY 2014, 312 vouchers have been issued of which 211 have leased up. Overall, 41 participants in the study group and 47 participants in the control group were removed from the program for reasons that include family violations, skips, evictions and voluntary move offs. At the end of FY 2018, 123 households remain housed under the activity, 55 in the control group and 68 in the study group.

Activity Highlight

Since implementation, study group participants have increased their earned income by 80%.

Hardship Policy:
A committee of three staff persons will be established to review hardship requests based on the inability to pay rent once the hardship has lasted more than 30 days. If the hardship documentation is accepted by the committee, rents may be set as low as the greater of $75 or utility costs. There will be no negative rents. The committee will determine the length of the exemption, up to a maximum of six months.

The hardship policy for the end of the Rent Reform Controlled Study is very limited. Should the head or co-head of the family become disabled and required continued housing assistance, the three-person panel will review the request and decide whether an unrestricted voucher should be issued. Beyond that, there will be no hardship exemption from the five-year limitation.

Hardship Requests:
No hardship request were received or reviewed by the established Hardship Committee in FY 2018.

Actual Non-Significant Changes:
Based on the current rental market and the lack of affordable housing within the City of Reno, the City of Sparks and Washoe County, RHA revised its hardship procedure in its FY 2019 MTW Annual Plan as it relates to this activity. This revision establishes an automatic hardship for the following households, provided that a formal request of a hardship is received by RHA:

- Elderly and/or disabled households

- Families with a disabled dependent residing in the household.

Households who do not meet the requirements for an automatic hardship will be allowed to request a hardship three months prior to the expiration of their voucher. The request will be reviewed and examined to determine whether the following conditions have been met and a hardship from the five-year time limited voucher is warranted.

1. The family has remained in compliance and in good standing with the HCV program for six months prior to the request of the hardship, and
2. One of the following conditions is true:
    - Washoe County's rental market vacancy rate is at or below 4%
    - Washoe County's unemployment rate is at or above 8%
    - Household has a signed ITSP and they are actively pursuing the goals established.

If granted a hardship by the committee, Rent Reform Controlled Study families will be transferred to a regular HCV voucher. RHA will not be providing extensions.

There are no additional actual non-significant changes to this activity.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-03 SS #1: Increase in Household Income				
Average earned income of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average earned income of households participating in the Rent Reform Study.	Control Group $15,258	$600 annual increase	Control Group $21,348 FY 2017: $23,046 FY 2016: $20,614 FY 2015: $15,192 FY 2014: No Data	Yes
	Study Group $17,494		Study Group $31,567 FY 2017: $30,439 FY 2016: $26,773 FY 2015: $20,999 FY 2014: No Data	

2014-03 SS #2: Increase in Household Savings				
Average amount of savings/escrow of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of savings/escrow of households participating in the Rent Reform Study.	Control Group $43	$50 annual increase	Control Group $1,618 FY 2017: $641 FY 2016: $945 FY 2015: $267 FY 2014: No Data	Yes
	Study Group $118		Study Group $1,452 FY 2017: $1,181 FY 2016: $1,382 FY 2015: $380 FY 2014: No Data	

2014-03 SS #3: Increase in Positive Outcomes in Employment Status				
Data for each type of employment status for those head(s) of households affected by the self-sufficiency activity.				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[20]	**Benchmark Achieved?**
Employed Full-Time	Control Group 25 or 30% 25 of 82 head(s) of households employed full-time at time of admission.	Control Group 25 or 33% 25 of 75 head(s) of households employed full-time.	Control Group 14 or 25% (13 HOH, 1 Co-Head) FY 2017: 16 or 23% FY 2016: 15 or 20% FY 2015: 20 or 26% FY 2014: 18 or 33%	Benchmark was not achieved for the control group, but was achieved for the study group.
	Study Group 27 or 35% 27 of 78 head(s) of households employed full-time at time of admission.	Study Group 25 or 33% 25 of 75 head(s) of households employed full-time.	Study Group 43 or 63% (35 HOH, 8 Co-Head) FY 2017: 33 or 45% FY 2016: 26 or 34% FY 2015: 23 or 32% FY 2014: 22 or 42%	

[20] At the end of FY 2018, 123 households were leased up under the Rent Reform Controlled Study (55 control group and 68 study group). The percentage calculation for each employment status includes co-head members, where applicable.

Employed Part-Time	Control Group 16 or 20% 16 of 82 head(s) of households employed part-time at time of admission.	Control Group 44 or 58% 44 of 75 head(s) of households employed part-time.	Control Group 13 or 24% (13 HOH) FY 2017: 14 or 20% FY 2016: 18 or 24% FY 2015: 18 or 23% FY 2014: 13 or 24%	No
	Study Group 19 or 24% 19 of 78 head(s) of households employed part-time at time of admission.	Study Group 44 or 58% 44 of 75 head(s) of households employed part-time.	Study Group 13 or 19% (9 HOH, 4 Co-Head) FY 2017: 27 or 36% FY 2016: 18 or 24% FY 2015: 19 or 26% FY 2014: 8 or 15%	
Enrolled in an Educational Program	Control Group 0 or 0% 0 of 82 head(s) of households enrolled in an educational program at time of admission.	Control Group 0 or 0%	Control Group 2 or 4% FY 2017: 4 or 6% FY 2016: 8 or 11% FY 2015: 1 or 1% FY 2014: 0 or 0%	Yes[21]
	Study Group 0 or 0% 0 of 78 head(s) of households enrolled in an educational program at time of admission.	Study Group 0 or 0%	Study Group 3 or 4% FY 2017: 9 or 12% FY 2016: 9 or 12% FY 2015: 0 or 0% FY 2014: 0 or 0%	
Enrolled in Job Training Program	Control Group 0 or 0 % 0 of 82 head(s) of households enrolled in job training program at time of admission.	Control Group 0 or 0%	Control Group 13 or 24% FY 2017: 27 or 38% FY 2016: 30 or 39% FY 2015: 24 or 31% FY 2014: 0 or 0%	Yes[22]
	Study Group 0 or 0% 0 of 78 head(s) of households enrolled in job training program at time of admission.	Study Group 0 or 0%	Study Group 16 or 24% FY 2017: 25 or 34% FY 2016: 28 or 37% FY 2015: 24 or 33% FY 2014: 0 or 0%	

[21] Outcome information is based on fourth year data received from RHA's annual survey/questionnaire administered to all Rent Reform Study participants.

[22] Outcome information is based on fourth year data received from RHA's annual survey/questionnaire administered to all Rent Reform Study participants. It includes a count of participants who have participated in some form of job training program, not all participants are currently enrolled in such a program.

Unemployed	Control Group 41 or 50% 41 of 82 head(s) of households unemployed at time of admission.	Control Group 24 or 32% 24 of 75 head(s) of households unemployed.	Control Group 34 or 62% (29 HOH, 5 Co-Head) FY 2017: 52 or 73% FY 2016: 43 or 57% FY 2015: 39 or 50% FY 2014: 23 or 43%	No
	Study Group 32 or 41% 32 of 78 head(s) of households unemployed at time of admission.	Study Group 24 or 32% 24 of 75 head(s) of households unemployed.	Study Group 34 or 50% (24 HOH, 10 Co-Head) FY 2017: 37 or 50% FY 2016: 32 or 42% FY 2015: 30 or 42% FY 2014: 22 or 42%	
Other	0	0	0	N/A

2014-03 SS #4: Households Removed from Temporary Assistance for Needy Families (TANF)				
Number of households receiving TANF assistance (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of Rent Reform Study households receiving TANF assistance.	Control Group 14 14 of 82 households were receiving TANF at time of admission.	Control Group 5 5 of 75 households receiving TANF.	Control Group 4 FY 2017: 4 FY 2016: 11 FY 2015: 14 FY 2014: 10	Benchmark was not achieved for the study group, but was achieved for the control group.
	Study Group 13 13 of 78 households were receiving TANF at time of admission.	Study Group 5 5 of 75 households receiving TANF.	Study Group 6 FY 2017: 5 FY 2016: 6 FY 2015: 6 FY 2014: 7	

2014-03 SS #6: Reducing Per Unit Subsidy Costs for Participating Households				
Average amount of Section 8 and/or 9 subsidy per household affected by this policy in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of Section 8 and/or 9 subsidy per Rent Reform Study household.	Control Group $517,500 On average, RHA paid $43,125 per month in HAP payments for Control Group households at lease up or $575 per family, per month. Calculation: 575*75*12 = 517,500	Control Group $512,100 The average monthly HAP payment is expected to decrease to $568.53. This is a decrease of 1.125% or $6.47 per family, per month for 75 households. Calculations: 575*1.125% = 6.47 569*75*12 = 512,100	Control Group $431,878 On average, RHA paid $35,990 per month in HAP payments for 55 control group households or $654.36 per family, per month. Calculations: 654.36*55*12 = 431,878 FY 2017: $536,521 FY 2016: $551,496 FY 2015: $546,624 FY 2014: $378,972	Benchmark was not achieved for the study group, but was achieved for the control group.
	Study Group $553,500 On average RHA paid $46,125 per month in HAP payments for Study Group households at lease up or $615 per family, per month. Calculation: 615*75*12 = 553,500	Study Group $547,200 RHA expects the average monthly HAP payment to decrease to $608.08. This is a decrease of 1.125% or $6.92 per family, per month for 75 households. Calculations: 615*1.125% = 6.92 608*75*12 = 547,200	Study Group $586,272 On average, RHA paid $48,856 per month in HAP payments for 68 study group households or $718.47 per family, per month. Calculations: 718.47*68*12 = 586,272 FY 2017: $575,264 FY 2016: $589,560 FY 2015: $559,872 FY 2014: $378,540	

2014-03 SS #7: Increase in Agency Rental Revenue				
PHA rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
PHA rental revenue in dollars (increase).	Control Group $324,900 On average Control Group households pay $27,075 per month towards rent and utilities or $361 per family at time of admission. Calculation: 361*75*12 = 324,900	Control Group $328,500 RHA anticipates the average monthly TTP to increase to $365.06. This is an increase of 1.125% or $4.06 per family, per month for 75 households. Calculations: 361*1.125% = 4.06 365*75*12 = 328,500	Control Group $223,423 On average, the 55 control group households pay $18,619 per month towards rent and utilities or $338.52 per family. Calculations: 338.52*55 = 18,618.58 18,618.6*12 = 223,422.96 FY 2017: $282,744 FY 2016: $332,868 FY 2015: $358,488 FY 2014: No Data	No
	Study Group $294,300 On average Study Group households pay $24,525 per month towards rent and utilities or $327 per family. Calculation: 327*75*12 = 294,300	Study Group $297,900 RHA anticipates the average monthly TTP of Study Group participants to increase to $330.68. This is an increase of 1.125% or $3.68 per family, per month for 75 households. Calculations: 327*1.125% = 3.68 331*75*12 = 297,900	Study Group $294,820 On average, the 68 study group households pay $24,568 per month towards rent and utilities or $361.30 per family. Calculations: 361.30*68 = 24,568.33 24,568*12 = 294,820 FY 2017: $310,440 FY 2016: $321,240 FY 2015: $284,256 FY 2014: No Data	

2014-03 SS #8: Households Transitioned to Self-Sufficiency				
Number of households transitioned to self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[23]	**Benchmark Achieved?**
Number of Rent Reform Study households transitioned to self-sufficiency.	Control Group 0	Control Group 5	Control Group 5 FY 2017: 4 FY 2016: 2 FY 2015: 3 FY 2014: 0 11 households leased up under the control group have met RHA's first phase of self-sufficiency	Benchmark was achieved for the control group, but was not achieved for the study group.
	Study Group 0	Study Group 5	Study Group 2 FY 2017: 18 FY 2016: 12 FY 2015: 12 FY 2014: 0 43 households leased up under the study group have met RHA's first phase of self-sufficiency based on traditional HCV rent calculations	

2014-03 HC #3: Decrease in Wait List Time				
Average applicant time on wait list in months (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average Rent Reform Study applicant time on wait list.	15.45 months	15.45 months	25.37 months FY 2017: 25.37 FY 2016: 26.57 FY 2015: 29.08 FY 2014: 29.50	No

[23] In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA's definition in regards to the final phase of self-sufficiency.

2014-03 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total cost of task in dollars.	$8,445 Average cost of an HCV interim ($33) * expected number of interims required to be processed (10% of 150, or 15) + average cost of an annual ($53) * 150 Calculations: 33*15 = 495 53*150 = 7,950	$8,445	$13,898 Interims were logged and tracked for 222 participants and 124 annuals were completed. Calculations: 33*222 = 7,326 53*124 = 6,572 FY 2017: $13,428 FY 2016: $13,343 FY 2015: $10,673 FY 2014: $231	No

2014-03 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total time to complete the task in staff hours.	445.5 hours Prior to implementation staff spent 1.7 hours for an interim and 2.8 hours for each annual. Calculations: 1.7*15 = 25.5 2.8*150 = 445.5 25.5+420 = 445.5	445.5 hours	724.6 hours Interims were logged and tracked for 222 participants and 124 annuals were completed. Calculations: 1.7*222 = 377.4 2.8*124 = 347.2 FY 2017: 702 hours FY 2016: 698.1 hours FY 2015: 559.3 hours FY 2014: 12 hours	No

2014-03 CE #3: Decrease in Error Rate of Task Execution				
Average error rate in completing a task as a percentage (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average error rate in completing a task.	6% On average 4 of 72 HCV files audited contained errors related to the processing of files under the HCV program.	0%	0%	Yes

Challenges in Achieving Benchmarks and Possible Solutions:
Study group participants have rents set for five years based on voucher size rather than household income. Rents for this group will only change after the family has been on the program for two years or if the family size increases resulting in the requirement of a larger unit. Implementation of these set rents for the study group has resulted in RHA's challenge in meeting the benchmarks for per unit subsidy costs (*2014-03 SS #6*).

While interims are no longer being fully processed for study group participants, any change in employment and income continues to be tracked and logged in order to accurately assess the overall effectiveness of the study. This tracking takes approximately the same amount of staff time and varies annually based on the status of each of the participants. If RHA should realize any agency cost savings or staff time savings (*2014-03 CE #1* and *2014-03 CE #2*) on interims, it would be completely negligible. Similarly, annuals are also being process for all participants in the Rent Reform Controlled Study.

2014-04: Expand self-sufficiency activities

Plan Year Approved, Implemented and Amended (if applicable):
This activity was identified, approved and implemented in FY 2014. It was amended in FY 2015 and FY 2017.

Description:
The FSS Lite Program, similar to the traditional FSS Program without an interest-bearing escrow account, was proposed and implemented in FY 2014. Upon implementation, the FSS Lite Program, designed to promote self-sufficiency through streamlined FSS service delivery, became mandatory for PH residents who are delinquent in completing their Community Service hours. Mobility Demonstration households who are unemployed without a qualifying exemption are also required to participate in the FSS Lite Program and Rent Reform Controlled Study participants are encouraged to take advantage of the program as they prepare for the end of their housing assistance after five years.

By utilizing single fund flexibility, RHA expanded the FSS Lite Program in FY 2015 and established a Self-Sufficiency Fund. The Self-Sufficiency Fund is designed to cover specific costs associated with self-sufficiency activities and is used whenever possible to assist program participants in achieving their self-sufficiency goals.

In FY 2017, RHA re-proposed this activity to allow for the establishment of one-time and/or ongoing rent credits to serve as an incentive to FSS Lite Program participants to complete the goals identified in their ITSPs, as well as, increase participation in the FSS Lite Program overall.

MTW Statutory Objective(s):
Provide incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
Workforce Development staff continue to reach out to families who could benefit from participating in the FSS Lite Program. RHA's Self-Sufficiency Newsletter is mailed out on a monthly basis and covers topics that include the benefits of obtaining an education, tax return preparation, and upcoming career fairs. In addition, RHA has partnered with several local organizations such as Nevada JobConnect, Applied Staffing and Rise Academy for Adult Achievement to create an "Opportunity Seekers Job Club."

By the end of FY 2018, 212 families have been assisted through the FSS Lite Program. Of these, 109 families are currently being assisted. This includes 89 Rent Reform Study participants, 11 Mobility Demonstration residents, and nine families who are delinquent on their community service hours. With signed FSS Lite Agreements in place, these families are able to take advantage of everything the FSS Lite Program has to offer, including the Self-Sufficiency Fund. Through the Self-Sufficiency Fund, RHA assists FSS Lite Program participants with some of the most common barriers hindering self-sufficiency. These barriers include bus passes, testing and certification fees, job search assistance and gas vouchers.

Hardship Policy:
As this activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-04 SS #1: Increase in Household Income				
Average earned income of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of earned income of households owing Community Service.	$337 per month or $4,404 annually	$200 increase in household earned income per year	$29,055 $2,421 per month FY 2017: $24,183 FY 2016: $6,733 FY 2015: $7,347	Yes

2014-04 SS #2: Increase in Household Savings				
Average amount of savings/escrow of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of savings/escrow of households owing Community Service.	$0	$25 increase in household savings per year	$2,094 FY 2017: $1,106 FY 2016: $0 FY 2015: $0	Yes

2014-04 SS #3: Increase in Positive Outcomes in Employment Status				
Data for each type of employment status for those head(s) of households affected by the self-sufficiency activity.				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome[24]**	**Benchmark Achieved?**
Employed Full-Time	1 or 3% 1 of 29 head(s) of households are employed full-time.	7% 7% of head(s) of households with delinquent Community Service hours will become employed full-time.	55 or 50% 55 of 109 head(s) of households are employed full-time. (49 Rent Reform participants and 6 Mobility Demonstration households)	Yes
Employed Part-Time	0 or 0% 0 of 29 head(s) of households are employed part-time.	7% 7% of head(s) of households with delinquent Community Service hours become employed part-time.	18 or 17% 18 of 109 head(s) of households are employed part-time. (17 Rent Reform participants and 1 Mobility Demonstration household)	Yes
Enrolled in an Educational Program	0 or 0% 0 of 29 head(s) of households are enrolled in an educational program.	3% 3% of head(s) of households with delinquent Community Service hours will enroll in an educational program.	0 or 0% 0 of 109 head(s) of households are enrolled in an educational program.	Yes
Enrolled in Job Training Program	0 or 0% 0 of 29 head(s) of households are enrolled in a job training program.	3% 3% of head(s) of households with delinquent Community Service hours will enroll in a job training program.	0 or 0% 0 of 109 head(s) of households are enrolled in a job training program.	Yes

[24] At the end of FY 2018, 109 households were actively participating in the FSS Lite Program (89 Rent Reform Participants, 11 Mobility Demonstration households and nine PH families with delinquent Community Service hours). The percentage calculation for each employment status covers only active program participants who have signed an FSS Lite agreement and includes co-head members, where applicable.

Unemployed	28 or 97% 28 of 29 head(s) of households are unemployed.	83% 83% of head(s) of households with delinquent Community Service hours will be unemployed.	54 or 50% 54 of 109 head(s) of households are unemployed. (39 Rent Reform participants, 6 Mobility Demonstration households, and 9 PH families with delinquent Community Service hours)	Yes
Other	0 or 0%	0 or 0%	0 or 0%	N/A

2014-04 SS #4: Households Removed from Temporary Assistance for Needy Families (TANF)				
Number of households receiving TANF assistance (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households with delinquent Community Service hours who are receiving TANF assistance.	1 One household was receiving TANF when they signed an FSS Lite Agreement due to delinquent Community Service Hours.	1	12	No

2014-04 SS #5: Households Assisted by Services that Increase Self-Sufficiency				
Number of households receiving services aimed to increase self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[25]	**Benchmark Achieved?**
Number of households receiving services aimed to increase self-sufficiency.	0	51 51 families will take part in the FSS Lite Program during the first year.	187 187 families have signed FSS Lite agreements of which 109 are currently active.	Yes

[25] This number includes 133 Rent Reform Study participants, 21 Mobility Demonstration residents, and 33 families who are/were delinquent on their community service hours. This number reflects all participants who signed an agreement to participate in the FSS Lite Program. It should be noted that not all of these families are currently housed and several of those who are/were delinquent on their community service hours have had multiple signed FSS Lite agreements.

2014-04 SS #8: Households Transitioned to Self-Sufficiency				
Number of households transitioned to self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[26]	**Benchmark Achieved?**
Number of households with delinquent Community Service hours who have transitioned to self-sufficiency.	0	4	11 11 of 109 families who signed an FSS Lite agreement transitioned to RHA's final phase of self-sufficiency. 54 households who have signed FSS Lite agreements have met RHA's first phase of self-sufficiency	Yes

Challenges in Achieving Benchmarks and Possible Solutions:
The metric baselines and benchmarks for this activity were identified in FY 2015 and based entirely on PH residents who owed Community Service hours. Since its inception in FY 2014, RHA has expanded upon this activity to include not only this population, but also Rent Reform Controlled Study participants, Mobility Demonstration households and traditional FSS clients. All current households with active FSS Lite agreements are now included in the outcomes for each metric identified. Due to this addition, RHA anticipates meeting most metrics in the future although the benchmark for the number families on TANF (*2014-04 SS #4*) will continue to be a challenge.

[26] In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA's definition in regards to the final phase of self-sufficiency.

2014-05: Simplify rent calculations and increase the minimum rent

Plan Year Approved, Implemented and Amended (if applicable):
This policy was identified, approved and implemented in FY 2014.

Description:
In order to reduce costs and achieve greater cost effectiveness, RHA began excluding all educational financial aid from income calculations and allowing self-certification of assets under $10,000.

The full amount of student financial assistance paid directly to the student or to the educational institution is now excluded from income calculations for HCV participants. RHA's HCV participants can now benefit from being able to attend an institution of higher education without being penalized with an increase in rent due to any financial assistance that they may secure. Furthermore, households with assets less than $10,000 can now submit a self-certification as to the value of the asset and the amount of expected income. At the time of application, applicants are asked to provide a well-documented baseline asset value. RHA staff only calculate income on assets if the value of the assets total more than $10,000.

In FY 2014, RHA also raised the minimum rent from $50 to $75 to not only save significant HCV and PH operating subsidy, but provide an incentive to participants to seek employment due to the higher participant contribution to rent.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
Throughout FY 2018, a total of 101 PH residents and 210 HCV participants paid minimum rent. As of June 30, 2018, 86 PH residents and 184 HCV participants continue to pay the minimum rent amount. Since implementation of this activity, 101 PH residents and 219 HCV participants who previously paid minimum rent, have either moved off of assistance or remain housed paying more than RHA's minimum rent.

Hardship Policy:
Although the change in student status verification is technically a rent reform activity, the benefit of the activity is going directly to the HCV household. As a result, no hardship policy was established or required.

RHA's standard hardship policy for an exception to minimum rent will be in place and can be requested if the family experiences one or more of the following qualifying events:

a. The household has lost eligibility or is awaiting an eligibility determination for Federal, State or local assistance, including a household with a member who is a noncitizen lawfully admitted for permanent residence under the Immigration and Nationality Act, and who would be entitled to public benefits but for Title IV of the Personal Responsibility and Work Opportunity Act of 1996.

b. The household would be evicted as a result of the imposition of the minimum rent requirement.

c. The income of the household has decreased because of changed circumstances, including loss of employment or death of a household member. "Loss of employment" is defined as being laid off or terminated through no fault of the employee. Loss of employment does not, for the purposes of exemption to minimum rent, include voluntarily quitting employment. "Death in the family", for the purposes of exemption to minimum rent, includes head of household or spouse, or any household member.

d. Other circumstances as determined by RHA or HUD.

RHA will review all household requests for exception from the minimum rent due to financial hardships. If RHA determines that the hardship is temporary (defined as a duration of less than 90 consecutive days), a minimum rent will not be imposed for a period of up to ninety days from the date of the household's request. At the end of the temporary suspension period, a minimum rent will be imposed retroactively to the time of suspension.

If RHA determines that there is a qualifying long-term financial hardship, RHA must exempt the household from the minimum rent requirements for as long as the hardship continues. The exemption from minimum rent shall apply from the first day of the month following the household's request for exemption.

Hardship Requests:
During FY 2018, 10 HCV participants paid less than the minimum rent due to a hardship. While each of these participants had an approved hardship, it is not known whether or not the hardship was directly related to RHA's implementation of this activity.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-05 SS #1: Increase in Household Income				
Average earned income of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average earned income of households affected by increasing the minimum rent.	$7,450 $7,450 is the average earned income for all 379 HCV and PH participants paying minimum rent in FY 2013. It is important to note that this number also includes the average earned income of families on EID who are paying the minimum rent. Average earned income of 270 HCV participants paying minimum rent is $5,014; average earned income of 109 PH residents is $9,886.	$500 annual increase In FY 2014, RHA raised the minimum rent by $25. This $500 expected increase in average earned income is set to reflect half of the annual amount of income needed to compensate for the $25/month increase.	$1,776 Across all 270 HCV participants and PH residents who are currently paying minimum rent. Of these, only 24 households actually had earned income.	No

2014-05 SS #3: Increase in Positive Outcomes in Employment Status				
Data for each type of employment status for those head(s) of households affected.				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Employed Full-Time	20 or 5% 20 of 379 head(s) of households paying minimum rent are employed full-time. (10 HCV participants and 10 PH residents)	7% of head(s) of households paying the minimum rent will be employed full-time.	0 or 0%	No
Employed Part-Time	37 or 10% 37 of 379 head(s) of households paying minimum rent are employed part-time. (16 HCV participants and 21 PH residents)	7% of head(s) of households paying the minimum rent will be employed part-time.	21 or 8% 21 of 270 head(s) of households currently paying minimum rent are employed part-time. (14 HCV participants and 7 PH residents)	Yes

Enrolled in an Educational Program	13 or 3% 13 of 379 head(s) of households paying minimum rent are enrolled in an educational program. (7 HCV participants and 6 PH residents)	3% of head(s) of households paying the minimum rent will enroll in an educational program.	0 or 0%	No
Enrolled in Job Training Program	0 or 0%	0 or 0%	0 or 0%	No
Unemployed	309 or 82% 309 of 379 head(s) of households paying minimum rent are unemployed. (237 HCV participants and 72 PH residents)	82% No change.	264 or 97% 264 of 270 head(s) of households currently paying minimum rent are unemployed. (170 HCV participants and 94 PH residents)	No
Other	0	0	0	N/A

2014-05 SS #4: Households Removed from Temporary Assistance for Needy Families (TANF)				
Number of households receiving TANF assistance (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households paying minimum rent who are receiving TANF assistance.	25 or 7% 25 of 379 households paying minimum rent are receiving TANF assistance. (18 HCV participants and 7 PH residents)	7% No change.	13 or 5% 13 of 270 households currently paying minimum rent are receiving TANF. (3 HCV participants and 10 PH residents)	Yes

2014-05 SS #8: Households Transitioned to Self-Sufficiency				
Number of households transitioned to self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome[27]**	**Benchmark Achieved?**
Number of households paying minimum rent who have transitioned to self-sufficiency.	0	4	24 24 HCV participants and PH residents who paid minimum rent in FY 2018 moved off assistance having met the second phase of self-sufficiency. 46 households who paid minimum rent in FY 2018 have met RHA's first phase of self-sufficiency	Yes

2014-05 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total cost of rent simplification tasks (student status verifications).	\$2,997 On average 370 student status verifications were sent for 336 individuals; a total cost to the agency of \$8.10 per HCV participant. Calculation: 8.10*370 = 2,997	\$875 Student status verifications will be sent out for dependents only; approximately 108 households. Calculation: 8.10*108 = 874.80	\$1,563 Student status verifications were sent out for 193 dependents of HCV participants. Calculation: 8.10*193 = 1,563.3	No

27 In FY 2017, RHA changed its definition of self-sufficiency to two phases. The first phase occurs as household members maintain consistent employment for 12 months or when a reduction in subsidy results in the household being responsible for more than 50% of the rent. The final phase of self-sufficiency occurs automatically once the household is no longer receiving assistance or when the household voluntarily ends participation. The outcome for this metric includes only those households who have met RHA's definition in regards to the final phase of self-sufficiency.

Total cost of rent simplification tasks (self-certification of assets).	$28,265 Verification/processing of assets cost RHA approximately $20,044.80 for 1,440 HCV households and $8,220 for 750 PH households. Calculations: 13.92*1,440 = 20,044.80 10.96*750 = 8,220	$1,076 Total cost to verify/process approximately 60 HCV households and 22 PH households with assets over $10,000. Calculations: 13.92*60 = 835.20 10.96*22 = 241.12	$927.04 Total cost to verify/process 54 HCV participants and 16 PH residents with assets over $10,000. Calculations: 13.92*54 = 751.68 10.96*16 = 175.36	Yes

2014-05 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total staff hours to complete the rent simplification tasks.	134.4 hours On average staff spend 0.4 hours per student status verification. Calculation: 0.4*336 = 134.4	43.2 hours Student status verifications sent for dependents only. Calculation: 0.4*108 = 43.2	77.2 hours Student status verifications were sent for 193 dependents of HCV participants. Calculation: 0.4*193 = 77.20	No
	1,323.3 hours On average staff spend 0.695 hours to process and verify assets in the HCV program and 0.43 hours in the PH program. Calculations: 0.695*1,440 = 1,000.8 0.43*750 = 322.50	51.16 hours Verifications will need to be sent to 60 HCV participants and 22 PH residents with assets over $10,000. Calculations: 0.695*60 = 41.7 0.43*22 = 9.46	44.41 hours Verifications were sent to 54 HCV participants and 16 PH residents with assets over $10,000. Calculations: 0.695*54 = 37.53 0.43*16 = 6.88	Yes

2014-05 CE #3: Decrease in Error Rate of Task Execution				
Average error rate in completing a task as a percentage (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average error rate in completing rent simplification tasks.	6% - HCV 3% - PH On average 4 of 72 HCV files audited contained errors related to the processing of files. Furthermore, 7 of 217 or 3% of audited PH resident files contained problems related to the processing of assets.	0.5%	0%	Yes

2014-05 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Increase in rental revenue in dollars due to excluding financial aid from income calculations and increasing the minimum rent.	$0	($7,274)	($7,274)	Yes
	$0	$154,200	$437,856 HCV: $21,836 per month (Total TTP for 210 HCV participants paying minimum rent) PH: $14,652 per month (Total TTP for 101 PH residents paying minimum rent)	Yes

Challenges in Achieving Benchmarks and Possible Solutions:
As family circumstances and composition changes, the number of student status verifications (*2014-05 CE #2*) required each year will continue to be difficult to predict.

There are no additional challenges in achieving the benchmarks identified for this activity.

2014-06: Triennial recertifications for elderly/disabled participants on fixed incomes

Plan Year Approved, Implemented and Amended (if applicable):
This policy was identified, approved and implemented as a biennial activity in FY 2014. It was expanded into a triennial activity in FY 2015, amended in FY 2017 to allow for the use of local forms to accommodate the triennial schedule and amended in FY 2018 to disregard COLA increases between recertifications.

Description:
Elderly and disabled PH residents and HCV participants on fixed incomes now have recertifications on a triennial schedule as the amount of rent RHA receives from stable income households is completely negligible. Any COLA increases received between recertification dates are retained by the family and will not be counted towards rent until a "true" triennial recertification is processed.

An elderly household is defined by HUD as a family whose head (including co-head), spouse, or sole member is a person who is at least 62 years of age; or two or more persons who are at least 62 years of age living together; or one or more persons who are at least 62 years of age living with one or more live-in aides. A disabled family is defined as a family whose head (including co-head), spouse, or sole member is a person with disabilities; or two or more persons with disabilities living together; or one or more persons with disabilities living with one or more live-in aides.

Stable income sources include and are limited to: Social Security benefits, Supplemental Security Income (SSI), Social Security Disability (SSD), and pensions. There can be no earned income in the household.

If a participant meets both the elderly or disabled definition *and* the stable income definition, RHA performs a triennial recertification rather than an annual recertification; if not, the participant remains under the regular recertification schedule. Any elderly/disabled household with additional income sources other than the above-defined stable income sources, or households with minors (even if the head of household is elderly or disabled), will not be considered to have only stable income; these households are required to have annual recertifications.

MTW Statutory Objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
RHA realized staff time savings and cost savings as the number of recertifications decreased. These savings will be even more significant as elderly/disabled households with stable income transition to a "true" triennial recertification schedule.

Hardship Policy:
RHA proposed no hardship policy as no additional burden was being placed on residents, however, residents can request an interim recertification if they experience a decrease in income.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and tracked for this activity:

2014-06 CE #1: Agency Cost Savings				
Total cost of task in dollars (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total cost for recertification of elderly/disabled participants on fixed incomes.	$140,933 HCV: $112,291 PH: $28,642	$113,887 HCV: $91,989 PH: $21,898 Total savings: $27,046 annually	$118,252 HCV: $96,460 PH: $21,792 Total annual savings: $22,681 FY 2017: $120,161 FY 2016: $104,419 FY 2015: $113,713	No

2014-06 CE #2: Staff Time Savings				
Total time to complete the task in staff hours (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Total amount of staff time to complete recertification of elderly/disabled participants on fixed incomes.	6,726.23 hours HCV: 468.02 hours per month or 5,616.23 hours annually PH: 92.5 hours per month or 1,110 hours annually	5,625.94 hours HCV: 401.49 hours per month or 4,817.86 hours annually PH: 67.34 hours per month or 808.08 hours annually Total savings of 91.69 hours per month or 1,100.28 hours annually	3,570.96 hours HCV: 231.28 hours per month or 2775.36 hours annually PH: 66.30 hours per month or 795.6 hours annually Total savings of 262.94 hours per month or 3,155.28 hours annually FY 2017: 3,871.53 FY 2016: 3,202.27 FY 2015: 3,323.28	Yes

2014-06 CE #5: Increase in Agency Rental Revenue				
Rental revenue in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Rental revenue in dollars (increase).	$0	$0	$0	Yes

Challenges in Achieving Benchmarks and Possible Strategies:
In FY 2018, RHA began conducting true triennial recertifications resulting in COLA increases being processed every third year. Agency cost savings (*2014-06 CE #1*) is expected to be reached in future years.

2014-08: Partner with local nonprofits to provide housing to at risk families

Plan Year Approved, Implemented and Amended (if applicable):
This policy was identified, approved and implemented in FY 2014.

Description:
RHA is providing PBV units to clients of its nonprofit partners including the Domestic Violence Resource Center (formerly CAAW), Casa de Vida, Washoe County Department of Social Services, Northern Nevada HOPES, Safe Embrace and Northern Nevada Adult Mental Health Services (NNAMHS). These PBVs are for two years and each of the nonprofit partners provide supportive services.

RHA also worked with Silver Sage Manor, Inc. to assign five PBVs for units at their NSP3 property located at 435 Moran Street. This property was completely rehabilitated using NSP3 funds provided by the City of Reno. Although Silver Sage Manor, Inc. does not provide any supportive services, their property houses elderly individuals in the City of Reno, the City of Sparks, and Washoe County community who are, or may soon become, homeless.

MTW Statutory Objective(s):
Increase housing choices for low-income families and provide incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient.

Update/Status:
The activity remains ongoing and on schedule.

Impact:
At the end of FY 2018, the impact of this activity remains minimal, however, RHA feels that it is still beneficial to the local community and will continue to reach out to its nonprofit partners.

As of June 30, 2018, five properties are leased to four clients of Washoe County Department of Social Services and one client of Northern Nevada HOPES. Furthermore, four units are leased at 435 Moran Street with no supportive services.

Hardship Policy:
As this activity is not considered a rent reform activity, no hardship policy was established or required.

Actual Non-Significant Changes:
There are no actual non-significant changes.

Actual Changes to Metrics/Data Collection:
There are no actual changes to the metrics/data collection methodology.

Actual Significant Changes:
There are no actual significant changes.

Activity Metrics:
The following HUD Standard Metrics were identified and continue to be tracked for this activity.

2014-08 CE #4: Increase in Resources Leveraged				
Amount of funds leveraged in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**[28]	**Outcome**	**Benchmark Achieved?**
Amount of funds leveraged in dollars by partnering with local non-profits.	$0	$13,260	$6,722	No

2014-08 HC #4: Displacement Prevention				
Number of households at or below 80% AMI that would lose assistance or need to move (decrease).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Number of households at or below 80% AMI that would lose assistance or need to move.	0	0	0	Yes

2014-08 HC #5: Increase in Resident Mobility				
# of households able to move to a better unit and/or neighborhood of opportunity (increase).				
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 partnership.	0	2	0	No

[28] Benchmark is set assuming full lease up of five units with CAAW, RHA's longest partnership. CAAW has estimated approximately $221 per month per client in additional resources.

2014-08 HC #7: Households Assisted by Services that Increase Housing Choice				
Number of households receiving services aimed to increase housing choice (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[29]	**Benchmark Achieved?**
Number of households receiving services aimed to increase housing choice due to partnership.	0	2	9	Yes

Challenges in Achieving Benchmarks and Possible Solutions:
Most of the properties identified and assigned PBVs under this activity are located in neighborhoods with a higher percentage of families living below the poverty line. Although this decreases the outcome for increasing resident mobility (*2014-08 HC #5*), the properties identified under this activity allow for easy delivery of services from RHA's nonprofit partners. Through continued outreach and communication with each of the community partners, RHA hopes to meet each of these benchmarks in the future.

[29] Outcome for this benchmark includes four PBV units leased at 435 Moran St without case management services.

B. Not Yet Implemented Activities

The activities discussed in this section have been previously approved by HUD, but not yet implemented by RHA. The following table provides an overview of each activity including the year it was approved, the primary statutory objective(s) the activity is intended to impact and the authorization(s) cited.

Not Yet Implemented MTW Activities				
Activity #	**Fiscal Year Approved**	**Activity Name**	**Statutory Objective(s)**	**Authorization(s)**
2016-03	2016	Time limited vouchers and redesign of traditional FSS Program	Create incentives for families to work, seek work or prepare for work *and* reduce costs and achieve greater cost effectiveness *and* increase housing choice for low-income families	Attachment C Sections D.1.b., D.1.c., D.2.d., E *and* Attachment D Use of MTW Funds

2016-03: Time limited vouchers and redesign of traditional FSS Program

Description:
In FY 2016, RHA proposed and received approval to establish a five-year time limit for all new non-elderly/non-disabled applicants participating in the HCV program with the goal of promoting self-sufficiency and increasing housing opportunities. Furthermore, to better serve existing HCV and PH FSS participants and all new non-elderly/non-disabled HCV participants with time limited vouchers, RHA received approval to redesign the traditional HCV and PH FSS Program.

Time limited vouchers:
In an effort to assist more families in need and promote self-sufficiency, work-able non-elderly/non-disabled households receiving subsidies will be given an impetus to become self-sufficient and cycle off of the program through the implementation of five-year time limited vouchers. Prior to being issued a time limited voucher, all new non-elderly/non-disabled applicants will be required to attend an in depth, eight hour financial literacy class conducted by the FGC. Should a family choose not to participate in the class, they will be removed from the HCV wait list entirely and will need to reapply.

In addition to the mandatory financial literacy class, all new non-elderly/non-disabled HCV participants will meet with a Workforce Development Coordinator within three months of lease up to create an ITSP. The ITSP will outline the family's goals to achieve self-sufficiency within five years. All time limited voucher holders will also be required to meet annually, at minimum, with a Workforce Development Coordinator to review the ITSP and track their progress.

Redesign of traditional FSS Program:
In order to better serve existing HCV and PH FSS participants and all new non-elderly/non-disabled HCV participants with time limited vouchers, the traditional HCV and PH FSS Program will be redesigned. The redesign will eliminate the escrow accrual for all new HCV participants while allowing PH FSS participants to continue to participate in FSS with the traditional escrow accrual;

however, upon successful completion of the FSS Program, the PH resident will only receive their escrow balance upon forfeiture of their housing assistance. Should the family choose to forfeit the balance of the accrued escrow, they will be allowed to maintain their PH unit. All current/existing HCV and PH FSS participants will be allowed to continue their escrow accrual through the expiration of their FSS contracts and maintain housing assistance under current FSS Program guidelines.

Actions taken toward implementation:
In FY 2014, RHA began issuing vouchers limited to five years as part of a Rent Reform Controlled Study (Activity 2014-03, pg. 80) within the HCV program. RHA will partner with an outside institution to evaluate the continuing effects and changing statuses of families participating in the Rent Reform Controlled Study. To properly gauge whether increases in income that do not affect a household's rent and whether or not limiting vouchers to five years is incentive enough for families to become self-sufficient, implementation of this activity on all non-elderly/non-disabled HCV participants has been postponed.

An exact date for implementation of this activity is not known at this time.

C. Activities on Hold

RHA does not have any MTW activities on hold.

D. Closed Activities

The activities discussed in this section have been previously approved by HUD, but closed by RHA. The following table provides an overview of each activity including the year it was approved, the primary statutory objective(s) the activity is intended to impact and the authorization(s) cited.

Closed MTW Activities					
Activity #	**Fiscal Year Approved**	**Fiscal Year Closed**	**Activity Name**	**Statutory Objective(s)**	**Authorization(s)**
2014-07	2014	2017	Alternate HQS verification policy	Reduce costs and achieve greater cost effectiveness.	Attachment C Section D.5.
2015-04	2015	2018	Required Savings Plan for Earned Income Disallowance (EID) PH residents	Create incentives for families to work, seek work or prepare for work.	Attachment C Section E.

2014-07: Alternate HQS verification policy

Implementation year:
This policy was identified, approved and implemented in FY 2014.

Description:
HCV units that pass the HQS inspection on the first visit will not be inspected until two years following the last passed inspection, as long as both the landlord and HCV participant sign a certification that the unit is in good repair. If the landlord and HCV participant do not each certify or agree on the condition of the unit, an annual HQS inspection is conducted. The year following a successful self-certification, RHA will conduct a standard HQS inspection.

MTW statutory objective(s):
Reduce costs and achieve greater cost effectiveness in federal expenditures.

Year of close out:
This activity was closed out in FY 2017.

Reason for close out:
As HUD is now allowing for biennial HQS inspections through Section 220 of the 2014 Appropriations Act, this activity has been closed.

2015-04: Required Savings Plan for Earned Income Disallowance (EID) PH residents

Plan Year Approved, Implemented and Amended:
This activity was identified, approved and implemented in FY 2015.

Description:
EID allows eligible residents in the PH program to increase their incomes through employment without triggering rent increases. When any assisted participant in the PH program, who is unemployed or under-employed, obtains a job or increases their wages, they are eligible for the EID benefit. The resulting increase in income is fully excluded for 12 months and 50% excluded for an additional 12 months.

While the goal of EID is to motivate people who qualify for the program to accept employment, PH EID participants are often unable to maintain steady employment and frequently have issues once the EID period runs out because they have not learned how to effectively manage their money. In order to encourage PH residents to think more about their finances and ultimately prepare for the end of the EID period, RHA began requiring that all EID PH residents participate in a savings plan through the FGC. The FGC is a HUD approved, consumer credit counseling agency that assists families in managing debt, increasing their credit scores, as well as providing advice on savings, money management, and homeownership preparation.

A minimum deposit of $50 per month must be established throughout the resident's participation in EID. RHA identified the following two choices for the EID savings plan: (1) Individual Development Account, which offers matching funds through the FGC to be used for education, homeownership, or small business development or (2) a savings account with no matching funds through a lending institution. If a savings account is selected by the tenant, the account is frozen by the FGC removing the ability for the participant to withdraw funds until the FGC authorizes the withdrawal at the end of the EID period.

MTW statutory objective(s):
Create incentives for families to work, seek work or prepare for work.

Year of close out:
This activity was closed out in FY 2018.

Reason for close out:
With the elimination of EID in RHA's FY 2016 MTW Annual Plan, this activity has been closed.

Activity Metrics:
The following metrics were identified and tracked for this activity.

2015-04 SS #2: Increase in Household Savings				
Average amount of savings/escrow of households affected by this policy in dollars (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**	**Benchmark Achieved?**
Average amount of savings/escrow of PH households affected by this policy.	$0	$1,200 Expected household savings over the course of the two year EID eligibility period.	$2,108 Average savings among 10 households. FY 2017: $1,498 FY 2016: $809 FY 2015: $291	Yes

2015-04 SS #8: Households Transitioned to Self-Sufficiency				
Number of households transitioned to self-sufficiency (increase).				
Unit of Measurement	**Baseline**	**Benchmark**	**Outcome**[30]	**Benchmark Achieved?**
PH EID households transitioned to self-sufficiency.	0	0	3 FY 2017: 2 FY 2016: 6 FY 2015: 0	Yes

Final outcomes and lessons learned:
As noted in previous reports, the response to this among PH residents was minimal. Although RHA partnered with the FGC to oversee the physical deposits and provide PH residents with the necessary financial literacy education, their business model changed following implementation of this activity. As a result, PH residents who were enrolled in EID and required to deposit a minimum amount into their savings plan no longer received the required educational component.

Although RHA ultimately closed this activity due to the elimination of the EID program, without providing participants with the knowledge to make informed and effective decisions in regards to all of their financial resources, the activity would not have been successful.

30 Prior to FY 2017, RHA's definition of self-sufficiency is that the family will be employed and will earn 50% of the Area Median Income (AMI) based on family size. The family may be receiving other state benefits such as childcare subsidies, medical assistance and/or food stamps and be considered self-sufficient. The outcome reflected here is based on RHA's previous self-sufficiency definition.

Section Five

Sources and Uses of Funds

Fairways at Wingfield Springs, RHA owns three units within this complex

V. Sources and Uses of Funds

A. Actual Sources and Uses of MTW Funds

i. Actual Sources of MTW Funds in the Plan Year
RHA has submitted unaudited and audited information in the prescribed Financial Data Schedule (FDS) format through the Financial Assessment System – PHA (FASPHA), or its successor system.

ii. Actual Uses of MTW Funds in the Plan Year
RHA has submitted unaudited and audited information in the prescribed FDS format through the FASPHA, or its successor system.

iii. Describe Actual Use of MTW Single Fund Flexibility

Actual Use of MTW Single Fund Flexibility
In FY 2018, RHA utilized single fund flexibility on the following: • The Landlord Incentive Program was implemented on October 1, 2017 following the approval of RHA's FY 2018 MTW Annual Plan. It was estimated to cost $70,000 for the fiscal year. Incentive payments began on October 24, 2017 and were consistently utilized over the remainder of the fiscal year. The total amount expended to 51 separate landlords for 70 tenants was $27,986. This amount includes $4,692 paid on behalf of 16 of RHA's VASH clients. • As part of RHA's FSS Lite Program, RHA created a Self-Sufficiency Fund that can be requested by FSS Lite participants working toward the self-sufficiency goals outlined in their individual ITSPs. Funds are expended on a case-by-case basis based on the guidelines set forth in the FY 2015 MTW Annual Plan. During FY 2018, expenditures totaled $4,435.56 and benefited nine individual participants. • The MTW and Self-Sufficiency Programs require a minimum of three full-time staff to administer. Two of those staff are directly engaged with the self-sufficiency program and its participants. They focus largely on empowering participants to continue their education goals, successfully prepare for job interviews, and to be successful in the workplace. Nominal costs such as office supplies, printing, and training incurred but wages and benefits account for the majority of expenditures. During FY 2018, the total expended for the day-to-day administration of the programs was $232,366.

B. Local Asset Management Plan

i. Did the MTW PHA allocate costs within statute in the Plan Year?

YES	NO

ii. Did the MTW PHA implement a local asset management plan (LAMP) in the Plan Year?

YES	**NO**

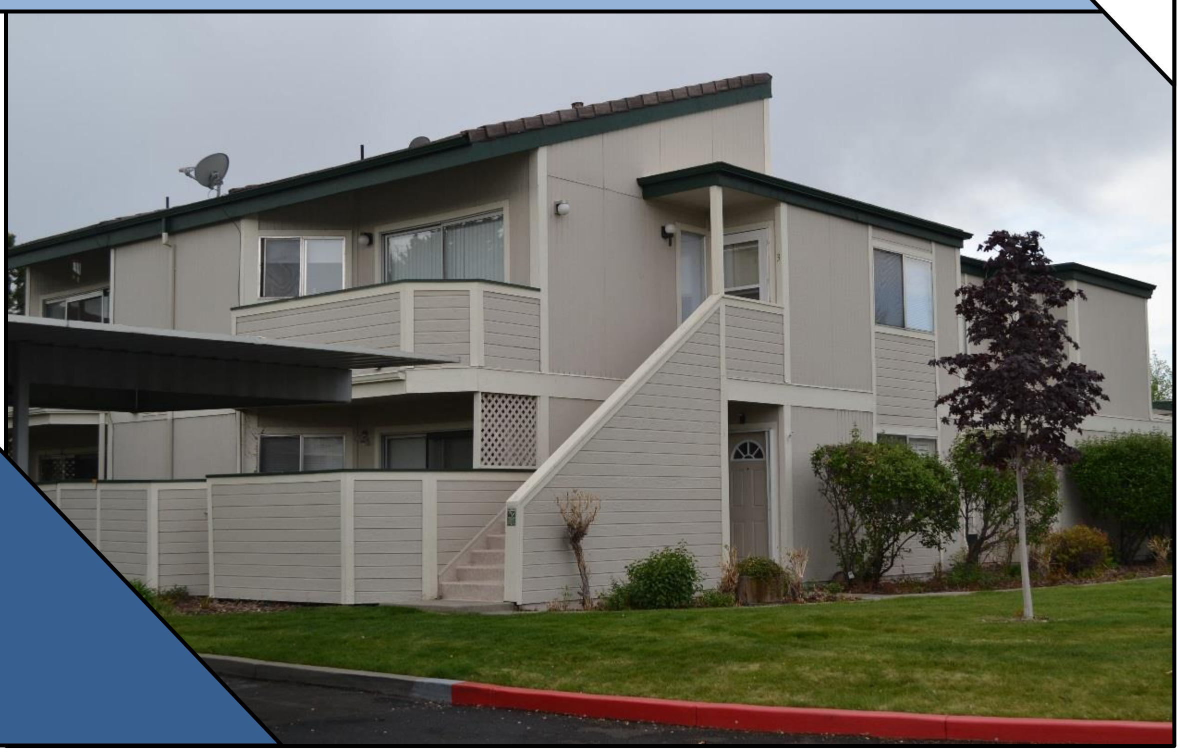
iii. Did the MTW PHA provide a LAMP in the appendix?

YES	**NO**

iv. If the MTW PHA has provided a LAMP in the appendix, please provide a brief update on implementation of the LAMP. Please provide any actual changes (which must be detailed in an approved Annual MTW Plan/Plan amendment) or state that the MTW PHA did not make any changes in the Plan Year.

YES	**NO**

Section Six
Administrative



Springland Village, RHA owns five units within this complex

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 actions required from any reviews, audits, or physical inspections.

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

RHA executed its MTW agreement on June 27, 2013 and began working with the University of Nevada, Reno (UNR) to administer and conduct an annual analysis of its Rent Reform Controlled Study and Mobility Demonstration participants. A questionnaire was developed and has since been administered annually to program participants beginning in September of 2014. To date, five years of data has been gathered on several of the program participants (see Section VII, Attachment 1: *2018 Survey Summary Statistics*).

On August 30, 2018, RHA received notification from UNR that they would no longer be able to meet their obligation toward the studies. As of that date, all data related to both studies was released to RHA for an in-house staff member or non-UNR contractor to analyze. RHA staff have reached out to the University of Washington (UW) and anticipate partnering with UW in the coming months for final evaluation of both programs.

C. Certification that the PHA has met the three statutory requirements of: 1) assuring that at least 75 percent of the families assisted by the Agency 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) are served, as would have been provided had the amounts not been used under the demonstration.

1) At the end of FY 2018, 2,692 households out of a total of 2,853 households or 94.36% were very low-income (<50% AMI).

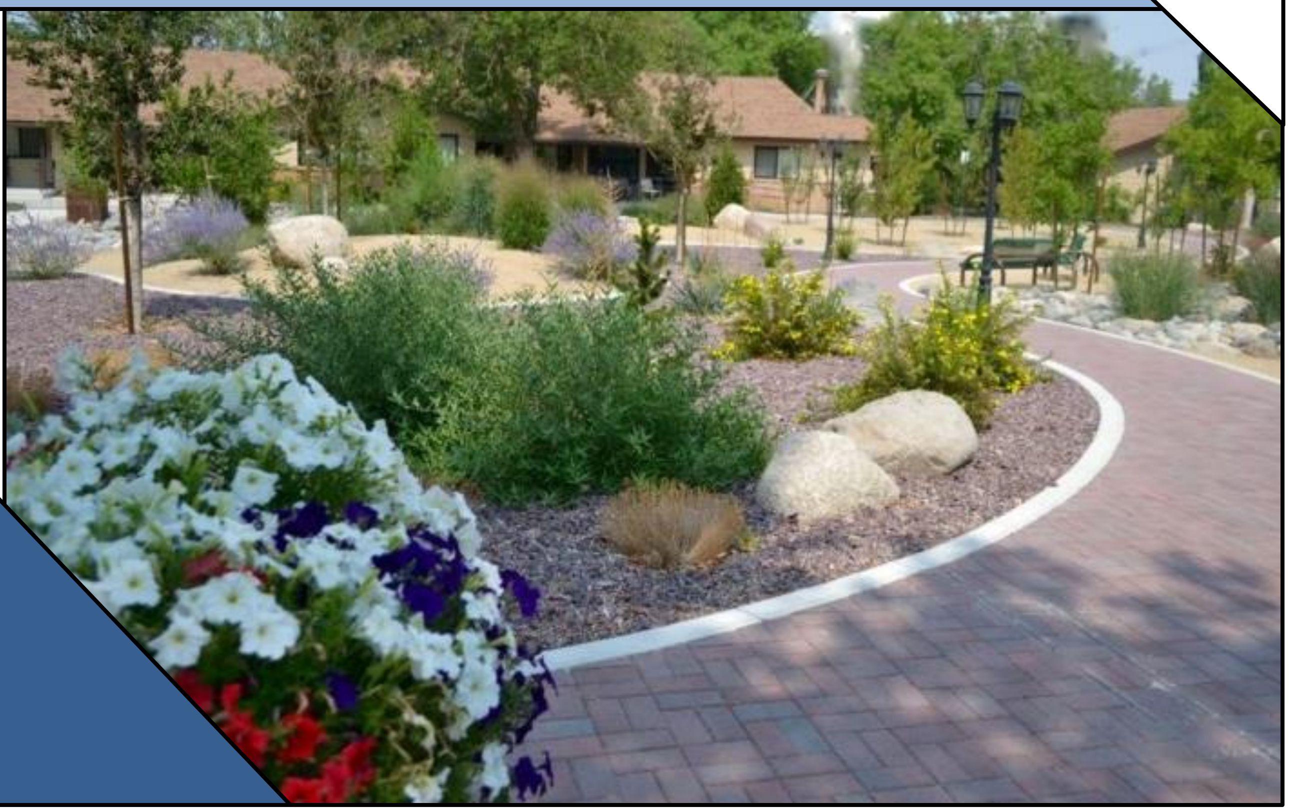
   a) Public Housing: 684 out of 742 or 92.18%
   b) Housing Choice Vouchers: 2,008 out of 2,111 or 95.12%

2) Baseline numbers have been set by HUD at 3,127; as of June 30, 2018, 2,853 households were served or 91.24% of baseline.

3) RHA is maintaining a comparable mix of families by family size as shown in the table on page 22, Mix of Family Sizes Served (in Plan Year).

Section Seven

Attachment



Silverada Manor, PH senior complex

VII. Attachment

2018 Survey Summary Statistics of clients participating in Housing Authority of the City of Reno's (RHA) Moving to Work Mobility Demonstration and Rent Reform Controlled Study programs

Prepared by Professor Kimberly Rollins, Department of Economics, University of Nevada, Reno
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I. Background

1. Brief description of the two RHA mobility programs

Mobility Demonstration Program: In FY 2014, RHA began a Mobility Demonstration that enables qualified Public Housing families, who otherwise lack mobility options, to move to de-concentrated settings with more economic opportunities throughout the neighborhood and surrounding areas. The program allows these Public Housing households to reside in low-poverty census tracts, effectively increasing the availability of higher-income positions in the neighborhood and surrounding areas. The number of families in the Mobility Demonstration Program is limited by the number of residential units that Reno Housing Authority has available. The control group for the Mobility Demonstration consists of qualified families with children who opted not to participate in the Mobility Demonstration but rather stay in one of RHA's Public Housing complexes.

Rent Reform Controlled Study: The Rent Reform Controlled Study, also implemented in FY 2014, was put in place to determine the incentive for self-sufficiency created when rents are not tied directly to income levels. Households in the study group have a set, unchanging rent, and the control group has rent calculated under standard Housing Choice Voucher guidelines. Through the Rent Reform Program, RHA provides families in the study group with two of the strongest incentives in becoming self-sufficient: (1) the motivation to increase household income when income no longer affects rent and (2) the awareness that their housing assistance will end after five years.

More information about RHA's Moving to Work program and activities is available at: http://www.renoha.org/index.php?id=MTW.

2. Purpose of the questionnaire and data collection

The study includes a component designed to track outcomes of the two programs, based on data from four groups: the set of clients and a control group for each program. The control groups consist of client households who would have qualified to be in the program groups, but are not. Ideally, the control groups should be statistically similar to their corresponding treatment groups at the outset of the five year observation period. The outcomes are tracked with data from two sources. The first is the information that RHA collects for each household, recording when incomes and household changes, rent paid, when clients leave the program, and if possible, the reason for leaving. The second source of data is from a Questionnaire developed specifically for this study, to provide more in-depth information about characteristics of households, and factors that might be expected to change over time due to participation in the study groups (i.e., households in the Mobility Study group may report greater satisfaction with children's progress, safety in their neighborhood, access to community opportunities and employment). The questionnaire was repeated annually over five years. Changes over time within households, and deviations in these changes between the treatment and control groups, will be evaluated to determine whether they are statistically significant and can be attributed to the programs.

The questionnaire is as extensive as it is with many questions being intensely personal for two main reasons. First, the sample sizes are small – the number of participants in the Mobility Demonstration is restricted by the numbers of houses purchased by RHA for use in this program. Small sample sizes pose issues for statistical estimation. While there may be anecdotal evidence that clients in these programs transfer out of subsidized housing faster, it is likely that the small sample sizes and variations among different people's circumstances, experiences, abilities, and backgrounds may result in insufficient statistical power to make a case that program participation was the cause. Taking into account reduced statistical power for what would seem to be an obvious metric for evaluating the programs (rate of transferring out of subsidized housing, for example), it was decided that a comprehensive set of metrics would be developed to generate a combined picture to describe observable differences over 5 years among treatment and control groups.

Secondly, underlying differences among clients (e.g. education, work experience, mental health problems, abilities, numbers and ages of children) may vary to such an extent that they mask differences in outcomes from program participation. The questionnaire collects variables that will be used to control for these variations.

This document summarizes five years of data from the questionnaire for both programs and their control groups. While the overall purpose of this study is to compare deviations between control and treatment groups over the five years, this report focuses on summary statistics for selected questionnaire items (not the full set of data, which includes 705 variables) for the five years of the questionnaire, with broad differences in the means and standard deviations between the groups for each year.

II. Numbers of Participants over Five Years and Duration by Households

Heads of Households were interviewed once each year. Up through the end of April, 2018, a total of 269 participating heads of households completed the questionnaire, broken down as follows, Where MOB indicates the Mobility study group, MOB-C the Mobility Control groups; RRS indicates the Rent Reform Study group, and RRC the Rent Reform Control group:

MOB	38	RRS	106
MOB-C	21	RRC	104

Individual households entered the study in the first three years, no new households were entered after that. This means that the longest any one household may be in the study is 5 years, for up to 5 survey observations for that household. There are a total of 850 observations over the 5 years, with the breakdown of the number of household years in each of the four groups shown in Table 1.

Table 1 shows, for example, that 50 households were included for the entire 5 years. Broken down by study groups, there are 7 and 0 in the Mobility study and Control groups, respectively; and 25 and 18 in the Rent Reform Control and Study groups.

Table 1: Total participation by study group and numbers of participation years

	client_year					
Group	1	2	3	4	5	Total
MOB	38	35	24	17	7	121
MOB-C	21	9	3	1	0	34
RRC	104	96	79	47	25	351
RRS	106	92	76	52	18	344
Total	269	232	182	117	50	850

Households in the study for fewer than 5 years may have started in years 2 or 3 of the study, and continued through to 2018; or they may have started in years 1, 2, or 3 and dropped out of the study. They may have dropped out because they were no longer in need of housing assistance, because they moved out of the region, because they were asked to leave (evicted), or other reasons. We have no way to know why they may have left, for certain, other than if the reasons are recorded in the monthly tracking sheets, identified by Client ID number.

Table 1 indicates that 52 households were in the Rent Reform Study for 4 years, of these, 18 remained for a 5th year. Thus, a total of 34 households were in this study group for 4 years only. Similarly, 106 households were in the rent reform study group for 1 year, and of these, 92 went on to a second year. Thus, 14 households were in this group for only 1 year. Tables 2 through 5 break this down more completely, with each table representing a study group, with totals reported in Table 6.

Table 2: Mobility Study Group - number of households, by years of participation

Pgm_year	1	2	3	4	5	Total
1	30	0	0	0	0	30
2	5	30	0	0	0	35
3	3	3	22	0	0	28
4	0	2	2	17	0	21
5	0	0	0	0	7	7
Total	38	35	24	17	7	121

Table 3: Mobility Control Group – number of households, by years of participation

Pgm_year	1	2	3	4	Total
1	21	0	0	0	21
2	0	9	0	0	9
3	0	0	3	0	3
4	0	0	0	1	1
Total	21	9	3	1	34

Table 4: Rent Reform Study Group - number of households, by years of participation

Pgm_year	1	2	3	4	5	Total
1	71	0	0	0	0	71
2	16	66	0	0	0	82
3	19	13	60	0	0	92
4	0	13	10	46	0	69
5	0	0	6	6	18	30
Total	106	92	76	52	18	344

Table 5: Rent Reform Control Group - number of households, by years of participation

Pgm_year	1	2	3	4	5	Total
1	74	0	0	0	0	74
2	19	71	0	0	0	90
3	11	16	59	1	0	87
4	0	9	15	44	0	68
5	0	0	5	2	25	32
Total	104	96	79	47	25	351

Table 6: Numbers of households, by years of participation by household - Totals

Pgm_year	1	2	3	4	5	Total
1	196	0	0	0	0	196
2	40	176	0	0	0	216
3	33	32	144	1	0	210
4	0	24	27	108	0	159
5	0	0	11	8	50	69
Total	269	232	182	117	50	850

III. Demographics

On the **first year** the household entered the study (years 1 through 3 of the program), the head of household was:

	female	male	married	divorced	widowed	single	Unmarried living with partner	Age Ave	Age Std.Dev	Age Min /Max
MOB	34	4	7	7	1	21	2	41.6	11.5	27/72
MOB-C	18	3	8	2	1	8	2	47.9	9.0	30/64
RRS	96	10	22	21	3	55	5	40.4	10.6	24/70
RRC	88	16	20	24	1	55	4	40.1	9.9	24/70

When asked if they lived with other people on the **first year** they participated in the study:

Group	No	Yes	Total
MOB	1	37	38
MOB-C	1	20	21
RRS	2	104	106
RRC	1	103	104
Total	5	264	269

In each of their program participation years, heads of households were asked about their employment status. These results are reported in Table 7.

Table 7: Head of Household Employment Status

During Household's **first** year in Study:

Group	Yes	No, and not looking	No, and looking	Total
MOB	18	11	8	37
MOB-C	9	10	2	21
RRC	51	24	29	104
RRS	60	20	26	106
Total	138	65	65	268

During Household's **second** year in Study

Group	Yes	No, and: not looking	No, and: looking	Total
MOB	22	5	8	35
MOB-C	1	4	4	9
RRC	51	25	20	96
RRS	52	21	19	92
Total	126	55	51	232

During Household's **third** year in Study

Group	Yes	No, and: not looking	No, and: looking	Total
MOB	17	5	2	24
MOB-C	0	3	0	3
RRC	37	23	19	79
RRS	47	10	19	76
Total	101	41	40	182

During Household's **fourth** year in Study

Group	Yes	No, and: not looking	No, and: looking	Total
MOB	15	2	0	17
MOB-C	0	1	0	1
RRC	19	18	10	47
RRS	36	10	6	52
Total	70	31	16	117

During Household's **fifth** year in Study

Group	Yes	No, and: not looking	No, and: looking	Total
MOB	6	1	0	7
RRC	14	7	4	25
RRS	13	2	2	17
Total	33	10	6	49

Heads of households were asked in each year that they participated in the study whether they were currently in school, with results reported in Table 8.

Table 8: Head of Household Currently in School

During Household's **first** year in Study

Group	No	Yes	Part time	Total
MOB	31	4	2	37
MOB-C	21	0	0	21
RRC	92	12	0	104
RRS	94	9	3	106
Total	238	25	5	268

During Household's **second** year in Study

Group	No	Yes	Part time	Total
MOB	31	3	1	35
MOB-C	9	0	0	9
RRC	88	3	5	96
RRS	78	9	5	92
Total	206	15	11	232

During Household's **third** year in Study

Group	No	Yes	Part time	Total
MOB	23	1	0	24
MOB-C	3	0	0	3
RRC	72	4	3	79
RRS	70	6	0	76
Total	168	11	3	182

During Household's **fourth** year in Study

Group	No	Yes	Part time	Total
MOB	15	2	0	17
MOB-C	1	0	0	1
RRC	41	2	4	47
RRS	49	3	0	52
Total	106	7	4	117

During Household's **fifth** year in Study

Group	No	Yes	Part time	Total
MOB	6	1	0	7
RRC	22	2	1	25
RRS	17	0	0	17
Total	45	3	1	49

Each year, heads of households were asked if they had ever participated in any job training programs in Washoe County. These results are reported in Table 9.

Table 9: Head of Household participation in Washoe County job training programs

During Household's **first** year in Study

Group	No	Yes	Total
MOB	26	11	37
MOB-C	13	8	21
RRC	68	36	104
RRS	70	36	106
Total	177	91	268

During Household's **second** year in Study

Group	No	Yes	Total
MOB	23	12	35
MOB-C	5	4	9
RRC	65	31	96
RRS	63	29	92
Total	156	76	232

During Household's **third** year in Study

Group	No	Yes	Total
MOB	13	11	24
MOB-C	2	1	3
RRC	46	33	79
RRS	49	27	76
Total	110	72	182

During Household's **fourth** year in Study

Group	No	Yes	Total
MOB	9	8	17
MOB-C	1	0	1
RRC	34	13	47
RRS	36	16	52
Total	80	37	117

During Household's **fifth** year in Study

Group	No	Yes	Total
MOB	3	4	7
RRC	19	6	25
RRS	11	6	17
Total	33	16	49

IV. Indicators of Self Sufficiency

For each of their program participation years, heads of households were asked whether they had savings accounts, and if so, about their household savings at the time. These results are reported in Tables 10 and 11.

Table 10: Household with savings accounts by group and participation year

During Household's **first** year in Study

Group	No	Yes	Total
MOB	15	22	37
MOB-C	9	12	21
RRC	56	48	104
RRS	38	68	106
Total	118	150	268

During Household's **second** year in Study

Group	No	Yes	Total
MOB	14	21	35
MOB-C	3	6	9
RRC	55	41	96
RRS	41	51	92
Total	113	119	232

During Household's **third** year in Study

Group	No	Yes	Total
MOB	10	14	24
MOB-C	2	1	3
RRC	46	33	79
RRS	33	43	76
Total	91	91	182

During Household's **fourth** year in Study

Group	No	Yes	Total
MOB	5	12	17
MOB-C	0	1	1
RRC	27	20	47
RRS	21	31	52
Total	53	64	117

During Household's **fifth** year in Study

Group	No	Yes	Total
MOB	2	5	7
RRC	12	13	25
RRS	5	12	17
Total	19	30	49

Looking at the Rent Reform groups on the last two panels of Table 11, we see a trend for increasing mean savings over time in the study groups as compared with the control group. Savings rates increased for both groups over time, but the rate of increase and the amounts are greater for the study group, is what was expected. Looking at the Mobility groups, the sample sizes are too small to be able to make any conclusions, particularly the sizes in the control group. This does not mean there is not a treatment effect – it simply means that the limitation of the numbers of available homes was such that the numbers are too small to make any statistical conclusions on this variable.

Table 11: Amounts of Money in Household savings accounts by group and participation year

Mobility Study Group Total savings by participation year:

Participation year	Number Obs	Mean	Std. Dev.	Min	Max
1	35	1534.10	8786.434	0	54256
2	35	1643.37	8785.704	0	52100
3	24	2759.01	10414.15	0	50110
4	17	3529.55	11643.69	0	48115.91
5	7	434.54	874.1374	0	2398

Mobility Control Group total savings by participation year:

Participation year	Number Obs	Mean	Std. Dev.	Min	Max
1	21	691.48	1601.85	0	6070
2	9	856.44	1619.89	0	5000
3	3	476.67	825.61	0	1430
4	1	4370.76	na	na	na
5	0	na	na	na	na

Rent Reform Study Group total savings by participation year:

Participation year	Number Obs	Mean	Std. Dev.	Min	Max
1	106	263.01	958.59	-150	7000
2	92	419.16	982.48	0	5199
3	76	522.1478	1269.869	0	7117
4	52	1576.492	6474.416	-257	45000
5	18	985.3194	2044.093	0	6800

Rent Reform Control Group total savings by participation year:

Participation year	Number Obs	Mean	Std. Dev.	Min	Max
1	104	46.83	146.58	0	1150
2	96	205.55	779.16	0	6600
3	79	148.34	445.11	0	2730
4	47	105.92	247.32	0	1200
5	25	251.52	736.62	0	3200