



Moving to Work 2009 Annual Report



March 15, 2010

Seattle Housing Authority

Board of Commissioners

Yusuf Cabdi, Chair
Sybil Bailey
Nora Gibson
John Littel, Vice Chair
Juan Martinez
Kollin Min
Heyward Watson

Cabinet

Tom Tierney, Executive Director
Al Levine, Deputy Executive Director
Andrew Lofton, Deputy Executive Director
Dean Barnes
Rod Brandon
Lisa Cipollone-Wolters
Virginia Felton
James Fearn
Ann-Marie Lindboe
Stephanie Van Dyke
Shelly Yapp

Prepared by

Andria Lazaga, Asset Management Coordinator

With contributions from: Arley Bright, Willard Brown, Andy Eide, Marianne Emerson, John Forsyth, Judith Kilgore, Shirley Kolm, Laura Lakings-Becvar, Wendy Lance, Ann-Marie Lindboe, Tracey Locke, Ahnday Meweh, Roxanne Navrides, George Nemeth, Carmine Pascucci, Cheryl Sabin, Vickie Seeber, Jodell Speer, Cindy Sribhibhadh, Brian Sullivan, Maria Ursua, Scott Woo, Bob Wyda, Shelly Yapp, Betty Zielinski

Cover photos

Top:	Community members having a play date in a High Point living room.
Bottom:	Westwood Heights East Additions apartments in the foreground (which will include Scattered Sites replacement housing in 2009), with Longfellow Court/Westwood Court Apartments in the background (this project includes Roxbury HOPE VI replacement housing in partnership with Lutheran Alliance to Create Housing).

TABLE OF CONTENTS

	Page
Introduction	4
Section I: Households Served	9
Section II: Occupancy and Admissions Policies	11
Section III: Changes in Housing Stock.....	18
Section IV: Sources and Amounts of Funding.....	19
Section V: Uses of Funds.....	22
Section VI: Capital Planning.....	32
Section VII: Owned and Managed Units	35
Section VIII: Administration of Leased Housing	37
Section IX: Resident Services	40
Section X: Other Information Required by HUD	47
Appendix A: MTW Activities Matrix	
Appendix B: Household and Applicant Demographics	
Appendix C: Consolidated Financial Statements	
Appendix D: Capital Activities	
Appendix E: Public Housing Vacancy Rates	
Appendix F: Public Housing Rent Policy Evaluation	
Appendix G: 2009 Resident Satisfaction Survey Results	
Appendix H: FY 2008 Audited Comprehensive Annual Financial Report	

Seattle Housing Authority

2009 Moving To Work Report

Introduction

What is Moving To Work?

The Seattle Housing Authority (SHA) is one of about 35 housing authorities across the country participating in the U.S. Department of Housing and Urban Development (HUD) “Moving To Work” (MTW) Demonstration.¹ MTW has three primary goals:

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

As an MTW agency, SHA is allowed to test innovative methods to improve housing delivery and better meet local needs. SHA may implement alternatives to national regulations for issues described in an amended and restated agreement signed by SHA and HUD in 2008. SHA’s original MTW agreement was executed in 1999, making 2009 SHA’s eleventh year of MTW.

Each year, SHA adopts a plan that highlights MTW initiatives and other activities planned for

the following fiscal year.² SHA prepares an annual report describing the previous year’s accomplishments.

What is in this report?

This report compares 2009 activities and performance to that anticipated in the 2009 Annual Plan. The report follows an outline established in the 1999 MTW agreement which mirrors the Annual Plan:

Section I: Households Served documents the number and characteristics of households in SHA housing programs and on waiting lists for housing assistance.

Section II: Occupancy Policies reports the status of rent, admissions, and other policy initiatives.

Section III: Changes in Housing Stock records how and why SHA housing resources have changed compared to projections in the 2009 Plan and since MTW began.

Section IV: Sources and Amounts of Funding compares the Fiscal Year (FY) 2009 budget with actual revenues and explains variances.

Section V: Uses of Funds compares the FY 2009 budget with actual expenditures, explains variances and describes revitalization activities.

Section VI: Capital Planning lists capital, disposition, demolition, and homeownership activities in 2009.

Section VII: Owned and Managed Units covers required performance indicators for public housing: vacancy rates, rent collection, work

¹ Because HUD’s name for the demonstration, “Moving To Work,” sounds like a jobs program for residents, SHA has renamed the demonstration, “Moving To new Ways,” to keep the acronym and avoid confusion over the program’s purpose. However, for reporting purposes, SHA uses the official name of Moving To Work.

² The MTW annual plan takes the place of annual plans required of non-MTW housing authorities.

orders and inspections; and discusses public safety in SHA communities.

Section VIII: Administration of Leased Housing addresses performance indicators for the Housing Choice Voucher Program (Section 8 or HCV): utilization rate, rent reasonableness, expanding housing opportunities, inspections, and deconcentration of low-income families.

Section IX: Resident Programs describes community and supportive services.

A copy of SHA's Audited Comprehensive Annual Financial Report for FY 2008 can be found in Appendix H.

Not all of SHA's activities and programs are part of MTW although they may benefit from some of the changes SHA is able to make because of MTW. In the interest of providing a more clarity about SHA's use of its MTW authority, MTW activities are indicated throughout this report with the ☺ symbol and a reference to applicable the activity number(s) contained in Appendix A.

Outcomes from 2009 priorities

The 2009 Annual Plan spelled out major priorities for the year, including both MTW and non-MTW activities. Here is what happened in regard to those priorities.

Match SHA's housing resources with the needs of low-income families.

- Served 13,690 households in Seattle at year end, 260 more than the beginning of the year.
- Began an in-depth analysis of the presence and causes of concentrations of residents and participants by income, race, and other characteristics.
- Completed all but five sales related to the reconfiguration of the Scattered Sites portfolio; identified final replacement housing which will come on line in 2011.

- Expanded SHA's ability to serve low-income households with special needs -
 - Worked with community partners and residents to develop a plan to bring a medical respite care program to Jefferson Terrace.
 - Created 41 units (23 new and 18 existing) that meet Uniform Federal Accessibility Standards for people with disabilities.
 - Determined that all new or substantially rehabbed units will be smoke-free; brought on 44 units at South Shore Court under this policy.
 - Implemented strategies to help households with limited English proficiency access and be successful in affordable housing.
 - Added 53 vouchers for Veterans.



Rejuvenate and extend the useful life of SHA's affordable housing stock.

- Began to address water intrusion-related capital needs in the Seattle Senior Housing Program by initiating work at Schwabacher House and assembling financing for Reunion House and Willis House.
- Completed the homeWorks high-rise renovation program.
- Developed a site concept framework for the redevelopment of Yesler Terrace.
- Completed rental housing construction at High Point and began the construction of new rental units at Rainier Vista.

- Planned for the revitalization of Lake City Village and completed the rehab of 44 units at South Shore Court (former The Douglas).
- Initiated rehab of Bell Tower and continued envelope repairs at Wedgewood Estates.



Promote connected communities and stable families.

- The Job Connection made 161 job placements at an average wage of \$12.98 per hour.
- Case managers in SHA's public housing high-rises prevented more than 95 percent of evictions referred to them by property management.
- Expanded the summer youth employment program for youth in SHA's large communities.
- Received more than \$100,000 in non-governmental funding toward the Seattle Asset Building Initiative.



Maximize SHA's limited resources to fulfill our mission.

- Refined Seattle's Local Asset Management Program and submitted it to HUD for approval.

- Revised SHA's procurement policies to streamline processes and improve outcomes.
- Expanded document imaging.
- Successfully piloted a direct deposit program for Housing Choice Voucher landlords.

SHA activities in the community

SHA continues to make concerted efforts to participate in citywide and regional housing and economic development forums, to make sure that the community as a whole benefits from MTW flexibility, SHA's housing resources are appropriately placed in the affordable housing continuum, and SHA residents have access to self-sufficiency resources throughout the region.

Activities include:

- SHA is well-represented on the Committee to End Homelessness and its various subcommittees by the Executive Director, Communications Director and Director of Housing Advocacy and Rental Assistance Programs.
- The Executive Director serves on the Board of the Workforce Development Council (WDC) of Seattle-King County. The WDC provides training and development systems to promote economic opportunity for residents and assure a viable workforce for area businesses. SHA staff is also on the WDC Youth Committee.
- The Executive Director serves on the Board of the Seattle Central Community College Foundation, which provides scholarships, child care, and tutoring, to disadvantaged youth.
- The Executive Director serves on the Board of Seattle Jobs Initiative, which connects low-income people to job training and placements.
- The Executive Director was appointed by the Governor to the State's Affordable Housing Advisory Board, which advises the Governor

and the Department of Commerce regarding issues of affordable housing.

- The Deputy Executive Director for Development serves on both the Urban Land Institute Seattle Advisory Board and Steering Committee, as well as, being co-chair of the Thriving Communities Task Force. He also served as a member of the Campaign Steering and Finance Committees for the Yes for Homes Campaign which successfully renewed the City's Housing Levy.
- The Deputy Executive Director for Development is an adjunct instructor at the University of Washington College of Built Environments and a member of the College's Department of Urban Design and Planning Professionals Council.
- The Deputy Director for Finance and Administration chairs the National Association of Housing and Redevelopment Officers (NAHRO) Public Housing Subcommittee. He is also an honorary Board Member of the Rainier Vista Boys and Girls Club and was named by the Mayor to the Seattle Center Advisory Commission.
- The Housing Finance and Asset Management Director is a member of both the City of Seattle Credit Committee and the State Bond Cap Advisory Committee.
- The Director of Rental Assistance and Housing Advocacy is a member of the City of Seattle Credit Committee.
- The Communications Director represents SHA on the Governing Board of the Seattle CityClub, which sponsors public forums on civic issues, and serves as CityClub's expert on housing and homelessness issues.
- SHA's General Counsel is a member of the Historic Seattle Preservation and Development Authority Council, which preserves and maintains historic structures,

advocates for the preservation of historic structures and districts, and owns and operates affordable housing.

- The General Counsel is also a board member of Port Jobs, which helps low-income people find employment and apprenticeship opportunities in the building and construction trades.
- The Human Resources Director is a member of the Breakfast Group, an African-American men's group that provides business mentorship and an education program aimed at young, at-risk males of color.
- The Human Resources Director is a Board Member of the International Public Management Association for Human Resources.
- Community Service Division staff continue as founding members of the Seattle Asset Building Collaborative, a coalition that supports economic self-sufficiency of low-income families. Staff also continued participation on a Seattle-King County inter-governmental committee on the needs of senior housing and services for the baby-boomers.

SHA's performance in 2009

SHA reports to HUD on key performance indicators in the MTW Annual Report, in lieu of HUD's regular assessment systems. Further information can be found in Sections VII and VIII.

- The average vacancy rate among public housing units was 2.1 percent.
- The housing choice voucher program utilized, on average, 98.7 percent of authorized vouchers.
- SHA collected 99 percent of public housing rent due and other charges to tenants.

- 100 percent of required inspections were completed in both public housing and the housing choice voucher program.
- A satisfaction survey of a random sample of SHA residents and voucher participants resulted in an overall satisfaction rating of 83 percent.

Special distinctions

Awards and Recognition

In 2009 SHA received distinctions, including:

- for the twelfth year in a row, a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the U.S. and Canada for the fiscal year ending December 31, 2008;

- a "Community Service Award" from Seattle Section 3 Advisory Committee in recognition of placement of 89 Section 3 residents on the High Point rental housing construction project;
- a Housing Authority Risk Retention Innovation Award honorable mention in recognition for outstanding Risk Control Innovation in Loss Prevention and Loss Control, presented by the Housing Authority Insurance Group (September 2009); and
- recognition for advocacy work by the Pacific Northwest Regional Council of the National Association of Housing and Redevelopment Officers for efforts including promoting increased awareness among staff and residents of the importance of various legislative bodies.

Section I: Households Served

This section describes changes in the number and characteristics of Seattle households receiving or having applied for housing HUD-funded assistance (public housing, housing choice vouchers, Section 8 New Construction, Mod Rehab) or the Seattle Senior Housing Program. See Appendix B for more information.

Residents

Households and individuals served

In 1998, at the start of MTW, SHA served 10,560 households in Seattle.³ By the end of 2009 this figure had increased to 13,690 households. SHA provides housing assistance to more than 27,000 people (an increase of nearly 1,200 over 2008).

In 2009 SHA served 260 more households at the end of the year than at the beginning. Public housing saw a net increase of nearly 70 households due primarily to new units coming on line at High Point South and higher overall occupancy rates. The Housing Choice Voucher program saw a net increase of 180 households served due to an increase in utilization rates, predominately in the project-based program.

SSHP remained fully-leased, housing essentially the same number of households at the end of the year as at the beginning.

Resident income levels

The following table shows average income among SHA residents at the end of 2008, at the end of 2009, and the percent change.

Program	2008	2009	Change
Public Housing	\$12,910	\$12,970	0%
HCV Tenant-Based	13,850	13,692	-1%
HCV Project-Based	9,138	9,756	7%
Section 8 New Const.	9,148	8,761	-4%

³ SHA also houses about 550 households who do not participate in SSHP or HUD-funded housing assistance programs and are not included in the analysis or the reported totals here. This analysis excludes about 1,900 port-outs and includes about 350 voucher port-ins and 124 employee and agency units in public housing.

The average incomes of public housing tenants and tenant-based voucher holders were essentially flat with 2008, ending prior years' trend of increasing incomes.

Although project-based voucher participants' average income grew by seven percent in 2009, they continue to have significantly lower incomes compared to tenant-based participants. This is due in large part to the population served in the project-based program.

For the second year average income in Section 8 New Construction decreased, bringing the average to its lowest level in at least seven years.

Average income information for SSHP is not available, as SHA only collects income information at the time of move in.

Income distribution as a percent of median income

Among SHA's housing programs, 81 to 95 percent of households have incomes below 30 percent of the area median income (AMI). These proportions have varied only a percentage point or two annually since MTW began, except in the SSHP program where there has been a concerted effort to reduce the percentage of extremely low-income households. In 2009 the overall portion of households below 30 percent of AMI was 87.4 percent, up slightly from 86.3 percent at the beginning of the year.

Racial distribution

Overall racial distribution of households has been similar for the last several years. The most substantial change during 2009 was a shift of one to two percentage points from Caucasian households to African/African American households in all programs.

Age groups and disability

Public housing: The proportion of minors, non-elderly adults, and elderly in public housing was 30, 49, and 18 percent respectively, similar to the prior five years. Public housing saw a seven percent increase in total population, predominately among minors.

The percent of individuals in public housing reporting a disability decreased from 29 to 27 percent.

Housing Choice Vouchers/Section 8: With 500 more individuals participating in the Housing Choice Voucher program, the previous years' trend of fewer minors and more elderly adults reversed. Of the 16,100 participants, the proportion of minors, non-elderly adults, and elderly was 37, 50 and 12, compared to 35, 51, and 13 respectively in 2008.

There was a slight increase in the proportion voucher participants who report a disability from 30 to 31 percent.

SSHP: People under 62 made up 11 percent of SSHP residents, a slight increase from prior years. The percent of people with disabilities in SSHP remained steady at just under 22 percent.

Applicants

In SHA's mixed-income communities, applicants are not distinguished by housing type. Therefore, these applicants are excluded from the analysis below.

Number of applicants

As of December 31, 2009 6,100 unduplicated households were active on one or more waiting lists for housing assistance in SHA's public

housing, SSHP, and tenant-based voucher programs. This represents a 32 percent increase from the beginning of the year. Program-specific waiting lists varied as follows:

- The tenant-based HCV waiting list has remained closed since a new list of 4,000 households was established by lottery in May 2008. At the end of 2009, this waiting list had about 2,000 households.
- The public housing waiting lists grew by 60 percent to 5,400 unduplicated households.
- SSHP's waiting lists remained essentially level.
- SHA averaged 800 new applicants each month during 2009 for housing units it manages.

Income levels

Income levels among applicants for SHA's public housing, SSHP, Housing Choice Voucher, and Section 8 New Construction programs were basically level between the beginning and end of 2009.

Income information is not available for nearly two-thirds of HCV applicants. When SHA established the 4,000-household HCV waiting list by lottery, nearly two-thirds of applicants did not complete the income questions. SHA gathers income data after the applicant is called in off the waiting list and completes an income certification.

Racial distribution

The racial distribution among applicants to SHA housing programs remained relatively stable in 2009.

Section II: Occupancy and Admissions Policies

Eligibility, selection, admissions, assignment and occupancy policies

Public housing and Housing Choice Vouchers

Local preferences

The term “local preferences” refers to criteria for selecting applicants from housing authority waiting lists. SHA’s first adopted local preferences in FY 2003 (Resolution 4680):

- Households whose current income is at or below 30 percent of area median income;
- Applicants who are homeless; or
- Households who have been homeless or whose gross income has been at or below 30 percent of area median income at some point during the 12-month period prior to the eligibility determination.

In addition, several categories of applicants were given a specific preference over the last few years. These preferences affect only a small number of applicants, if any, and are outline in prior year MTW Reports.

No preference changes were pursued in 2009, though SHA may still explore a preference for victims of domestic violence and preferences to assist supportive housing programs.

Poverty deconcentration strategies @15,66,68

SHA fosters deconcentration of poverty by—

- setting appropriate payment standards for Housing Choice Voucher subsidy;
- continuing to redevelop large public housing developments into mixed-income communities and requiring low-income residents of those communities to abide by self-sufficiency lease provisions;

- supporting creation of affordable housing in non-poverty neighborhoods through acquisition and project-basing Housing Choice Vouchers;
- creating a “mix of incomes from within,” by assisting SHA residents to get a first job or a better one; and
- providing incentives in the public housing rent policy to encourage people to work and increase their income.

In 2009 SHA began an in-depth evaluation of the trends of voucher utilization will inform policy to enhance geographic dispersion. Surveys, interviews, and focus groups were conducted with voucher participants to better understand housing and neighborhood preferences, and the challenges faced in the Seattle housing market. The neighborhood location outcomes of voucher participants were analyzed, including poverty rates and neighborhood characteristics. Work in this area will continue in 2010.

Streamlined subsidy management (Resolution 4899 dated April 21, 2008)

Some of SHA’s properties utilize both Project-based Housing Choice Vouchers and Low Income Public Housing subsidy. While these two programs serve the same population, they have different requirements that are confusing to residents and administratively burdensome to administer in a single property. In 2008 SHA established the Streamlined Low Income Housing Program (SLIHP), which allows project-based vouchers and Low Income Public Housing to function more seamlessly in communities that operate both programs.

In 2009 new units were brought on line at High Point, bringing the total number of project-based vouchers being operated under SLIHP to 100.

Public housing admissions policies and procedures © 2,3,5,6,7

Applicant Choice (FY 2001)

In 2000 SHA adopted a public housing applicant choice policy. Procedural changes have been made over the years to increase efficiency of leasing.

Under applicant choice, all applicants may place themselves on up to two site-specific waiting lists. Applicants who are working with selected partner service agencies may qualify for the Expedited Waiting List, which permits expedited processing. The fifteen agencies currently involved in the program serve a wide range of household types and needs. Most provide transitional housing or other services for homeless families or individuals.

In FY 2005 SHA implemented an Affirmative Fair Housing Marketing policy and procedures. SHA provides quarterly reports to HUD detailing racial distribution by building and affirmative fair marketing activities.

Admissions

Admissions policies have been amended over the last several years to increase the percent of applicants approved and housed, and reduce file processing time, denial of applicants and requests

for an administrative review of denials. None of these changes required MTW flexibility.

In 2009 SHA began to explore a variety of strategies to more efficiently and effectively match qualified applicants with appropriate housing. Due to the change in the economy, the need for affordable housing increased dramatically. SHA's public housing waiting list almost doubled since the beginning of 2009 and vacancy rates trended downward in all communities. Therefore, SHA determined to reprioritize policy efforts and no applicant choice policy changes were initiated in 2009.

Tenant Selection and Placement

SHA continued implementation of the on-line Tenant Selection and Placement (TSAP) system to ensure that applicants were pulled from waiting lists in the correct order and to track outcomes.

Through the TSAP system, 691 applicants who were approved for public housing were selected for leasing opportunities in 2009. Final outcomes for the last five years are summarized below. SHA continues to work toward a better understanding as to why 30-40 percent of approved applicants choose not to lease.

Final Outcome of Approved Applicants 2005-2009					
FINAL STATUS	2005	2006	2007	2008	2009
Cancelled - by request	76	90	83	89	98
Cancelled - no response	75	85	59	61	83
Cancelled - refused unit	45	41	21	46	43
CANCELED Total	196	216	163	196	224
LEASED Total	310	287	386	543	467
GRAND Total	506	503	549	739	691
Percent of Approved Applicants Leased	61%	57%	70%	73%	68%

Local leases and community rules

NewHolly, Rainier Vista and High Point leases are based on private management models, emphasizing the best property management

practices including require residents to pay their own utilities.

The standard public housing dwelling lease was updated in 2009. No changes required use of SHA's MTW flexibility.

Self-sufficiency requirement

SHA continued implementing the community service and self-sufficiency requirement in all its public housing communities in accordance with federal law (Resolution 4716, October 2003).

In all of SHA's HOPE VI redevelopments, low-income residents in subsidized units are required to abide by self-sufficiency lease provisions. © 68

Special needs in public housing

In 2009 SHA continued to cultivate partnerships, resources, and strategies in support of improved housing options to low-income households with special needs.

Service-enriched housing for formerly homeless households © 2,6,12,13,69,79,82

SHA continued to lease nearly 90 public housing units to non-profit service providers to provide service-enriched transitional housing for formerly homeless households. Additionally, SHA operates 30 service-enriched Sound Families transitional units in two locations.

In its 2009 Annual Plan, SHA stated that it may begin to transition all or part of Jefferson Terrace into a service-enriched environment for formerly chronically homeless households. During 2009 SHA and partner agencies examined how this community best fits into the Ten-Year Plan to End Homelessness while still serving the needs of current residents, including financial analysis and meetings with residents.

Based on this examination, SHA is planning to lease 22 units on the seventh floor of the 299-unit Jefferson Terrace to Public Health–Seattle King County to create a medical respite facility for homeless people who need a safe place to heal after being treated and discharged from local hospitals. Jefferson Terrace offers a unique opportunity to serve this population as it is

located adjacent to the area's major public hospital, and within a few blocks of several other hospitals.

In addition to medical care, respite program participants will have access to case management, mental health and substance abuse services, and housing placement assistance. The goal is for all participants to exit to transitional or permanent housing.

Current residents on the seventh floor were provided relocation assistance and choose to move to other floors within the building or other SHA public housing communities. The program will offer around-the-clock staffing and an entrance separate from those used by permanent residents and is anticipated to begin in 2010 after capital improvements are completed.

Housing for the elderly

SHA's operates two public housing high rises as "senior-preference" communities—Westwood Heights and Ballard House. These communities continue to provide a valuable independent living environment for extremely low-income seniors. HUD approved a two year extension for these designations in 2009. SHA has not adjusted the current age limit and it remains at 62 or older, but may explore this in the future. © 16

SHA and the City of Seattle, as members of a Senior Housing Committee, have renewed focus on increasing the spectrum of housing options available for low-income seniors.

Smoke-free public housing

Since 2005 SHA has operated Tri-Court as a smoke-free community. Additionally, by the end of 2009 SHA had established 60 Breathe Easy homes in High Point, which are smoke-free and include a number of other health enhancements.

In 2009 SHA began requiring all new or substantially rehabbed units and all of the Seattle Senior Housing Program to be smoke-free. SHA continues to consider making more of its affordable housing smoke-free.

Pet-free environments © 35

SHA may explore creating pet-free environments in connection with selected service enriched housing in the future, but did not pursue this policy in 2009.

Service provider units © 13

SHA currently leases about 20 public housing units to non-profit service providers and resident groups for facilitate on-site services.

As mentioned above, SHA also leases about 90 public housing units to service providers to provide transitional housing.

As SHA and its partners explore ways to better serve residents with special needs, including the elderly, formerly homeless, and others in need of service-enriched housing, SHA may increase the number of units used by agencies to provide both housing and services to members of these populations. However, no significant policy changes were made in 2009.

Housing Choice Voucher program

SHA continues to identify and carry out specific strategies for voucher use that address geographic dispersion, regional impact, strategic partnerships and the ability to support community priorities through direct or indirect investments. An in-depth evaluation of the trends of voucher utilization, began in 2009, will inform policy to enhance geographic dispersion.

Admissions

Admissions policies have been amended over the last several years to increase the percent of applicants approved and to reduce file processing time, denial of applicants and requests for an administrative review of denials.

In 2008 SHA revised the eligibility criteria for the Provider-based, Project-based, and Mod-Rehab programs to reduce barriers for former participants and SHA residents. The revised criteria allow applicants to these programs to enter into a Repayment Agreement in cases where

they owe SHA money. SHA also adopted a policy in 2008 to require tenants of subsidized housing to complete their initial lease term before being eligible to use a Tenant-based Voucher. © 4

In 2009 SHA explored a number of changes to streamline and improve the effectiveness of its voucher admissions processes. It was decided to focus on other initiatives in 2009, but proposals outlined in the 2009 Plan will continue to be considered.

Housing Choice Voucher project-basing initiative ©1,2,6,37-50,69

In 2001 SHA adopted the project-basing policy which utilizes a number of MTW flexibilities, described in prior MTW Plans and Reports, to maximize the effectiveness of the program.

SHA operates several programs under the umbrella of project-based Housing Choice Vouchers. In addition to a typical project-based voucher program, SHA also operates a program-based voucher program and a provider-based voucher program.

Among other things, it authorizes the project-basing of up to 25 percent of SHA's Housing Choice Voucher assistance. By the end of 2009 21.5 percent of SHA's authorized vouchers were under project-based contracts. Replacement units are not included in this count because they are not subject to the policy's 25 percent limit on project-based vouchers, as HUD provides vouchers specifically for this purpose.

SHA is still exploring raising the maximum percentage of Housing Choice Vouchers that may be Project-based and will make a determination in 2010.

Project-based vouchers

Under the policy, vouchers are project-based for several purposes:

- Competitive process with housing goals defined by SHA – To date, three Request for

Proposal (RFP) rounds have resulted in 749 contracted units in 32 projects.

- Supporting City of Seattle low income housing initiatives – At the end of 2009 SHA had 286 project-based units under contract in six City Levy-funded projects. SHA has committed up to 70 project-based vouchers per year for this purpose. SHA also has made a commitment to Sound Families of up to 400 project-based units for transitional housing. At the end of 2009, 285 Sound Families units were under contract in 30 properties.
- Replace demolished or sold public housing – SHA has committed to 670 units in 42 properties. In 2009 50 replacement vouchers were awarded.

SHA continues to use the City of Seattle for National Environmental Policy Act and subsidy-layering reviews for project-based vouchers.



A project-based unit in YWCA's Opportunity Place awarded through (SHA's 2001 request for proposals process)

Program-based vouchers © 36

In FY 2003 SHA allocated up to 150 Tenant-based vouchers to contribute to the financial stability of SSHP and to ensure extremely low-income applicants and residents continued access to the program. In FY 2007 SHA amended this policy to make the vouchers Program-based, meaning they stay within the SSHP program but can float between units and buildings.

Provider-based vouchers © 2,51,69

In FY 2007 SHA began implementation of a pilot "provider-based program" to support the King

County 10-Year Plan to End Homelessness. The pilot is testing, on a small scale, the efficiency and effectiveness of using vouchers with community partners to meet the supportive housing needs of special needs, disabled, young adult, and chronically homeless households who require dedicated supportive services in ways that SHA's traditional subsidized housing programs are not designed to address. This new program allocates funding in tandem with partner publicly funded services and/or behavioral healthcare systems.

The program continued in 2009. At year end SHA was contracting with Downtown Emergency Service Center for 25 units under this program, Seattle Mental Health for 40 units, and a couple of Sound Families contracts for 24 units. The program is going well, but had not been up running long enough to make decisions as to the overall success and value of the program. Initial evaluation will be conducted in 2010.

Rent initiatives

MTW public housing rent initiative

© 55,56,58,59,60,62,63,64,66,74,75,76,77,90,93

SHA's MTW public housing rent initiative began in 2001. SHA has been implementing alternative rent policies in its public housing program using MTW flexibility. Several changes have been made over the years and are detailed in prior year MTW Reports.

SHA's current public housing rent initiative implementation includes the following features:

- Tenant Trust Accounts for working households to accumulate savings for clearly defined self-sufficiency purposes;
- For households reporting zero income that appear to be eligible for TANF or unemployment benefits, imputing income from these sources until ineligibility is documented;
- Allowing property managers to differentiate rents in studios and one-bedroom apartments

to maintain high occupancy of studio units in a soft rental market;

- While under the revised policy, almost all employed residents see their rent calculated at 30 percent of their adjusted income, a few benefit from a two-year rent step when 30 percent of their adjusted income reaches the market rent for their unit;
- For households on fixed incomes (e.g., social security), the frequency of recertification has been reduced to once every three years except where annual certification is otherwise required (e.g., Low Income Housing Tax Credit financing). In the intervening years, rents are increased proportionately to the social security cost of living adjustment; and
- All residents pay an absolute minimum tenant payment per month unless they face a hardship in making such a payment.

2009 outcomes of the public housing rent initiative are outlined in Appendix A.

SHA continued to consider a number of additional revision (outlined in the 2009 MTW Plan), however, no policy changes were pursued in 2009. SHA plans to change its property management software in the upcoming year or two. Because MTW rent policy changes typically require software modifications, it was determined that more planning and perhaps a delay until the new software is in place were pertinent.

Seattle Senior Housing Program rent initiative

The SSHP rent policy establishes a series of flat rents for people with incomes up to 80 percent of median and a sustainable distribution of rents (Resolution 4699). It also assumes 150 eligible SSHP residents will have program-based Housing Choice Vouchers.

Income group	Percent of Residents	
	Goal	2009 Actual
< 20% AMI	31%	29%
20-30% AMI	36%	30%
Vouchers (<30% AMI)	15%	18%
30-40% AMI	14%	14%
40-80% AMI	4%	10%

SSHP continues to meet its operating financial goals and the flat rent structure has not proven a barrier to access for most applicants. However, even while exceeding the target number of residents above 30 percent AMI and exceeding the number of Housing Choice Vouchers in use, the program was not able to make the sustainable reserve contribution. Implementation of the rent policy is monitored by an advisory committee of residents and industry experts.

Housing Choice Voucher rent initiative © 57,58h,61,65,67,76h,HR-2010-02,HR-2010-03

SHA's Housing Choice Voucher MTW rent initiative began in 2005. The HCV rent initiative currently includes the following features:

- Where the participant is being sanctioned for non-compliance with WorkFirst requirements or for fraud, with a few exceptions, SHA counts the full amount of TANF grant the participant is eligible for, even if they are receiving a smaller grant amount as a result of the sanction.
- SHA may impute unemployment income if families requesting a rent decrease cannot document denial of eligibility for unemployment benefits. SHA has not yet implemented this provision.

In 2009 SHA formed a staff team to explore MTW activities that might improve the Housing Choice Voucher program. The team chose to prioritize activities that would reduce SHA's administrative burden, with the idea that such changes would then free up agency resources to focus on self-sufficiency initiatives in future years.

The team created processes to conduct triennial re-certifications for HCV families whose sole

income sources are considered fixed.
Implementation is planned for 2010.

Voucher payment standard

In FY 2002 SHA utilized its MTW flexibility to allow voucher payment standards to exceed 120 percent of HUD's Fair Market Rents when certain market conditions are met. However, SHA has not needed to exercise this option. © 33

The voucher payment standard was increased effective February 1, 2009 for 0-4 bedroom vouchers based on a rent burden analysis conducted in late 2008.

The rent burden analysis conducted in late 2009 resulted in a recommendation to raise the voucher payment standards for 1, 4, and 5 bedroom vouchers. These changes will take place in 2010.

SHA continues to consider exercising the option to allow even higher voucher payments as needed to meet deconcentration and utilization goals.

Other Public Housing Policy and Procedure Manual updates

In addition to rent and occupancy policies described elsewhere in this section, the following public housing Policy and Procedure Manual sections were updated in 2009:

- *Language Interpreters and Translations* policy was revised in consideration of the guidance from HUD's Notice of Guidance to Federal Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting people with limited English proficiency;
- *Treatment for Bedbugs, Roaches and Other Infection* policy was revised to include bedbugs and a new lease addendum for *Pest Control*; and
- a \$250 Smoker's Deposit was added for new move-ins.

Other Housing Choice Voucher Administrative Plan updates

In addition to rent and occupancy policies described elsewhere in this section, updates were made to the Housing Choice Voucher Administrative Plan in 2009 to address the following:

- the minimum and maximum number of people allowed for each bedroom size;
- clarification regarding students when determining voucher size;
- the Live-In Aide policy based on HUD Notice PIH 2009-22;
- when local preferences apply for special/target vouchers;
- that waiting list applicants will be removed from the list if letters to them are returned by the post office;
- incomplete or illegible pre-applications will not be accepted;
- release of information required for applicant requests for an intermediary to work with SHA;
- tenant-based vouchers leasing units in SHA HOPE VI properties will have a utility schedule based on actual consumption data;
- if SHA is in receipt of either of any acceptable form of disability verification the individual will be marked disabled in their participant record;
- will not recertify households at the time they are issued a voucher to move unless they report a change in household circumstances;
- removed wording that said we would deny port-outs to a PHA with voucher payment standards more than 110 percent of SHA's; and,
- issuing port-ins based on SHA standards.

Section III: Changes in Housing Stock

This section compares the number and types of housing resources SHA had at the start of MTW (December 31, 1998), and at the end of 2008 and 2009.

Housing Program	Pre-MTW 1998	December 31, 2008 Actual	December 31, 2009 Projected	December 31, 2009 Actual	2009 Housing as a % of 1998 Housing
Housing Choice Vouchers	4,517	8,401	8,401	8,535	189%
Section 8 New Construction	159	100	100	100	63%
Low Income Public Housing	6,144	5,263	5,262	5,261	85%
Seattle Senior Housing Program	1,198	993	993	993	83%
HOPE VI workforce rental	5	523	629	629	12580%
Other affordable housing	282	971	984	940	333%
SHA-managed, owned by others	0	37	6	14	n/a
Total	12,305	16,288	16,375	16,472	134%

In the 2009 Plan, SHA forecasted a net increase of 71 units and tenant-based housing opportunities over the year. The actual change was an increase of 184 units, as described below.

Housing units

Public housing

During 2009 SHA sold 19 scattered sites units and brought 26 units on line at High Point and one unit at Barton Place. SHA also took eight units at Yesler Terrace that had been converted to offices out of the residential unit count.

Other affordable housing

The number of Other Affordable Housing units decreased due to taking The Baldwin off-line

until extensive rehab or demolition can be implemented.

HOPE VI workforce housing

The final rental housing units in High Point came on line in 2009.

Housing Choice Vouchers

SHA received 53 new Veterans Affairs Supportive Housing vouchers in 2009, 11 Disaster Housing Assistance Payment vouchers, and 67 preservation vouchers for Hilltop House and Livingston-Baker Apartments. During the year 86 vouchers were converted from special purpose to MTW as shown in the table below:

Housing Choice Vouchers	2008 Total	Converted to MTW in 2009	New in 2009	2009 Total
MTW Vouchers	7,829	86	0	7,915
Mainstream Disability	75	0	0	75
Welfare to Work	405	(53)	0	352
Burlingame Opt Out	15	(15)	0	0
Relocation vouchers	18	(18)	0	0
Veterans Affairs Supportive Housing	52	0	53	105
Hilltop House	N/A	N/A	7	7
Livingston-Baker Apartments	N/A	N/A	60	60
Disaster Housing Assistance Payment	N/A	N/A	11	11
Net Total	8,394	0	131	8,525

Section IV: Sources and Amounts of Funding

This section compares projected and actual sources and amounts of funding included in the MTW budget and other programs. SHA's Consolidated Financial Statement can be found in Appendix C. The figures in this section represent unaudited twelve month figures through SHA's fiscal year end, December 31, 2009.

Planned vs. actual revenues – MTW budget

Funding Sources – MTW	Budget	Actual
Dwelling Rental Income	\$10,959,000	\$11,201,000
Investment Income	347,000	291,000
Other Income	1,394,000	1,474,000
MTW Block Grant	107,496,000	113,036,000
Use of Reserves	--	--
Total Sources	\$120,196,000	\$126,002,000

Note: The MTW Grant includes HUD's FY 2008 awarded capital allocation to SHA plus 50 percent of the 2009 allocation. No funds from prior year capital grants are included.

SHA's actual revenue varied from budget for a variety of reasons. The following is a summary of the major differences in each line item.

Dwelling Rental Income: Actual Dwelling Rental Income exceeded budget primarily due to lower than anticipated vacancy loss at Yesler Terrace as well as the quicker than anticipated lease up of rehabilitated units at the homeWorks Phase 3 buildings.

Investment Income: Income from investments was less than budget because of lower than anticipated average interest rates, which was a direct result of the current financial market.

Other Income: The favorable variance to other income is primarily due to legal recapture of revenue in excess of budget. This category is relatively hard to determine and quantify from year to year because it represents charges to tenants for evictions and other legal activities. Increase in laundry revenue and miscellaneous revenue also accounted for this general revenue source exceeding budget as a whole.

MTW Block Grant: Housing Choice Voucher and Low Income Public Housing funding was higher than anticipated. Each exceeded budget by over \$2.0 million due, in part, to favorable proration factors.

Use of Reserves: Use of Reserves was not required for operations.

Planned vs. actual revenues – other programs

SHA operates a number of housing programs not included in the consolidated MTW budget: Special Purpose Housing Choice Vouchers, Seattle Senior Housing Program, Section 8 New Construction and a large Other Affordable Housing portfolio, as well as HOPE VI and other grant-supported programs. The following table compares projected with actual revenues for 2009 non-MTW activities.

Funding Sources – Other Programs	Budget	Actual
Dwelling Rental Income	\$12,592,000	\$12,662,000
Investment Income	2,504,000	2,854,000
Other Income	10,896,000	12,427,000
Non-MTW Section 8	9,823,000	9,051,000
Grants	2,789,000	1,404,000
Capital Sources:		
homeWorks	0	0
Other Capital	17,943,000	9,611,000
Other Revenues for HOPE VI Projects	0	0
Prior Year Capital Sources	61,023,000	19,337,000
Total Sources	\$117,570,000	\$67,346,000

SHA's actual revenue varied from budget for a variety of reasons. The following is a summary of the major differences in each line item.

Dwelling Rental Income: Rental income ended the year slightly ahead of budget because of lower vacancy rates and higher Housing Choice Voucher utilization in SHA properties.

Investment Income: This line item includes investment income and interest income from bonds and loans. SHA has redevelopment loans with non-profit housing developers for replacement housing obligations. These loans typically accrue interest at the rate of one to two percent annually. Not all of this interest income was budgeted.

Other Income: Developer fee cash receipts were greater than anticipated, equity payment installments were received ahead of schedule, and SHA received a rebate on a construction contract and a legal settlement, resulting in higher than anticipated Other Income.

Non-MTW Section 8: The Non-MTW Section 8 and Housing Choice Voucher (HCV) revenue was less than expected due to HUD re-benchmarking these vouchers to actual payments, which were lower than what had been used during the budget process.

Grants: Both HOPE VI and Community Service grants are included in this line item. Lake City Village HOPE VI funds were drawn at a slower

rate than anticipated in the approved plan because changes in the budget revenue sources (American Recovery and Reinvestment Act funding) delayed turn around on budget revisions and draw requests. Community Services did not win a 'lottery' grant but was awarded other unbudgeted grants to help balance out its funding.

Other Capital: These sources are less than expected for many reasons. Scattered Site sales proceeds were expected to be \$8.2 million in 2009, but were actually \$4.4 million due to market conditions. Leverage funding for Bell Tower envelope repair was not necessary after the American Recovery & Reinvestment Act stimulus funds were committed. Funding for hydronics repairs at NewHolly was received under Other Income funded by legal settlement with vendors, rather than Other Capital as originally planned. South Shore Court draw downs were \$1 million less, as the multi-year project was done sooner than anticipated.

Prior Year Capital Sources: This balance represents financing transactions that took place in prior years and provide funding for multi-year projects. Rainier Vista Phase II drew less than anticipated in 2009 to continue construction due to the delay of the mixed-finance closing. High Point Phase II and homeWorks Phase 3 each drew down more funds in 2008 than anticipated, leaving fewer funds to draw down in 2009.

Investment policy © 83

Under MTW SHA is allowed to follow Washington State Investment Policies instead of adhering to HUD Investment Policies. As a result, SHA has the flexibility to invest its

financial resources productively and efficiently, without regulatory duplication. SHA uses this option when alternative investments under State guidelines best meets SHA investment timing and terms.

Section V: Uses of Funds

This section compares budgeted expenditures with actual expenditures by line item and reports the level and adequacy of reserve balances at the end of the fiscal year for MTW and other programs. The figures below are unaudited for the fiscal year end December 31, 2009.

Planned vs. actual expenditures – MTW budget

Expenses	Budget	Actual
Administration and General	\$20,667,000	\$20,751,000
Housing Assistance Payments	65,599,000	62,893,000
Utilities	4,707,000	5,103,000
Maintenance and Contracts	10,583,000	10,932,000
Capital and Development Projects	13,526,000	9,362,000
Capital Equipment and Non-Routine	507,000	365,000
Total Expenses	\$115,589,000	\$109,406,000

SHA's actual revenue varied from budget for a variety of reasons. The following is a summary of the major differences in each line item.

Administration and General: Actual Administrative and General expenditures were slightly higher than budget because of the increase in Housing Choice Voucher (HCV) portability administration fees and an overall increase in HCV participants porting out to areas of higher costs. This was off-set by lower than budgeted insurance expenses due to negotiation of a consolidated insurance coverage for limited partnerships with a common investor group.

Housing Assistance Payments: HCV Housing Assistance Payments (HAP) was under spent despite the fact that the program exceeded the budgeted 97 percent utilization for the year. The actual average HCV utilization rate for 2009 was 98.7 percent. Nonetheless, average voucher costs were lower than budgeted due in part to SHA using MTW authority to project-base many vouchers with local non-profit housing providers largely serving the homeless or providing transitional housing; these units tend to be more single occupancy and have lower monthly HAP.

Utilities: Water and Sewer account for most of the utilities deficits due predominately to a 10 percent

mid-year rate increase in water rates and a slight increase in consumption for sewer.

Maintenance and Contracts: The over-expenditure of budget in Maintenance and Contracts is due to the internal maintenance service billings. Although turnover costs were lower than 2008 actual expenses, they still exceeded the 2009 budget. Additionally, other maintenance and repair costs were higher than budget and prior year actuals at several communities due to increased work activity.

Capital and Development Projects: The amount budgeted represents the approved projects funded from SHA's 2009 capital list. Expenditures totaling \$9.3 million represent capital projects funded from 2009 and previous years' MTW capital funds. American Recovery and Reinvestment Act (ARRA) funds are financing the building envelope repairs at Bell Tower. Additional funding budgeted in Capital and Development Projects is not yet needed.

Capital Equipment and Non-Routine: Information Technology capital projects were under-expended due to a change in approach to document imaging and working on prior year projects.

Planned vs. actual expenditures – other programs

Expenses	Budget	Actual
Administration and General	\$17,874,000	\$17,614,000
Housing Assistance Payments	8,841,000	8,146,000
Utilities	1,942,000	2,120,000
Maintenance and Contracts	6,509,000	6,601,000
Community Service Grants	803,000	788,000
Capital Works Projects	11,873,000	2,179,000
HOPE VI	52,611,000	12,650,000
homeWorks	10,838,000	7,304,000
Total Expenses	\$111,291,000	\$57,402,000

SHA's actual revenue varied from budget for a variety of reasons. The following is a summary of the major differences in each line item.

Administration and General: This cost category was approximately one percent below budget. Some of the variance can be attributed to salary savings from vacant positions and interest expense. Interest expense was favorable because interest rates have decreased more than anticipated on variable rate loans.

Housing Assistance Payments: The under-expenditure was due to the average voucher cost being lower than anticipated and lower than expected utilization early in the year in special purpose vouchers.

Utilities: Surface water management costs account for most of the variance in utilities. Lagging land sales and suspended development plans resulted in SHA paying these costs unexpectedly in 2009.

Maintenance and Contracts: At year end, Maintenance and Contracts costs were slightly over budget. The Seattle Senior Housing Program and Special Portfolio Housing Program experienced higher than expected maintenance costs despite a decline in the number of vacates. This is because the average cost per vacate increased largely due to flooring replacement costs. Additionally some residual maintenance charges from 2008 were not entered prior to year

end closing and were booked in 2009. Contract costs associated with the homes for-sale program, such as marketing and legal, were under budget due to the severe downturn in the real estate market.

Community Service Grants: One operating grant was not received after the budget was developed. However, implementation of other unbudgeted grants balanced out the expenditures.

Capital Works Projects: Expenditures were less than planned due to several reasons including-acquisition plans of \$6 million were put on hold; the NewHolly hydronics lawsuit was settled, allowing the expenditures to be incurred by the component unit instead of SHA, as budgeted; and pipeline projects of \$1.3 million did not get underway in 2009.

HOPE VI: High Point expenditures were less than expected. Construction was completed in April, sooner than anticipated. The mixed-finance close for Rainier Vista was delayed, and construction activity did not start as projected.

homeWorks: Phase 3 spending was less than anticipated in the projection. During 2008, this project was ahead of schedule and more resources were used earlier in the project leaving less to spend in 2009.

Block grant flexibility © 14,31,32

SHA's MTW agreement allows SHA to combine funding from HUD's public housing capital, public housing operating, and most housing choice voucher funding sources into a single, fungible block grant. This block grant can be used for a variety of purposes associated with affordable housing and related services.

SHA has created block grant budgets every year under MTW. For 2009 SHA used the MTW Block Grant authority to assist local housing program communities with deferred maintenance activities. Roughly \$660,000 was designated for the Seattle Senior Housing Program for building envelope repairs to

prevent water intrusion. Another \$1.2 million was earmarked for asset preservation at other SHA Special Portfolio buildings. The grant also enabled SHA to balance operating programs in MTW and local programs.

The MTW Block Grant continued to provide interim financing and support for development activities; augmented resources to maintain an appropriate service level in public housing communities; and supported management improvements through technology systems.

Level and Adequacy of Cash and Investment Reserves

Cash and Investment Reserves	Year End FY 2009	
	Projected Budget	Actual
Undesignated and Unrestricted Cash		\$16,246,000
Restricted and Designated Funds		\$33,809,000
Total	39,700,000	\$50,055,000

During 2008 SHA determined that it is more beneficial to report on its cash and investment reserve levels instead of showing reserves split between MTW and Other Programs. Total cash was higher than projected mainly because SHA received Housing Choice Voucher funding ahead of January 2010 payments and positive net income generated from HAP under-spending.

Undesignated reserves ended the year above the target of having one month of operating expenses (including Debt service). Restricted funds include items such as security deposits, Tenant Trust Accounts (TTA), and Financial Self Sufficiency (FSS). Designated reserves will be used for the replacement and reconfiguration of Scattered Sites properties and urgent capital work. Additionally, these resources are needed to cover debt payments and the advancement of Housing Choice Voucher program funds. A small portion of this funding source serves as an insurance reserve that is required by SHA policies and the Housing Authority Risk Retention Group (HARRG), SHA's insurance carrier, for general liability.

Status of 2009 Plan activities

Community revitalization

This section describes 2009 community revitalization activities and organizational and administrative improvements. Consolidated MTW Budget activities are not distinguished from activities funded in Other Programs.

Yesler Terrace

The redevelopment of Yesler Terrace is a key component in SHA's strategy to continue to serve Seattle's low-income residents. Important principles guiding the redevelopment project, developed by engaging residents, immediate neighbors and the wider community, were used in creating a vision and policy level goals and objectives for the new neighborhood.

Following continued resident, community and stakeholder involvement in 2009, SHA used the project's guiding principles to prepare three conceptual site alternatives that addressed issues

such as mixed uses, density, housing types, open space and financing, allowing development of a site concept framework and development alternatives to be used to begin both the National Environmental Policy Act (NEPA) and State Environmental Policy Act (SEPA) processes with respect to evaluation of the project's potential impact. Both of these efforts will be underway in 2010, and likely complete in early 2011.

As component of the above development of the site concept framework, a financing model was completed in order to inform the economics facing the potential redevelopment scenario. This model will continue to be refined as more detailed information regarding programming is determined through the environmental review process. Additionally, SHA initiated an in depth study of infrastructure replacement requirements and the potential to utilize environmentally sustainable technologies, including the possibility of an energy district, to meet the future needs of the site's eventual program. This study will be completed in 2010 and used to assist in the development of infrastructure planning, including phasing and costing. Once the infrastructure phasing has been determined, potential relocation options will be evaluated to identify impacts upon residents.

Rainier Vista

All 184 rental units in Phase I were completed and leased up in 2005. By the end of 2009 125 for-sale homes were sold in Rainier Vista, including 13 set aside for buyers with incomes below 80 percent of area median income. Land for 23 additional homes was sold on two sites in Phase I to Habitat for Humanity and the City of Seattle for use by Habitat for Humanity. In 2009 construction started on one of these sites.

Phase II infrastructure was completed in 2009 with the opening of South Oregon Street. SHA has allocated \$10.3 million of its formula American Recovery and Reinvestment Act (ARRA) funds for infrastructure at Rainier Vista Phase III in the northeast. The funds will be used to build sewers,

electrical systems, streets and sidewalks to prepare for the construction of additional low-income housing in the community. Phase III infrastructure construction began in 2009 and will be completed in late 2010.

SHA proceeded with planning and design for about 200 rental units for households with a mix of incomes. SHA also allocated \$3.1 million of formula ARRA funds to the construction of 83 of these units (51 public housing, 20 project-based vouchers and 12 tax credit). Work on the building began in 2009 and the rental housing units will come on line in late 2010. The building has been named Tamarack Place in reference to a vacated street at the Rainier Vista site and the Tamarack tree that will be planted at the site. Tamarack Place will also have about 10,000 square feet of transit oriented retail space complementing the light rail station that opened in 2009. The new Rainier Vista management office will lease about 2,500 square feet of the space.

SHA received a competitive award of \$10 million in additional ARRA funds to construct 118 rental housing units in Rainier Vista Northeast. SHA proposed to HUD an amendment to the Rainier Vista revitalization plan in 2008. SHA will continue to meet its replacement housing obligations.

Land for approximately 110 homes-for-sale at Rainier Vista Phase II and III was marketed in late 2009 and transactions are expected to be completed during 2010. Construction of these



Rendering of a Rainier Vista Phase III rental housing block

homes will commence when the infrastructure is complete, possibly as early as July 2010. and be completed in 2012. Two multifamily sites at the corner of MLK and S. Alaska had agreements in place for the development of mixed-use buildings with ground floor retail and affordable and market rate condominiums/ apartments above. Unfortunately these agreements were terminated because of the slow economy. Currently, development interests are increasing at Rainier Vista because of its proximity to the newly opened Light Rail Station. Development of these larger multifamily parcels is not anticipated to begin until possibly 2012 or 2013.

High Point

In 2009 SHA completed the construction of 256 affordable rental housing units in Phase II. With this milestone, SHA has fulfilled the most important program component of the original High Point HOPE VI grant: the production of 600 SHA-built affordable rental units. Of this total of 600 units, 350 are affordable to extremely low-income households. As part of the 350 units, 20 are service-enriched transitional housing units, operated in partnership with Sound Families (see Section IX for more information). The remaining 250 units are rented to households earning 50 or 60 percent of area median income. Ten percent of High Point's affordable rental units are Breathe Easy homes (35 in Phase I and 25 in Phase II)—homes specially designed to minimize the incidence of asthma in low-income families.

In the fall of 2009, the new High Point Neighborhood Center opened its doors to the community. This 20,000-square-foot, highly energy-efficient building is currently pursuing LEED certification, with a target of LEED Gold or higher. The building relies heavily on onsite renewable energy generation for its electricity and energy needs. It features the largest array of photovoltaic panels on a single building in Washington, and its ambient temperature is controlled by geothermal heating and cooling. The Center's programs focus on youth enrichment and environmental learning.

Neighborhood House owns and manages the building.

As a result of the economic crisis and the severe downturn in the real estate market, the planned construction of homeownership units by private builders did not occur during 2009. SHA continued to market land to private builders at Phase II, and by the end of the year, it secured an agreement with a private builder for the purchase of land on several blocks.

The other casualty of the troubled real estate market was the mixed-use development at 35th Avenue SW and SW Graham Street. The developer was planning up to 220 units at the site, with a commercial street front containing approximately 13,000 square feet of retail. An agreement between SHA and the developer placed the project on indefinite hold. In 2009, SHA applied for an EPA Brownfield grant to help with the cleanup costs of this former gas station property, and received informal notification of a \$700,000 grant. This grant will improve the feasibility of the planned development when market conditions get better.

In 2009 the entire natural drainage system at High Point became operational. All storm water from the entire 34-block, 130-acre redevelopment site is now filtered by this natural system. Storm water leaving the site and entering Longfellow Creek is now, according to engineers' calculations, as clean as if High Point were a forest meadow.

Three governance associations have been established at High Point: Homeowners, Open Space, and Neighborhood. Following the occupancy of the newly completed Phase II rental units in 2009, elections were held for new Neighborhood Association trustees.

NewHolly

All rental housing in NewHolly was completed in 2005. In addition, by the end of 2008 all of the for-sale homes at NewHolly were constructed and sold except for "Village Homes" a 40 unit high density single family development in NewHolly

Phase II. Developed by Bennett Homes, it was originally scheduled for completion in 2009. However due to the housing and financial markets, only 12 of the homes were constructed in 2009. Construction of the remaining 32 homes will continue in 2010 and possibly 2011.

SHA shifted its development focus to the underdeveloped commercial area adjacent the northeast corner of Othello Station. In prior years, SHA purchased several properties on the corner of Martin Luther King Jr. Way S. (MLK) and S. Othello Street. These sites have the potential for approximately 25,000 square feet of retail, 350 to 450 residential units and parking for both the residential and commercial uses. Unfortunately, due to the economic climate, these developments stalled. Due to the slow recovery, it is possible these sites will not be developed until 2013 or later.

Off-site HOPE VI replacement housing

Part of SHA's HOPE VI commitment to the community is one-for-one replacement of all low-income units.

Rainier Vista: SHA and the City of Seattle have entered into formal Memoranda of Agreement (MOA), approved by the City Council, that outline SHA's replacement housing obligations for Rainier Vista. In 2009 SHA worked with the City and the plaintiffs in the 2002 settlement agreement to allow project-based Housing Choice Vouchers to meet replacement housing requirements in lieu of public housing. SHA submitted a request to HUD to amend the Revitalization Plan accordingly.

High Point: In 2009 SHA worked with the City's Office of Housing to use their Levy notice of funding availability process to identify 50 replacement housing units for High Point which are scheduled to come on line in 2010. SHA also brought 8 units of High Point replacement housing on line at South Shore Court (described below).

Lake City Village

The original 16-unit Lake City Village public housing complex was demolished in 2002. In subsequent years, SHA developed a plan for a new mixed-income community, and in 2008, received a HOPE VI awarded for \$10.5 million.

SHA is the developer for the new Lake City Village apartment building, which will include 51 public housing rentals and 35 affordable rental units. Community amenities include a neighborhood network center, a community room, a playground, a community meeting space with a barbecue area, an organic garden, and a fully accessible mid-block pedestrian connector.

An additional component of the redevelopment is the production of 5 affordable and approximately 12 market-rate homeownership units. SHA will sell two parcels, set aside for this purpose on the project's east side fronting 35th Avenue NE, when market conditions improve.

Throughout the year, SHA worked diligently with residents of the adjacent Lake City House and the broader Lake City community on a plan that accomplishes all SHA objectives and fits the neighborhood. The community design review process was also completed in the summer.

In 2009 the project was successful in competing for Green Communities Stimulus funding under the American Recovery and Reinvestment Act, and received an award of \$8 million. As a result of Green Communities funding, the site and building were redesigned to dramatically reduce negative impacts on the environment. By the end of 2009, the design was 90 percent complete. In September, to help with predevelopment planning and constructability review, SHA hired a general contractor for the project.

The new building will generate some of its electricity on-site through photovoltaic rooftop panels. Hot water will be provided by solar hot water heating, and all appliances will be Energy Star rated. All utilities will be individually metered. Residents are expected to save 30 percent

or more in utility cost, compared with similar new construction that meets the current building code.

Scattered sites portfolio reconfiguration

In 2009 SHA nearly completed the sales portion of the reconfiguration of its “scattered sites” portfolio. In 2005 SHA began selling up to 200 units and replacing them with units that are more efficient to manage and maintain and that are located to better meet residents’ needs. At the beginning of 2009, 25 units identified for disposition remained to be sold. At year end, only five units remained to be sold. (Disposition of these units was approved by the Board in the FY 2004 and FY 2005 MTW plans and in Resolutions 4743 and 4776.)

In 2009 SHA determined that the remaining 75 replacement units will be located within Rainier Vista.

Other community revitalization activities

Yesler Terrace area: SHA has assembled several parcels near Yesler Terrace, including the purchases of the Baldwin Apartments and another parcel adjacent to the Ritz Apartments in 2007. In 2009 SHA evaluated design concepts for the property at 12th and Yesler, adjacent to Yesler Terrace, in order to determine feasibility and the potential for providing relocation housing. SHA also met with King County to discuss the potential to acquire their records facility adjacent to the Baldwin and Ritz Apartments as a means of facilitating site assembly of a significant sized parcel for redevelopment. SHA will discuss this further with County staff in 2010.

South Shore Court: In 2009 SHA revitalized the former Douglas Apartments, creating 44 energy-efficient affordable rental units and renaming the community South Shore Court. During FY 2007 SHA purchased two adjacent properties near SHA’s Villa Park—Henderson Apartments (11 units) and Douglas Apartments (68 units in four buildings). The units proved to be in need of significant capital repairs to meet even SHA’s

minimum housing standards. The Henderson and 22 units of The Douglas were demolished, as they were dilapidated beyond repair.

The remaining 44 units were gut-rehabbed during 2009. Rehab activities included new roofs, siding, plumbing and a new heating system. Each unit is now equipped with a dishwasher and Energy Star appliances and lighting. Other green features include formaldehyde-free composite wood, new landscaping, and solar panels to heat water for a laundry room and two adjacent residential units. The site has secured access and includes on-site parking and playground equipment.

Financing sources included the City of Seattle, the Washington State Housing Trust Fund providing \$2.5 million, bond financing, and low-income housing tax credit equity through Enterprise Community Investment.

By December 2009 20 units were occupied. The adjacent vacant lot, where the demolished buildings formerly were, was short platted and SHA continues to look for long-term development opportunities that will complement the community and the nearby light rail service which became operational in July 2009.

Holly Court: Holly Court, which was poorly constructed to low standards, has aluminum wiring and other flawed building systems that make its rehabilitation impracticable. Moreover, the design of the community detracts from public safety and the overall revitalization of the NewHolly neighborhood. In 2009 SHA continued efforts to determine a development approach for Holly Court and adjacent parcels owned by SHA. However, efforts have been slowed by the current real estate market.

Qwest Field – North Lot: SHA is the affordable housing developer in a major mixed-use project on the north parking lot of Qwest Field. While the developer continues to pursue a master use permit for the site, current market conditions have slowed the timeline down considerably. SHA did not have any activity in this project in 2009.

Fort Lawton: In 2008 SHA, together with the City of Seattle, led a community planning effort to create a reuse plan for the surplus part of this former Army base. The reuse plan proposes to provide for a mix of housing including single-family and attached for-sale homes, housing for the homeless and self-help home ownership units. The Reuse plan will be submitted for review in the November of 2008 to HUD and the US Army. Negotiations between the City of Seattle / SHA and the US Army on the final proposed program and terms for eventual acquisition for redevelopment continued but were not finalized in 2009. Final planning and design would not start until after an agreement is reached which may not happen until mid-2010. In addition, resolution of a lawsuit been filed against City and the development is expected to be resolved in 2010.

Dearborn: In 2007 SHA entered into a preliminary agreement with Dearborn Properties to create 200 units of housing, half for very low-income seniors and half workforce housing. However, the developer decided not to move forward with this project due to market conditions.

New Market Tax Credits: Seattle Community Investments (SCI), SHA's community development entity, applied for a \$40 million New Markets Tax Credit Allocation to finance a large, mixed-use development in the Little Saigon neighborhood of Seattle. SCI was not successful in obtaining these funds.

Organizational and administrative improvements

Performance measurement: ☺ 30 SHA continued to supplement HUD's performance indicators for public housing and the Housing Choice Voucher program with internal indicators to assess performance against asset management goals.

In 2009 SHA developed its own system for measuring resident satisfaction in lieu of HUD's Resident Assessment Sub-System (RASS) survey.

A survey was developed and implemented to assess satisfaction among all of SHA's residents.

Utilizing an independent contractor, a random sampling of 325 residents and voucher participants were surveyed in November 2009. The goal of the survey was to assess satisfaction with their housing, management and maintenance services and to obtain information about how they made their housing choices and their interest in smoke-free living. SHA's overall satisfaction rating was 8.26 on a scale of 10. The complete results summary is available in Appendix G. SHA plans to replicate this survey every two to three years.

In addition, SHA began working with other MTW agencies to explore an alternative system for measuring housing authority performance in lieu of HUD's Public Housing Assessment System (PHAS). The current and proposed PHAS rules are not adequate to measure the performance of MTW agencies. This work will continue in 2010.

Management review: SHA's plans to conduct a review of property and asset management best practices in relation to SHA's organization and property management practices were postponed until 2010.

Local asset management program: ☺ 29 SHA has created its Local Asset Management Program (LAMP) in accordance with provisions of the First Amendment to the Amended and Restated Moving to Work Agreement. Accordingly, SHA's program complies with OMB Circular A-87 in the definition of cost objectives and direct and indirect costs, and uses the HUD's asset management model as a guide, with deviations in the Local Asset Management Plan described.

SHA's LAMP applies to SHA's housing operations in a comprehensive fashion; thus, employing the same approach to project-based budgeting and indirect allocations across SHA's array of federal and local housing programs. SHA's use of MTW resources and regulatory flexibility and SHA's LAMP encompass the agency's entire operations. Accordingly, while there are many areas in which

SHA's LAMP is consistent with HUD's model, there are distinctions as well, including:

- Applying indirect service fees to all housing and rental assistance programs;
- Expecting all properties, regardless of fund source, to be accountable for property- based management, budgeting, and financial reporting;
- Exercise MTW authority to assist in creating management and operational efficiencies across programs and to promote applicant and resident-friendly administrative requirements for securing and maintaining the residence;
- Using MTW block grant flexibility across all of SHA's housing programs and activities to balance resources with local priorities; and,
- Maintaining selected central services, including procurement and specialty maintenance capacities, to most cost effectively serve the needs of the agency and its programs as a whole.

SHA submitted its LAMP with its 2010 MTW Plan and has submitted responses to HUD's questions. SHA continues to await approval of its LAMP.

Total Development Cost (TDC) limits: ☉ 94

While HUD's TDCs have not been updated recently, SHA did not need to use its MTW authority to set TDCs based on local market conditions in 2009.

Streamlined HUD approval of mixed-finance

deals: ☉ 73 As HUD has not yet published final Streamlined Application Process in Public/Private Partnerships for the Mixed-Finance Development of Public Housing Units, SHA continues to use the expedited mixed-finance closing process used in its closings that took place between 2005 and 2007. In 2009 Tamarack Place financing was closed with this process.

Streamlined demolition/disposition: ☉ 72 SHA anticipates using HUD's streamlined MTW demolition/disposition review process. Until this process is fully available, SHA hopes to continue to use the streamlined disposition protocol HUD has been implementing since September 2004. However, no new demolitions or dispositions were requested in 2009.

Streamlined acquisition process: ☉ 70 Under MTW, SHA has purchased several properties without prior HUD approval. No properties were purchased in 2009 under this process.

Procurement policies: In 2008 SHA's Board adopted procurement policy revisions designed to increase efficiency, safeguard and enhance the competitive selection process, gain the best value for SHA's dollar, and expanding opportunity for vendors and contractors in competing for and securing SHA contracts.

In 2009 procurement policies were revised to incorporate the revisions approved by the Board in 2008. These revisions included:

- New threshold limits and procedures for accepting single bids for purchasing, construction, and professional services.
- Alternative procurement methods for soliciting construction projects or services, specifically, SHA's Request for Competitive Proposal (RFCP) method.
- New procedures for small construction roster to enhance participation on roster contracts.
- On-line distribution of construction solicitation documents.
- None of the above changes required HUD approval. SHA did, however, prepared a request to seek HUD approval to increase the maximum threshold for roster contracts from \$100,000 to \$200,000. This request will be submitted to HUD in 2010.

Technology resources: SHA will continue to develop and refine technology resources to

improve efficiencies, information, and accountability.

- *Software consolidation*-- Due to the varied and complex funding sources and property types SHA operates, five different property management software systems are currently in use. In 2009 SHA decided to consolidation these systems to two by 2011. The goal is to enhance property management capabilities and reporting, reduce duplication, convert from a system that is no longer supported, and ensure integrity of the interface(s) with SHA's primary accounting/financial system.
- *Reporting*--A new software program was implemented in 2009 to streamline and increase the flexibility of report information from the general ledger and job cost elements of SHA's computerized financial management system.
- *Electronic Document Management System (EDMS)*--EDMS, when fully implemented, will include document imaging and indexing for easy retrieval, with some electronic forms and indexing of reports received electronically from other agencies, streamlining work processes and reducing paper storage. In 2009 SHA began adding admissions documents, requests for ADA accommodations and several types of internal documents to SHA's EDMS. Past project-based housing choice voucher documents are also being imaged as the efforts to image new document continue.

Direct deposit: In 2009 SHA implemented a pilot direct deposit program for HCV landlords to achieve accounting efficiencies, enhanced security

of payments, and improved customer service to landlords. The pilot was successful and SHA is expanding direct deposit to all HCV landlords in 2010.

Debt management: In 2009 SHA retained a financial advisory team which has been tasked with performing a financial risk assessment for SHA. Data collection and management interviews were completed in 2009. In 2010 this work will continue with preparation of the risk assessment, which will form the basis for defining policies to mitigate financial risk, with respect to debt management, operating reserves, and financial ratios.

Communication strategies: SHA implemented a refined plan to improve access to housing information for current and potential residents and participants with limited English proficiency. SHA also began developing an on-line tool that will enable potential applicants to learn more about available housing options.

Employee Safety: SHA's Employee Safety Program continued its efforts to reduce the number and severity of accidents, and to work with employees to ensure they were able to return to work as quickly as possible. The number of lost time claims decreased 17 percent. As a result of these efforts, insurances premiums have been reduced by approximately \$170,000 for 2010. In addition, Labor and Industry Time Loss costs were decreased by almost \$50,000.

Section VI: Capital Planning

This section describes capital activities and reports on the status of demolition, disposition and homeownership activities. A list of capital work items by housing program can be found in Appendix D.

Federal capital funding expenditures

To reflect the actual time needed to plan, design, procure contractors and implement capital activities, public housing capital fund and HOPE

VI grant funds are typically used over several years. The table below shows the funds obligated through 2009 from each allocation. SHA obligated 100 percent of its public housing capital funds and HOPE VI funds for Rainier Vista and High Point.

Program	Fund Source	Budget	Funds Obligated Through FY 2009
Public Housing	SHA FY 2006/FFY 2005 HUD Capital Fund	\$12,783,776	\$12,783,776
Modernization	SHA FY 2007/FFY 2006 HUD Capital Fund	\$11,974,807	\$11,974,807
	SHA FY 2008/FFY 2007 HUD Capital Fund	\$12,628,777	\$12,628,777
	SHA FY 2009/FFY 2008 HUD Capital Fund	\$13,485,427	\$13,485,427
HOPE VI	Rainier Vista Revitalization Grant	\$35,000,000	\$35,000,000
	High Point Revitalization Grant	\$35,000,000	\$35,000,000
	Lake City Village Revitalization Grant	\$10,486,839	\$696,833

2009 Capital Program

Each year SHA allocates funding for capital projects. These funds are often spent over the course of one to three years.

HOPE VI activities are described in Section V. Other capital activity is described below. In addition, a detailed list of capital activities for public housing, SSHP, and other SHA-owned properties can be found in Appendix D.

Public Housing

In 2009 SHA completed the last phase of “homeWorks,” its ambitious effort to renovate 22 public housing high-rises over five years. Funding came from a combination of low-income housing tax credit investment and bonds. The bonds will be repaid using part of the public housing capital grant from HUD over the next 20 years. Renovations include exterior repairs, mechanical systems replacement and common area improvements. Phase I construction was completed in 2007. Phase II construction was completed in 2008. Phase III construction was completed in 2009.

SHA received American Recovery and Reinvestment Act (ARRA) funds, both formula and competitive, for several projects. Rainier Vista and Lake City Village activities are described in Section V. Bell Tower and Denny Terrace, two public housing high-rises in downtown Seattle, also received ARRA funds.

In 2009 revitalization activities began at Bell Tower, a 119-unit, 17 story building. Capital activities for this forty year old building include new window, exterior painting, new roof, 15 UFAS units, new boilers, exterior entry improvements, and up-dated common area finishes. This \$3,500,000 project is being funded through formula ARRA funds and will be completed in 2010.

Denny Terrace is a 221 unit, 11 story building. SHA successfully competed for ARRA funds in the “energy/green” building up-grades category. Planning for “green” up-grades that include solar panels on the roof, new windows, new insulated exterior building coating, new electrical system up-grades, and energy efficient unit lighting have

been under way in the latter part of 2009. In addition, 11 units will be converted to UFAS. Construction will start in the fall of 2010 .

Other major capital activities in 2009 included repairs throughout the Scattered Sites portfolio, planning for Yesler Terrace redevelopment, high-rise fire hose and roof tie off replacements, and asbestos abatement.



Work on exterior repairs, new windows and new water lines began at Bell Tower in 2009.

Universal Federal Accessibility Standards

In 2007 SHA entered into an agreement with HUD's Office of Fair Housing and Equal Opportunity to increase to 263 the number of SHA's low-income public housing units that meet Universal Federal Accessibility Standards (UFAS) for people with disabilities. This increase will be accomplished by 2014. Milestones for 2009 included:

- 18 units in SHA high-rises were retrofit to meet UFAS standards.
- 23 new UFAS units were constructed in Phase II of High Point

Seattle Senior Housing Program

The Seattle Senior Housing Program (SSHP) was built in the early 1980s with proceeds from the City of Seattle's first housing levy. The portfolio receives no operating subsidy and, until nearly 20 years into the program, had no means for

establishing capital reserves. In 2003, in consultation with the community and residents, a new rent policy was implemented that created a capital reserve while still serving at least 75 percent extremely low income residents.

However, capital funding generated through rents has proven insufficient for the extensive water intrusion-related capital needs, upcoming elevator upgrades and life-cycle repairs and replacements required to maintain these valuable communities. In response this, a sub-committee of the SSHP Rent Review Committee was established to help SHA develop strategies for extending the physical life of the buildings while preserving the mission of the program. The Committee continued to meet in 2009.

In 2008 SHA determined that the best course of action was to dedicate efforts to the most pressing needs, Schwabacher House, and use this opportunity to learn more about the best practices for addressing the water intrusion issues before moving on to other buildings. SHA started work at Schwabacher House in 2009 and expects completion in Spring 2010. Based on the experience with Schwabacher, SHA initiated plans to begin repair work at other buildings affected by water intrusion.

In 2009 SHA applied for and was awarded \$850,000 in American Recovery and Reinvestment Act (ARRA) Community Development Block Grant (CDBG) funds from the City of Seattle toward water intrusion and roof repair at Willis House and Reunion House. SSHP reserves and the Washington State Housing Trust Fund also contributed funding to enable this work to be done.

Other capital projects

Other significant 2009 projects included:

- The second of three phases of repairs to the Wedgewood Estates exteriors and decks was started and will be completed by Spring of 2010. Wedgewood Estates is a 203-unit locally funded apartment complex in Northeast

Seattle. During the course of construction rot from the water intrusion and structural deficiencies were discovered that were above the original scope.

- Water intrusion damage to the decks at Longfellow Creek, which is one-third public housing, was repaired.
- Exterior painting and rot repair around windows were completed at Lam Bow Apartments, which consists of 51 project-based Housing Choice Voucher units; lighting improvements work will start in 2010.

Planned demolition and disposition

HUD approval is required before SHA can sell or demolish public housing property, or enter into long-term leases. This section reports on disposition and demolition requests and approvals during the fiscal year.

SHA listed several potential dispositions and demolitions in the 2009 MTW Plan. Of these, none were actually requested. However, they may be requested in future years. In 2009 SHA completed final disposition of 19 scattered sites properties that were approved by HUD in prior years.

Resident homeownership

Down Payment Assistance Program @17

In 2009 SHA continued to administer the Down Payment Assistance (DPA) Program. The program was originally established in 2006 using MTW block grant funds to provide up to 30 eligible participants up to \$15,000 in down

payment assistance. The DPA program is a partnership with the Urban League of Metropolitan Seattle, International District Housing Alliance and El Centro de la Raza. These agencies continued to screen residents for eligibility and provide homeownership counseling. In 2009 no residents purchased homes, however, one resident was approved in December 2009, and will close on the home in January 2010. The remaining five DPA grants are pledged to assist residents to purchase homes in Lake City Village.

Family Self-Sufficiency homeownership

In 2009 the FSS Specialist continued to provide individual counseling and resource referral with emphasis on issues such as: budgeting, long-term planning and savings, credit repair, and consumer awareness. Because of the unstable employment and housing market, fewer participants became homeowners in 2009 than prior years because they were reluctant to purchase homes.

One FSS participant became a homeowner in 2009 with the help of their \$10,000 FSS escrow account.

Section 8 home ownership @ 97

SHA explored the possibility of developing a pilot Housing Choice Voucher Homeownership Program based on monthly mortgage subsidy instead of down-payment assistance. However because of SHA's desire to focus on developing a more comprehensive economic self-sufficiency structure across the public housing and voucher programs, it was decided to postpone further planning and implementing a HCV Homeownership Program.

Section VII: Owned and Managed Units

This section reports on management performance indicators for SHA's public housing communities in 2009.

Vacancy percentage

The average vacancy rate among public housing properties was 2.1 percent, down from 3 percent in 2008.

2009 Target	2009 Actual
2.9%	2.1%

The reduced vacancy rate is attributable to the end of homeWorks, which had created gluts of vacancies as units were turned back in large groups by contractors in prior years, and the economy. Target and actual vacancy rates by community can be found in Appendix E.

Rent collection

SHA collected 99 percent of public housing rents assessed and other tenant charges in 2009, on par with 2008 and well above the 2009 target.

2009 Target	2009 Actual
98%	99%

Work orders

SHA set very high targets for 2009 – 100 percent of emergency work orders within 24 hours and 100 percent of regular maintenance work orders within 30 days.

Work Order Type	Target	Actual
Emergency	100%	98.2%
Regular	100%	97.8%

SHA's work order performance in 2009 remained generally on par with 2008. Only 21 emergency work orders were not completed within 24 hours in 2009. SHA completes more than 20,000 work orders annually. Occasionally, work orders are miscoded and the 24 hour window may pass before the appropriate staff is aware of the extent of the problem.

Inspections ²⁵

SHA conducted 100 percent of inspections in public housing during 2009 in accordance with its public housing inspection protocol.

2009 Target	2008 Actual
100%	100%

Under the MTW protocol each public housing unit received either a critical item inspection or a comprehensive inspection.

Security

During 2009 15 households were evicted for cause as a result of lease violations other than non-payment of rent, while another 32 left SHA housing under threat of eviction for cause. Overall, this totaled 47 vacates related to cause – less than percent of public housing households.

Security in public housing

Community policing: In 2009 SHA signed a new inter-local agreement with the Seattle Police Department (SPD) for Community Police Team (CPT) services. The new agreement allowed for greater flexibility in assigning the four dedicated CPT officers working under the agreement, including having officers being able to cross precinct lines so that officers could serve SHA communities that are not in the officer's assigned precinct. The agreement also allowed one CPT officer to focus on serving the NewHolly HOPE VI community which was very helpful since crime and gang involvement had been on the increase in the community of NewHolly and the surrounding neighborhood.

Crime prevention organizing and education: Several community-based crime prevention organizations in central, southeast and west Seattle that SHA partners with have strong

working relationships with Seattle Police. SHA will continue to work through these organizations to coordinate activities with neighbors and businesses to minimize crime in Yesler Terrace, NewHolly, Rainier Vista and High Point. Within each community there is a very active Traffic and Safety Committee, which draws from homeowners and renters alike. This past year they were very active in the implementation of Resident Parking Zones in Rainier Vista and NewHolly which has been effective in combating neighbors parking in these communities for the purpose of riding the Light Rail System. SHA Property Managers attend the Crime Prevention Council meetings for their neighborhoods, working together to develop curfews and park closure times in city parks (Van Asselt and Othello Street) in the NewHolly area.

Emphasis patrols: As a result of the new inter-local agreement and the greater flexibility it allowed, SHA opted not to use emphasis patrol at Yesler Terrace as originally planned.

Off-duty police officers: SHA employs off-duty uniformed police officers for security services in several high-rise buildings. These officers, who impart an effective, authoritative and professional presence, maintain safety and security in communities affected by criminal activity or at high risk of renewed activity. In addition to providing security, these officers actively support investigations and work with residents to help

them contribute to the safety and security of their communities.

Private security: SHA has contracted with a private security firm to patrol selected communities affected by trespassing, drug trafficking or uncivil behavior. These regular patrols help keep out unauthorized persons and enhance resident safety. The firm is on call for immediate response to a variety of emergency situations, and undertakes fire-watch and lockout patrols, in all SHA communities.

At NewHolly, Rainier Vista, and High Point, private security officers patrol residential blocks and open spaces. The security firm provides homeowners and builders, renters and agencies a contact point for parking lot surveillance and enforcement, for reporting parking violators and disturbances and graffiti, deters youthful mischief and loitering in the parks, and provides lockout and door-check services on request. Private security tows vehicles that are illegally parked and engages the youth in these communities to partner with them to keep parks and playgrounds safe. In 2009, patrols were increased in all the communities to counteract youth gang activities in SHA owned parks, and in parks operated by the Parks Department. Coordinated response protocols were worked out with each precinct to insure that private security received prompt response from SPD when situations begin to escalate.

Section VIII: Administration of Leased Housing

This section compares performance targets for the Housing Choice Voucher Program for 2009 with actual performance.

Leasing information

Housing Choice Voucher utilization ☉ 78

SHA's percent average utilization of voucher authority in 2009 was as follows:

Plan Target	Revised Target	2009 Actual
97%	98.0%	98.7%

In 2009 SHA planned to achieve an average utilization rate of 97 percent of authorized vouchers.

SHA's utilization goal included meeting outstanding commitments for project-basing vouchers in off-site HOPE VI replacement housing, Sound Families transitional housing for homeless families, state service bundled funding and Seattle Housing Levy-funded projects. About 100 project-based units were expected to come on line in 2009; 122 actually did.

In July of 2009 utilization projections indicated that at the current lease up rates SHA would be over 100 percent of utilization. The average utilization rate target for 2009 was increased to 98 percent and SHA suspended the leasing of tenant-based vouchers. Project-based lease ups continued and SHA ended the year at over 101 percent utilization.

SHA applied for Family Unification Program (FUP) vouchers and hopes to be awarded in 2010. SHA applied for and was awarded 53 Veterans Administration Supportive Housing (VASH) vouchers in 2009.

Waiting list activity

The tenant-based Housing Choice Voucher (HCV) waiting list remained closed throughout 2009. In March 2008, for the second time since 2003, SHA opened the Housing Choice Voucher

waiting list for a brief period in order to establish a new waiting list of 4,000 applicants through a lottery-based system. At the end of 2009, about 2,000 households remained on the waiting list compared to over 3,400 at the beginning of the year.

Project-based providers maintain separate waiting lists. ☉ 6

Ensuring rent reasonableness ☉ 33,34,52,53,54

In 2009 the HCV program continued to follow the rent reasonable process outlined in the Housing Choice Voucher Administrative Plan and prior year MTW Reports.

Overall, market rents remained flat in 2009. This reflects a combination of significant decreases in rent for high-end apartments and larger homes and modest increases for lower-cost apartments. A total of 1,546 rent increases were requested by landlords of Voucher holders, down 24 percent from 2008. The average size of the increase in rent requested was 6.4 percent, down from 8.5 percent in 2008. The median increase was five percent.

Many landlords are offering incentives such as a free month's rent. However, voucher holders are not able to take advantage of these offers. HUD's HAP contract does not allow for periods of free rent. Some landlords refuse to amortize rent concessions over the initial 12 month lease term, leaving voucher holders unable to take advantage of free rent offers.

Housing opportunities and deconcentration of low-income families

SHA continues efforts to deconcentrate Housing Choice Voucher families. These efforts include marketing SHA-owned or -managed tax credit

and bond financed units on its website. These units are dispersed all over town, and typically structure rents to be affordable to households at 50-60 percent of area median income, which is generally consistent with payment standards. Families who use their vouchers in tax credit properties are more likely to find affordable units in non-poverty and non-minority neighborhoods, and less likely to experience rent burden over time if the rental market heats up with no corresponding increase in HUD fair market rents or funding.

In addition SHA maintained the following services and resources for owners in an effort to expand housing opportunities and deconcentrate low-income families:

- a quarterly newsletter mailed with Housing Assistance Payment (HAP) checks that gives owners an overview of what is happening in the program along with detailed explanations of policies and procedures that affect them;
- a monthly training or orientation meeting for owners; and
- a section of *seattlehousing.org* devoted to program information for landlords, including an option of listing rental units online for inclusion in the weekly Housing Choice Voucher rental listings;

SHA currently works with approximately 2,400 landlords, a four percent increase from last year. This is due primarily to the soft rental market. Approximately 130 landlords list available units with SHA each week, up 73 percent from 2008. SHA staff continues to attend professional association meetings and work in the community to expand the number of Housing Choice Voucher landlords.

Inspection strategies © 25,26,27

SHA currently inspects units to ensure that HUD's Housing Quality Standards (HQS) are met prior to executing a contract with a property owner. This includes inspections of SHA owned

units. Inspections are repeated when the initial inspection reveals items to repair prior to leasing. Thereafter, the unit is inspected annually to ensure that HQS have been maintained. As part of MTW, SHA continues to evaluate this system and explore other inspection methods and protocols.

In 2009 SHA began to explore implementation of biennial inspections for qualified landlords. Implementation of these initiatives is expected in 2010.

HQS enforcement © HI-2010-05

SHA continues to follow the Housing Quality Standards (HQS) inspection procedures outlined in the Administrative Plan, which involves working with owners to correct any items that fail inspection. When a unit fails an inspection the owner is sent a written notice. If failed items are not corrected within 30 days of the inspection SHA gives the owner and the tenant notice that the HAP contract will be terminated (giving the family at least 30 days notice that they must move). In 2009 SHA initiated a policy to allow landlords to self-certify minor repairs. This policy will be finalized and implemented in 2010.

To encourage timely compliance with program rules among landlords and participants, Resolution 4784 (June 2005) permits SHA to impose fines for failing to be present at inspections or re-inspections. In 2007 it was decided to delay this pilot program due to the focus on increasing voucher utilization. Instead SHA implemented an alternate system to address the issue of inspection no-shows –combining annual inspections of all HCV subsidized units within a building at the same time (“bundling”). This system has, for the most part, included the management/ owner issuing a 48 hour notice of entry to the units. Re-inspections can be completed within a scheduled block of time. This strategy has proven very efficient for SHA inspectors, reducing the number of times inspectors visit a property and reducing time spent inspecting a property's exterior and

common areas, wasted at no-shows, and scheduling and rescheduling inspections. Feedback from owners/managers has been very positive.

Performance indicators

In 2009 SHA met all HQS inspection targets.

Annual HQS inspections

2009 Target	2009 Actual
100%	100%

Pre-contract HQS inspections

2009 Target	2009 Actual
100%	100%

Quality control inspections

2009 Target	2009 Actual
5%	5%

Section IX: Resident Services

This section describes community and supportive services outcomes for residents of SHA communities and Housing Choice Voucher participants.

Self-sufficiency and employment services

The Job Connection

In 2009 the Job Connection continued to provide a range of services to help chronically under- and unemployed clients across SHA's housing portfolios to find and keep family-wage jobs. This has been a particularly challenging year due to the current economy. These services included:

Multilingual and multicultural case management, job placement and referrals to supportive services—Job Connection staffs speak nine different languages including Amharic, Tigrinya, Oromo, Vietnamese, Somali, Swahili, French, Italian, and Tagalog.

Linkages to a broad array of skill development resources—New partnerships for employment opportunities included SEIU 755 for home care workers, and Harborview Hospital for health care workers.

Career exploration and pre-employment training, including Adult Work Experiences—Thirteen people were referred to the Adult Work Experience Program, six went on to permanent jobs with an average hourly wage of \$9.74; and

Referral of participants to agencies that can provide support—Approximately 35 partner agencies received referrals from the Job Connection for services including but not limited to unemployment benefits, financial training services, childcare, education, job training, food, clothing, utility assistance, rent assistance.

The Job Connection's job placement accomplishments in 2009, included:

- 161 placements were made across all sectors, with an average hourly wage of \$12.98.
- 72 percent of job placements included benefits, and 61 percent of all jobs were full time.
- Approximately 265 new employers who offer benefits above minimum wage were contacted for job availability.

While outreach was made to scattered site communities, there was little activity or enrollments. The North Seattle office remains available on an as-needed basis with staff manning that office approximately one time per week.

To strengthen the working relationship with property management colleagues, The Job Connection staff at High Point and Yesler Terrace were present in the management offices during the first five days that rent is due to work with residents requesting rent reductions or payment plans due to decreased income. Property managers from NewHolly also made regular referrals to the Job Connection.

The percentage of residents place in jobs by The Job Connection who were still employed after six months fell to an annual average of 49 percent, from 76 percent in the prior year.

Section 3

During 2009 staff worked to strengthen SHA's Section 3 program as an integral part of employment services and procurement procedures. Section 3 accomplishments in 2009 included:

- 16 Section 3 business were added in 2009 (out of 35 that applied);

- 26 income qualified people were placed into Section 3 jobs by The Job Connection;
- Section 3 and the Section 3 business certification process were explained at all pre-proposal conferences; and
- Training opportunities were coordinated with partner agencies such as Seattle Vocational Institute and coordinated with the trades, local unions and training facilities. Information was distributed to partner agencies via the Job Connection placement staff.

A current pool of qualified Section 3 applicants is maintained by the Section 3 Coordinator and made available to contractors and sub contractors upon request.

Family Self-Sufficiency ©19-23

SHA's Family Self-Sufficiency program helps people living in public housing, or receiving Housing Choice Voucher Program (Section 8) assistance, work toward goals for education, job training, starting a business, or buying a home.

Family Self-Sufficiency program staff and community partners provide support, information, and resources to help participants accomplish their goals. This could include child care, transportation, education, job training and employment counseling, substance abuse treatment or counseling, household skill training, and homeownership counseling.

In 2009 SHA successfully gained renewal of its FSS Coordinator grants.

The FSS policy changes that were proposed in SHA's 2007 MTW Plan to improve FSS participant outcomes and increase program efficiencies were originally planned to be implemented in 2009. However the policy changes were postponed because SHA decided to first review the self-sufficiency structure and coordination between all the agency's self-

sufficiency programs in order to develop an agency wide self-sufficiency model in the future.

Family Self-Sufficiency home ownership activities are described above in Section VI.

FSS outcomes

Current participants

At the end of 2009, there were 237 participants in the FSS Program (192 Housing Choice Voucher participants and 45 public housing residents). Escrow accounts were active for 144 participants (61 percent). The table below outlines the status of the 177 participants (75 percent) who were employed or engaged in school or training.

Current FSS participant status	Number
Employed Full-Time	80
Employed Part-Time	57
Small Business	9
School/Training Full-Time	20
School/Training Part-Time	11

Average wages for current participants have improved from their entry wages as outlined in the following table:

Average Wages	Annual All	Hourly Full-Time
Program Entry	\$15,315	\$10.90
Current	\$19,395	\$13.28

FSS Graduates

Of the 15 FSS graduates in 2009:

- 5 entered FSS without income from wages, but had employment income when they graduated;
- 10 participants with initial earned income increased their salary by the time they graduated;
- all of the graduates became independent of TANF and obtained employment; and,

- one participant purchased a home.

As shown in the following table, graduates improved their economic security during their participation.

FSS Graduates Income		
	On entry	On exit
Average annual earned income all participants	\$18,772	\$34,918
Average full-time hourly earned income	\$12.31	\$19.10

Tenant Trust Account Program ©66

In FY 2005 SHA redesigned its Tenant Trust Account (TTA) Program to enhance public housing resident economic self-sufficiency by helping them save for homeownership, education or to start a small business. SHA's Tenant Trust Account (TTA) Specialist continued to enroll participants into the program, while utilizing a variety of new outreach techniques, in order to increase the participation rate and effectiveness of the program. Through the coordination efforts of the TTA Specialist, property management staff and service providers, the following TTA Program outcomes achieved during 2009 included:

- 34 new participants were enrolled;
- 307 participants were enrolled in the program at year end, essentially steady with 301 at the end of 2008;
- 164 were receiving deposits, with an average deposit amount of \$39;
- average TTA balance was \$1,177, up from \$1,112 at the end of 2008; and
- one TTA participant purchased a home (see TTA homeownership activities are described in Section VI).
- Tenants' use of their TTA accounts is further described in Appendix F.

Bridging the digital divide

Partner-operated technology centers

SHA partners with two nonprofits to operate three computer labs. Digital Promise operates Westwood Heights Center (elderly only high-rise) and the Special Technology Access Resource (STAR) Center at Center Park (elderly and non-elderly disabled high-rise). Associated Recreational Center operates the Yesler Terrace Learning Center at Yesler Terrace.

These labs offer high-speed Internet access, software training, English as a Second Language, and classes designed specifically for youths and seniors. Tax return assistance and help with the Earned Income Tax Credit are also offered. The Westwood Heights Center and the STAR Center offer computer and Internet access to residents with limited mobility and to deaf and blind patrons.

In 2009 SHA had one active Neighborhood Networks grant from HUD to support the lab at Yesler Terrace. The grant will conclude in 2010. SHA will continue to collaborate with partners to identify funding with which to maintain the centers.

Resident-operated technology centers

In 2009 residents of Jefferson Terrace and Denny Terrace (two public housing high-rises) worked to overcome the digital divide through expansion or establishment of in-building computer labs. Resident leaders at Jefferson Terrace received funding from the Bill Wright Technology matching fund from the City of Seattle to fund lab instruction and staffing. Resident leaders at Denny Terrace received funding from the same source to start a mini-computer lab with staffing and computer classes.

Higher Education & Training

SHA and Seattle Jobs Initiative (SJI) launched the Career Pathways program in 2009 which was based on the 2008 Feasibility Assessment to

determine how we might assist common clients to obtain one- and two-year community college certifications. SHA recruited clients primarily from the SHA Job Connections program and SJI provided navigation services to work with clients to enroll and be successful while taking coursework. The initial launch in the second half of 2009 was not as successful as hoped, though three clients did enroll in community college during the fall semester. Efforts will continue in 2010.

During 2009 SHA began partnering to ensure that homeless families and those who are at risk of homelessness are integrated into the SkillUp Washington initiatives. SkillUp Washington is a pioneering partnership of nonprofit organizations, community colleges, employers, private foundations and public and private agencies working together to help low-income working adults and employers meet the demands of a changing economy.

Community building

During 2009, SHA continued to rely on community building to enhance the quality of life in SHA housing generally and residents' self-sufficiency and connection to the greater Seattle community, in particular. In all of SHA's communities Community Builders develop and support opportunities for integration of residents of various income levels, housing types, cultures, ages and languages to form strong, supportive communities.

Neighborhood associations and resident councils

Neighborhood associations in mixed-income communities, duly-elected resident councils in Low Income Public Housing buildings, and other community groups continued to bring residents together to address common concerns, plan neighborhood events and celebrate their communities. Use of translation and interpretation services in 2009 enabled greater

resident leadership participation for people whose primary language not English.

In 2009 the growth and development of the High Point Neighborhood Association (HPNA) continued. Association elections yielded equal representation of homeowners and renters, increasing the racial and cultural representation on the HPNA. In 2009 partners at High Point also established the Community Leader Program. The Community Leader Program is a monthly event through which a culturally and linguistically diverse group of residents are able to build leadership skills and focus on solutions to community issues. In 2009 this group identified improving access to healthy produce as a primary focus and will work to take collective action on this priority in 2010.



NewHolly neighbors gather for the 39th Ave. S block party in NewHolly

In 2009 NewHolly residents collaborated with partners to organize numerous community events including quarterly Neighborhood Nights, and the Family Fun Fest, a summer festival attended by over 500 residents. The NewHolly Traffic Parks and Safety Committee partnered with Friends of Van Asselt and Othello Parks Association to form the Ribbon of Parks Association (ROPA). In 2009 ROPA applied for and was awarded a grant from the

City of Seattle Department of Neighborhoods. The funds will be used in 2010 beautify and unify parks within NewHolly.

In SHA's 28 Low Income Public Housing buildings and remaining Low Income Public Housing garden community, residents have formed 20 duly-elected resident councils to unite and lead their communities. In 2009 residents at Center West and International Terrace formed new councils. The International Terrace council is the first council comprised of members and officers who are primarily non-English speaking.

Residents of the duly elected councils continued to actively participate in the SHA public housing Joint Policy Advisory Committee to provide SHA staff with input into SHA draft policies. During 2009 this Committee reviewed draft policies pertaining to how SHA works with Limited English Speaking populations and proposed changes to the lease and House Rules.

Other neighborhood organizations and events

Residents from all SHA communities are actively encouraged to participate in their local District Council meetings. NewHolly community members were the most active SHA residents in their local district council. In 2009 Yesler Terrace residents implemented the 2008 grant award from the Department of Neighborhoods. This involved promoting the successful participation of non-English residents in the public process for redevelopment.

Resident collaboration across communities

SHA recognizes the importance of residents learning from and teaching one another, and SHA's Community Builders encourage residents to reach out to one another across communities. In 2009, resident leaders from high rise communities continued their work as SHARP (Seattle Housing Authority Residents Preparing) and collaborated with Seattle Neighborhoods Actively Preparing, the Red Cross, and Seattle Emergency Management to offer emergency

preparedness training to over 200 residents in both Cantonese and English. Additionally, SHARP resident leaders collaborated with the Red Cross to present emergency preparedness information to 50 people at the Partner's In Emergency Preparedness Conference in Seattle in 2009.



High Point walking group members walk and talk

Resident participation funds

SHA signed a Memorandum of Understanding with 18 public housing duly-elected councils for the use of \$126,000 in Resident Participation Funds (RPF) and met with this group quarterly to plan and monitor activities. Considerable amounts of funding were devoted to areas of particular interest to the councils:

- Interpretation and translation services for limited English speaking residents attending council meetings;
- Training for council members on a variety of issues, including leadership, race and social justice, and mediation; and,
- Computers and software for public housing council offices.

The residents also completed a resident council guidebook, the materials for which were funded from resident participation funding.

Issues and proposed actions

Formerly homeless families

In 2009 SHA continued to partner with the non-profit Wellspring Family Services to dedicate ten units at Wisteria Court and 20 units at High Point as Sound Families Initiative units for families that were recently homeless. Through Wellspring Family Services, The Job Connection, and Family Self-Sufficiency programs, participating families enroll in case management, mental health, employment and other self-sufficiency services for up to three years. One of the program's goals is to enable families graduating from this program to transition in place in these mixed-income communities.

Eviction prevention in public housing high-rises

SHA partners with several agencies to provide comprehensive case management and eviction prevention programs. SHA has historically provided funding for many of these programs, but as funding declines, SHA works collaboratively with agencies to find other resources to continue vital services.

Mental health case management: In 2009 SHA continued to partner with Community Psychiatric Clinic (CPC) to provide mental health case management services to high-rise residents in crisis. CPC completed the second of their three year ROSS grant in 2009. Three CPC case managers continued to assist residents through outreach, needs assessment and referral. CPC works closely with property managers and Aging and Disability Services case managers providing long-term services.

Aging and Disability Services: In 2009 SHA continued partnering with Aging and Disability Services (ADS) to provide longer-term case management support to residents of SHA public housing and SSHP communities. ADS serves about 1,600 SHA clients annually. In 2009 the

Case Management Program received a high number of referrals from SHA property managers and successfully prevented 95 percent of evictions. Approximately 30 percent of clients spoke limited English. ADS leverages SHA funds nearly two to one with Community Development Block Grant (CDBG) and Title XIX funding. The numbers of Supplemental Security Income (SSI)-eligible residents in SHA housing continues to decrease, reducing ADS' ability to match at higher ratios.

Domestic violence

During 2009 SHA did not start implementation of the domestic violence action plan that was aligned with the County's Ten-Year Plan to End Homelessness. This was due to competing priorities and a change of the staff position which had lead responsibility for this work. We did implement the Department of Justice grant funded initiative, Bridges to Housing Program, in partnership with the City of Seattle and three non-profits. This program provided transitional housing in SHA units to domestic violence victims and their families. Eight families received transitional housing and case management services during 2009. Two of these families successfully graduated from the program and moved out of the transitional housing units into permanent housing.

Youth Programming

SHA continued to partner with several organizations to support youth programs. In some cases such partnerships entail SHA's providing limited financial support. The most popular programs continued to be youth tutoring (serving over 450 youth), after-school arts, computer lab classes and Internet access, and youth leadership. In response to a growing community need to have youth participate in structured summer activities, SHA expanded the summer youth employment program in 2009. The program was designed to offer youth a \$1,000 stipend for their work during the

summer. The program ran for six weeks, during which time youth worked 20 hours per week. Approximately 25 youth living in SHA communities participated in the program.

The program had many successes. Youth gained valuable work experiences through projects ranging from Teacher's Aides to mentoring and leadership projects to landscaping projects. Agencies also benefited from the experience and most have requested to participate again in 2010.

Financial sustainability of supportive services

Seattle Asset Building Initiative

The Seattle Asset Building Initiative (SABI) is a pilot project of the Seattle-King County Asset Building Collaborative to test case management delivery methods of financial empowerment and other asset-building services.

In 2009 the number of participants in SABI more than doubled from 24 to 58 and expanded from Seattle to King County. At year end, 45 of these participants were formerly homeless families (Level 1) and 13 families near an income level that could end subsidies (Level 2). In the fall of 2009, SABI's recruiting numbers slowed. In response, the SABI eligibility criteria has been widened to include any family earning up to 80 percent AMI and the team is targeting specific populations that have a high demand for SABI-related services. To assist in this new recruiting effort and the delivery of services, a new part-time SABI case manager was hired in October 2009.

SABI participants are benefiting from this new model as it rolls out across SHA and beyond. By the end of 2009, 11 SABI participants have received incentive payments of \$100 for reaching one of their self-identified asset building goals during 2009. In addition, a qualitative study of the experiences of the Level 1 families was completed in fall 2009 by a graduate student of the UW School of Social Work. This evaluation confirmed the positive experiences of case managers and participants in the SABI project and also helped inform the SABI team about areas for improvement.

Grant Funding

During 2009 SHA and its partners received several new funding sources. Often funding is received in partnership with another agency. The chart below highlights amounts of funding received to support SHA's programs.

Grant	Population Served	Award
Robert Wood Johnson Foundation	NewHolly and High Point Residents	\$206,957
FSS Public Housing Program Coordinators	Public housing residents	60,715
Seattle Foundation – Building Resilience	SABI participants and evaluation	92,500
Bill and Melinda Gates Foundation	Yesler Terrace Residents	50,000
Living Cities	SABI participants	16,000
Total		\$426,172

Section X: Other Information Required by HUD

This section documents SHA Board of Commissioners approval of this MTW Annual Report in Board Resolution No. 4954.

The appendices following this report include some materials required by HUD and some to further explain or illustrate SHA's activities during the year. They are:

- Appendix A: MTW Activities Matrix
- Appendix B: Household and Applicant Demographics
- Appendix C: Consolidated Financial Statements
- Appendix D: Capital Activities
- Appendix E: Public Housing Vacancy Rates
- Appendix F: Public Housing Rent Initiative Evaluation
- Appendix G: 2009 Resident Satisfaction Survey Results
- Appendix H: Audited Comprehensive Annual Financial Report for FY 2008, ending December 31, 2008.

RESOLUTION NO. 4954

RESOLUTION APPROVING THE
2009 MOVING TO WORK ANNUAL REPORT

WHEREAS, on January 13, 1999, the Seattle Housing Authority (SHA) executed a Moving to Work Agreement with the U.S. Department of Housing and Urban Development (HUD) that provides SHA with the authority to investigate and adopt new policies and to use HUD funding flexibly to maximize the effectiveness of SHA's programs and resources; and

WHEREAS, on December 31, 2008, SHA and HUD executed an Amended and Restated Moving to Work Agreement extending SHA's participation through 2018 and modifying reporting requirements and authorizations; and

WHEREAS, to better describe the scope of this Moving to Work opportunity, Seattle Housing Authority refers to the demonstration as Moving To new Ways (MTW); and

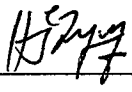
WHEREAS, the MTW Agreement requires that SHA develop an Annual MTW Report for each fiscal year that provides information on SHA's performance during the previous fiscal year; and

WHEREAS, the MTW Annual Report for Fiscal Year 2009 must be submitted to HUD by March 31, 2009; and

WHEREAS, a Board resolution approving this MTW Annual Report must be included in the MTW Annual Report submission provided to HUD.

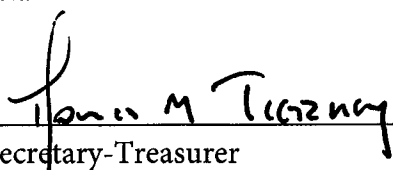
NOW, THEREFORE, BE IT RESOLVED, that the Board of Commissioners of the Seattle Housing Authority approves the 2009 Moving to Work Annual Report, substantially in the form attached.

ADOPTED by a majority of members of the Board of Commissioners and signed by me in open session in authentication of its passage this 15th day of March, 2010.



Chair

CERTIFIED BY:



Secretary-Treasurer

Appendix A: Moving to Work Initiatives

This appendix provides information detailing previously HUD-approved uses of MTW authority, including the specific waivers to be used.

Background

SHA has made an effort to include all previously approved MTW initiatives and activities and to identify all applicable authorizations. Any exclusions are unintentional and should be considered continuously approved. If additional previously approved initiatives or activities are discovered, SHA will add them to subsequent plans or reports.

It should be noted that throughout the first eleven years in MTW (including SHA's fiscal year 2009), HUD requirements as to how and when to seek approval for MTW activities fluctuated. Some MTW flexibilities were requested outside of the annual Plan (e.g. streamlined acquisition process) or were considered implicit (e.g. using MTW Block Grant funds to allow residents in local housing programs to participate in SHA-sponsored social services). In other cases, SHA needed only state in very broad terms its intention to implement an MTW flexibility. For example, creation of local project-based housing choice voucher

program was in SHA's 2000 MTW Annual Plan along with a listing of the policy goals. These previously approved "initiatives" continue as approved, while SHA may make changes within the details of the implementation over time. SHA refers to these implementation details as "activities." Initiatives often were not detailed in prior plans, but SHA has made an attempt to break out the various activities in the following matrix.

The following matrix breaks MTW activities out between those that were actively being implemented during 2009 and those that were not. Because of situations such as the complexities associated with some policy changes, staff and financial capacity, or the need to align implementation with other opportunities some initiatives and activities may take years to come to fruition. With the exception of those items for which it is stated in the matrix that HUD no longer allows use of that flexibility, SHA continues to consider implementation options.

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Initiatives and activities under implementation in 2009						
Combined Program Management	15	Combined program management	Combined program management for project-based vouchers and public housing in communities operating both subsidy types.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2008 MTW Annual Plan. Implementation of this activity began in 2008.	MTW Agreement: Attachment C (C)(1), (D)(7)(a). Specific waivers include: 24 CFR 983.51(b)(2).
Development/Redevelopment Simplification	70	Streamlined acquisitions	Acquire properties without prior HUD approval, provided that HUD site selection criteria are met.	Cost-effectiveness	This activity was first included in SHA's 1999 MTW Agreement. SHA began implementing this MTW flexibility in 2004 with the establishment of its Real Property Acquisition Protocol.	MTW Agreement: Attachment C (C)(13).
Development/Redevelopment Simplification	72	Streamlined demo/disposition process	Utilize a streamlined demolition/disposition protocol negotiated with the Special Applications Center.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began in 2004 with the establishment of the streamlined demo/disposition protocol worked out between SHA and HUD's Special Acquisitions Center. SHA continues to utilize this protocol until such time as HUD publishes its final MTW protocol.	MTW Agreement: Attachment D (C)(2)(a), (b), & (c).
Development/Redevelopment Simplification	73	Streamlined mixed-finance closings	Utilize a streamlined process for mixed-finance closings.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. SHA anticipates using HUD's new Streamlined Application Process in Public/Private Partnerships for the Mixed-Finance Development of Public Housing Units. Until such time as HUD publishes final regulations, SHA will continue to use the expedited mixed-finance closing process used in its closings that took place between 2005 and 2007.	MTW Agreement: Attachment D (C)(2)(d).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Energy Protocol	18	Energy protocol	Employ a cost-benefit approach for resource conservation in lieu of HUD-required energy audits every five years.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began in 2000.	MTW Agreement: Attachment D (C)(1).
HCV Payment Standard/Rent Reas.	34	Payment standard: SROs	SHA uses the studio payment standard for SRO units.	Housing choice	This activity was first included in SHA's HUD-approved 2003 MTW Annual Plan. This activity was implemented in 2003.	MTW Agreement: Attachment C (D)(2)(a). Specific waivers include: 24 CFR 982.604(a).
HCV Payment Standard/Rent Reas.	52	Rent burden: include exempt income	Exempt income included in rent burden analysis even though not included in rent calculation.	Housing choice	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began in 2005.	MTW Agreement: Attachment C (D)(2)(a). Specific waivers include: 24 CFR 982.508.
HCV Payment Standard/Rent Reas.	54	Rent Reasonableness at SHA owned units	Allows SHA staff to perform Rent Reasonable determination for SHA owned units.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began in 2000.	MTW Agreement: Attachment C (D)(2)(c). Specific waivers include: 982.352(b)(iv).
HCV Rent	57	Absolute minimum rent	The minimum rent for all residents will be established annually by SHA. No rent will be reduced below the minimum rent amount by a utility allowance.	Self-sufficiency; Cost effectiveness	This activity was first included in SHA's HUD-approved 2003 MTW Annual Plan. Implementation began in 2003.	MTW Agreement: Attachment C (D)(2)(a).
HCV Rent	61	Rent cap	Rent cap calculated on 40% of Gross Rent, up from the 40% of adjusted rent standard.	Housing choice	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began in 2005.	MTW Agreement: Attachment C (D)(2)(a). Specific waivers include: 24 CFR 982.508.
Homeownership	17	Down payment assistance	Allocate MTW Block Grant funds to offer a local down payment assistance program.	Housing choice; Self-sufficiency	SHA's Down Payment Assistance Program was established in 2004 and included in both the 2004 and 2005 MTW Annual Plans. Implementation began in 2004.	MTW Agreement: Attachment C (B)(1) and Attachment D (B).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Inspection Protocols	25h1	Inspections: cost-benefit approach	Cost-benefit approach to housing inspections allows SHA to establish local inspection protocol. Protocol established in 2004 allows building management to self-certify that HQS is met at the time of move in for mid-year turnover project-based units.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 1999 MTW Annual Plan. SHA began implementing a local protocol in 2004 (Resolution No. 4729).	MTW Agreement: Attachment C (D)(5). Specific waivers include: 24 CFR 983.103(c).
Inspection Protocols	25h2	Inspections: cost-benefit approach	Cost-benefit approach to housing inspections allows SHA to establish local inspection protocol. Protocol under development in 2009/2010 will allow HQS inspections every other year for residents who have not moved.	Cost-effectiveness	This activity was first included in SHA's approved 2009 MTW Annual Plan. SHA intends to begin implementation during 2010.	MTW Agreement: Attachment C (D)(5). Specific waivers include: 24 CFR 982.405 (a).
Inspection Protocols	25p	Inspections: cost-benefit approach	Cost-benefit approach to housing inspections allows SHA to establish local inspection protocol. Current protocol, established in 2003, allows for inspections every other year for residents who have not moved.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 1999 MTW Annual Plan. SHA began implementing a local inspection protocol in 2003. The number of eligible units has declined considerably as SHA has had to obtain tax-credit financing in more than half of its public housing units.	MTW Agreement: Attachment C (C)(9)(a) .
Inspection Protocols	27	Inspections: SHA owned properties	Allow SHA staff, rather than a 3rd party entity, to complete HQS inspection of SHA owned properties.	Reduce Costs and achieve greater Cost effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. SHA began implementing this in 2001. SHA continues to perform HQS inspections on SHA-owned properties receiving voucher payments.	MTW Agreement: Attachment C (D)(7)(a) and Attachment D (D)(1). Specific waiver: 24 CFR 982.352(b)(iv)(A), 983.59 and 983.103(f).
Investment Policies	83	Investment policies	SHA may replace HUD investment policies with Washington State investment policies.	Cost effectiveness	This activity was first included in SHA's 1999 MTW Annual Plan. Implementation began in 1999.	MTW Agreement: Attachment C (B)(5).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Local Asset Management Program	29	Local Asset Management Program	Use asset management principles to optimize housing and services.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan.	MTW Agreement Section II (F) as amended by the First Amendment.
Local Leases	68	Self-sufficiency requirement	All households receiving housing subsidy through SHA in HOPE VI communities must participate in self-sufficiency activities.	Self-sufficiency	This activity was first included in SHA's HUD-approved 1999 and 2001 MTW Annual Plans. SHA began implementing as early as 1999.	MTW Agreement: Attachment C (C)(9)(b) or (E).
MTW Block Grant & Fungibility	14	MTW Block Grant	SHA combines all eligible funding sources into a single MTW Block Grant used to support eligible activities.	Cost-effectiveness	SHA began utilizing MTW Block Grant fungibility with the commencement of MTW participation in 1999,	MTW Agreement: Attachment C (B)(1); Attachment D (B)(x).
MTW Block Grant & Fungibility	32	Operating reserve	Maintain an operating reserve consistent with sound management practices.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 1999 MTW Annual Plan. Implementation began in 1999.	MTW Agreement: Attachment A (3)(Reserves); Attachment C (B)(1); Attachment D (B)(x).
MTW Block Grant & Fungibility	78	Utilization goals	Utilization defined by use of budget authority.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2003 MTW Annual Plan.	MTW Agreement: Attachment C (B)(1).
Performance Standards	30	Local performance standards in lieu of HUD measures	Develop locally relevant performance standards and benchmarks to evaluate the agency performance in lieu of HUD's Public Housing Assessment System (PHAS).	Cost-effectiveness	This activity was first included in SHA's HUD-approved 1999 MTW Annual Plan. SHA has utilized alternative performance measurements ever since. In 2009 SHA implemented an alternative satisfaction survey to the RASS and began working with other MTW agencies to explore a HUD-approved alternative to PHAS.	MTW Agreement: Attachment D (A)(1).
Project-based HCV Program	36	Program-based vouchers	Allocate floating voucher subsidy to a defined group of units or properties.	Housing choice	This activity was first included in SHA's HUD-approved 2007 MTW Annual Plan. This policy was implemented in 2007.	MTW Agreement: Attachment C (D)(7)(a); Attachment D (B)(x).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Project-based HCV Program	1	Admissions: admit felons under certain conditions	Allows for admission into Project-based Voucher and Mod Rehab units of felons subject to time-limited sex offender registration requirements under certain conditions. SHA requires adequate support services and only approves such felons on a case by case basis.	Housing choice	This activity was first included in SHA's HUD-approved 2005 MTW Annual Plan. Implementation began for Project-based units in March 2005 (Resolution No. 4771). SHA receives about two applications per year that require application of this waiver.	MTW Agreement: Attachment C (D)(4). Specific waivers include: 24 CFR 982.553(a).
Project-based HCV Program	37	Project-based: % of vouchers that may be project-based	Raise the percentage of vouchers that may be project-based above HUD limits (25% limit set in 2000, may raise limit per 2008 plan).	Housing choice; Self-sufficiency	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. SHA established a 25 percent cap when the Project-based program was established in September 2000. SHA's number of project-based vouchers exceeded HUD's regulatory 20% cap in late 2009. (Resolution #4578 – September 2000). In 2008 SHA decided it may raise the cap in future years.	MTW Agreement: Attachment C (D)(1)(e). Specific waivers include: 24 CFR 983.6(a).
Project-based HCV Program	39	Project-based: applications	Streamline applications process for project-based HCV units.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. This activity was initially implemented in 2000, continuous refinement of the application process for maximum efficiency is ongoing.	MTW Agreement: Attachment C (D)(4). Specific waivers include: 24 CFR 982.204(a) and 983.251(c).
Project-based HCV Program	40	Project-based: assets in rent calculation	Only calculate income on assets declared as valuing \$5000 or more.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. This activity was implemented in 2005.	MTW Agreement: Attachment C (D)(2). Specific waivers include: 24 CFR 5.609(b)(3).
Project-based HCV Program	41	Project-based: competitive allocation process	Commit vouchers to the City's competitive process for housing funding.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2004 MTW Annual Plan. SHA's first voucher award to a Levy project was in 2005.	MTW Agreement: Attachment C: (B)(1)(b)(vi) and (D)(7)(b). Specific waivers include: 24 CFR 983.51.

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Project-based HCV Program	42	Project-based: contract term	Make annual commitments renewable for up to 40 years.	Housing choice	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Beginning in 2000, Project-based contracts were executed for 40 years; beginning in 2003 contracts were executed for an initial term of 10 years, renewable at 5 year increments up to 40 years; beginning in 2009 contracts were executed for an initial term of 15 years, renewable at 5 year increments up to 40 years.	MTW Agreement: Attachment C (D)(1)(a). Specific waivers include: 24 CFR 983.205.
Project-based HCV Program	43	Project-based: eligible unit types	Modify the types of housing accepted under a PBS8 contract - allows transitional housing.	Housing choice; Cost effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. SHA began implementing this in 2002.	MTW Agreement: Attachment C (D)(1)(f) and Attachment C (B)(4). Specific waivers include: 24 CFR 983.53(a)(7).
Project-based HCV Program	44	Project-based: exit vouchers	Housing choice is offered at the beginning of the project-based admissions process (by nature of site-specific waiting lists); exit vouchers are not offered.	Housing choice; Cost effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began in 2000 with Project-based program implementation.	MTW Agreement: Attachment C (D)(7). 24 CFR 983.260(b).
Project-based HCV Program	45	Project-based: HAP contracts	Modify the HAP contract to ensure consistency with MTW changes and add tenancy addendum.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began in 2000.	MTW Agreement: Attachment C (D)(1)(a). Specific waivers include: 24 CFR 982.451 and 983.202(a).
Project-based HCV Program	46	Project-based: non-competitive allocation of assistance	Allocate project-based subsidy non-competitively to SHA controlled units.	Housing choice; Cost effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation of this activity began in 2000.	MTW Agreement: Attachment C (D)(7)(a). Specific waivers include: 24 CFR 983.51(e) and 983.59(a).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Project-based HCV Program	47	Project-based: payment standards	Allow higher than Voucher Payment Standard for SHA-operated project-based units if needed to support the project budget (while still taking into account rent reasonableness).	Cost effectiveness	This activity was first included in SHA's HUD-approved 2004 MTW Annual Plan. Implementation began in 2004.	MTW Agreement: Attachment C (D)(7). Specific waivers include: 24 CFR 983.59(b)(1).
Project-based HCV Program	48	Project-based: subsidy cap in replacement units	Cap subsidy at levels affordable to households at 30% AMI in project-based HOPE VI replacement units where SHA also contributed capital to write-down the unit's affordability to that level.	Cost-effectiveness	This activity was first called out in SHA's HUD-approved 2004 MTW Annual Plan.	MTW Agreement: Attachment C (D)(7). Specific waivers include: 24 CFR 983.301.
Project-based HCV Program	49	Project-based: unit cap per development	Waive the 25% cap on the number of units that can be project-based for transitional, supportive or elderly housing programs and/or sites with fewer than 20 units.	Housing choice	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began in 2000.	MTW Agreement: Attachment C (D)(7). Specific waivers include: 24 CFR 983.56(a).
Project-based HCV Program	50	Project-based: unit inspections	Modify inspection rules to allow owners to conduct their own construction/rehab inspections; allows the management entity to complete unit turnover inspections (rather than SHA); implements inspection sampling at annual review.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. This was implemented in 2005.	MTW Agreement: Attachment C (D)(7). Specific waivers include: 24 CFR 982.405(a) and 983.103(c).
Project-based HCV Program	51	Provider-based vouchers	Provide vouchers to selected agencies to couple with intensive supportive services. The agency master leases units and subleases to tenants.	Housing choice; Self-sufficiency	This activity was first included in SHA's HUD-approved 2007 MTW Annual Plan and revised in the 2008 MTW Annual Plan. Implementation began in 2007(Resolution 4857 - February 2007).	MTW Agreement: Attachment C (B)(1)(b)(vi), (B)(4); Attachment D (B)(x).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Public Housing Rent	56	Absolute minimum tenant payment	Tenants pay a minimum rent (\$50 or more) even if rent calculation and/or utility allowance would normally result in a lower rental payment or even reimbursement.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began in 2001. Minimum rent was set at \$50 at that time and has not been increased since then, even though the policy allows for annual increases.	MTW Agreement: Attachment C (C)(11).
Public Housing Rent	55	Ceiling rent 2 year time limit	When a tenant's calculated rent reaches the ceiling rent for their unit, the rent will not be increased beyond the rent ceiling for 24 months. After that time, the tenant's rent is calculated as 30% of adjusted gross income.	Self-sufficiency	This activity was first included in SHA's HUD-approved 2005 MTW Annual Plan. SHA has been implementing it ever since (where not prohibited by other funding requirements).	MTW Agreement: Attachment C (C)(11).
Public Housing Rent	58p	Every third year rent reviews for fixed-income households	Rent reviews conducted for households exclusively on fixed-incomes (SS/SSI/pensions) only every three years. Rent increases by Social Security Cost of Living Adjustment in intervening years.	Cost-effectiveness	SHA included this policy element in its 2001 MTW Annual Plan. The first year of avoided rent reviews was 2004. Implementation continues.	MTW Agreement: Attachment C (C)(11).
Public Housing Rent	59	Impute income from public benefits	SHA may impute income in rent calculation for tenants declaring no income who appear eligible for, but who have not pursued, benefits from the State's Employment Security or Department of Social and Health Services (such as Unemployment or TANF).	Cost effectiveness; Self-sufficiency	This activity was first included in SHA's HUD-approved 2005 MTW Annual Plan. Adopted changes were outlined in the 2005 MTW Annual Report and implementation began that year.	MTW Agreement: Attachment C (C)(11). Specific waivers include: 24 CFR 5.609.
Public Housing Rent	60	Partners develop separate rent policies	Allow partner providers and HOPE VI communities to develop separate rent policies that are in line with program goals.	Cost-effectiveness	This activity was first called out in SHA's HUD-approved 2005 MTW Annual Plan. Implementation began in 2005.	MTW Agreement: Attachment C (C)(11).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Public Housing Rent	66	Tenant Trust Accounts	A portion of working public housing residents' income may be deposited in an escrow account for use toward self-sufficiency purposes.	Self-sufficiency	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan and revised in the 2005 MTW Annual Plan. SHA established the Tenant Trust Account program in 2000 and began implementation in 2001. In 2005, the program was revamped, as outlined in the 2005 Annual Plan. Implementation continues.	MTW Agreement: Attachment C (C)(11).
Special Purpose Housing	7	Admissions: program-specific waiting lists	Operate separate waiting lists for specific programs such as service enriched units.	Cost effectiveness; Housing choice	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began prior to MTW participations (See MTW Activity #12 Agency Units for Housing).	MTW Agreement: Attachment C (B)(2) & (4), (C)(1) & (2).
Special Purpose Housing	12	Agency units for housing	Make residential units available for service-enriched housing by partner agencies.	Housing choice; Cost effectiveness	SHA began making public housing units available to agencies for service-enriched housing prior to 1999. As of the end of 2009 through partnerships with four agencies, 75 units were in service as transitional housing. Each year SHA reevaluates the various partnerships. In 2009, a decision was made to add 22 units with a new partner in 2010.	MTW Agreement: Attachment C (B)(1),(2), & (4), (C)(1),(2),(4),(5),(6),(9)(a),(9)(b), (10),(11),(15) ; Attachment D (Uses of MTW Funds),(B).
Special Purpose Housing	13	Agency units for services	Make units available residential units as office space for community activities, management use, and partner agencies providing services in and around the community.	Cost effectiveness	SHA began making public housing units available to agencies for services prior to 1999. As of the end of 2009 19 units were being used for offices and community space. Each year SHA reevaluates the various partnerships and unit uses.	MTW Agreement: Attachment C (C)(15).
Special Purpose Housing	69	Service enriched housing	With the help of key partners, SHA may develop supportive housing communities.	Housing choice	This activity was first included in SHA's HUD-approved 2001 MTW Annual Plan. Implementation began in 2001.	MTW Agreement: Attachment C (B)(4).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Waiting Lists & Preferences	3	Admissions: expedited waiting list	Allow applicants referred by selected partners (primarily transitional housing providers) to receive expedited processing and receive the "next available unit."	Housing choice	This activity was first included in SHA's HUD-approved 2004 MTW Annual Plan. Implementation began in 2004.	MTW Agreement: Attachment C (C)(2).
Waiting Lists & Preferences	6h	Admissions: partners maintain own waiting lists	Allow partners to maintain waiting lists for partner-owned and/or operated units and use own eligibility and suitability criteria.	Cost effectiveness; Housing choice	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation of this MTW activity began in 2000 with the inception of the MTW Project-based Program.	MTW Agreement: Attachment C (D)(4). Specific waivers include: 24 CFR 983.251(c) and 24 CFR 982.204(a).
Waiting Lists & Preferences	6p	Admissions: partners maintain own waiting lists	Allow partners to maintain waiting lists for partner-owned and/or operated units and use own eligibility and suitability criteria.	Cost effectiveness; Housing choice	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation of this MTW activity began in 2000.	MTW Agreement: Attachment C (C)(2).
Waiting Lists & Preferences	9	Admissions: special issuance vouchers	Establish a "special issuance" category of vouchers to address circumstances where timely issuance of vouchers can prevent homelessness or rent burden.	Housing choice	This activity was first included in SHA's HUD-approved 2003 MTW Annual Plan. Implementation of this activity began in 2003.	MTW Agreement: Attachment C (B)(1)(b)(vi). Specific waivers include: 24 CFR 982.204(a) and 24 CFR 982.204(f).
Waiting Lists & Preferences	11	Admissions: voucher distribution through service provider agencies	Up to 30% of SHA's tenant-based vouchers may be made available to local nonprofits, transitional housing providers, and divisions of local government that provide direct services for use by their clients without regard to their client's position on SHA's waiting list.	Housing choice	This activity was first included in SHA's HUD-approved 2000 and 2002 MTW Annual Plans. SHA solicited applications and allocated vouchers to agencies in 2002 and 2006. SHA also awarded agency vouchers through a competitive NOFA in support of King County's 10 year plan to end homelessness in 2007 and 2008.	MTW Agreement: Attachment C (B)(1)(b)(vi). Specific waivers include: 24 CFR 982.204(a) and 24 CFR 982.204(f).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Initiatives and activities not under implementation in 2009						
Admissions Processes	2	Admissions: eligibility criteria	Unique eligibility criteria for specific units or properties, such as service enriched units.	Housing choice	This activity was first included in SHA's HUD-approved 2008 MTW Annual Plan. SHA has not implemented this activity outside of that which is being done under MTW Activity #12.	MTW Agreement: Attachment C (C)(2).
Admissions Processes	4	Admissions: limit eligibility for applicants in subsidized housing	Implement limits or conditions for tenants living in subsidized housing to participate in the HCV program. For example, before issuing a public housing resident a Voucher, they must fulfill the initial term of their public housing lease.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2008 MTW Annual Plan. Implementation will begin in 2010.	MTW Agreement: Attachment C (D)(4).
Admissions Processes	8	Admissions: repayment agreements	Provide voucher assistance to households owing SHA money from prior tenancy under specific circumstances, for example if they enter into a repayment agreement.	Housing choice	This activity was first included in SHA's HUD-approved 2008 MTW Annual Plan. SHA began implementing this in 2008. However, at this time MTW flexibility is not needed. If HUD policies change to require use of MTW flexibility, this activity will be utilized.	MTW Agreement: Attachment C (D)(4).
Admissions Processes	10	Admissions: streamlined eligibility verification	Streamline eligibility verification standards and processes.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2009 MTW Annual Plan. This activity is under development.	MTW Agreement: Attachment C (D)(3)(b).
Admissions Processes	71	Streamlined admissions & recertifications	SHA may streamline admissions and recertification processes for provider-based, project-based and mod rehab programs.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2009 MTW Annual Plan. This activity is currently under development.	MTW Agreement: Attachment C (D)(3)(b).
Development/Redevelopment Simplification	81	Design guidelines	SHA may establish reasonable, modest design guidelines, unit size guidelines and unit amenity guidelines for development and redevelopment activities.	Cost-effectiveness; Housing choice	This activity was first included in SHA's 1999 MTW Agreement. SHA has not yet needed to exercise this MTW flexibility, as needs to date have been met through HOPE VI policies.	MTW Agreement: Attachment C (C)(12).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Development/Redevelopment Simplification	94	Total Development Cost limits	Replace HUD's Total Development Cost limits with reasonable limits that reflect the local market place for quality construction.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 1999 MTW Annual Plan. SHA has not yet needed to implement this MTW flexibility.	MTW Agreement: Attachment C (C)(16).
Grievance Procedures	24	Grievance procedures	Modify grievance policies to require tenants to remedy lease violations and be up to date in their rent payments before granting a grievance hearing for proposed tenancy terminations.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2008 MTW Annual Plan. SHA has not exercised this MTW flexibility.	MTW Agreement: Attachment C (C)(9)(b).
HCV Payment Standard/Reasonableness	33	Payment standard: over 120% FMR	If certain market triggers or other guidelines are met, payment standard may exceed 120% of Fair Market Rent (FMR).	Housing choice	This activity was first included in SHA's HUD-approved 2002 MTW Annual Plan. SHA has maintained payment standards between 90-100% of FMR.	MTW Agreement: Attachment C (D)(2)(a).
HCV Payment Standard/Reasonableness	53	Rent Reasonableness	Allows SHA to streamline rent reasonable determinations.	Cost effectiveness	This activity was first included in SHA's approved 2006 and 2009 MTW Annual Plans and will be implemented in 2010.	MTW Agreement: Attachment C (D)(2)(c).
HCV Rent	HR-2010-01	180-day EOP clock	The 180-day End of Participation "clock" due to income will start when a family's Housing Assistance Payment (HAP) reaches \$50 or less.	Housing choice	This activity was first included in SHA's HUD-approved 2010 MTW Annual Plan. SHA intends to implement this policy during FY 2010.	MTW Agreement: Attachment C (D)(2)(a).
HCV Rent	HR-2010-02	Asset income threshold	SHA will increase the threshold for calculating asset income to an amount up to \$50,000.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2010 MTW Annual Plan. This activity is under development.	MTW Agreement: Attachment C (D)(2)(a).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
HCV Rent	58h	Every third year rent reviews for fixed-income households	Rent reviews conducted for households exclusively on fixed-incomes (SS/SSI/pensions) only every three years. Rent increases by Social Security Cost of Living Adjustment in intervening years.	Cost-effectiveness	This policy element was included in SHA's approved 2009 MTW Annual Plan. SHA will begin implementation in 2010.	MTW Agreement: Attachment C (D)(1)(c).
HCV Rent	HR-2010-03	Streamlined medical deduction	SHA will provide medical deductions based on a standardized schedule.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2010 MTW Annual Plan. This activity is currently under development.	MTW Agreement: Attachment C (D)(2)(a).
HCV Rent	65	TANF rent calculation	Impute TANF income if household appears eligible and has not documented ineligibility. TANF not counted toward income if family is sanctioned.	Self-sufficiency; Cost effectiveness	This activity was first included in SHA's HUD-approved 2006 MTW Annual Plan. The implementation of this policy is on hold.	MTW Agreement: Attachment C (D)(2)(a).
HCV Rent	67	Tenant-based self-sufficiency incentives	Rent policies to foster self-sufficiency among employable households, including income disregards proportional to payroll tax; allowances for employment-related expenses; intensive employment services coupled with time limits; locally-defined hardship waiver for tenants on minimum rent.	Self-sufficiency	This activity was first included in SHA's HUD-approved 2005 MTW Annual Plan. This activity is under development.	MTW Agreement: Attachment C (D)(2)(a).
HCV Rent	76h	Utility allowance: schedule	SHA may change utility allowances on a schedule different for current residents and new move ins.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2008 MTW Annual Plan. This activity is on hold.	MTW Agreement: Attachment C (D)(2).
Homeownership	97	Monthly mortgage assistance	SHA may develop a homeownership program that includes a monthly mortgage subsidy.	Housing choice; Self-sufficiency	This activity was first included in SHA's HUD-approved 2008 MTW Annual Plan. SHA has not yet exercised this MTW flexibility.	MTW Agreement: Attachment C (D)(8).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Inspection Protocols	HI-2010-05	Inspections - Self-certification for minor fails	Self-certification by landlords of correction of minor failed inspection items.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2010 MTW Annual Plan. This activity will be implemented in 2010.	MTW Agreement: Attachment C (D)(5).
Inspection Protocols	26	Inspections: Fines for no-shows	Impose fines on the landlord or participant for failing to be present at scheduled inspections.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2005 MTW Annual Plan. SHA has not exercised this MTW flexibility.	1999 Agreement
Local Leases	28	Lease term for Tax Credit public housing units	Allow leases of less than one year.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2009 MTW Annual Plan. However, SHA has not yet implemented this activity.	MTW Agreement: Attachment C (C)(9)(b).
Local Leases	84	Local lease	SHA may implement its own lease, incorporating industry best practices.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2001 MTW Annual Plan. To date, SHA's local lease changes have not required MTW flexibility, with the exception of that outlined in Activity #68. SHA may exercise this in the future.	MTW Agreement: Attachment C (9)(b).
MTW Block Grant & Fungibility	86	Obligation and expenditure timelines	SHA may establish timelines for the obligation and expenditure of MTW funds.	Cost effectiveness	HUD no longer allows implementation of this activity.	MTW 1999 Agreement.
Procurement	80	Construction contract	Locally-designed form of construction contract that retains HUD requirements while providing more protection for SHA.	Cost-effectiveness	This activity was first included in SHA's 1999 and 2005 HUD-approved MTW Annual Plans. However, since that time HUD has taken the position that this is not an allowable MTW activity.	MTW 1999 Agreement.
Procurement	88	Procurement policies	Adopt alternative procurement system that is competitive, and results in SHA paying reasonable prices to qualified contractors.	Cost-effectiveness	This activity was first included in SHA's 1999 HUD-approved MTW Annual Plans. However, since that time HUD has taken the position that this is not an allowable MTW activity.	MTW 1999 Agreement.

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Procurement	95	Wage rate monitoring	Simplified process for monitoring the payment of prevailing wages by contractors.	Cost-effectiveness	This activity was first included in SHA's 1999 HUD-approved MTW Annual Plans. However, since that time HUD has taken the position that this is not an allowable MTW activity.	MTW 1999 Agreement.
Project-based HCV Program	38	Project-based: 30% rent cap	Project-based participants can not pay more than 30% of their adjusted income for rent and utilities.	Housing choice	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. This activity was implemented in 2000. MTW flexibility is not currently required to implement this activity. If HUD policies change in the future, SHA may exercise this flexibility.	MTW Agreement: Attachment C (D)(2).
Public Housing Rent	90	Rent freezes	Voluntary rent policy freezes rent in two year intervals.		This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan and implemented shortly thereafter. In 2005 SHA revised its rent policy and elected to only keep the top rent ceiling, now reflected in MTW Activity #55.	MTW Agreement: Attachment C (C)(11).
Public Housing Rent	62	Streamlined for fixed income	Further streamline rent policy and certification process for fixed income households.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2009 MTW Annual Plan. SHA continues to explore implementation.	MTW Agreement: Attachment C (C)(11).
Public Housing Rent	63	Streamlined rent policy for partnership units	Allow non-profit partners operating public housing units to implement simplified rent policies.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2009 MTW Annual Plan. SHA continues to explore implementation.	MTW Agreement: Attachment C (C)(11).
Public Housing Rent	64	Studio vs. 1 bedroom	Differentiate rents for studios vs. 1 bedroom units.	Housing choice	This activity was first included in SHA's HUD-approved 2005 MTW Annual Plan. SHA has not yet implemented this policy.	MTW Agreement: Attachment C (C)(11).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Public Housing Rent	93	TANF rent calculation	Calculate TANF participant rent on 25% of gross income.		This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan and implemented shortly thereafter. In 2005 SHA revised its rent policy and elected to stop implementation of this MTW flexibility.	MTW Agreement: Attachment C (C)(11).
Public Housing Rent	74	Utility allowance: frequency of utility allowance updates	SHA may revise the schedule for reviewing and updating utility allowances due to fluctuations in utility rates to no more than annually.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2009 MTW Annual Plan. In 2010 SHA plans to implement an alternative policy in mixed-finance properties.	MTW Agreement: Attachment C (C)(11).
Public Housing Rent	75	Utility allowance: local benchmark	SHA may develop new benchmarks for "a reasonable use of utilities by an energy conservative household" - the standard by which utility allowance are calculated.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2009 MTW Annual Plan. SHA has not yet utilized this MTW flexibility.	MTW Agreement: Attachment C (C)(11).
Public Housing Rent	76p	Utility allowance: schedule	SHA may change utility allowances on a schedule different for current residents and new move-ins.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2008 MTW Annual Plan. Implementation began in 2009.	MTW Agreement: Attachment C (C)(11).
Public Housing Rent	77	Utility allowance: self-sufficiency and resource conservation	Change utility allowance where metering permits to encourage self-sufficiency and resource conservation.	Cost-effectiveness	This activity was first included in SHA's HUD-approved 2005 and 2008 MTW Annual Plans. SHA has not yet utilized this MTW flexibility.	MTW Agreement: Attachment C (C)(11).
Related Non-Profits	89	Related non-profit contracts	SHA may enter into contracts with any related nonprofit.	Cost-effectiveness	This activity was first included in SHA's HUD approved 2004 MTW Plan.	MTW Agreement: Attachment C (B)(2).
Self-Sufficiency Programs	19	FSS escrow accounts	Use local policies for determining escrow calculation, deposits, and withdrawals.	Self-sufficiency; Cost effectiveness	This activity was first included in SHA's HUD-approved 2007 MTW Annual Plan. Implementation is on hold, pending a more comprehensive review of all of SHA's self-sufficiency activities.	MTW Agreement: Attachment C (E).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Self-Sufficiency Programs	20	FSS participation contract	Locally designed contract terms including lengths, interim goals, extensions, and graduation requirements.	Self-sufficiency; Cost effectiveness	This activity was first included in SHA's HUD-approved 2007 MTW Annual Plan. Implementation is on hold, pending a more comprehensive review of all of SHA's self-sufficiency activities.	MTW Agreement: Attachment C (E).
Self-Sufficiency Programs	21	FSS program incentives	Provide incentives to FSS participants who do not receive escrow deposits.	Self-sufficiency	This activity was first included in SHA's HUD-approved 2007 MTW Annual Plan. Implementation is on hold, pending a more comprehensive review of all of SHA's self-sufficiency activities.	MTW Agreement: Attachment C (E).
Self-Sufficiency Programs	22	FSS selection preferences	Up to 100% of FSS enrollments may be selected by local preferences.	Self-sufficiency; Cost effectiveness	This activity was first included in SHA's HUD-approved 2007 MTW Annual Plan. Implementation is on hold, pending a more comprehensive review of all of SHA's self-sufficiency activities.	MTW Agreement: Attachment C (E).
Self-Sufficiency Programs	23	FSS structure of PCC committee	Restructure Program Coordinating Committee (PCC) to better align with program goals and local resources.	Cost effectiveness	This activity was first included in SHA's HUD-approved 2007 MTW Annual Plan. Implementation is on hold, pending a more comprehensive review of all of SHA's self-sufficiency activities.	MTW Agreement: Attachment C (E).
Self-Sufficiency Programs	87	FSS: Partner with City	Partner with the City of Seattle to share responsibilities and resources for a new integrated FSS program.	Self-sufficiency; Cost effectiveness	This activity was first included in SHA's HUD-approved 1999 MTW Annual Plan. SHA has not yet chosen to implement this MTW flexibility.	MTW Agreement: Attachment C (E).
Self-Sufficiency Programs	92	SJI preference + time limits	Preference for Seattle Jobs Initiative participants coupled with time limits	Self-sufficiency; Cost effectiveness	This activity was first included in SHA's 1999 HUD-approved MTW Annual Plan. SHA has not yet implemented this MTW flexibility.	MTW Agreement: Attachment C (C)(5) and (11).
Special Purpose Housing	79	Conditional housing	Housing program for those who do not currently quite meet SHA's minimum LIPH qualifications		This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. SHA has not yet exercised this MTW flexibility.	MTW Agreement: Attachment C (B)(4).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
Special Purpose Housing	16	Definition of elderly	Change definition of elderly for HUD-designated elderly preference public housing from 62 to 55.	Housing choice	This activity was first included in SHA's HUD-approved 2008 MTW Annual Plan. However, SHA has not yet decided to implement this activity.	MTW Agreement: Attachment C (B)(3).
Special Purpose Housing	82	Designate LIPH units for specific purposes/populations	SHA designates properties/units for specific purposes such as elderly or smoke-free.	Housing choice	This activity was first included in SHA's 2000 and 2001 MTW Annual Plans. SHA may have used an alternative MTW process for obtaining HUD approval, but the policies themselves are available to all PHAs. Therefore, MTW flexibility is not currently being used.	MTW Agreement: Attachment C (2) and (10).
Special Purpose Housing	35	Pet-free environments	Establish pet-free environments in connection with selected service enriched housing.	Housing choice	This activity was first included in SHA's HUD-approved 2009 MTW Annual Plan. However, SHA has not yet decided to implement this activity.	MTW Agreement: Attachment C (C)(10).
Waiting Lists & Preferences	5	Admissions: no waiting list	Allows for filling units without a waiting list.	Cost effectiveness; Housing choice	This activity was first included in SHA's HUD-approved 2008 MTW Annual Plan. SHA continues to explore implementation options.	MTW Agreement: Attachment C (C)(1) and (2).
Waiting Lists & Preferences	91	Admissions: site-based waiting lists	Applicants can choose from several site-specific and/or next available waiting lists.	Housing choice	This activity was first included in SHA's 1999 MTW Annual Plan. SHA may have used an alternative MTW process for obtaining HUD approval, but the policy itself is available to all PHAs. Therefore, MTW flexibility is not currently being used.	MTW Agreement: Attachment C (C)(1).
Waiting Lists & Preferences	85	Local preferences	SHA may establish local preferences for federal housing programs.	Housing choice	This activity was first included in SHA's 2002 MTW Annual Plan. SHA may have used an alternative MTW process for obtaining HUD approval, but the policies themselves are available to all PHAs. Therefore, MTW flexibility is not currently being used.	MTW Agreement: Attachment C (2).

Local MTW Initiative	Activity #	MTW Activity Name	MTW Activity Description	MTW Statutory Objective	Schedule	Authorization
MTW Block Grant & Fungibility	96 (duplicate of 14)	Block Grant	SHA combines all eligible funding sources into a single MTW Block Grant used to support eligible activities.	Cost-effectiveness; Self-sufficiency	SHA began utilizing MTW Block Grant fungibility with the commencement of MTW participation in 1999,	MTW Agreement: Attachment C (B)(1), Attachment D (B).
MTW Block Grant & Fungibility	31 (duplicate of 14)	MTW Block Grant	Combine eligible public housing operating and capital funds (including Replacement Housing Factor Fund) and tenant-based assistance into a single fungible budget.	Cost effectiveness; Housing choice; Self-sufficiency	This activity was first included in SHA's HUD-approved 1999 MTW Annual Plan.	MTW Agreement: Attachment C (B)(1); Attachment D (B)(x).

Appendix B: Household and Applicant Demographics

This Appendix provides specific data on changes in the number and characteristics of housed households or applicants over the past fiscal year. Plan Projections represent prior year end data (December 31, 2008). Slight variations in totals from table to table indicate detailed data is missing for a few households.

Existing Households

Race of head of household

Low-Income Public Housing Residents as of 12/31/2009

Community Type	Caucasian	African / African American	Native American	Asian / Asian American	Native Hawaiian & Pacific Islander	Total
Garden Communities	115	624	24	505	6	1,274
High-Rises ¹	1,609	728	69	467	0	2,873
Mixed Income	17	24	1	1	0	43
Partnership Units	15	29	0	6	0	50
Scattered Sites ²	181	348	19	108	0	656
Townhouses	11	34	2	10	0	57
LIPH Total ³	1,948	1,787	115	1,097	6	4,953
Percent: Actual	39.3%	36.1%	2.3%	22.1%	0.1%	
2009 Plan Projection Total	1,984	1,671	113	1,108	5	4,881
Percent: Projected	40.6%	34.2%	2.3%	22.7%	0.1%	
% Change from Projections	-1.8%	6.9%	1.8%	-1.0%	20.0%	1.5%
Difference in Ratios	-1.3%	1.8%	0.0%	-0.6%	0.0%	

¹ Excludes 28 households whose race is unknown. ² Excludes 2 households whose race is unknown. ³ Excludes households in 22 employee units and 102 agency units.

Section 8 Program Participants as of 12/31/2009

Program	Caucasian	African / African American	Native American	Asian / Asian American	Native Hawaiian & Pacific Islander	Total
HCV Tenant-based ⁴	1,891	2,280	112	612	37	4,932
HCV Project-based	1,005	804	37	190	33	2,069
S8 Mod Rehab	358	141	27	151	3	680
S8 New Construction ⁵	66	21	3	4	0	94
Section 8 Total	3,320	3,246	179	957	73	7,775
Percent: Actual	42.7%	41.7%	2.3%	12.3%	0.9%	
2009 Plan Projection Total ⁶	3,350	3,095	166	922	59	7,592
Percent of Total: Projected	44.1%	40.8%	2.2%	12.1%	0.8%	
% Change from Projections	-0.9%	4.9%	7.8%	3.8%	23.7%	2.4%
Difference in Ratios	-1.4%	1.0%	0.1%	0.2%	0.2%	

⁴ Excludes households that have left SHA's jurisdiction (a.k.a. port-outs; 1,921 households) and HCV Tenant-based households accounted for in SSHP tables (139 households); includes households that have entered SHA's jurisdiction (a.k.a. port-ins; 418 households). ⁵ Excludes 1 household whose race is unknown. ⁶ 2009 Plan Projection Total has been revised to include households that had entered SHA's jurisdiction in 2008 (349 households).

SSHP Residents as of 12/31/2009

Program	Caucasian	African / African American	Native American	Asian & Pacific Islander	Total
SSHP Total ⁷	690	101	13	153	957
Percent: Actual	72.1%	10.6%	1.4%	16.0%	
2009 Plan Projection Total	690	93	14	147	944
Percent: Projected	73.1%	9.9%	1.5%	15.6%	
% Change from Projections	0.0%	8.6%	-7.1%	4.1%	1.4%
Difference in Ratios	-1.0%	0.7%	-0.1%	0.4%	

⁷ Excludes 3 households whose race is unknown.

Other Non-Federal Program Residents as of 12/31/2009

Program ⁸	Caucasian	African / African American	Native American	Asian & Pacific Islander	Total
HOPE VI Tax Credit	33	105	0	37	175
Special Portfolio – SHA Managed ⁹	77	41	0	8	126
Special Portfolio – Privately Managed	190	32	0	28	250
Other Non-Federal Total	300	178	0	73	551
Percent: Actual	54.4%	32.3%	0.0%	13.2%	
2009 Plan Projection Total ¹⁰	Not available.				
Percent: Projected					
% Change from Projections	Not available.				
Difference in Ratios					

⁸ Excludes households living in these communities that are represented elsewhere in this report (e.g. voucher holders and public housing residents). ⁹ Excludes 6 households whose race is unknown. ¹⁰ Other Non-Federal Program Resident counts included as of 12/31/2009; Other Non-Federal Program Residents 2009 Plan Projection Total counts not available.

Ethnicity of head of household

Ethnicity – Hispanic / Non-Hispanic as of 12/31/2009

Program	Hispanic	Non-Hispanic	Total
Low Income Public Housing ¹¹	213	4,740	4,953
HCV Tenant-Based ¹²	210	4,722	4,932
HCV Project-Based	92	1,977	2,069
Section 8 Mod Rehab	32	648	680
Section 8 New Construction ¹³	5	89	94
Seattle Senior Housing Program ¹⁴	22	935	957
Other Non-Federal Programs ¹⁵	25	526	551
Total Households	599	13,637	14,236
Percent: Actual	4.2%	95.8%	
2009 Plan Projected Total ¹⁶	574	12,850	13,424
Percent: Projected	4.3%	95.7%	
% Change from Projections ¹⁷	0.0%	2.0%	1.9%
Difference in Ratios	-0.1%	0.1%	

¹¹ Excludes households in 22 employee units and 102 agency units; excludes 30 additional households whose ethnicity is unknown. ¹² Excludes port-outs and SSHP voucher holders; includes port-ins. ¹³ Excludes 1 household whose ethnicity is unknown. ¹⁴ Excludes 3 households whose ethnicity is unknown. ¹⁵ Excludes 6 households whose ethnicity is unknown. ¹⁶ 2009 Plan Projection Total has been revised to include 349 port-ins, and does not include counts for Other Non-Federal Programs. ¹⁷ Percentage comparisons exclude Other Non-Federal Programs.

Income distribution as a percent of median income

2009 Median Incomes Levels for the Seattle-Bellevue Area

Family Size	30% Median	50% Median	80% Median
Single Individual	\$17,700	\$29,500	\$44,800
Family of Two	\$20,250	\$33,700	\$51,200
Family of Three	\$22,750	\$37,950	\$57,600
Family of Four	\$25,300	\$42,150	\$64,000
Family of Five	\$27,300	\$45,500	\$69,100
Family of Six	\$29,350	\$48,900	\$74,250
Family of Seven	\$31,350	\$52,250	\$79,350
Family of Eight	\$33,400	\$55,650	\$84,500

Distribution of Household Annual Income as of 12/31/2009

Program	Below 30% Median Income	30% - 50% Median Income	50% - 80% Median Income	Over 80% Median Income	Total
Low Income Public Housing ¹⁸	4,342	511	118	12	4,983
HCV Tenant-Based ¹⁹	4,163	657	84	1	4,905
HCV Project-Based	1,955	105	9	0	2,069
Section 8 Mod Rehab	649	23	7	1	680
Section 8 New Construction	87	8	0	0	95
Seattle Senior Housing Program	781	141	33	5	960
Other Non-Federal Programs ²⁰	113	139	160	65	534
Total Households	12,090	1,584	411	84	14,169
Percent: Actual	84.2%	10.2%	1.8%	0.1%	
2009 Plan Projected Total ²¹	11,619	1,481	320	34	13,454
Percent: Projected	86.4%	11.0%	2.4%	0.3%	
% Change from Projections ²²	3.1%	-2.4%	-21.6%	-44.1%	1.8%
Difference in Ratios	-1.8%	-0.8%	-0.6%	-0.1%	

¹⁸ Excludes households in 22 employee units and 102 agency units. ¹⁹ Excludes port-outs and SSHP voucher holders; includes port-ins.

²⁰ Excludes 80 market-rate households. ²¹ 2009 Plan Projected Total has been revised to include 349 port-outs, and does not include Other Non-Federal Programs. ²² Percentage comparisons exclude households for Other Non-Federal Programs.

Total population by age group (minors, adults and elderly)

Low-Income Public Housing Residents as of 12/31/2009

Development	Non-Elderly			Total	Elderly >70
	Minors	Adults	Elderly Adults	Individuals	
Garden Communities	1,909	1,776	428	4,113	221
High-Rises	41	1,876	1,211	3,128	649
Mixed Income	32	43	6	81	1
Partnership Units	91	91	8	190	4
Scattered Sites	996	998	105	2,099	47
Townhouses	161	113	9	283	1
LIPH Total ²³	3,230	4,897	1,767	9,894	923
Percent: Actual	32.6%	49.5%	17.9%		9.3%
2009 Plan Projection Total	2,814	4,730	1,685	9,229	900
Percent: Projected	30.5%	51.3%	18.3%		9.8%
% Change from Projections	14.8%	3.5%	4.9%	7.2%	2.6%
Difference in Ratios	2.2%	-1.8%	-0.4%		-0.4%

²³ Excludes occupants of employee units and agency units.

Section 8 Participants as of 12/31/2009

Program	Non-Elderly			Total	Elderly >70
	Minors	Adults	Elderly Adults	Individuals	
HCV Tenant-based ²⁴	4,586	5,375	1,359	11,320	709
HCV Project-based	1,330	2,043	427	3,800	225
Section 8 Mod Rehab	82	595	181	858	65
Section 8 New Construction	0	71	28	99	10
Section 8 Total	5,998	8,084	1,995	16,077	1,009
Percent: Actual	37.3%	50.3%	12.4%		6.3%
2009 Plan Projection Total ²⁵	5,509	7,996	2,060	15,565	1,035
Percent: Projected	35.4%	51.4%	13.2%		6.6%
% Change from Projections	8.9%	1.1%	-3.2%	3.3%	-2.5%
Difference in Ratios	1.9%	-1.1%	-0.8%		-0.4%

²⁴ Excludes port-outs and SSHP voucher holders; includes port-ins. ²⁵ Plan Projection Total has been revised to include 721 port-ins.

SSHP Residents as of 12/31/2009

	Non-Elderly			Total	Elderly >70
	Minors	Adults	Elderly Adults	Individuals	
SSHP Total	0	121	950	1,071	715
Percent: Actual	0.0%	11.3%	88.7%		66.8%
2009 Plan Projection Total	0	103	960	1,063	761
Percent: Projected	0.0%	9.7%	90.3%		71.6%
% Change from Projections	0.0%	17.5%	-1.0%	0.8%	-6.0%
Difference in Ratios	0.0%	1.6%	-1.6%		-4.8%

Other Non-Federal Program Residents as of 12/31/2009

Program	Minors	Non-Elderly Adults	Elderly Adults	Total Individuals	Elderly >70
HOPE VI Tax Credit	258	319	18	595	10
Special Portfolio – SHA Managed	88	160	6	254	2
Special Portfolio – Privately Managed	78	324	49	451	N/A
Other Non-Federal Total	424	803	73	1,300	
Percent: Actual	32.6%	61.8%	5.6%		
2009 Plan Projection Total ²⁶					
Percent: Projected			Not available.		
% Change from Projections					
Difference in Ratios			Not available.		

²⁶ SHA began reporting Other Non-Federal Program Resident demographics as of 12/31/2009. Prior year information is not available.

People with disabilities

Low-Income Public Housing Residents as of 12/31/2009

Development	Disabled Minors	Non-Elderly Disabled	Elderly Disabled	Total Disabled	Total Individuals
Garden Community	7	186	206	399	4,113
High-Rises	0	1,406	573	1,979	3,128
Mixed Income	0	13	2	15	81
Partnership Units	0	4	0	4	190
Scattered Sites	17	167	46	230	2,099
Townhouse	1	6	2	9	283
LIPH Totals ²⁷	25	1,782	829	2,636	9,894
Percent: Actual	0.3%	18.0%	8.4%	26.6%	
2009 Plan Projected Total	20	1,739	873	2,632	9,229
Percent: Projected	0.3%	18.0%	8.4%	26.6%	
% Change from Projections	25.0%	2.5%	-5.0%	0.2%	7.2%
Difference in Ratios	0.0%	-0.8%	-1.1%	-1.9%	

²⁷ Excludes occupants of employee units and agency units.

Section 8 Participants as of 12/31/2009

Program	Disabled Minors	Non-Elderly Disabled	Elderly Disabled	Total Disabled	Total Individuals
HCV Tenant-based ²⁸	232	1,959	978	3,169	11,320
HCV Project-based	47	955	298	1,300	3,800
Section 8 Mod Rehab	4	322	136	462	858
Section 8 New Construction	0	53	14	67	99
Section 8 Total	283	3,289	1,426	4,998	16,077
Percent: Actual	1.8%	20.5%	8.9%	31.1%	
2009 Plan Projected Total ²⁹	215	3,218	1,301	4,734	14,862
Percent: Projected	1.4%	21.7%	8.8%	31.9%	
% Change from Projections	31.6%	2.2%	9.6%	5.6%	8.2%
Difference in Ratios	0.3%	-1.2%	0.1%	-0.8%	

²⁸ Excludes port-outs and SSHP voucher holders; includes port-ins. ²⁹ 2009 Plan Projection Total has been revised to include 250 port-ins.

SSHP Residents as of 12/31/2009

	Disabled Minors	Non-Elderly Disabled	Elderly Disabled	Total Disabled	Total Individuals
SSHP Totals	0	85	150	235	1,071
Percent: Actual	0.0%	7.9%	14.0%	21.9%	
2009 Plan Projected Total	0	78	153	231	1,063
Percent: Projected	0.0%	7.3%	14.4%	21.7%	
% Change from Projections	0.0%	9.0%	-2.0%	1.7%	0.8%
Difference in Ratios	0.0%	0.6%	-0.4%	0.2%	

Other Non-Federal Program Residents as of 12/31/2009

Program	Disabled Minors	Non-Elderly Disabled	Elderly Disabled	Total Disabled	Total Individuals
HOPE VI Tax Credit	0	4	5	9	595
Special Portfolio – SHA Managed	0	10	0	10	254
Special Portfolio – Privately Managed	N/A	27	N/A	27	451
Section 8 Total	0	41	5	46	1,300
Percent: Actual	0.0%	3.2%	0.4%	3.5%	
2009 Projected Total ³⁰	Not available.				
Percent: Projected					
% Change from Projections	Not available.				
Difference in Ratios					

³⁰ SHA began reporting Other Non-Federal Program Resident demographics as of 12/31/2009. Prior year information is not available.

Households served by unit size at year end – comparing SHA’s first year of MTW (1999), the prior year (2008), and the current year (2009)

Program	Year	0-Br	1-Br	2-Br	3-Br	4-Br	5+-Br	Total
Low Income	1999	257	3,158	1,470	935	231	36	6,087
Public Housing ³¹	2008	808	2,363	906	624	169	35	4,905
	2009	799	2,371	913	679	184	37	4,983
Housing Choice Voucher Tenant- & Project-based Assistance	1999	250	1,117	1,079	872	279	82	3,679
	2008 ³²	1,372	1,907	1,730	1,108	366	132	6,615
	2009 ³³	1,394	2,043	1,833	1,188	399	140	6,997
Section 8	1999	10	141	0	0	0	0	151
New Construction	2008	0	90	0	0	0	0	90
	2009	0	95	0	0	0	0	95
Seattle Senior	1999	161	913	85	0	0	0	1,159
Housing Program	2008	0	859	88	0	0	0	947
	2009	0	871	89	0	0	0	960
Other Non-Federal	2009	45	128	227	138	17	2	557
Total	1999	678	5,329	2,634	1,807	510	118	11,076
	2008	2,180	5,219	2,724	1,732	535	167	12,557
	2009	2,238	5,508	3,062	2,005	600	179	13,592
Distribution of Unit sizes	1999	6.1%	48.1%	23.8%	16.3%	4.6%	1.1%	
	2008	17.4%	41.6%	21.7%	13.8%	4.3%	1.3%	
	2009	16.5%	40.5%	22.5%	14.8%	4.4%	1.3%	

Housing Choice Vouchers excludes Mod Rehab units, port-outs and SSHP voucher holders. Other Non-Federal unit counts available beginning 2009. ³¹ Excludes 22 employee units and 102 agency units. ³² 2008 has been revised to include 348 port-ins. Excludes 1 tenant-based unit and 1 port-in unit. ³³ Excludes 4 Tenant-based units uncategorized with respect to number of bedroom.

Applicant demographics

Low-Income Public Housing Applicants as of 12/31/2009

Unit Size	Caucasian	African / African American	Native American	Asian & Pacific Islander	Total
0/1 bedroom	1,391	1,428	92	598	3,509
2 bedroom	357	716	56	274	1,403
3 bedroom	86	188	14	71	359
4 bedroom	4	62	4	10	80
5 bedroom	1	18	0	1	20
LIPH Total ³⁴	1,839	2,412	166	954	5,371
Percent: Actual	34.2%	44.9%	3.1%	17.8%	
2009 Plan Projection Total	1,228	1,439	98	600	3,365
Percent: Projected	36.5%	42.8%	2.9%	17.8%	
% Change from Projections	49.8%	67.6%	69.4%	59.0%	59.6%
Difference in Ratios	-2.3%	2.1%	0.2%	-0.1%	

³⁴ Applicants to HOPE VI communities are not included in this analysis.

Housing Choice Voucher Applicants as of 12/31/2009

Unit Size	Caucasian	African / African American	Native American	Asian & Pacific Islander	Total
All bedroom sizes ³⁵	642	1,054	64	226	1,986
Percent: Actual	32.3%	53.1%	3.2%	11.4%	
2009 Plan Projection	1,160	1,732	109	374	3,375
Percent: Projected	34.4%	51.3%	3.2%	11.1%	
% Change from Projections	-44.7%	-39.1%	-41.3%	-39.6%	-41.2%
Difference in Ratios	-2.0%	1.8%	0.0%	0.3%	

³⁵ SHA no longer tracks Housing Choice Voucher applicants by bedroom size.

Section 8 New Construction Applicants as of 12/31/2009

Unit Size	Caucasian	African / African American	Native American	Asian & Pacific Islander	Total
0/1 bedroom	83	52	11	12	158
Section 8 New Construction Total	83	52	11	12	158
Percent: Actual	52.5%	32.9%	7.0%	7.6%	
2009 Plan Projection	45	20	2	4	71
Percent: Projected	63.4%	28.2%	2.8%	5.6%	
% Change from Projections	84.4%	160.0%	450.0%	200.0%	122.5%
Difference in Ratios	-10.8%	4.7%	4.1%	2.0%	

SSHP Applicants as of 12/31/2009

Unit Size	Caucasian	African / African American	Native American	Asian & Pacific Islander	Total
0/1 bedroom	343	106	9	100	558
2 bedroom	6	6	0	5	17
SSHP Total	349	112	9	105	575
Percent: Actual	60.7%	19.5%	1.6%	18.3%	
2009 Plan Projection	330	116	13	75	534
Percent: Projected	61.8%	21.7%	2.4%	14.0%	
% Change from Projections	5.8%	-3.4%	-30.8%	40.0%	7.7%
Difference in Ratios	-1.1%	-2.2%	-0.9%	4.2%	

Income distribution as a percent of median income

Applicant Household Annual Incomes as of 12/31/2009

Program	Below 30% Median Income	30% - 50% Median Income	50% - 80% Median Income	Over 80% Median Income	Total
Low Income Public Housing	5,034	289	29	19	5,371
HCV Tenant-based ³⁶	655	134	29	7	825
Section 8 New Construction	155	3	0	0	158
Seattle Senior Housing Program	496	52	23	4	575
Unique Households ³⁷	5,685	344	52	23	6,104
Percent: Actual	93.1%	5.6%	0.9%	0.4%	
2009 Projected Totals	4,174	334	85	17	4,610
Percent: Projected	90.5%	7.2%	1.8%	0.4%	
% Change from Projections	36.2%	3.0%	-38.8%	35.3%	32.4%
Difference in Ratios	2.6%	-1.6%	-1.0%	0.0%	

³⁶ 1,161 Housing Choice Voucher Tenant-Based Applicants did not report an income and are not included in the four Median Income columns.

³⁷ Applicant households may appear on more than one wait list, therefore the unique households row will not equal the sum of the program rows.

Appendix C: Consolidated Financial Statements

Following are the Seattle Housing Authority's Consolidated Financial Statements for Fiscal Year 2009. These figures represent unaudited fiscal year end financial data. The audited Financial Statements will be available in May 2010.

THE HOUSING AUTHORITY OF THE CITY OF SEATTLE, WASHINGTON

Statement of Net Assets

December 31, 2009

Assets	Primary Government
Current assets:	
Cash and cash equivalents	\$ 4,859,494
Restricted cash	4,557,681
Investments	42,661,821
Accounts receivable:	
Tenant rentals and service charges	229,792
Other	1,046,284
Due from:	
Other governments	2,602,927
Component units	7,387,482
Inventory and prepaid items	800,729
Restricted investments	3,154,256
Deferred charges	1,692,455
Notes receivable	142,490
Notes receivable from component units	112,531
Other	5,222
Total current assets	69,253,164
Noncurrent assets:	
Investments	2,533,932
Restricted investments	20,851,762
Due from component units	15,793,045
Other	1,350,289
Capital assets:	
Land	70,904,609
Land improvements	17,555,355
Leasehold improvements	680,853
Structures	331,259,278
Equipment	16,605,969
Construction in progress	93,700,176
Less accumulated depreciation	(192,948,305)
Capital assets, net	337,757,935
Notes receivable, net of allowance	15,177,437
Notes receivable from component units (net of excess loss on investment of \$1,502,397)	171,479,188
Total noncurrent assets	564,943,588
Total assets	\$ 634,196,752

THE HOUSING AUTHORITY OF THE CITY OF SEATTLE, WASHINGTON

Statement of Net Assets

December 31, 2009

Liabilities and Net Assets	Primary Government
Current liabilities:	
Accounts payable:	
Vendors and contractors	\$ 6,489,109
Other	4,139,063
Accrued liabilities	2,582,468
Due to component units	236,666
Short-term borrowings	16,321,253
Current portion of long-term debt	14,389,883
Deferred revenue	8,223,205
Total current liabilities	52,381,647
Noncurrent liabilities:	
Due to primary government	
Security deposits	1,242,796
Deferred revenue	34,114,296
Long-term debt, less current portion:	
Notes payable	57,007,948
Bonds payable	98,160,816
Accrued compensated absences	3,154,448
Net OPEB liability	225,430
Total noncurrent liabilities	193,905,734
Total liabilities	246,287,381
Net assets:	
Invested in capital assets, net of related debt	227,436,845
Restricted for debt service	5,550,330
Unrestricted (deficit)	154,922,196
Total net assets	387,909,371
Total liabilities and net assets	\$ 634,196,752

See accompanying notes to basic financial statements.

THE HOUSING AUTHORITY OF THE CITY OF SEATTLE, WASHINGTON

Statement of Revenues, Expenses, and Changes in Net Assets

Year ended December 31, 2009

	Primary Government
Operating revenues:	
Tenant rentals and sales	\$ 18,963,514
Housing assistance payment subsidies	90,436,920
Other	18,357,630
Total operating revenues	<u>127,758,064</u>
Operating expenses:	
Housing operations and administration	38,998,671
Tenant services	1,644,363
Utility services	4,540,982
Maintenance	18,189,871
Housing assistance payments	71,064,302
Other	1,187,900
Depreciation and amortization	9,237,864
Total operating expenses	<u>144,863,953</u>
Operating loss	<u>(17,105,889)</u>
Non-operating revenues (expenses):	
Intergovernmental	18,006,286
Interest expense	(7,956,814)
Interest income	5,548,597
Change in fair value of investments	430,908
Disposition of assets	(4,472,397)
Total non-operating revenues (expenses)	<u>11,556,580</u>
Change in net assets before capital contributions	<u>(5,549,309)</u>
Capital contributions	23,456,062
Change in net assets	17,906,753
Total net assets at beginning of year	<u>370,002,618</u>
Total net assets at end of year	<u><u>\$ 387,909,371</u></u>

See accompanying notes to basic financial statements.

THE HOUSING AUTHORITY OF THE CITY OF SEATTLE, WASHINGTON

Statement of Cash Flows

For the Year Ended December 31, 2009

	Primary Government
Cash flows from operating activities:	
Receipts from residents	\$ 19,047,931
Receipts from other sources	124,042,418
Advances to affiliates	(1,598,370)
Payments to vendors	(55,698,183)
Housing assistance payments	(71,064,302)
Payments to employees	(17,299,133)
Net cash provided by operating activities	(2,569,639)
Cash flows from noncapital financing activity:	
Operating grants received	18,020,206
Net cash provided by noncapital financing activity	18,020,206
Cash flows from capital and related financing activities:	
Capital contributions	22,877,525
Acquisition and construction of capital assets	(27,581,328)
Proceeds from dispositions of property and equipment	18,953,640
Proceeds from short-term borrowings	703,601
Proceeds from long-term borrowings	28,625,000
Payments on notes and bonds	(47,996,596)
Interest payments	(7,746,589)
Net cash used in capital and related financing activities	(12,164,747)
Cash flows from investing activities:	
Interest received	5,915,853
Maturity of investment securities	18,713,920
Purchases of investment securities	(29,209,894)
Payment on notes receivable	3,587,696
Issuance of notes receivable	(3,013,869)
Net cash used in investing activities	(4,006,294)
Increase in cash and cash equivalents	(720,474)
Cash and cash equivalents at beginning of year	10,137,649
Cash and cash equivalents at end of year	\$ 9,417,175

Reconciliation of operating loss to net cash provided by operating activities:

Operating loss	\$	(17,105,889)
Adjustments to reconcile operating loss to net cash provided by operating activities:		
Depreciation and amortization		9,237,864
Gain on sale of property		(4,482,759)
Changes in assets and liabilities:		
Accounts receivable and other assets		(673,231)
Inventory and prepaid items		146,041
Accounts payable and other liabilities		(7,934,874)
Accrued compensated absences		266,440
Other		17,976,769
Total adjustments		14,536,250
Net cash provided by operating activities	\$	(2,569,639)
Noncash investing, capital, and financing activity:		
Increase in fair value of investments	\$	430,908

See accompanying notes to basic financial statements.

Appendix D: 2009 Capital Activities

This appendix compares SHA's 2009 capital budget to actual expenditures. It should be noted, however, that capital activities are often cross fiscal years. During 2009 SHA completed other capital projects which were funded in prior years. 2009 budgeted capital activities that were not completed during the year will be completed in future years.

Moving to Work Block Grant

Community	Planned activities	Budget	Actual
<u>Low Income Public Housing Projects</u>			
Bell Tower ¹	Building envelope repairs	2,000,000	0
LIPH – High-rises	Roof repairs at Jefferson Terrace, Denny Terrace and Tri-Court	30,000	0
LIPH - Various	Replace or add roof tie offs for fall protection, replace fire hoses, and asbestos abatement as needed	400,000	250,099
LIPH - Scattered Sites	Repair or replace retaining walls, asbestos abatement, exterior painting, replace roofs, exterior drainage repairs, sidewalk repairs, window replacement, deck repairs, convert oil heating to gas	263,800	63,245
Longfellow Creek	Repair damage due to water intrusion in deck areas (reflects public housing share of project)	36,000	118,913
Low Income Public Housing Subtotal		\$2,729,800	\$432,257
<u>Local Housing and Seattle Senior Housing Program Projects</u>			
Longfellow Creek	Repair damage due to water intrusion in deck areas (Reflects affordable housing share of project)	64,000	0
Main Street Apts.	Repair and restripe parking lot	5,000	0
Market Terrace	Paint and repair wooden trim on building exterior	14,000	9,833
Montridge Arms	Replace hot water tanks	9,600	0
Ravenna Springs	Replace windows, paint exterior	22,450	0
Villa Park	Replace fence and repair gate	5,000	0
Lam Bow's Apts.	Paint interior hallways and exterior, improve lighting	61,210	76,716
Wedgewood Estates	Repair trip hazards, replace siding, remove and repair wall interiors, replace exit & exterior lighting, and repair sewer lines	1,036,400	642,309
Keystone/Coach House	Replace carpet, paint exterior and stairwells, repair rear deck due to rot	29,050	21,010
SSHP ^{2a}	Urgent water intrusion repairs to 13 buildings: Carroll Terrace, Columbia Place, Daybreak, Fremont Place, Heritage House, Island View, Michaelson Manor, Nelson Manor, Olmsted Manor, Pinehurst Court, Pleasant Valley Plaza, Primeau Place, and Wildwood Glen.	630,950	0
Local Housing and SSHP Subtotal		\$1,877,660	\$749,868

Community	Planned activities	Budget	Actual
<u>Planning and Predevelopment Projects</u>			
Yesler Terrace	<u>Yesler Terrace Redevelopment Planning</u> , including selection of a preferred development alternative, undertaking of environmental reviews, initiation of permitting process, and development of relocation plans, all in conjunction with a Citizen Review Committee and resident and public involvement.	2,903,000	1,772,371
Lake City Village	<u>Lake City HOPE VI Planning</u> Assuming SHA is awarded a HOPE VI grant in late 2008, planning for redevelopment of the Lake City site will begin with completion of design, initiation of permitting, determination of the schedule and sequencing of the project, development of a resident committee, and beginning of site work by the end of 2009.	1,500,000	1,000,285
Various	<u>Predevelopment Working Capital</u> These funds are set aside for a series of potential housing development projects, not all of which will require funding in 2009, while others may take off and require more funding than initially thought. As projects warrant, they will be provided a budget from the Working Capital funds and tracked individually. Among the known possible projects for 2009 are Dearborn workforce housing; QWest workforce housing; Fort Lawton master planning and negotiations; High Point site analysis and management office relocation; plan for 12th & Yesler sites; plan for Douglas Building D and Henderson site reuse; planning for Baldwin site redevelopment.	1,100,000	0
Planning and Predevelopment Subtotal		\$5,503,000	\$2,772,657
<u>Non-residential Facilities Projects</u>			
MLK Operations Facility	Add electronic security access to building	91,000	54,813
Non-residential Facilities Subtotal		\$91,000	\$54,813
<u>Finance and Administrative</u>			
Various	Construction administration	1,042,141	1,065,508
Various	Hazardous materials abatement administration	223,483	262,347
Yesler Terrace	Yesler Terrace redevelopment administration	363,130	240,705
LIPH-LP High-rises	Debt service and costs for homeWorks I, II, and III	3,006,643	3,000,343
Bell Tower ¹	Funding applications	50,000	40,190
Finance and Administrative Subtotal		\$4,685,397	\$4,609,092

Community	Planned activities	Budget	Actual
<u>Transfers and Program Contingency</u>			
	Transfer to MTW operating activities	3,468,000	3,468,000
	Transfer to Central Office Cost Center	1,200,000	1,200,000
	Program contingency for capital projects ³	990,570	0
Transfers and Contingency Subtotal		\$5,658,570	\$4,668,000
Total 2009 MTW Block Grant ⁴		\$20,545,427	\$13,286,688

Additional Capital Resources

Community	Planned activities	Budget	Actual
Bell Tower ¹	<u>Bell Tower Envelope Repairs</u> : Total project cost of \$3,549,000 requires additional funding sources of the amount to the right. Applications will be made for grant funds.	1,549,000	0
New Holly Phase I	<u>New Holly Hydronic Repairs</u> : To complete repairs to the New Holly Phase I rental units is estimated to cost a total of \$2,000,000. The first approach to funding will be to finance the repairs against excess revenues from the properties.	2,000,000	0
SSHP ^{2b}	<u>SSHP Urgent Water Intrusion Repairs</u> : The total project cost for repairs to the 14 buildings cited above is \$1,970,950, of which \$630,950 will be provided from Capital grant funds and the remainder will be drawn from SSHP reserves.	1,340,000	7,306
Lake City Village	<u>Lake City HOPE VI Redevelopment</u> : SHA MTW local funds for the Lake City redevelopment project are shown above. The total funding for 2009 includes \$1,986,000 in HOPE VI grant funds for a total 2009 budget of \$3,486,000.	1,986,000	444,847
Douglas Apts. (South Shore Court)	<u>Douglas Apartments Rehabilitation</u> : This project to rehab was originally budgeted in 2008 and the mixed financing is expected to close in November 2008 and the project begin. In 2008, an initial estimate of \$8.1 million was budgeted and in 2009, \$4,904,000 is added to reflect the total project cost of \$13,004,000. The project will be completed in 2010 and involves the gut rehab of 44 units in three buildings.	4,904,000	4,564,179
Impact Property Services	Scheduled fleet vehicle replacements (cars and vans); replace a solid waste compactor; replace landscaping equipment, mowers and vehicles.	384,000	292,476
Information Technology	IT development and application upgrades in support of asset management, financial management and reporting, capital and development monitoring, and tenant and public information.	507,000	314,930
Total 2009 Additional Capital Resources		\$12,670,000	\$5,623,738

American Recovery and Reinvestment Act

Seattle Housing Authority anticipated that additional funds would be made available in 2009 through an economic stimulus package. SHA submitted to HUD a list of possible projects for this funding prior to details of the American Recovery and Reinvestment Act (ARRA) being available. The following is a listing of actual ARRA funding received and the actual 2009 expenditures.

Community	Proposed Activities	Award	2009 Actual
Formula Allocation			
Bell Tower ¹	Major System Rehabilitation (water lines, windows, exterior coating, UFAS* upgrades).	3,500,000	3,249,736
Rainier Vista	Tamarack Place Rental Housing	3,100,000	2,078,681
Rainier Vista	Rainier Vista Infrastructure Northeast Parcel	10,300,000	1,029,207
Low Income Public Housing Subtotal		\$17,000,000	\$6,357,624
Competitive Awards			
Denny Terrace	Major System Rehabilitation (water lines, windows, exterior coating, UFAS* upgrades)	10,000,000	21,928
Lake City Village	Lake City Village Development - Green Communities	8,013,972	0
Rainier Vista	Rainier Vista Rental Housing North	10,000,000	0
Redevelopment Projects Subtotal		\$28,013,972	\$21,928
Total 2009 American Recovery and Reinvestment Act		\$35,013,972	\$6,379,552

Notes:

¹ Bell Tower project received \$3.5M ARRA Formula Funding in March 2009 and will be completed in 2010. All 2009 spending was using ARRA funds and is listed in the Addendum.

^{2 a)} Most of the activity in the SSHP Portfolio involved water intrusion projects that were budgeted in 2008. A total of \$1,288,867 was spent on various projects including Schwabacher, Reunion and Willis. We expect to completed these projects in 2010 and move on to the next highest priority units thereafter as funding is available.

^{b)} Projects from this list will be completed in 2010.

³ Program Contingency funds are used to cover budget variances and to fund unanticipated or emergency life/safety issues; as these funds are spent, they are shown in the appropriate line item.

⁴ MTW funded projects from prior years were in process during 2009. A total of \$1,544,170 was spent on various MTW projects that were budgeted in 2008.

Appendix E: Public Housing Vacancy Rates

Public Housing	Units	2008 Vacancy Rates – Actuals	2009 Vacancy Rates – Targets	2009 Vacancy Rates – Actuals
Ballard House	79	4.0%	3.0%	1.6%
Barton Place	90	3.3%	4.0%	2.7%
Beacon Tower	108	0.4%	2.0%	0.5%
Bell Tower	119	4.4%	2.0%	2.0%
Cal-Mor Circle	75	2.4%	2.0%	0.7%
Capitol Park	125	0.9%	2.0%	0.9%
Cedarvale House	118	1.6%	3.0%	0.9%
Cedarvale Village	24	4.2%	4.0%	3.1%
Center Park	137	3.6%	2.0%	0.5%
Center West	91	1.9%	2.0%	2.1%
Denny Terrace	220	2.8%	4.0%	2.5%
Green Lake Plaza	130	0.8%	2.0%	1.1%
Harvard Court	81	2.0%	2.0%	1.5%
Holly Court	97	4.6%	2.0%	5.0%
International Terrace	100	0.7%	2.0%	0.7%
Jackson Park House	71	2.5%	2.0%	1.9%
Jackson Park Village	41	2.8%	4.0%	2.4%
Jefferson Terrace	299	9.1%	6.0%	4.3%
Lake City House	115	2.7%	2.0%	0.7%
Lictonwood	81	1.2%	2.0%	1.2%
Olive Ridge	105	3.0%	3.0%	1.8%
Olympic West	75	1.8%	3.0%	1.2%
Queen Anne Heights	53	1.6%	2.0%	1.4%
Ross Manor	100	1.2%	4.0%	0.9%
Stewart Manor	74	1.4%	2.0%	2.2%
Tri-Court	87	1.5%	2.0%	2.0%
University House	101	1.7%	2.0%	0.4%
University West	113	2.5%	2.0%	1.6%
West Town View	59	0.8%	2.0%	0.5%
Westwood Heights	130	2.4%	2.0%	3.0%
Yesler Terrace	561	1.5%	2.0%	1.5%
Scattered Sites A	61	5.0%	4.0%	1.1%
Scattered Sites A-5+	121	1.9%	4.0%	1.2%
Scattered Sites B	67	3.1%	4.0%	2.2%
Scattered Sites B-5+	112	3.5%	4.0%	2.7%
Scattered Sites C	84	3.5%	4.0%	1.2%
Scattered Sites C-5+	128	7.5%	4.0%	3.8%
Scattered Sites D	99	5.4%	4.0%	3.0%
Scattered Sites D-5+	73	6.4%	4.0%	4.2%

*NewHolly, Rainier Vista, and High Point have been excluded from this table. Vacancy in these communities is now measured using the private-sector practice of calculating vacancy loss.

Appendix F: Public Housing Rent Initiative Evaluation

Public Housing Rent Initiative

Using Moving to Work (MTW) flexibility, SHA has explored a variety of rent strategies to give incentives to public housing residents to achieve greater economic self-sufficiency and to increase efficiencies in rent policy implementation. SHA's current local rent initiative was implemented beginning with annual reviews and new residents in October 2005. The public housing rent initiative includes several distinct policy and procedure alternatives, several of which are MTW activities.

Summary of current policy

General policy: For most residents, rent is 30 percent of adjusted income.

Rent ceiling: If 30 percent of a household's income is greater than market rent, the household is eligible for a rent cap at market rent for 24-months.

Minimum rent: All residents pay an absolute minimum rent of \$50 per month, regardless of utility allowances, unless they have a hardship.

Households on fixed incomes living in non-tax credit units: Rent is 30 percent of adjusted income, but income recertification is only once every three years; in between, rents are increased in proportion with the Social Security cost of living adjustment.

Tenant Trust Accounts: SHA deposits 30 percent of qualified tenants' rent above a certain amount into an account the resident can use for self-sufficiency purposes and emergencies.

Background - 2000 rent policy

In 2000 SHA adopted a unique policy for calculating public housing rents using its Moving to Work authority. Under this policy, residents were assigned to one of three methods

of calculating their rent based on the sources of income:

Households with employment income:

Rather than having rent rise with their incomes, working residents' progressed through three 2-year rent ceilings that limited the size and frequency of rent increases. The rent ceilings were complemented by a "Tenant Trust Account," (TTA) into which SHA deposits a portion of working residents' rents. Residents can use the TTA for self-sufficiency expenses or emergencies.

Households on Temporary Assistance for Needy Families (TANF):

Rent was based on 25 percent of gross income, which is usually more than the household would pay under standard HUD rules.

Households on fixed incomes (e.g., Social Security): Rent was based on 30 percent of adjusted income, but the frequency of income recertification was reduced to once every three years; in between, rents were increased in proportion with the Social Security cost of living adjustment.

Minimum rent: All residents paid an absolute minimum rent of \$50 per month, regardless of utility allowances, unless they had a hardship in making such a payment.

Current policy - 2005 changes

After several years of monitoring and evaluating the 2000 rent policy and extensive public review, in FY 2005, SHA adopted major amendments to the policy to build on the successful elements of the original policy and eliminate confusing and administratively burdensome provisions.

Revised rent policy goals included most of those established in the 2000 rent policy:

- Remove disincentives and provide rewards for resident employment, job retention and wage progression;
- Preserve an economic safety net;
- Generate sufficient rent revenue to supplement federal subsidies; and
- Reduce unnecessary administrative procedures.
- Several new goals were added in 2005:
- If people have good prospects for economic self-sufficiency, the policy should help them prepare for the conventional housing market;
- Create revenue for self-sufficiency support services and budget skill training;
- Remove incentives for manipulation and fraud; and
- Implement a policy that is equitable that staff and service providers can support in order to educate and motivate residents.

The Board of Commissioners adopted a revised rent policy in June 2005 (*Resolution 4785*).

Major changes included:

- Expanding the Tenant Trust Account so that more working households are eligible, households can accumulate savings faster for clearly-defined self-sufficiency purposes;
- Eliminating the first two rent steps because the 2004 survey results show that residents do not see the steps as an incentive to get or keep a job;
- Eliminating the punitive rent formula for households whose only income is TANF;
- Requiring residents to report all increases in income above \$100 per month, between annual reviews, so that SHA may increase rent accordingly;
- For households reporting zero income who appear to be eligible for TANF or

unemployment benefits, imputing income from these sources until ineligibility is documented; and

- Allowing property managers to differentiate rents in studios and one-bedroom apartments to maintain high occupancy of studio units.

Under the revised policy, almost all residents see their rent calculated at 30 percent of their adjusted income. A few still benefit from a two-year rent step when 30 percent of their adjusted income reaches the market rent for their unit.

The Tenant Trust Account enables residents earning more than \$15,000 per year and paying at least \$494¹ in rent, to enroll in an automatic savings program. SHA saves a portion of participating residents' rent in a savings account at no additional cost to the resident. Participants can save up to \$10,000 depending on how much they earn and how long they participate. Tenant Trust Accounts can be used for specific things such as to pay for school or start a business, or toward a down payment on a home.

Evaluation process

This year's evaluation reports on rent policy implementation status and outcomes as informed by SHA's tenant databases and staff feedback.

Isolating the impacts of the rent policy from the impacts of the economy, HUD funding changes, and other social service programs in the community is nearly impossible.

In 2004 and 2008 SHA conducted surveys of tenants about the effects of the rent policy on their economic choices. The results are detailed in the 2004 and 2007 Annual Reports. Generally, SHA learned from those evaluations that rent policy is not a major driver in most residents'

¹ The policy calls for the threshold rent to be SHA's average operating cost per unit plus \$50. When the threshold rent was last updated in March 2006, SHA's average operating cost was \$444.

economic self-sufficiency decisions. SHA continues to explore other methods, both within and in addition to its rent policy, to encourage income adequacy and economic self-sufficiency among residents.

General income characteristics of households under the rent policy

In the last eleven years, there has been little change in the distribution of households by primary source of income, regardless of SHA's rent policy.

Primary source of income	1998	2008	2009
Wages	17%	22%	19%
Social Security/SSI	65%	63%	61%
TANF	12%	9%	10%
Other	4%	4%	5%
None	1%	2%	5%

The shift from TANF to wages between 1998 and 2004 is most likely attributable to implementation of Work First. The increase in zero income households is surprising given that HUD's income verification software allows SHA to obtain income information from several national databases.

Working households

SHA data shows that 20 percent of all households under the rent policy have at least some income from employment (compared to 25-26 percent the prior two years); while 19 percent have employment as their primary source of income (compared to 20-21 percent the prior two years). The average income among those with employment as their primary income

source was \$201,230, compared to \$21,960 in 2008. During 2009 100 households subject to the rent policy went from \$0 wages at the beginning of the year to an average wage of \$11,666 annually. This represents a significant drop for 2008 in which 142 households subject to the rent policy went from \$0 wages at the beginning of the year to an average wage of \$13,218 annually.

TANF participants

At the end of 2009 10 percent of households were receiving TANF as their primary source of income, up from nine percent the prior year. The average annual income of participants relying on TANF increased from \$5,590 to \$5,960 during the year.

Households on fixed-incomes

Sixty-one (61) percent of public housing households are on fixed incomes, such as Social Security, Social Security Supplemental Income (SSI), and pensions.

The average annual income for those whose primary income comes from these sources at the end of 2009 was \$10,575, up from \$10,018 at the end of 2008.

Evaluation results

The following tables represent SHA's efforts to clearly outline the ways in which the current implementation of its rent initiative utilizes MTW flexibility. As 2010 is the first year in which SHA will have to report to HUD in this manner, these tables are a work in progress.

MTW Activity #	Public Housing Rent- Ceiling rent two-year time limit			
55	When a tenant's calculated rent reaches the ceiling rent for their unit, the rent will not be increased beyond the rent ceiling for 24 months. After that time, the tenant's rent is calculated as 30% of adjusted gross income. <i>Hardship policy: This policy does not create a hardship and, in fact, reduces rents for applicable participants below their calculated rent.</i>			
Targeted MTW statutory objective	Self-sufficiency			
Schedule	This activity was first included in SHA's HUD-approved 2005 MTW Annual Plan. SHA has been implementing it ever since (where not prohibited by other funding requirements).			
Outcome Measures	Metric	Baseline	Benchmark	Results
	Households moving out of subsidized housing while under a ceiling rent time limit or shortly after expiration	0	10	In 2009 three households moved out while under the ceiling rent time limit. On average these households would have been paying \$253 more in rent to SHA than the market rent upon expiration of their 24 months ceiling rent.
	% of residents under a rent ceiling time limit who are paying the ceiling rent (i.e. their incomes have not fallen)	0%	50%	Of the households who were under a ceiling rent time limit at any time during 2009, only 24% were actually paying at least the ceiling rent.
Progress to Date	In 2009, 46 households were under a rent ceiling time limit at some point. The ceiling expired for 29 households. Staff believe 2009's economy had a negative effect on benchmarks. In addition, implementation of this policy has been compromised in Tax Credit properties, as SHA is unable to charge an amount higher than the maximum Tax Credit rent. Therefore, the incentive for households that can afford to move out to do so is diminished.			
Data sources	SHA's property management system maintains household income and rent information; and the start date, expiration date, and amount of ceiling rents.			
Authorizations Cited	MTW Agreement: Attachment C (C)(11).			

MTW Activity #	Public Housing Rent- Absolute minimum tenant payment			
56	Tenants pay a minimum rent (\$50 or more) even if rent calculation and/or utility allowance would normally result in a lower rental payment or even reimbursement. <i>Hardship policy: Residents may request a Minimum Rent Hardship Exemption for any of the following reasons: 1. Out-of-pocket medical expenses equal or exceed 50% of the gross household income and, as a result of the high medical deduction, the calculated rent, minus utility allowance if applicable, would be less than the established minimum rent. An exemption for this reason can be approved for up to 12 months. 2. The resident received no income the previous month due to a loss of income or waiting for an eligibility determination for assistance and / or would be evicted if the minimum rent requirement was imposed. An exemption for this reason must be requested monthly and cannot be approved for more than three (3) consecutive months. At no time will the monthly rent be reduced to less than \$0. Residents with exempt income are not eligible for a Hardship Exemption.</i>			
Targeted MTW statutory objective	Cost effectiveness			
Schedule	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan. Implementation began in 2001. Minimum rent was set at \$50 at that time and has not been increased since then, even though the policy allows for annual increases.			
Outcome Measures	Metric	Baseline	Benchmark	Results
	Savings to SHA	\$0 - Without this MTW activity, no savings would be realized.	\$198,000 = [Estimated average # of households on minimum rent for the year * estimated average savings to SHA per month * 12 months] = [330 * \$50 * 12]	\$204,859 = [Actual # of households on minimum rent at year end * actual average savings to SHA per month * 12 months] = [324*52.69*12]
	% of households with income greater than \$0 paying more than 30% of income for rent and utilities	0 - prior to this MTW activity, no household paid more than 30% of their income for rent and utilities.	Less than 40% (HUD's threshold for reviewing payment standards in the Voucher program)	1.5%
Progress to Date	At year end, 324 households were paying minimum rent. Over the course of the year, 373 households were at minimum rent at some point. The minimum rent is to be adjusted each year based on an inflation factor. To date, management has not made an adjustment to the minimum rent as the cumulative change is only about \$2 per month.			
Data sources	Income and rent amounts are maintained in SHA's property management databases.			
Authorizations Cited	MTW Agreement: Attachment C (C)(11).			

MTW Activity #	Public Housing Rent- Impute income from public benefits			
59	SHA may impute income in rent calculation for tenants declaring no income who appear eligible for, but who have not pursued, benefits from the State's Employment Security or Department of Social and Health Services (such as Unemployment or TANF). <i>Hardship policy: To the extent to which implementation of this MTW flexibility results in a household's calculated rent being lower than the minimum rent, the household may apply for the property's Minimum Rent Hardship Exemption.</i>			
Targeted MTW statutory objective	Cost effectiveness; Self-sufficiency			
Schedule	This activity was first included in SHA's HUD-approved 2005 MTW Annual Plan. Adopted changes were outlined in the 2005 MTW Annual Report and implementation began that year.			
Outcome Measures	Metric	Baseline	Benchmark	Results
	Revenue to SHA	\$0	\$0 – SHA hopes to not have to use this policy component	In 2009 SHA had not yet developed a system for distinguishing actual public benefits income from imputed income. Staff report, however, that no public benefit income has been imputed as the potential has proven sufficient to motivate residents to pursue a
	% of households whose income was imputed who then increase income by end of following year	0%	100%	To be reported in 2010 Annual Report.
Progress to Date	Income adequacy, even when achieved through public benefits, is an important step toward self-sufficiency. It provides families with increased stabilization and access to additional services that often result in decreases use of public services such as emergency room visits and the criminal justice system while also helping to prevent management issues and evictions which are costly to SHA.			
Data sources	A data collection system will be developed in 2010.			
Authorizations Cited	MTW Agreement: Attachment C (C)(11). Specific waivers include: 24 CFR 5.609.			

MTW Activity #	Public Housing Rent- Every third year rent reviews for fixed-income households			
58p	Rent reviews conducted for households exclusively on fixed-incomes (SS/SSI/pensions) only every three years. Rent increases by Social Security Cost of Living Adjustment in intervening years. <i>Hardship policy: Resident may request a full rent review at any time they believe their rent would be lowered by doing so.</i>			
Targeted MTW statutory objective	Cost-effectiveness			
Schedule	SHA included this policy element in its 2001 MTW Annual Plan. The first year of avoided rent reviews was 2004. Implementation continues.			
Outcome Measures	Metric	Baseline	Benchmark	Results
	Staff hours saved annually.	0 - no hours were saved prior to implementation.	465 hours in 2009 = [average time per review * # of eligible households in year * 67%] = [1 hour * 694 * .67]	In 2009 only 96 rent reviews were avoided, therefore, SHA saved only 96 hours. SHA is investigating the causes of the shortfall from the 2009 benchmark and will make changes in 2010 accordingly.
Progress to Date	SHA's anticipated savings having been curtailed by the addition of Low Income Housing Tax Credit financing to the majority of SHA's public housing units. Tax Credit rules require annual recertifications.			
Data sources	SHA's property management system maintains information about whether or not an annual review was required and performed. Average time per review and average time spent on keying data and providing notification in intervening years are based on management estimates.			
Authorizations Cited	MTW Agreement: Attachment C (C)(11).			

MTW Activity #	Public Housing Rent- Tenant Trust Accounts			
66	A portion of working public housing residents' income may be deposited in an escrow account for use toward self-sufficiency purposes. <i>Hardship policy: Participants may opt out of the TTA program at any time.</i>			
Targeted MTW statutory objective	Self-sufficiency			
Schedule	This activity was first included in SHA's HUD-approved 2000 MTW Annual Plan and revised in the 2005 MTW Annual Plan. SHA established the Tenant Trust Account program in 2000 and began implementation in 2001. In 2005 the program was revamped. Implementation continues.			
Outcome Measures	Metric	Baseline	Benchmark	Results
	% Active TTA participants moving to the private market or homeownership.	% of non-TTA working households reporting who left subsidized housing during the year	10%	7%
	Year end average TTA balances	\$0 - This program would not exist without MTW	\$1,112 (prior year end average)	\$1,177
	Foregone rent revenue	\$0 – SHA would receive all of the rent revenue without this program	To be determined.	\$39,200 (2009 TTA withdrawals that did not go to SHA)
Progress to Date	At year end, 307 participants were enrolled with 164 receiving monthly deposits.			
Data sources	Move out reason and TTA participation are maintained in SHA's property management databases. TTA balance and withdrawal information are maintained in SHA's financial system.			
Authorizations Cited	MTW Agreement: Attachment C (C)(11).			

Appendix G: Resident Satisfaction Survey



Resident Satisfaction Survey

RESULTS SUMMARY

November 2009

Prepared by,
Hebert Research, Inc.

13629 NE Bel-Red Road
Bellevue, WA 98005
(425) 643-1337

Table of Contents

Table of Contents	2
Executive Summary.....	3
Research Goals and Objectives	8
Research Methodology	9
Survey Participant Profile.....	11
General Information Regarding this Report	15
Overall Satisfaction (Q5)	16
Contact with Seattle Housing Authority Regarding Rent (Q6, Q7)	27
Maintenance and Repairs (Q8 & Q9)	28
Safety in Community (Q10).....	35
Property Management (Q11 & Q12)	40
Voucher Holder Satisfaction (Q13)	47
Satisfaction with the Inspection Process (Q14)	52
Improvements to Home and Community/Building (Q15 & Q16)	56
Agreements with Seattle Housing Authority Activities (Q17)	57
Hours Spent Away from Home per Day (Q18).....	62
Waiting List (Q19)	64
Community Choice (Q19).....	65
Tobacco Usage (Q20-Q22)	68
Conclusions	70
Appendix: Questionnaire	72

Executive Summary

Research Objectives

The primary objectives of the Seattle Housing Authority research were to evaluate the effectiveness of SHA's operations by interviewing 325 SHA residents currently residing in SHA operated housing.

Variables tested in this research included:

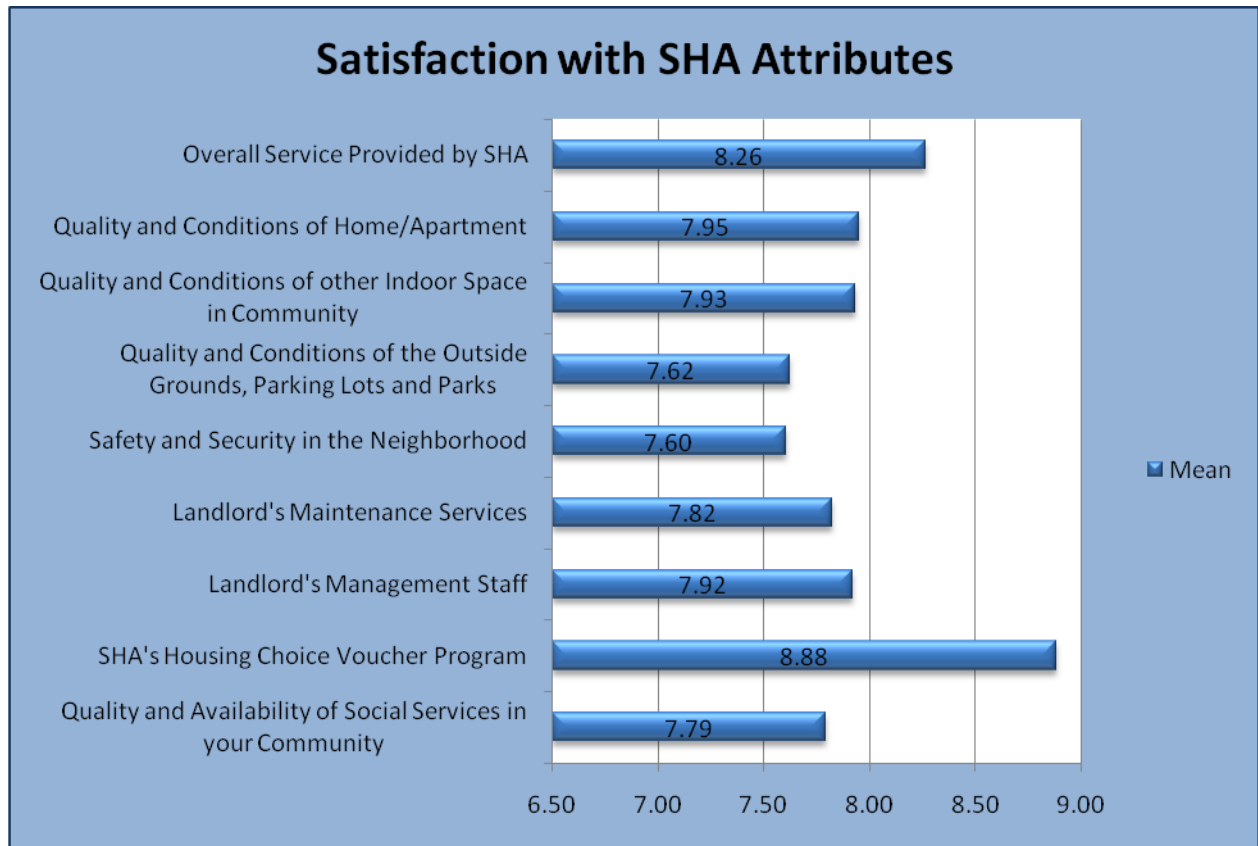
- Assessing residents' satisfaction level with housing, other indoor spaces in the community and outside grounds,
- Measuring the perception of safety and security within each resident's neighborhood,
- Examining satisfaction with resident treatment, maintenance and management staff
- Evaluation of residents satisfaction with the home inspection process
- Analyzing the perceived quality and availability of social services
- Testing the satisfaction and identifying the needs of residents

Statistical Significance

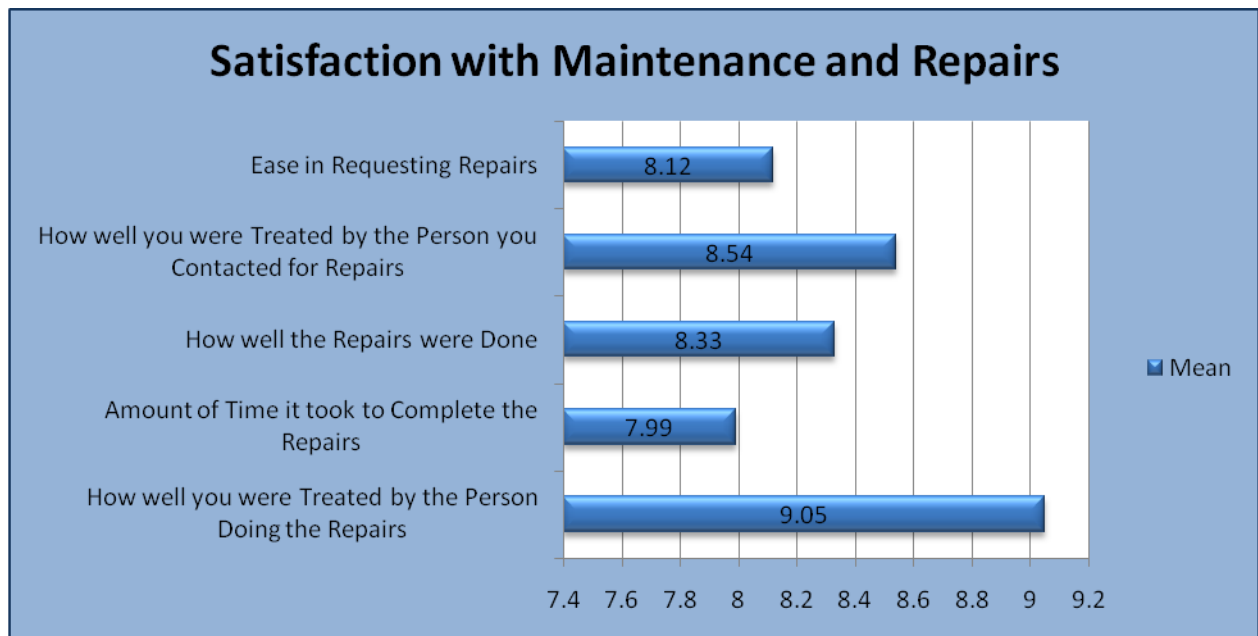
Statistical significance explains the differences among groups and variables. What this means is that when a value, if found to be significant (a p value of .05 or less) exists, that the groups involved have significantly different opinions about the particular subject. In instances where the value is not significant, it reflects that the group, as a whole has a similar opinion about the variable being tested.

This research revealed that SHA residents are extremely satisfied in all of the objectives mentioned above. These findings were truly remarkable; in most satisfaction surveys results do not contain nearly the same degree of satisfaction as can be found among SHA residents. The following is a brief summary of the findings:

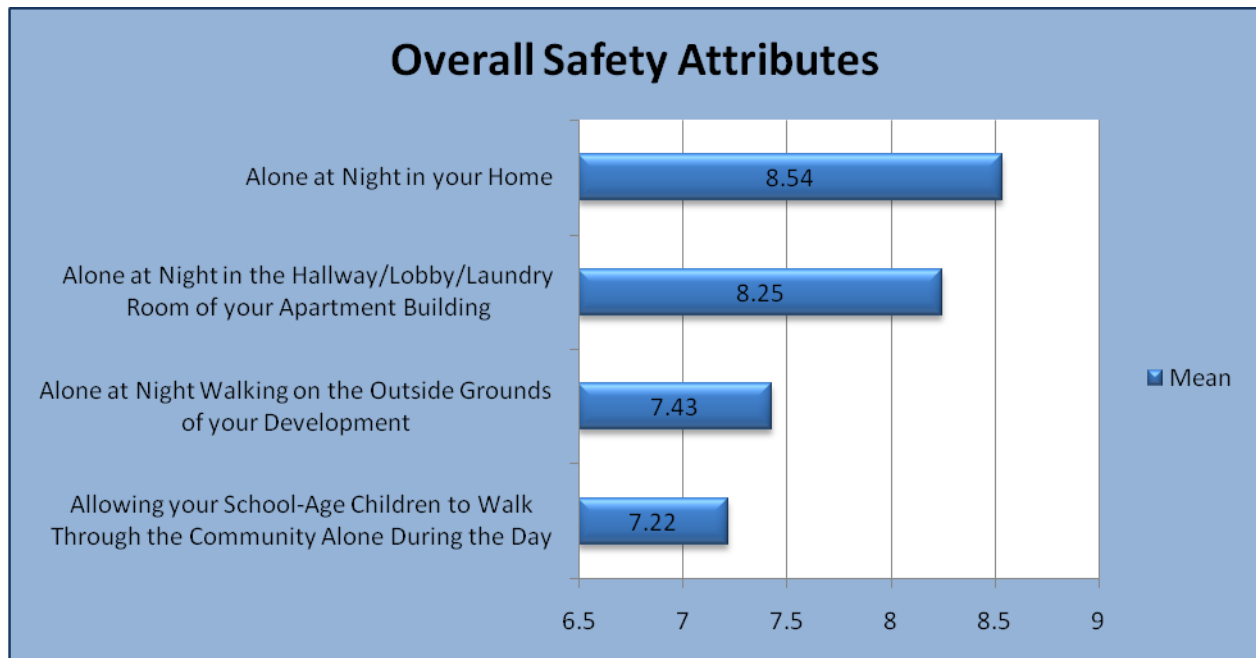
Q5: Satisfaction with SHA Attributes



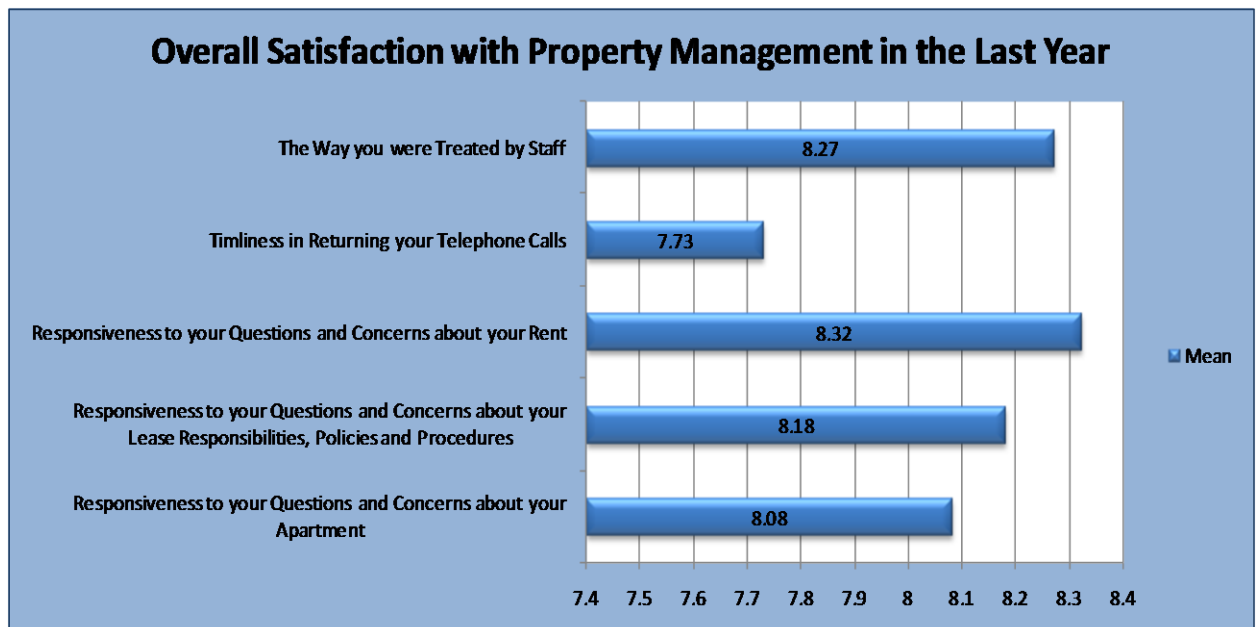
Q9. Satisfaction with Maintenance and Repairs



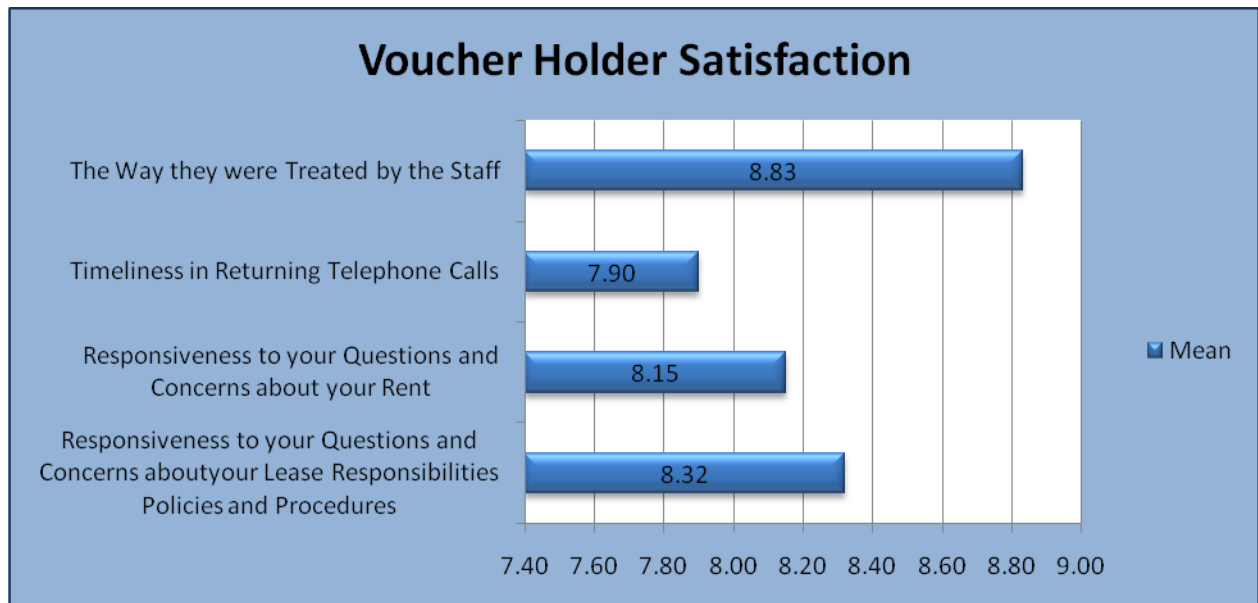
Q10. Overall Safety Attributes



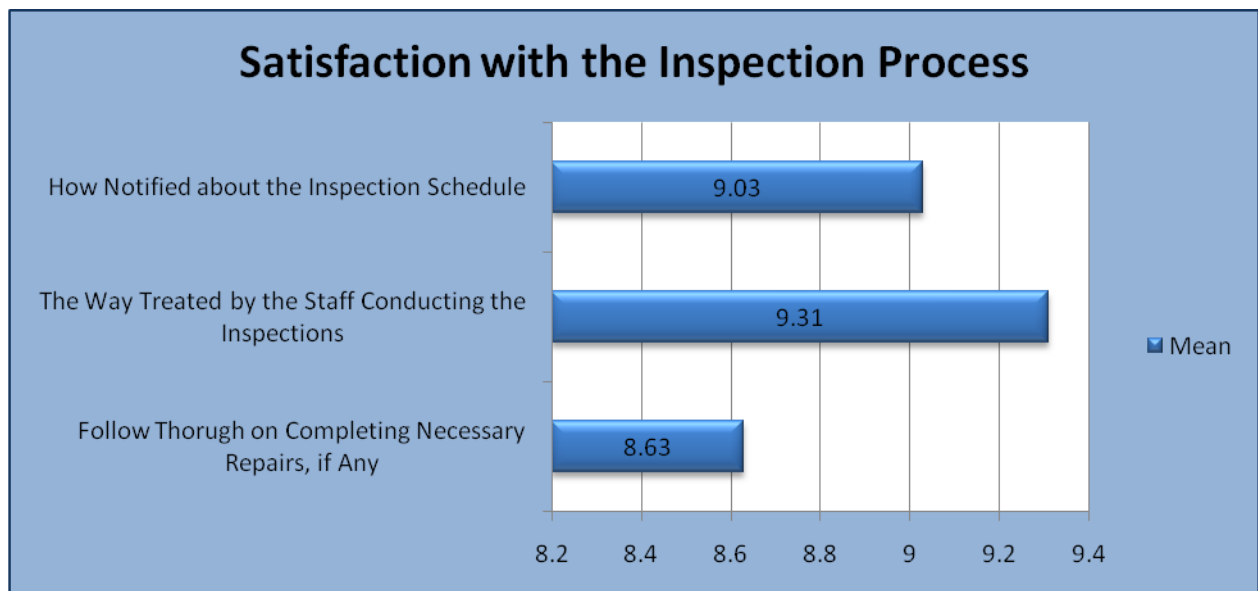
Q12. Overall Satisfaction with Property Management in the Last Year



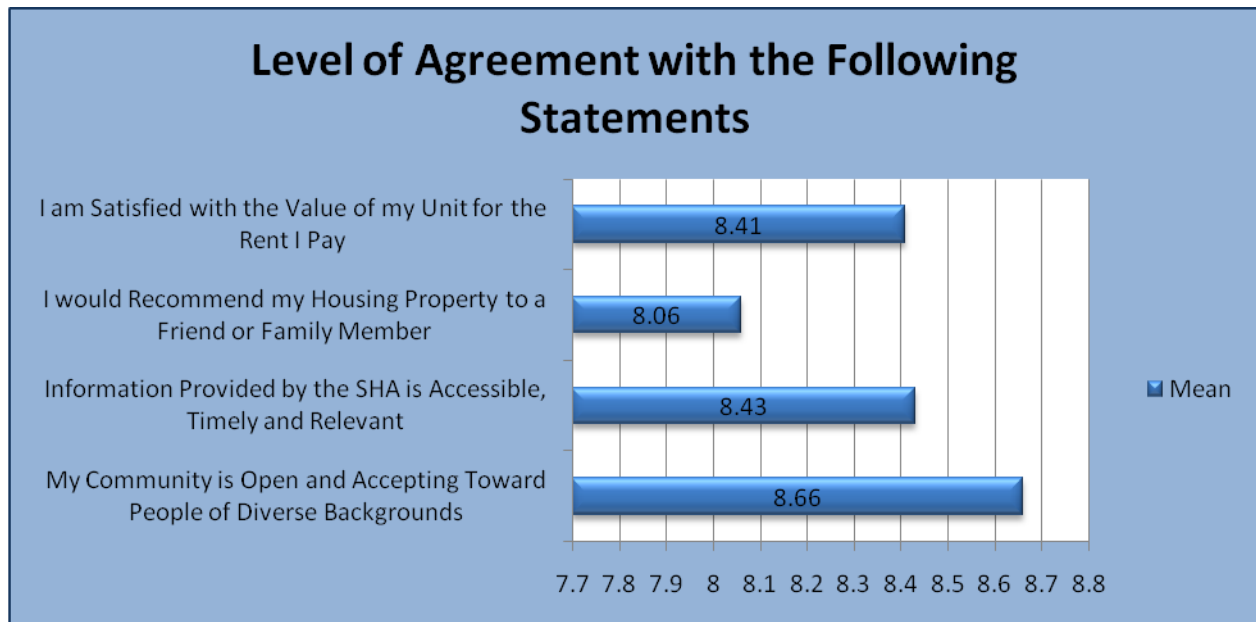
Q13. Voucher Holder Satisfaction



Q14. Satisfaction with the Inspection Process



Q17. Level of Agreement with the Following Statements



In addition, the following findings emerged from the research:

- Q8. 62.1% of the respondents contacted their landlord for maintenance or repairs one to five times in the last year.
- Q11. Nearly two thirds of respondents (64.6%) did not contact their housing management for reasons other than a repair request or rent-related issue.
- Q18. On average, respondents spend 4.74 hours away from home per day and 34.9% of respondents are away from their home between six and ten hours per day.
- Q19. The average time respondents reported waiting for housing is 1.83 years.
- Q19. For 69.8% of the respondents, the community they live in now is their first choice.
- Q19. The most important reasons for choosing the location residents live in was that there are stores and restaurants that carry the kind of food they eat (54.4%) and that the location is near a bus line (50.0%).
- Q20-Q22. Nearly 80% of respondents reported that they do not smoke tobacco, while nearly 64% stated they think their building should be smoke-free.

Research Goals and Objectives

Research Goal

The primary goal of the Seattle Housing Authority Research will be to evaluate the effectiveness of Seattle Housing Authority's (SHA's) operations by interviewing a random sample of Seattle residents currently residing in SHA-operated housing or in households using Tenant-based Housing Choice Vouchers.

Research Objectives

The following are the objectives that were accomplished in the research:

- Assess residents' satisfaction level with the following:
 - Their current housing and related indoor and outdoor spaces
 - Treatment of residents by their landlord's maintenance and management staff and staff of the Voucher program (where applicable) in regard to:
 - Responsiveness
 - Timeliness
 - Effectiveness
 - Home inspection process
- Measure the residents' perceptions of safety and security
- Obtain information about factors in choosing their housing location
- Assess resident tobacco use and interest in smoke-free buildings
- Compare the findings across different demographic segments

Research Methodology

Hebert Research conducted a statistical survey of 325 Seattle Housing Authority housing participants in October 2009. Participants were randomly selected from a pool of all SHA housing participants living in SHA-operated housing or using a tenant-based Voucher in Seattle for whom SHA had a phone number on file.

To maximize the participation of the respondents in the research, a pre-notification letter was sent to inform residents of the upcoming survey and to encourage their participation if they were called.

The survey was conducted using English as well as non-English speaking interviewers in order to reach a broad cross-section of residents regardless of background. Qualified translators called non-English households and referrals were prepared when English interviewers encountered a non-English resident so that the appropriate translator could follow up and complete the interview.

Survey

All interviews in this study were conducted via telephone. Probability sampling frames for telephone surveys are administered electronically through the Computer-Assisted Telephone Interviewing (CATI) system. If the randomly selected potential respondents were unable to complete the surveys during the initial contact, up to five attempts were made at different times of the day. All surveys were conducted by highly experienced in-house research assistants who have collectively spent decades on completing interviews as well as qualified translators.

Margin of Error

The estimated maximum margin of error for a sample size of 330 at the 95% confidence level is $\pm 5.3\%$.

Non-English Interviews

Hebert Research, in conjunction with the Seattle Housing Authority, recruited participants to conduct foreign language interviews. Extensive recruiting efforts were made to reach non-English participants and based upon the sample of residents used Hebert Research was able to successfully conduct interviews in Russian, Somali, Chinese, Vietnamese and English.

Analysis

The data were analyzed using generally accepted univariate measures of central tendency. Multivariate analyses were also conducted to examine whether differences existed between groups. Variables examined included:

- Housing portfolio (Tenant-based Housing Choice Voucher, LIPH North, LIPH South, Scattered Sites, IPM Yesler Terrace, IPM HOPE VI, IPM Special Portfolio, SSHP) [Data provided by SHA]

- Housing program (Housing Choice Voucher, Public Housing, SSHP, Tax Credit, None) [Data provided by survey respondent]
- Housing structure (single family home, duplex/triplex, apartment building with interior hallways, apartment building without interior hallways)
- Gender
- Age of Head of Household
- Interview conducted in English or non-English language

The multivariate analysis consisted of Analysis of Variance (ANOVA), Chi-Square analysis and Discriminant analysis.

Interpretations and inferences set forth in the analysis are intended to provide an independent statistical perspective. The statistical procedures utilized were applied with a 95% confidence level for estimating values and/or providing significant inferences. A 0.05 significance level was used as the criterion to test hypotheses. Multivariate analysis findings, if statistically significant, are reported at the end of each section. The statistical significance is measured by p-value (if $p \leq .05$, the statistical test is significant; if $p > .05$, the statistical test is not significant).

The p value explains the relationship between two or more variables. A p value of .05 indicates that there is a 5% chance that the relationship between the two variables does not exist. Thus, a p value of .04 indicates that there is a 4% chance that the relationship between the variables does not exist.

Hebert Research has made every effort to produce the highest quality research product within the agreed specifications. The customer understands that Hebert Research uses those statistical techniques which, in its opinion, are the most accurate possible. However, inherent in any statistical process is a possibility of error which must be taken into account in evaluating the results. Statistical research can predict consumer reaction and market conditions only as of the time of the sampling, within the parameters of the project, and within the margin of error inherent in the techniques used.

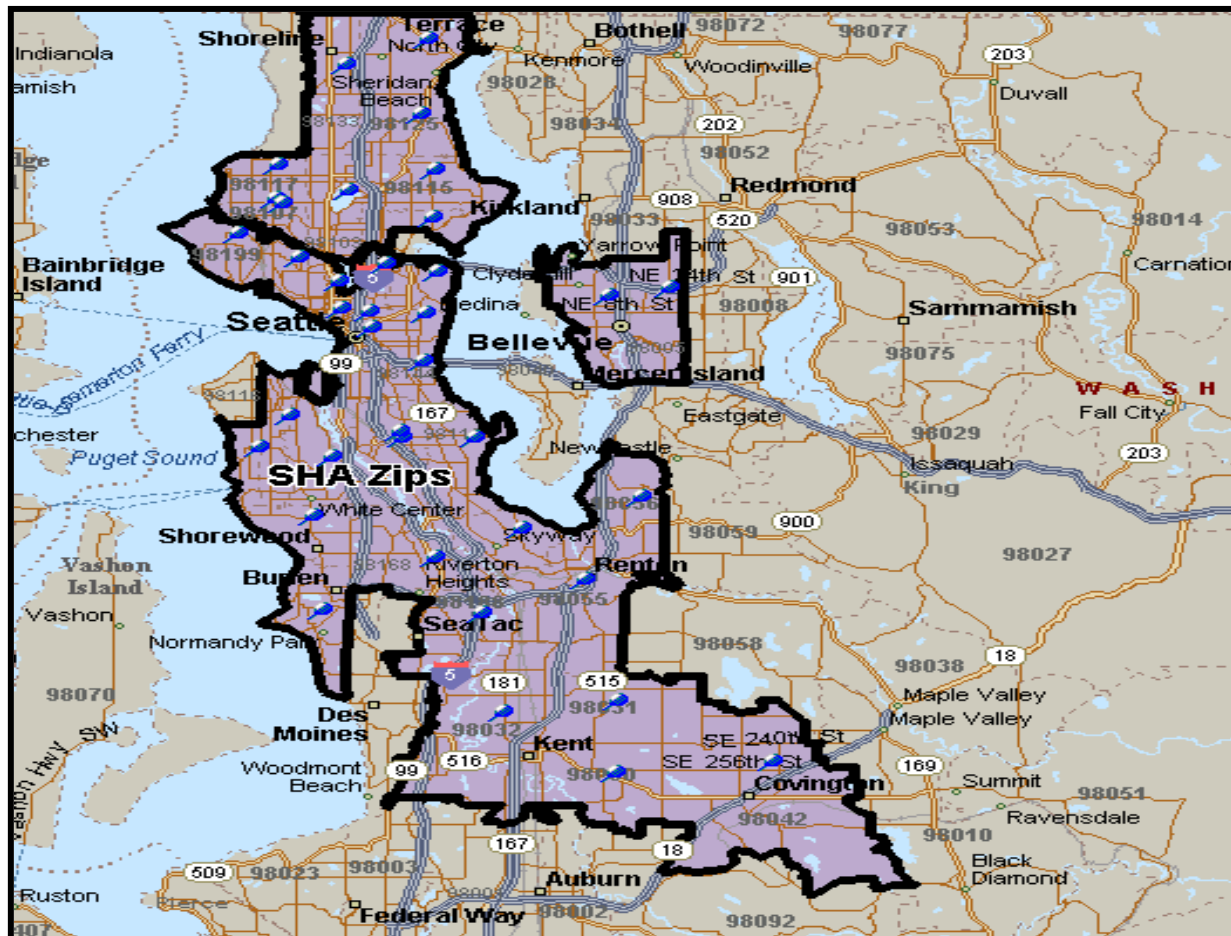
Evaluations and interpretations of statistical research findings, and decisions based on them, are solely the responsibility of the customer and not Hebert Research. The conclusions, summaries and interpretations provided by Hebert Research are based strictly on the analysis of the data gathered and are not to be construed as recommendations; therefore, Hebert Research neither warrants their viability nor assumes responsibility for the success or failure of any customer actions subsequently taken.

Statistical differences, when significant are reported below the appropriate graph or table. In instances where no statistical difference exists, no report is listed.

Survey Participant Profile

This section provides a demographic profile of survey respondents. Where possible, the respondents' data is compared to that of the representative sample provided to Hebert Research for the survey.

The following map illustrates the areas where those respondents who completed the interview resided. In addition, the table below shows those zip codes with the highest percentage of respondents currently live.



Zip Code Density			
Zip Code	Area	Previous	Current
98118	Beacon Hill	16.1%	13.9%
98104	Downtown	9.0%	7.9%
98108	South Beacon Hill	6.5%	7.1%
98122	Madrona	6.5%	5.7%
98125	Pinehurst	6.5%	8.2%
98126	West Seattle	6.5%	8.6%
98101	Downtown	3.5%	2.8%
98103	University District	3.0%	3.7%

A total of 325 interviews were completed, of those interviewed 41.9% were male and 58.1% were female.

Gender		
Gender	Respondents	Sample
Male	41.9%	36.9%
Female	58.1%	63.1%

In addition, 25.1% of the interviews were conducted in languages other than English. There were 74.9% of the interviews conducted in English. Due to SHA's limited data on preferred language in some portfolios, a comparison between respondents and the sample data is not possible.

English and Non-English Speaking	
Language	Respondents
English	74.9%
Non-English	25.1%

The most prominent language of respondents other than English was Vietnamese with 11.4% followed by Somali with 8.2%. Russian and Chinese made up 3.4% and 2.1% of the sample respectively. The following is a breakdown of the surveys conducted in a language other than English:

Language of Respondents	
Language	Percentage
English	74.9%
Vietnamese	11.4%
Chinese	2.1%
Somali	8.2%
Russian	3.4%

There were 44.2% of respondents who participate in low income public housing and 42.9% who have a housing choice voucher. The most common type of home that respondents live in is an apartment building with interior hallways with 49.4% followed by single family homes with 24.5%. Prior to their current home, one third of respondents (33.2%) lived in other subsidized housing and 27.6% lived in unsubsidized private rentals.

Housing Program		
Program	Respondents	Sample
Low Income Public Housing	44.2%	43.3%
Housing Choice Voucher	42.9%	42.9%
SSHP	11.4%	8.3%
Tax Credit	3.5%	N/A
None	2.8%	0.9%

**Totals may be higher than 100% as respondents were able to select multiple options.*

Age of Head of Household

Age of Respondents		
Age	Percentage	Sample
18-24	3.7%	3.0%
25-34	12.4%	13.6%
35-44	14.5%	17.7%
45-54	22.8%	20.6%
55-64	22.8%	19.5%
65 and Older	25.3%	26.6%

Presence of a Disability in the Household

Presence of a Disability in the Household		
Disability	Percentage	Sample
Yes	38.6%	46.4%
No	61.4%	53.6%

Type of Housing Currently Lived in

Type of Home Currently Living In	
Type of Home	Percentage
Single Family Home	24.5%
Duplex or Triplex	8.8%
Apartment Building with Interior Hallways	49.4%
Apartment Building without Interior Hallways	17.3%

Residence Prior to Current Home

Residence Prior to Current Home	
Residence	Percentage
Other Subsidized Housing	33.2%
Unsubsidized Private Rental	27.6%
Homeless/Shelter	3.4%
Transitional Housing	10.3%
With family or Friends	9.1%
Other	16.3%

General Information Regarding this Report

0 to 10 scale classifications

The graphs throughout the report are organized into those responses that are low, medium and high based on a 0 to 10 scale. Low responses represent those respondents who gave ratings between 0 and 3, medium responses represent ratings between 4 and 7 and high responses represent ratings between 8 and 10.

SHA-operated versus privately operated housing

Unless otherwise specified, questions refer to the housing and services provided by the respondent's landlord. For Tenant-based Vouchers, these landlords are typically not SHA. If no statistical difference is indicated between Tenant-based Voucher participants and other Housing Portfolios, that indicates that services and quality between the two housing groups are rated comparably by respondents.

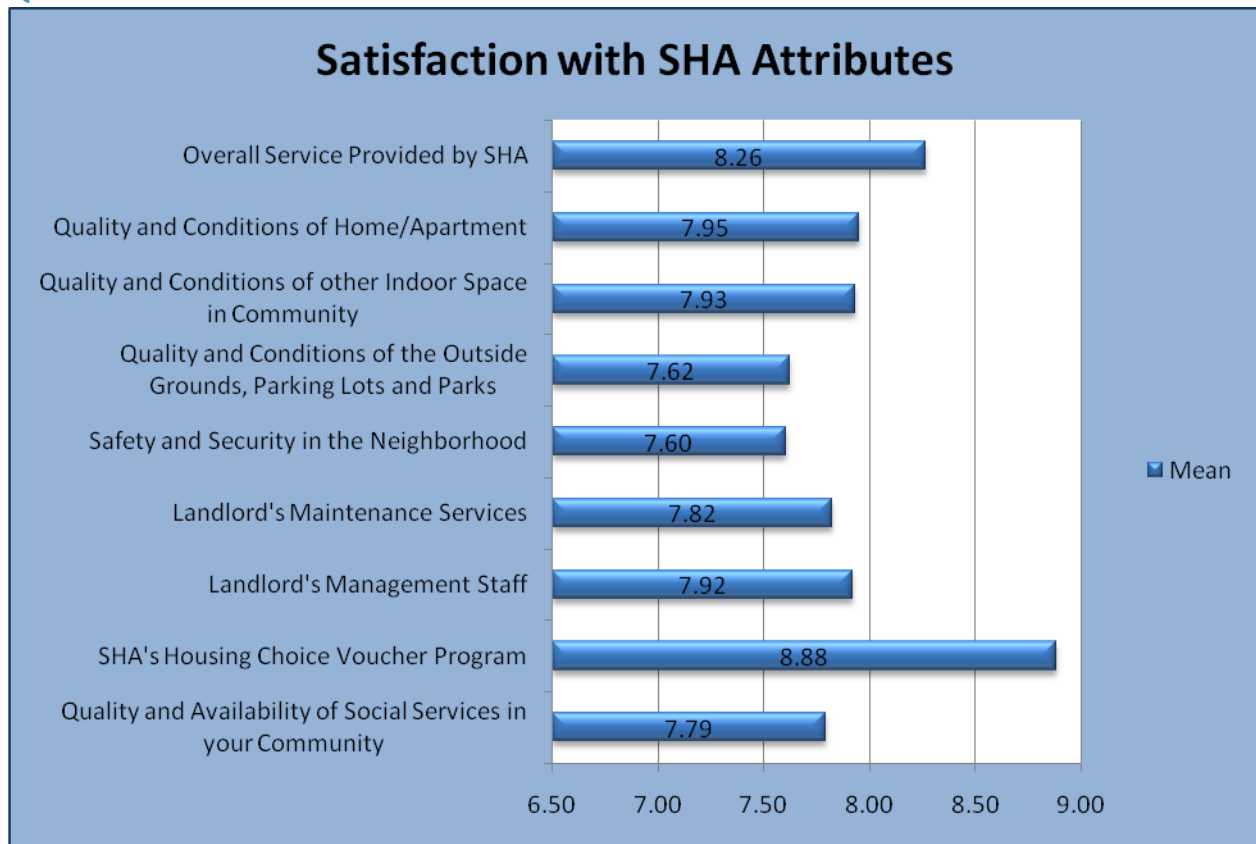
Statistical differences

Statistical differences, when significant are reported below the appropriate graph or table. In instances where no statistical difference exists, no report is listed.

Overall Satisfaction (Q5)

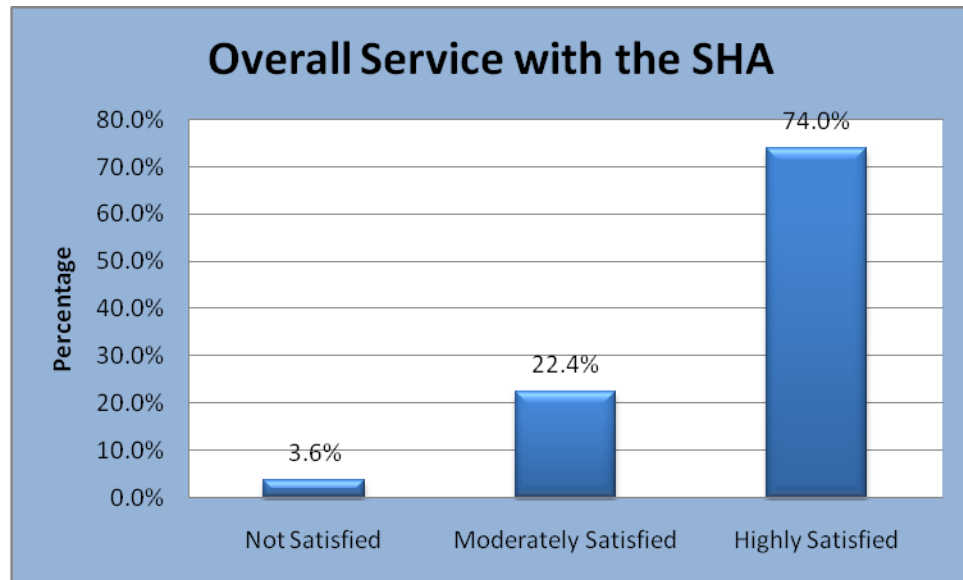
Overall, respondents were highly satisfied with the services provided by the SHA and their housing provider, with every attribute receiving an average rating of “7” or higher. Satisfaction with the SHA’s Housing Choice Voucher Program staff received the highest overall satisfaction with a mean rating of 8.88 which was followed closely by the overall service provided by the SHA with an average rating of 8.26. ***The distribution of all of these attributes can be seen in the subsequent pages.***

Q5: Satisfaction with SHA Attributes



5_a: Overall Service with the SHA

Mean = 8.26



Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
Gender	Male	Female	<i>p-value</i>
Overall Service with the SHA	8.61	7.99	0.015

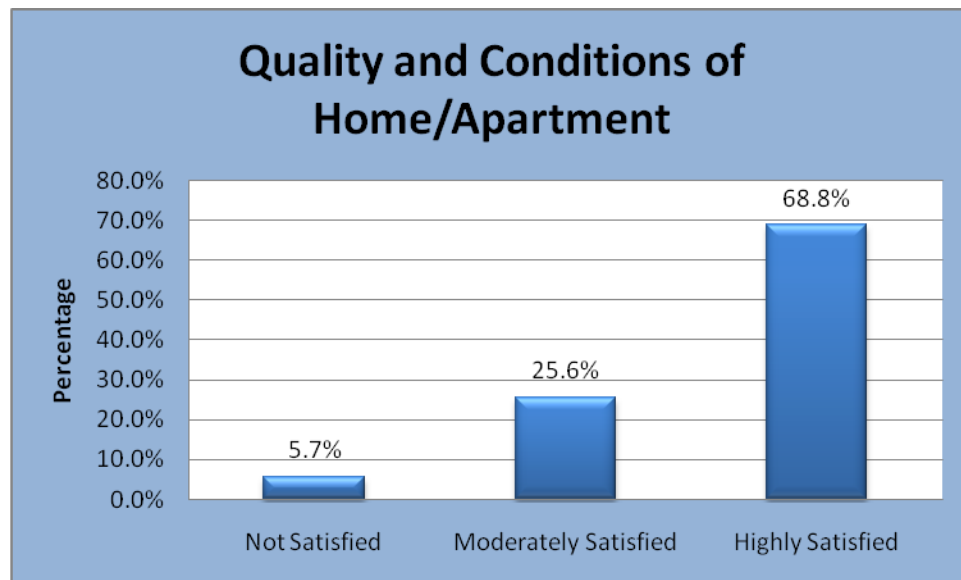
	Mean Likelihood Rating		Significance
Language	English	Non-English	<i>p-value</i>
Overall Service with the SHA	7.99	9.09	0.00

The Overall Service Provided by SHA	
Housing portfolio	Mean
Tenant-based Voucher	8.53
IPM-Special Portfolio	6.6
IPM Yesler Terrace	5.55
LIPH North	8.23
LIPH South	7.35
Scattered Sites	7.12
SSHP	8.64
HOPE VI	7.89
Significance Value	0.000

Overall Service with the SHA	
Housing Program	Mean
Low Income Public Housing	8.01
Housing Choice Voucher	8.69
Seattle Senior Housing Program	8.5
Significance Value	0.029

5_b: Quality and conditions of your home/apartment

Mean = 7.95



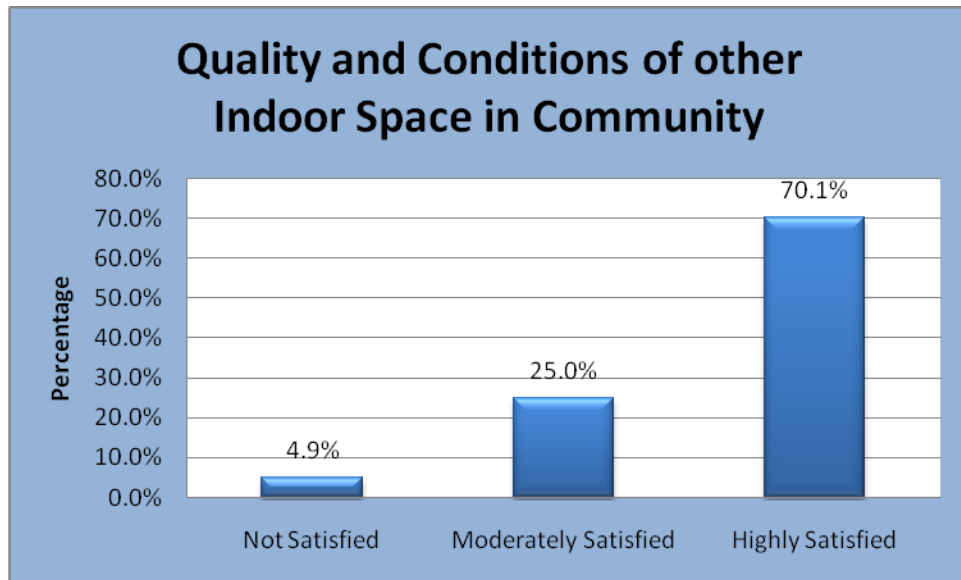
Statistical differences among sub-groups, if any:

Quality and Conditions of Your Home/Apartment	
Housing	Mean
Single Family Home	8.12
Duplex or Triplex	8.29
Apartment Building with Interior Hallways	8.20
Apartment Building without Interior Hallways	6.95
Significance Value	0.003

The Quality and Conditions of Your Home/Apartment	
Housing portfolio	Mean
Tenant-based Voucher	8.18
IPM-Special Portfolio	7.00
IPM Yesler Terrace	5.27
LIPH North	8.50
LIPH South	6.64
Scattered Sites	8.00
SSHP	8.46
HOPE VI	8.15
Significance Value	0.000

5_c: Quality and conditions of the other indoor spaces in your community

Mean = 7.93



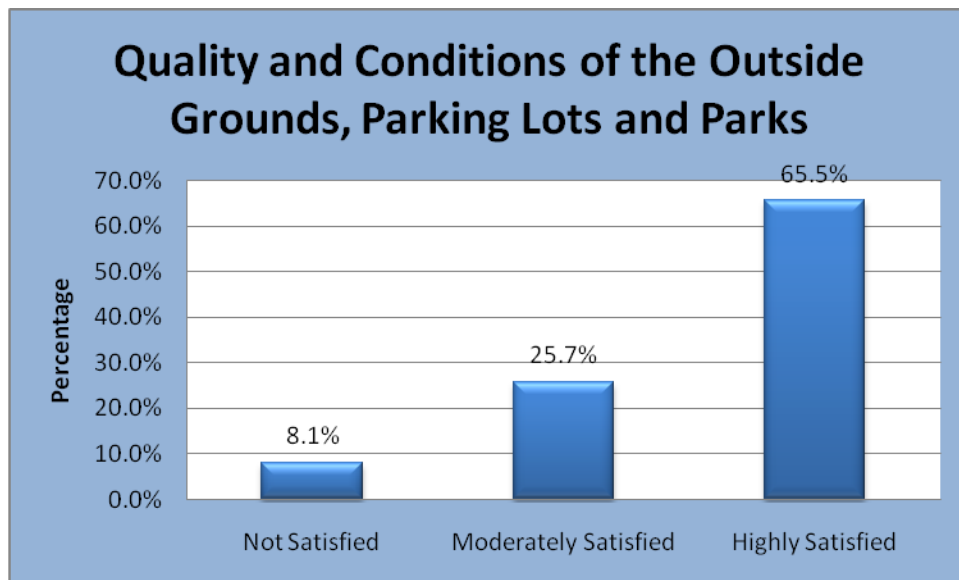
Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
	English	Non-English	<i>p-value</i>
The quality and conditions of the other indoor spaces in your community	7.75	8.39	0.032

The Quality and Conditions of the other Indoor Spaces in your Community	
Housing portfolio	Mean
Tenant-based Voucher	7.97
IPM-Special Portfolio	6.63
IPM Yesler Terrace	4.57
LIPH North	8.23
LIPH South	6.27
Scattered Sites	6.83
SSHP	8.89
HOPE VI	8.67
Significance Value	0.000

5_d: Quality and conditions of the outside grounds, parking lots and parks

Mean = 7.62

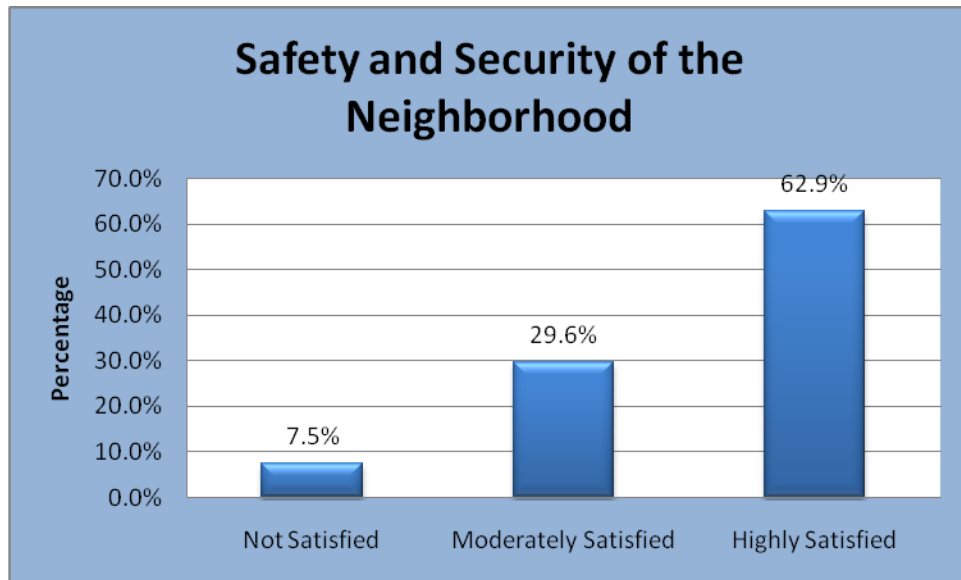


Statistical differences among sub-groups, if any:

The Quality and Conditions of the other Outside Grounds, Parking Lots and Parks	
Housing portfolio	Mean
Tenant-based Voucher	7.66
IPM-Special Portfolio	5.00
IPM Yesler Terrace	4.45
LIPH North	8.16
LIPH South	6.74
Scattered Sites	6.24
SSHP	8.52
HOPE VI	8.08
Significance Value	0.000

5_e: The safety and security of the neighborhood

Mean = 7.60



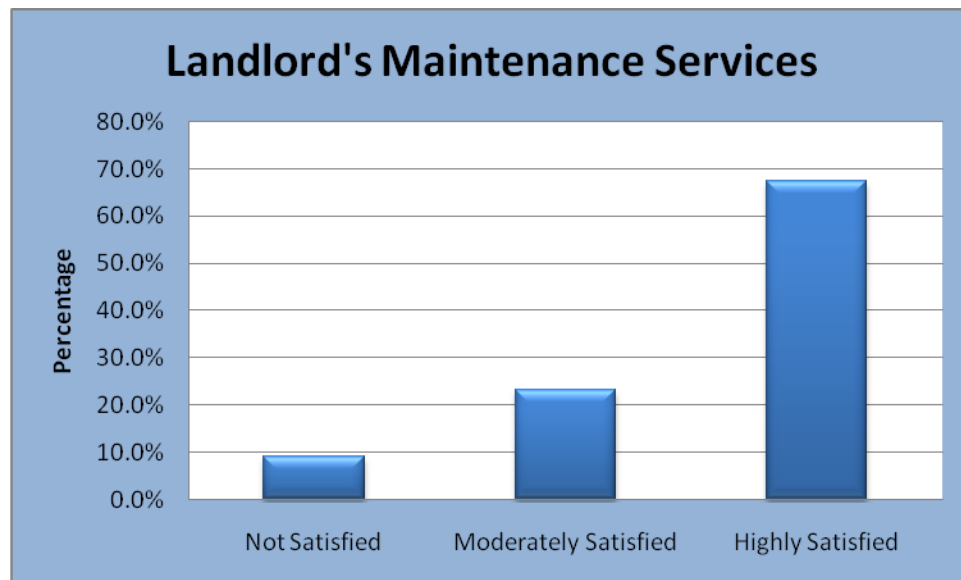
Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
Language	English	Non-English	<i>p-value</i>
The safety and security of the neighborhood	7.29	8.60	0.00

The Safety and Security of the Neighborhood	
Housing portfolio	Mean
Tenant-based Voucher	7.40
IPM-Special Portfolio	5.22
IPM Yesler Terrace	4.67
LIPH North	7.92
LIPH South	6.76
Scattered Sites	6.24
SSHP	8.12
HOPE VI	8.46
Significance Value	0.000

5_f: Landlord's maintenance services

Mean = 7.82



Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
	English	Non-English	<i>p-value</i>
Landlord's maintenance services	7.48	8.94	0.00

Landlord's Maintenance Services	
Housing portfolio	Mean
Tenant-based Voucher	7.77
IPM-Special Portfolio	5.10
IPM Yesler Terrace	6.42
LIPH North	8.40
LIPH South	6.83
Scattered Sites	5.88
SSHP	8.91
HOPE VI	7.30
Significance Value	0.000

Landlord's Maintenance Services	
Housing Program	Mean
Low Income Public Housing	7.69
Tenant-based Voucher	7.97
Seattle Senior Housing Program	9.20
Significance Value	0.027

5_g: Landlord's management staff

Mean = 7.92



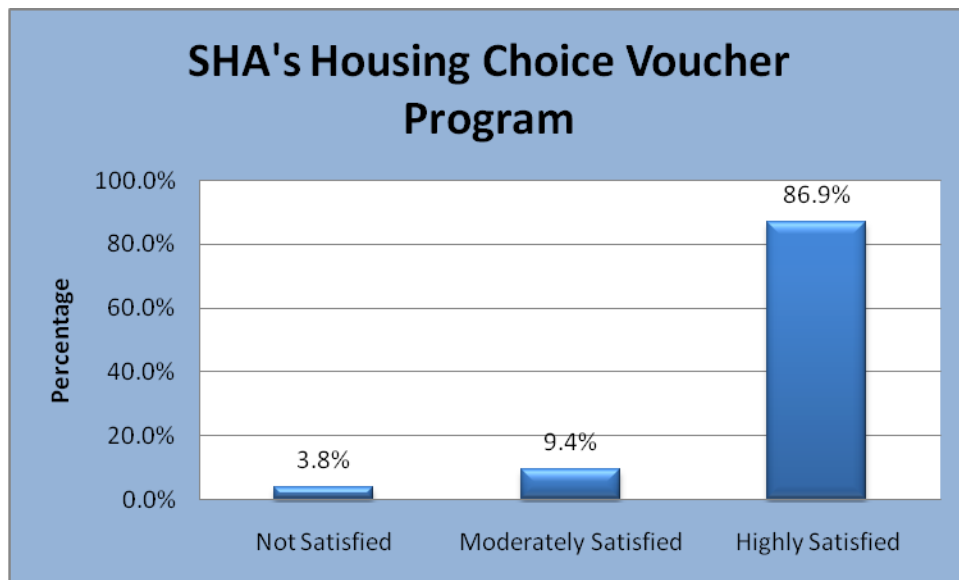
Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
	English	Non-English	<i>p-value</i>
Landlord's management staff	7.57	9.07	0.00

Landlord's Management Staff	
Housing portfolio	Mean
Tenant-based Voucher	7.57
IPM-Special Portfolio	5.40
IPM Yesler Terrace	7.00
LIPH North	7.85
LIPH South	6.76
Scattered Sites	8.60
SSHP	8.86
HOPE VI	7.52
Significance Value	0.019

5_h: SHA's housing choice voucher program

Mean = 8.88

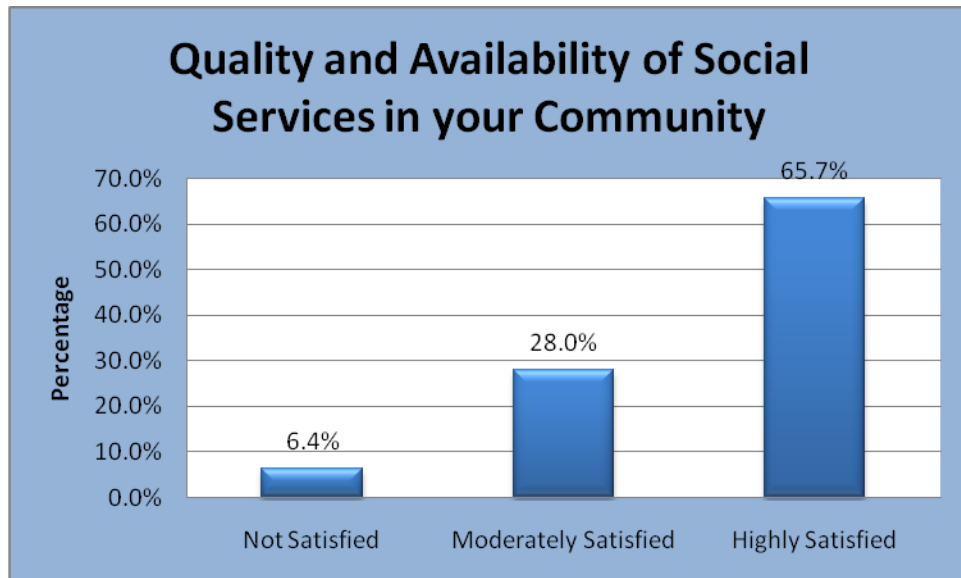


Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
Gender	Male	Female	<i>p-value</i>
SHA's Housing Choice Voucher Program	9.34	8.55	0.01

5_i: Quality and availability of social services in your community

Mean = 7.79



Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

Contact with Seattle Housing Authority Regarding Rent (Q6, Q7)

On average, respondents contact the SHA for rent related reasons 1.34 time per year. More than three out of five respondents (61.1%) reported that they had not contacted the SHA at all regarding rent in the past 12 months. Roughly one third of respondents (34.5%) reported that they had contacted the SHA regarding rent one to five times in the previous year and 4.3% had contacted the SHA more than six times in the previous year.

Number of Times Contacted SHA for Reasons Related to Rent	
Number	Percentage
None	61.1%
1 to 5	34.5%
6 to 10	2.0%
11 or More	2.3%
Mean	1.34

Statistical differences among sub-groups, if any:

Respondents who were 25 to 34 years old contacted the SHA for rent related reasons significantly more than other age groups (3.86 times per year).

Times Contacted the SHA for Reasons Related to your Rent	
Age	Mean
18-24	1.22
25-34	3.86
35-44	0.82
45-54	1.83
55-64	1.50
65 and Older	0.70
Significance Value	0.036

In the 2009 research, 81.8% of respondents understood how the SHA calculates their residents' rent.

Understanding of how SHA Calculates your Rent	
Response	Percentage
Yes	81.8%
No	18.2%

Maintenance and Repairs (Q8 & Q9)

When asked about the number of times respondents have contacted their landlord for maintenance or repairs, on average respondents made contact 2.26 times in the past year. A majority of respondents (62.1%) reported making contact one to five times in the last year and 28.8% had not contacted their landlord for maintenance or repairs in the past year.

Number of Times Contacted Landlord for Maintenance or Repairs	
Number	Percentage
None	28.8%
1 to 5	62.1%
6 to 10	5.0%
10 or More	3.1%
Mean	2.26

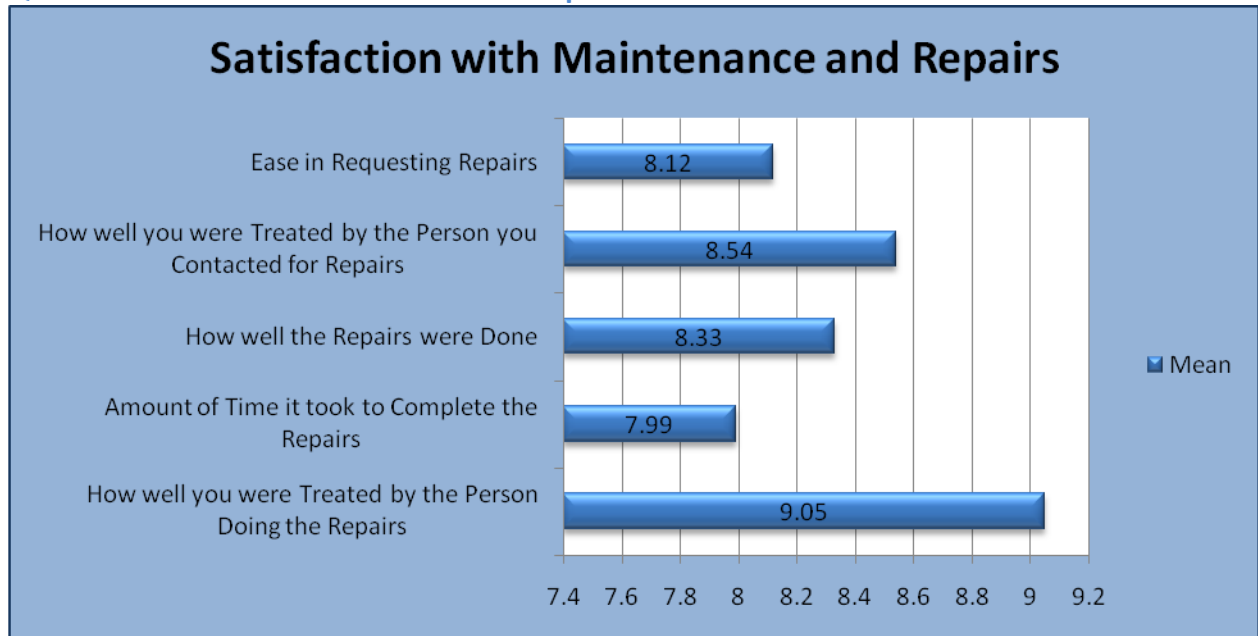
Statistical differences among sub-groups, if any:

English speaking respondents were significantly more likely to contact their landlord for maintenance or repairs than were non-English speaking respondents with average ratings of 2.49 and 1.3 respectively.

Number of Times Contacted Landlord for Maintenance or Repairs		
Mean Rating	English	Non-English
	2.49	1.3
Significance Value	0.007	

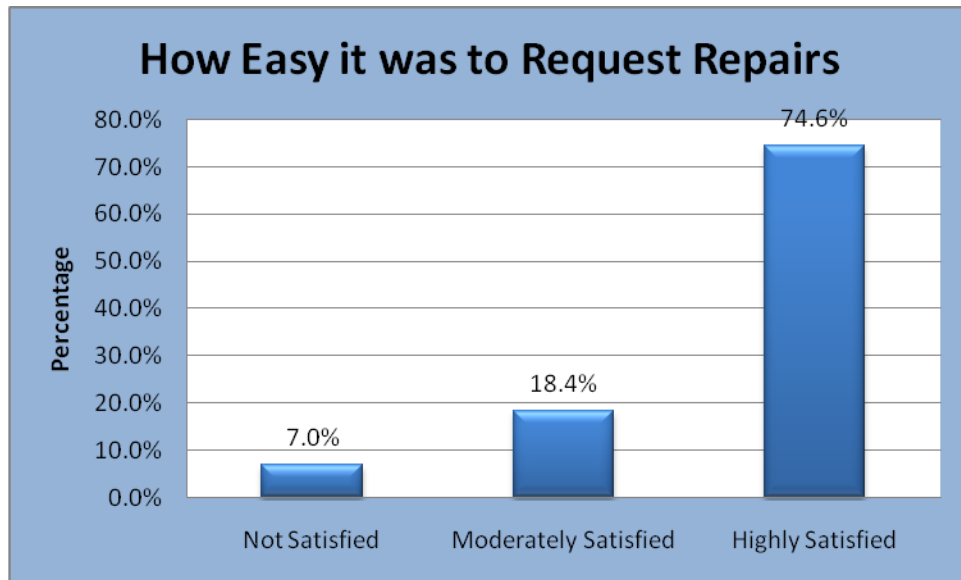
In regard to the satisfaction with the maintenance and repairs, respondents were extremely satisfied with all of the attributes and gave average ratings of “8” for all but one attribute (7.99). Respondents expressed the highest satisfaction in the way they were treated by the person doing the repairs with a mean rating of 9.05. Respondents were also highly satisfied with the treatment they received from the person they contacted for the repairs and how well the repairs were done with average ratings of 8.54 and 8.33 respectively. ***The distribution of all of these attributes can be seen in the subsequent pages.***

Q9: Satisfaction with Maintenance and Repairs



9_a: How easy it was to request repairs

Mean = 8.12

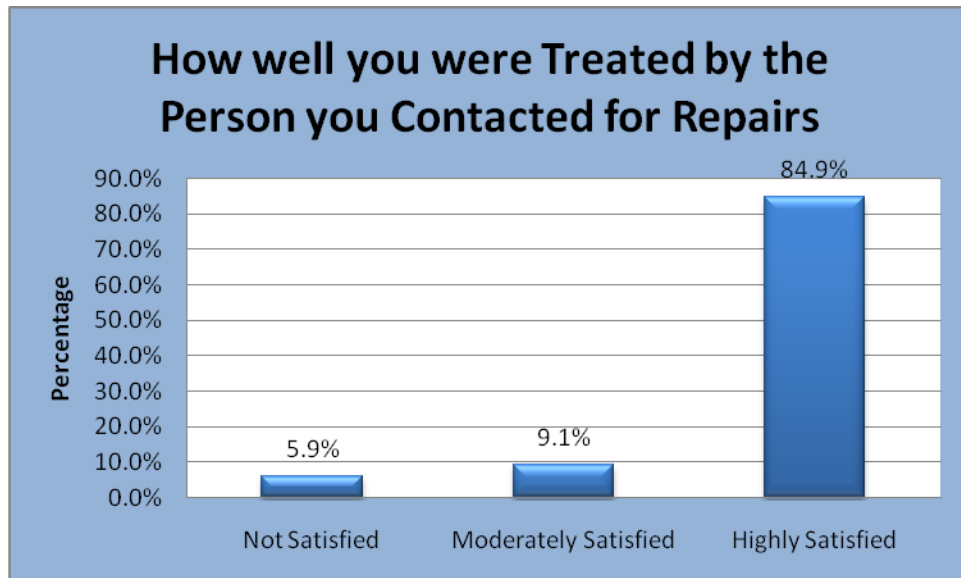


Statistical differences among sub-groups, if any:

How Easy it was to Request Repairs	
Housing portfolio	Mean
Tenant-based Voucher	8.31
IPM-Special Portfolio	5.13
IPM Yesler Terrace	7.45
LIPH North	8.43
LIPH South	7.35
Scattered Sites	7.50
SSHHP	8.85
HOPE VI	7.81
Significance Value	0.029

9_b: How well you were treated by the person you contacted for repairs

Mean = 8.54

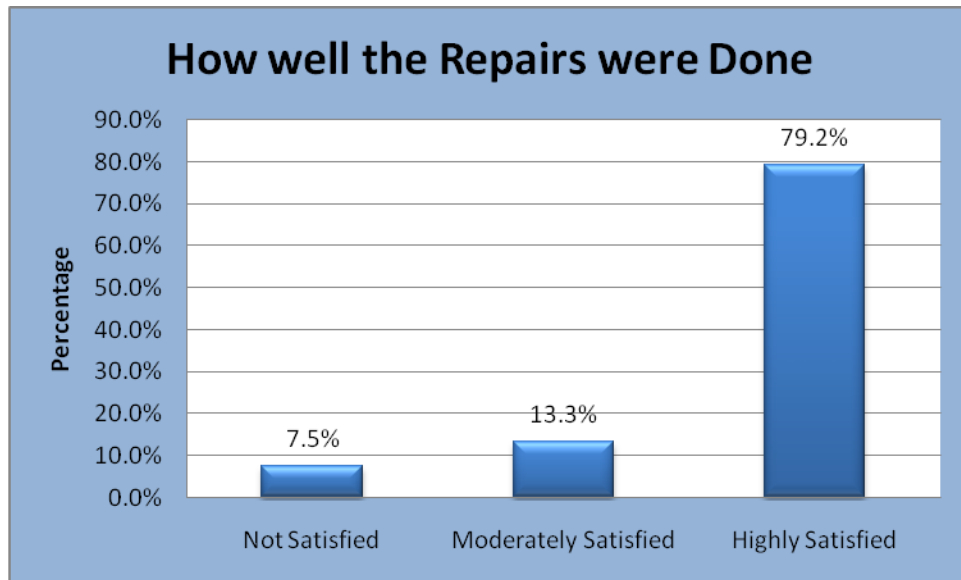


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

9_c: How well the repairs were done

Mean = 8.33

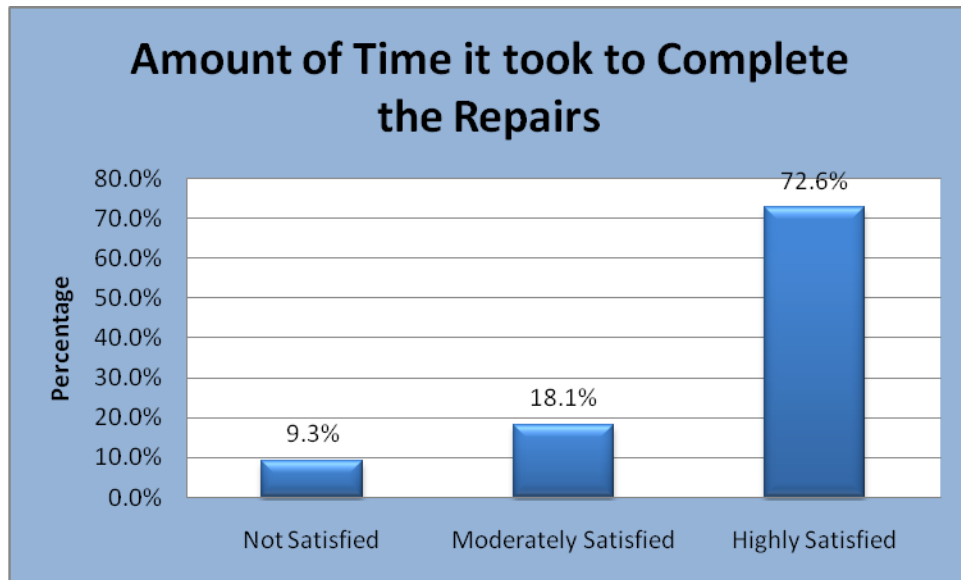


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

9_d: The amount of time it took to complete the repairs

Mean = 7.99



Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
	English	Non-English	<i>p-value</i>
The amount of time it took to complete the repairs	7.75	9.14	0.006

9_e: How well you were treated by the person doing the repairs

Mean = 8.54



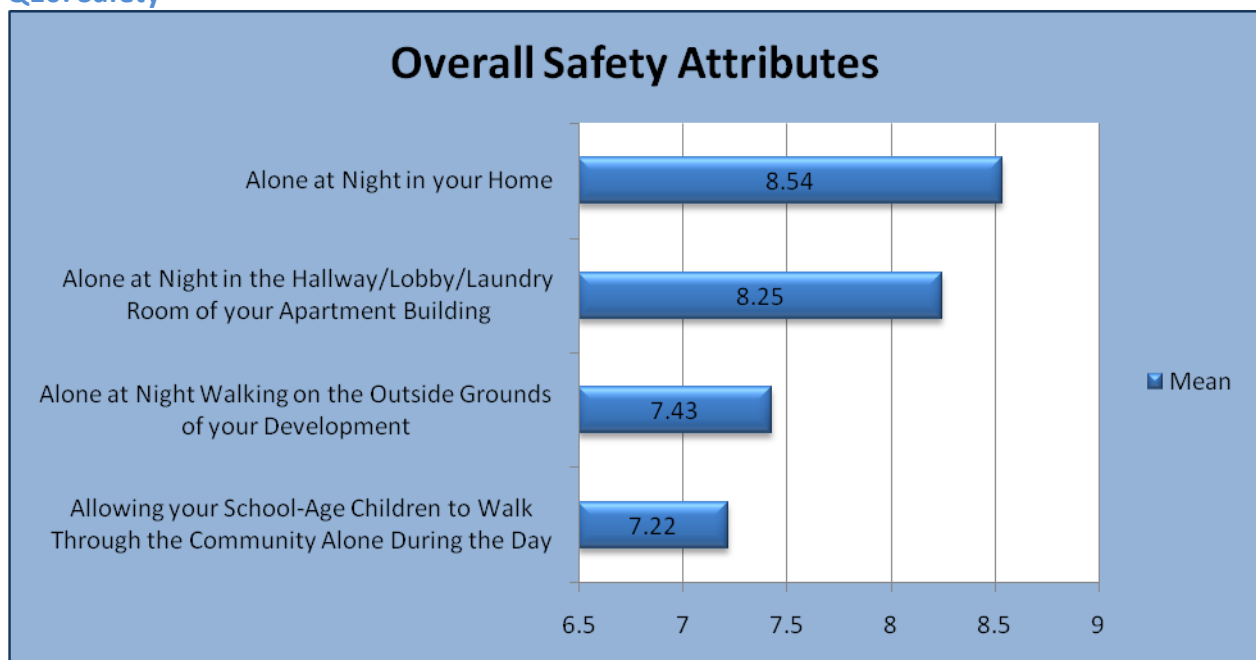
Statistical differences among sub-groups, if any:

Treatment by the Person doing the Repairs	
Housing portfolio	Mean
Tenant-based Voucher	9.13
IPM-Special Portfolio	6.86
IPM Yesler Terrace	9.00
LIPH North	8.84
LIPH South	9.41
Scattered Sites	9.08
SSHP	9.47
HOPE VI	9.24
Significance Value	0.050

Safety in Community (Q10)

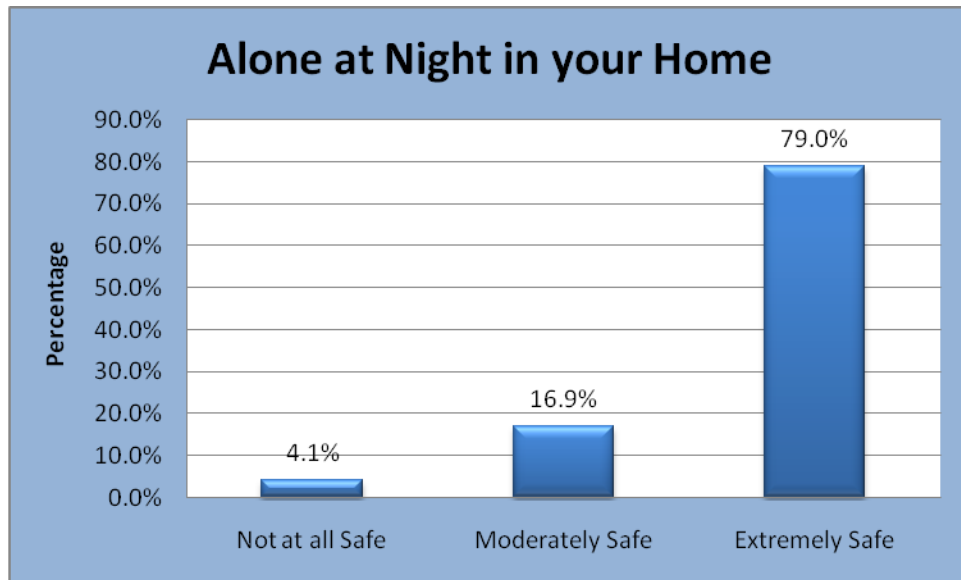
Respondents were also asked to rate their overall sense of safety in the community that they reside in. Once again, SHA residents reported high average safety ratings for all the attributes, with the highest average safety rating being the safety that respondents have while at home alone at night (8.54) and while in the hallway, lobby or laundry room in their building at night (8.25). In addition, respondents also felt highly safe when outside the building grounds at night and allowing school aged children to walk through the community alone during the day with average ratings of 7.43 and 7.22. The distribution of all of these attributes can be seen in the subsequent pages.

Q10: Safety



10_a: Alone at night in your home

Mean = 8.54

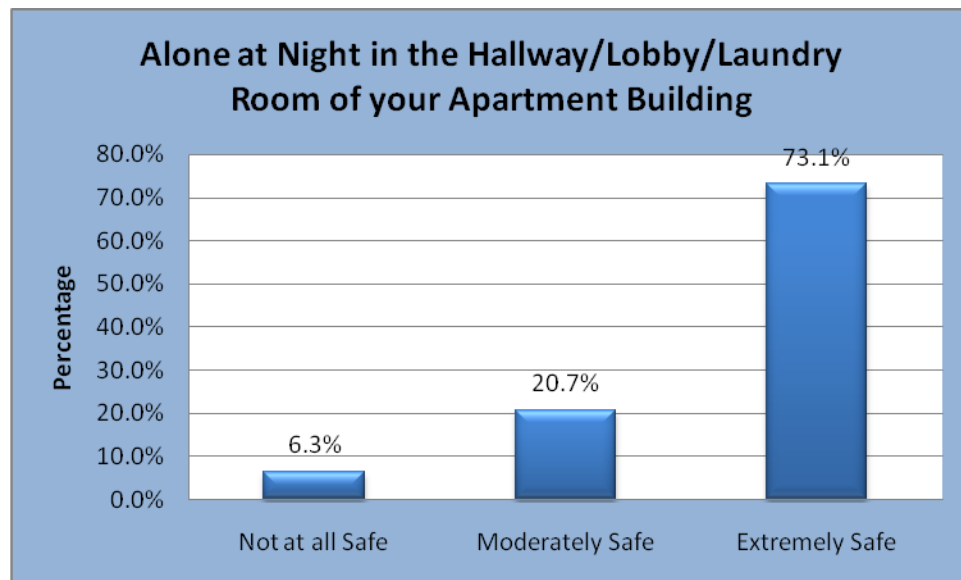


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

10_b: Alone at night in the hallway/lobby/ laundry room of your apartment building

Mean = 8.25



Statistical differences among sub-groups, if any:

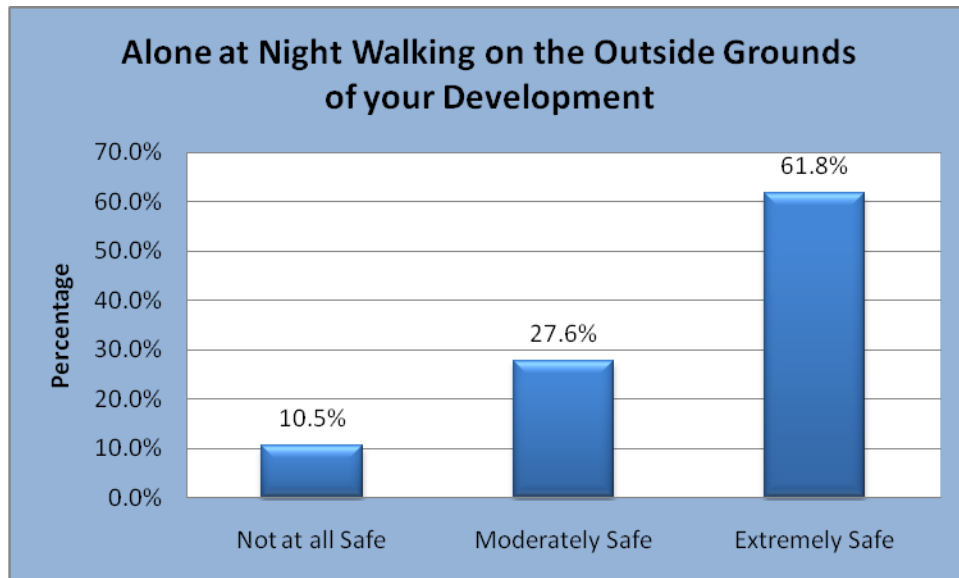
	Mean Likelihood Rating		Significance
Gender	Male	Female	p-value
Alone at night in the hallway/lobby/laundry room of your apartment building	8.62	7.69	0.00

	Mean Likelihood Rating		Significance
Language	English	Non-English	p-value
Alone at night in the hallway/ lobby/ laundry room of your apartment building	7.94	9.47	0.000

Alone at Night in the Hallway/Lobby/Laundry Room of your Apartment Building	
Housing portfolio	Mean
Tenant-based Voucher	7.95
IPM-Special Portfolio	7.20
IPM Yesler Terrace	5.14
LIPH North	8.28
LIPH South	7.42
Scattered Sites	7.33
SSHP	8.74
HOPE VI	9.00
Significance Value	0.019

10_c: Alone at night walking on the outside grounds of your development

Mean = 7.43

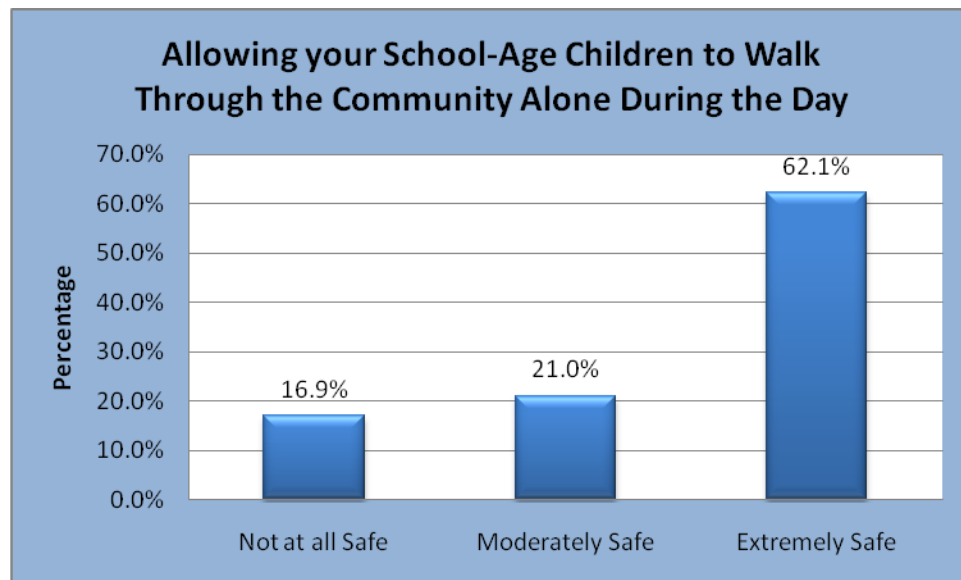


Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
Gender	Male	Female	<i>p-value</i>
Alone at night waking on the outside grounds of your development	7.94	7.02	0.005

	Mean Likelihood Rating		Significance
Language	English	Non-English	<i>p-value</i>
Alone at night walking on the outside grounds of your development	7.1	8.52	0.000

10_d: allowing your school-age children to walk through the community alone during the day
Mean = 7.22



Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
Gender	Male	Female	<i>p-value</i>
Allowing your school-age children to walk through the community alone in the day	8.33	6.58	0.005

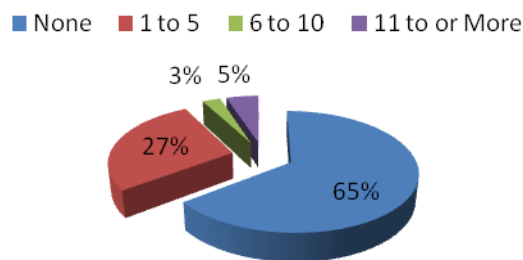
	Mean Likelihood Rating		Significance
Language	English	Non-English	<i>p-value</i>
Allowing your school-age children to walk through the community alone in the day	6.6	8.85	0.001

Property Management (Q11 & Q12)

Nearly two out of three respondents (64.6%) reported that they did not have to contact the SHA for additional reasons other than rent related issues or repair requests. More than one quarter of respondents (27.6%) reported that they had contacted the SHA one to five times and 7.8% contacted the SHA for reasons other than rent related issues or repair requests.

Number of Times Contacted Housing Management for Reasons other than a Repair Request or Rent-Related Issue	
Number of Times	Percentage
None	64.6%
1 to 5	27.6%
6 to 10	2.8%
11 to or More	5.0%
Mean	2.05

Number of Times Contacted SHA



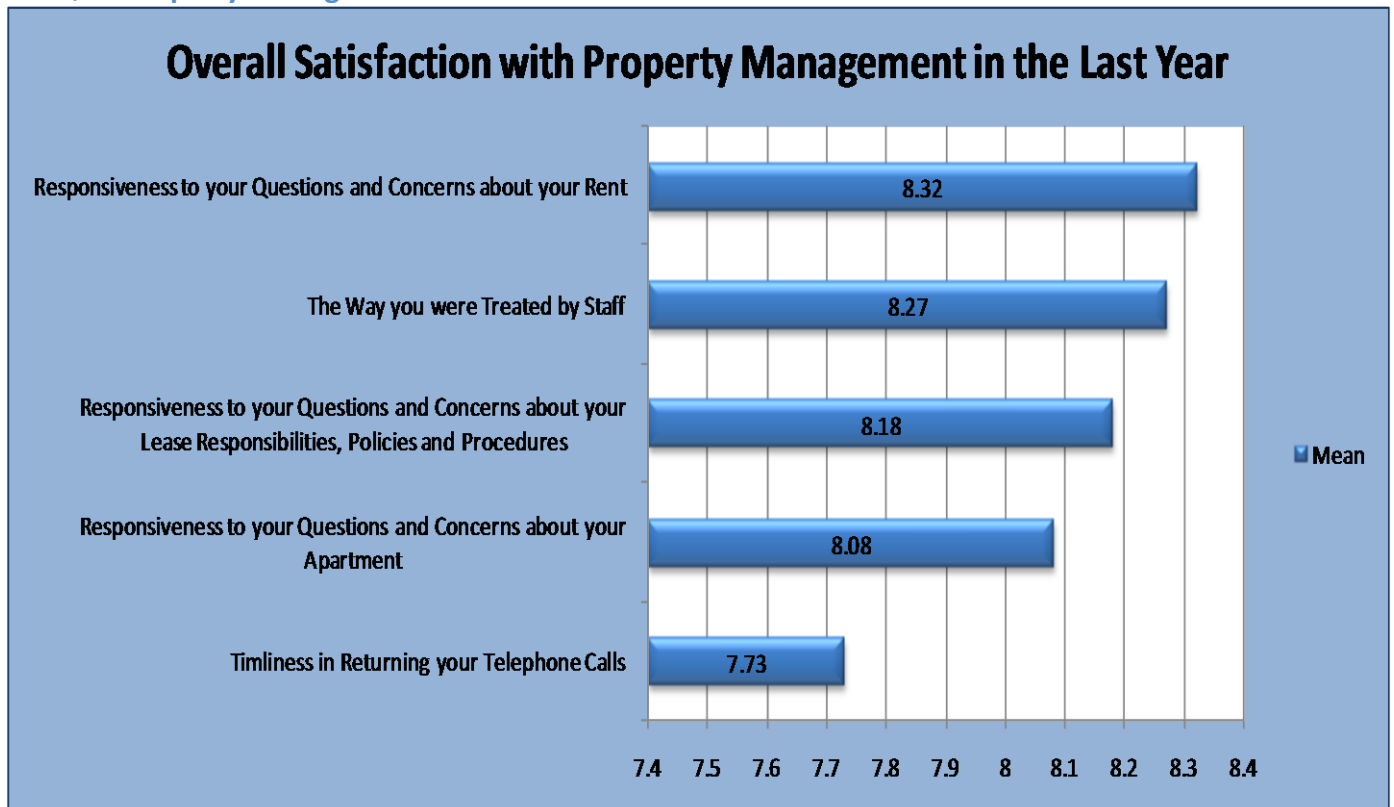
Statistical differences among sub-groups, if any:

Respondents aged 25 to 34 contacted their Housing management significantly more on average than other age groups to request a repair request (6.59).

Times Contacted Housing Management for Reasons other than a Repair Request	
Age	Mean
18-24	2.44
25-34	6.59
35-44	2.94
45-54	1.52
55-64	1.44
65 and Older	0.93
Significance Value	0.004

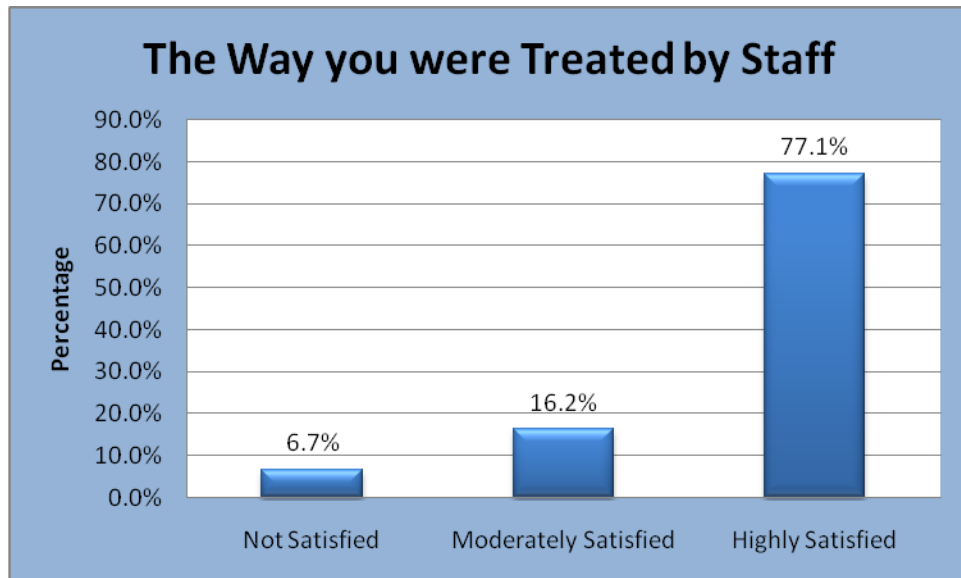
All respondents were very satisfied with all of the following property management services and once again gave very high average ratings. Respondents were most satisfied with the responsiveness they received to their question and concerns about their rent with a mean rating of 8.32. The way they were treated by staff and the responsiveness to their questions and concerns about their lease responsibilities, policies and procedures also received high average ratings with 8.27 and 8.18 respectively. The distribution of all of these attributes can be seen in the subsequent pages.

Q12: Property Management



12_a: The way you were treated by the staff

Mean = 8.27

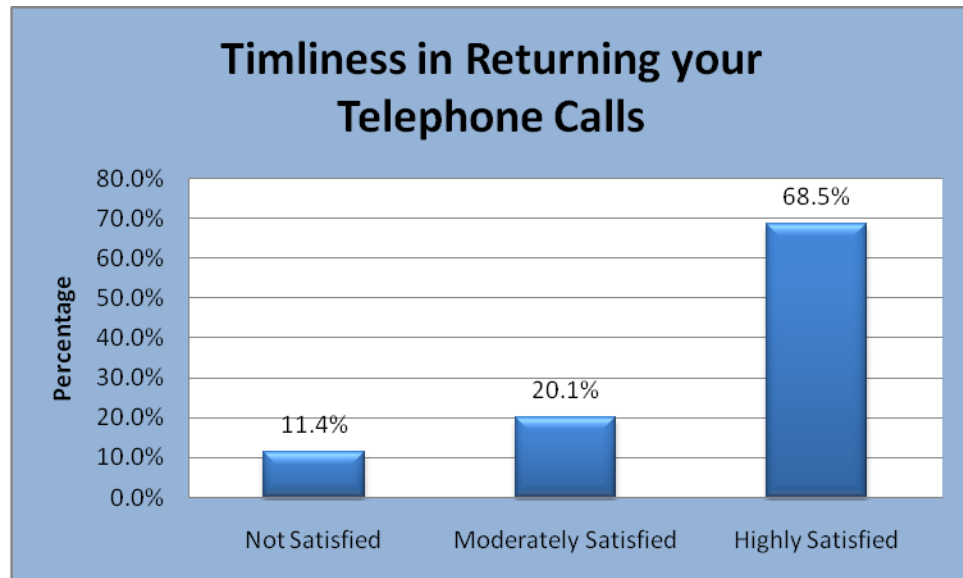


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

12_b: Their timeliness in returning your telephone calls

Mean = 7.73

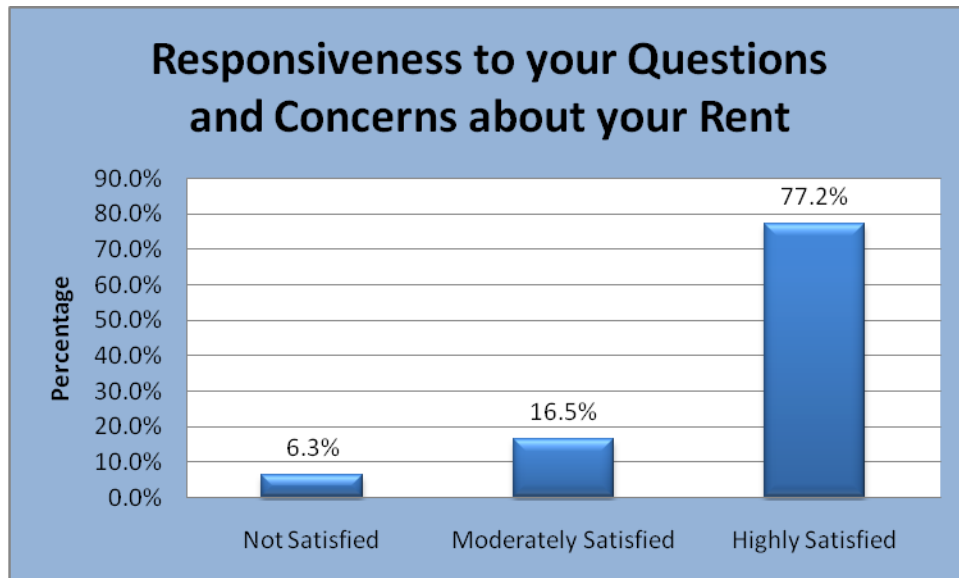


Statistical differences among sub-groups, if any:

Language	Mean Likelihood Rating		Significance
	English	Non-English	<i>p-value</i>
Their timeliness in returning your telephone calls	7.38	8.86	0.000

12_c: Their responsiveness to your questions and concerns about your rent

Mean = 8.32

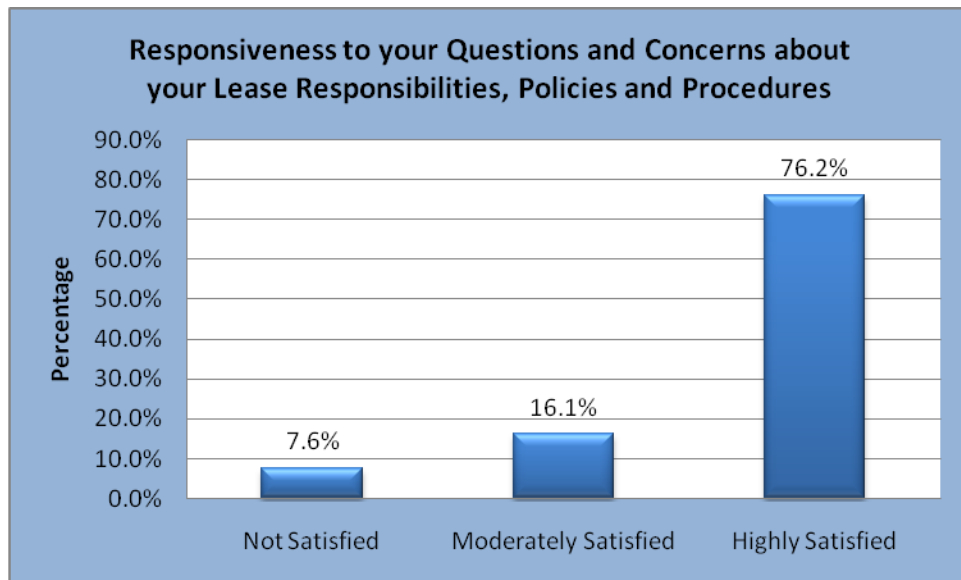


Statistical differences among sub-groups, if any:

Their Responsiveness to your Questions and Concerns about Rent	
Housing portfolio	Mean
Tenant-based Voucher	8.20
IPM-Special Portfolio	5.88
IPM Yesler Terrace	7.75
LIPH North	8.24
LIPH South	7.47
Scattered Sites	8.31
SSHP	9.06
HOPE VI	9.10
Significance Value	0.050

12_d: Their responsiveness to your questions and concerns about your lease responsibilities, policies and procedures

Mean = 8.18

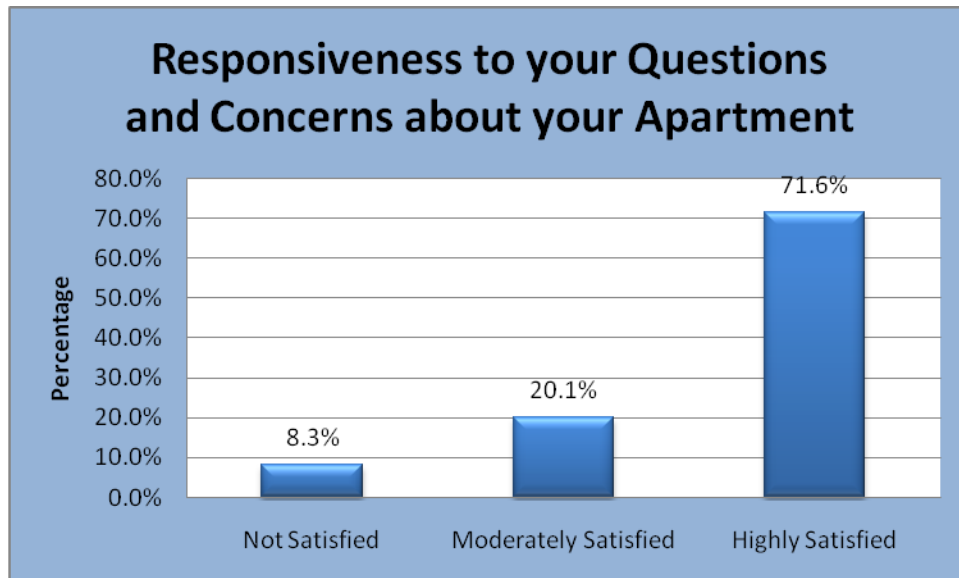


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

12_e: Their responsiveness to your questions and concerns about your apartment

Mean = 8.08



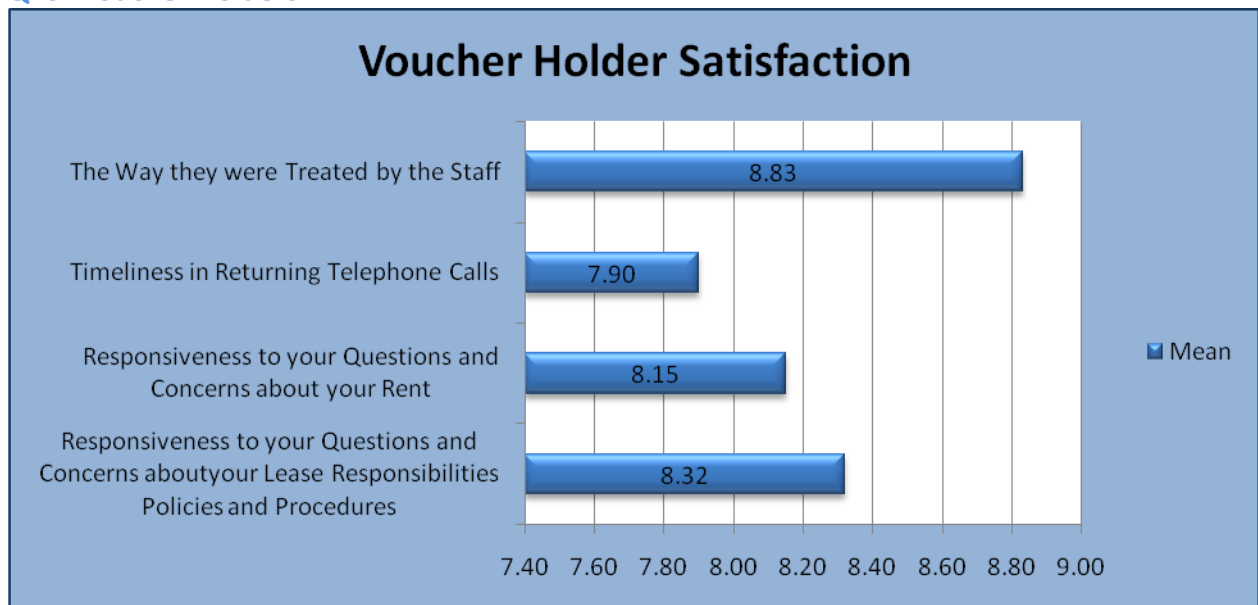
Statistical differences among sub-groups, if any:

Language	Mean Likelihood Rating		Significance
	English	Non-English	<i>p-value</i>
Responsiveness to your questions and concerns about your apartment	7.75	9.09	0.000

Voucher Holder Satisfaction (Q13)

Voucher Holders of the SHA were also highly satisfied with several attributes of their property management group. The way that they were treated by the staff reflected the highest average satisfaction rating of 8.83. Responsiveness to their questions and concerns about their lease responsibilities, policies and procedures and responsiveness to their questions and concerns about their rent also received extremely high average ratings of 8.32 and 8.15. The distribution of all of these attributes can be seen in the subsequent pages.

Q13: Voucher Holders



13_a: The way you were treated by the staff

Mean = 8.83

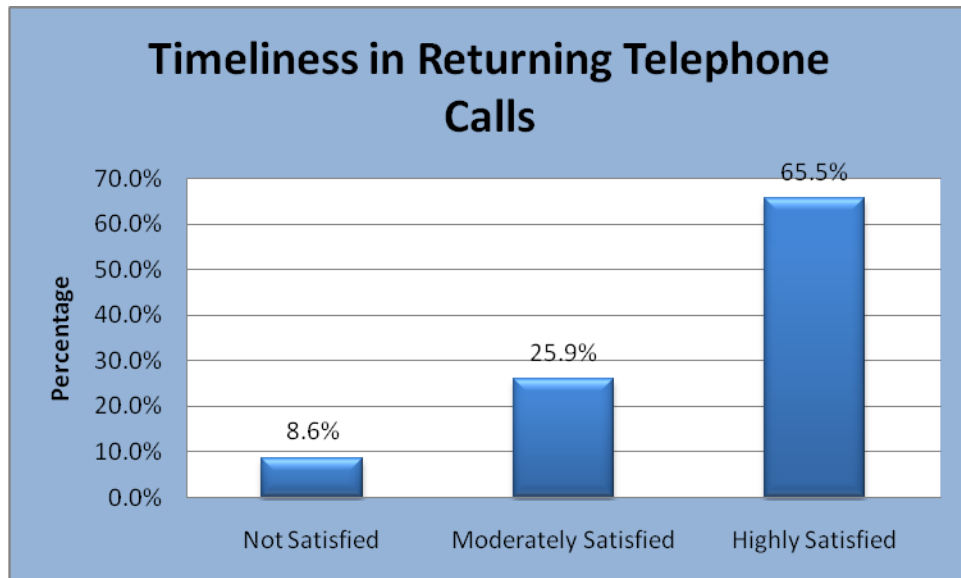


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

13_b: Their timeliness in returning your telephone calls

Mean = 7.90

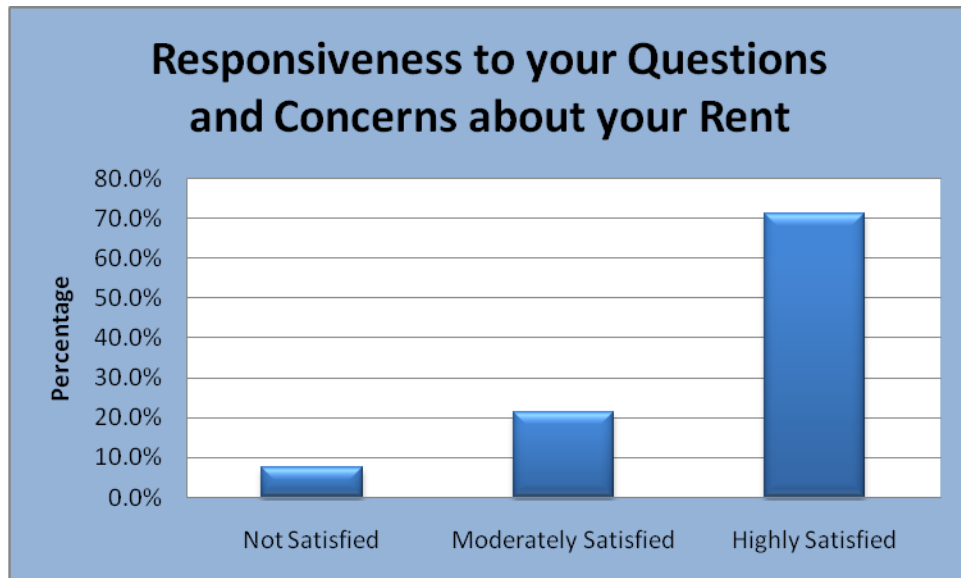


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

13_c: Their responsiveness to your questions and concerns about your rent

Mean = 8.15

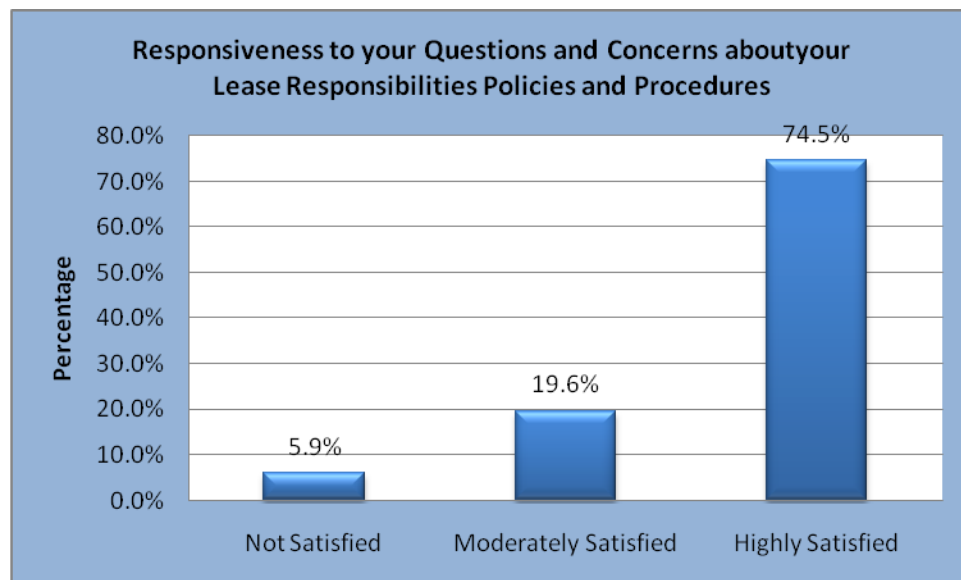


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

13_d: Their responsiveness to your questions and concerns about your lease responsibilities, policies and procedures

Mean = 8.32



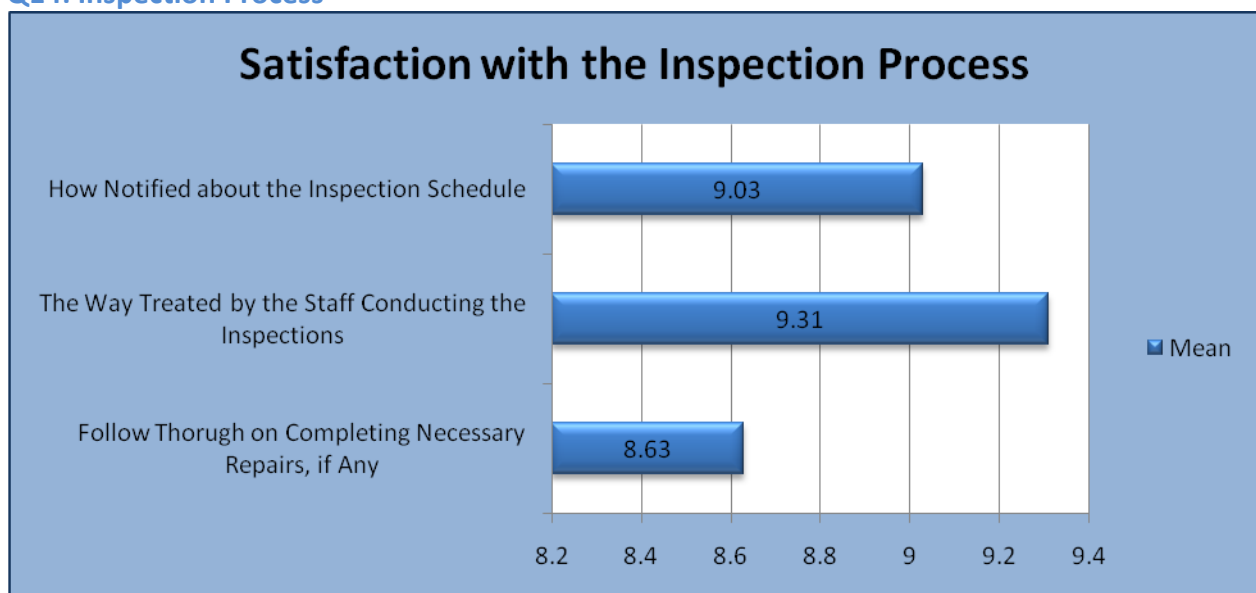
Statistical differences among sub-groups, if any:

Responsiveness to your Questions and Concerns about your Lease Responsibilities, Policies and Procedures	
Housing	Mean
Single Family Home	8.12
Duplex or Triplex	8.29
Apartment Building with Interior Hallways	8.20
Apartment Building without Interior Hallways	6.95
Significance Value	0.023

Satisfaction with the Inspection Process (Q14)

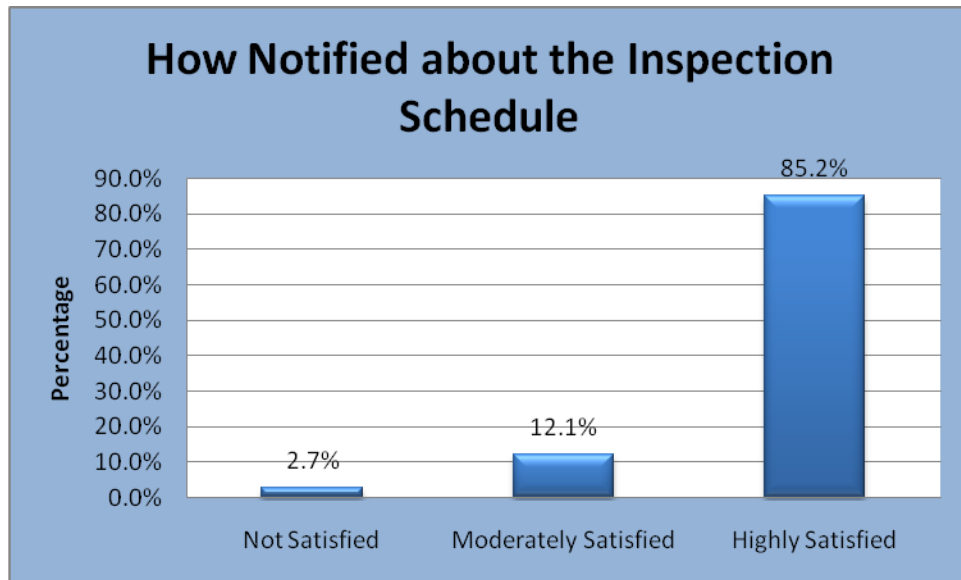
SHA residents were extremely satisfied with the inspection process and the attributes associated with the process. The way that respondents were treated by the staff conducting the inspections received an extremely high average satisfaction rating of 9.31. In addition, respondents were also highly satisfied with the way they were notified about the inspection schedule and the follow through on completing the necessary repairs with mean ratings of 9.03 and 8.63 respectively. The distribution of all of these attributes can be seen in the subsequent pages.

Q14: Inspection Process



14_a: How you were notified about the inspection schedule

Mean = 9.03



Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
	English	Non-English	<i>p-value</i>
How you were notified about the inspection schedule	8.8	9.74	0.000

14_b: The way you were treated by staff conducting the inspection

Mean = 9.31



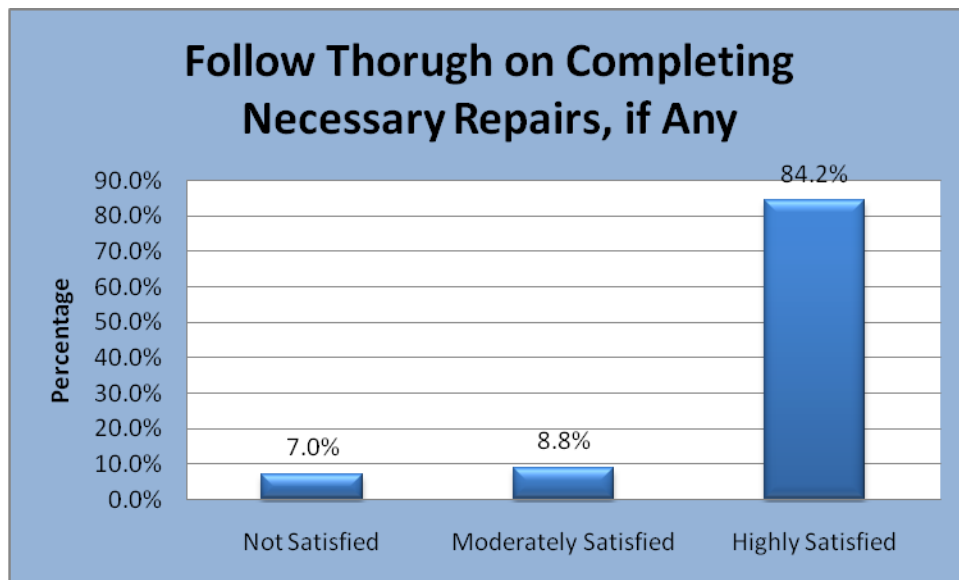
Statistical differences among sub-groups, if any:

	Mean Likelihood Rating		Significance
	English	Non-English	<i>p-value</i>
The way you were treated by the staff conducting the inspections	9.14	9.84	0.000

The Way you were Treated by the Staff	
Age	Mean
18-24	8.13
25-34	9.30
35-44	9.56
45-54	8.72
55-64	9.18
65 and Older	9.34
Significance Value	0.050

14_c: Follow through on completing the necessary repairs

Mean = 8.63



Statistical differences among sub-groups, if any:

Follow Through on Completing Necessary Repairs if Any	
Housing portfolio	Mean
Tenant-based Voucher	8.95
IPM-Special Portfolio	6.00
IPM Yesler Terrace	7.45
LIPH North	8.81
LIPH South	9.20
Scattered Sites	6.67
SSHHP	8.64
HOPE VI	7.59
Significance Value	0.003

Improvements to Home and Community/Building (Q15 & Q16)

Improvements to Home

Respondents were asked to name what one improvement that they would like to be made in their home. There were a wide variety of responses given and the following reflects the most common responses by SHA residents:

- A new paint job
- New carpeting
- Fixing the windows
- Having a bigger unit altogether
- New flooring
- A new or better stove
- Bigger bath tub and shower area
- Screens for the windows

In addition to these responses, there were 43 respondents who said that they are either satisfied or cannot think of anything that would improve their home.

Improvements to Community/Building

Respondents were additionally asked what one improvement they would like made to their community/building. The following are the most common responses:

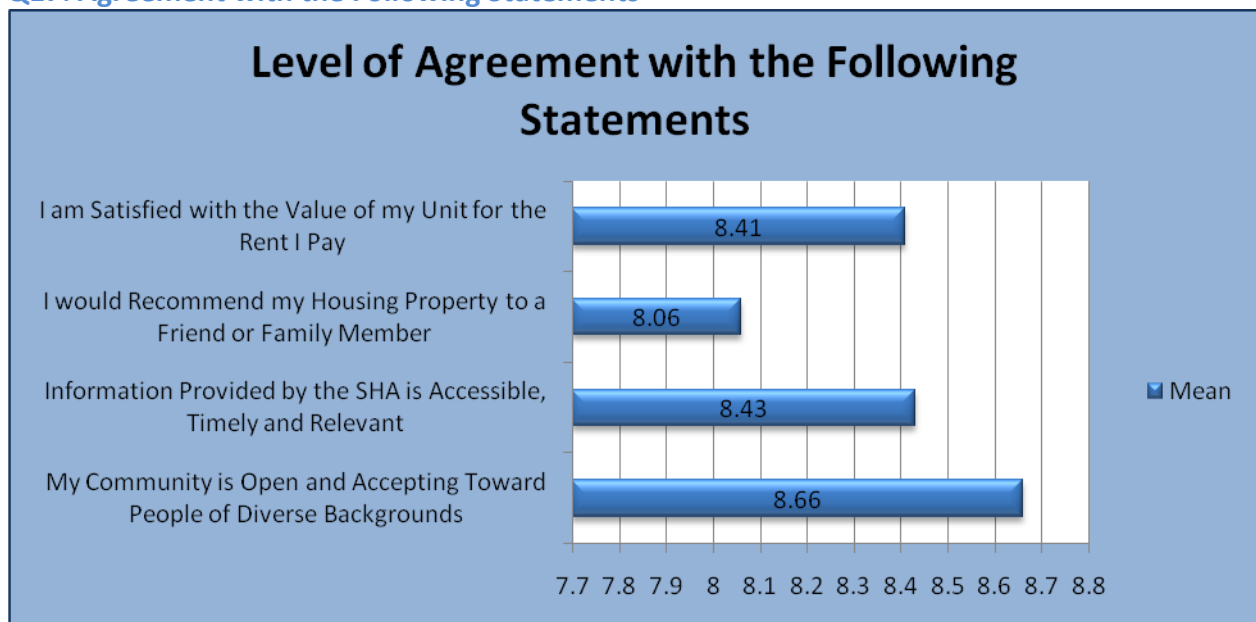
- Better parking
- More sidewalks
- Too noisy
- More parks nearby
- Lighting around the area
- Having swimming pools and playgrounds
- More security
- The community is very nice
- Better security
- Landscaping

In addition to the above responses, 38 SHA residents reported that they are either satisfied or there are no improvements that they need to have made.

Agreements with Seattle Housing Authority Activities (Q17)

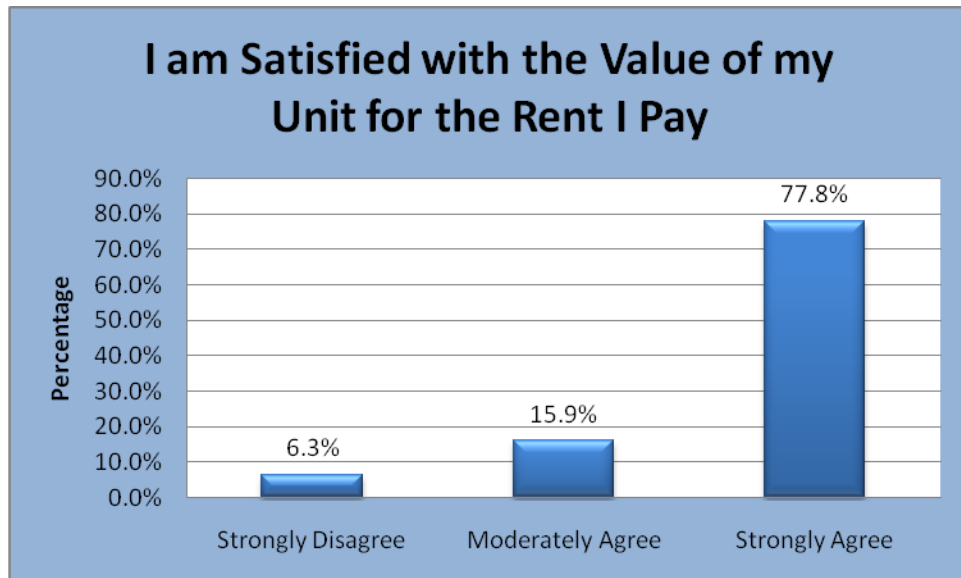
Respondents were also asked to rate their level of agreement with several statements and yet again respondents highly agreed with all of the statements and every statement received an average rating of “8” or higher. The statement, “My community is open and accepting towards people of diverse backgrounds,” received the highest level of agreement with an average rating of 8.66. The statements, “Information provided by the SHA is accessible, timely and relevant,” and “I am satisfied the value of my unit for the rent I pay,” also received high levels of agreement with mean ratings of 8.43 and 8.41 respectively. In addition, respondents are highly likely to recommend their housing property to a friend or family member and reflected a high level of agreement with an average rating of 8.06.

Q17: Agreement with the Following Statements



17_a: I am satisfied with the value of my unit for the rent I pay

Mean = 8.41

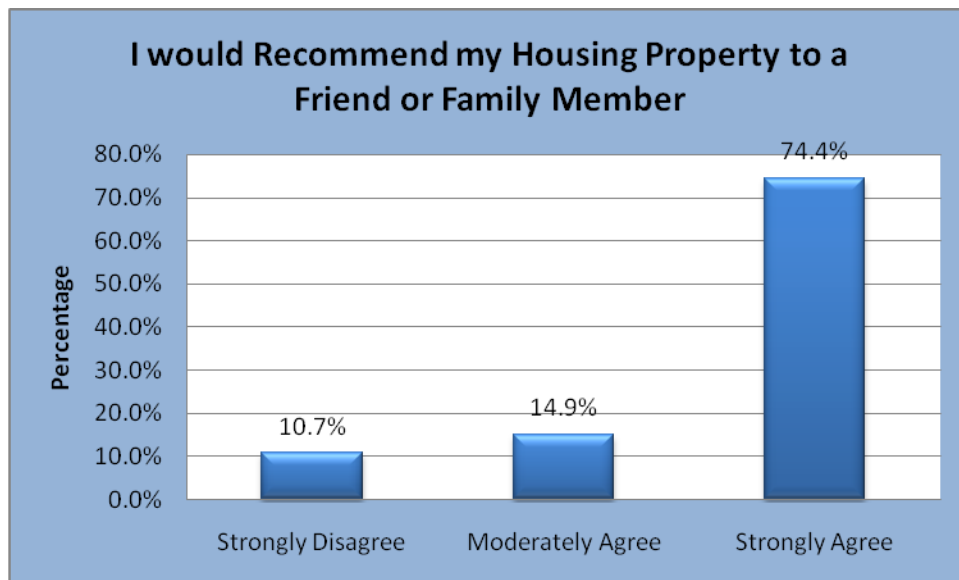


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

17_b: I would recommend my housing property to a friend or family member

Mean = 8.06

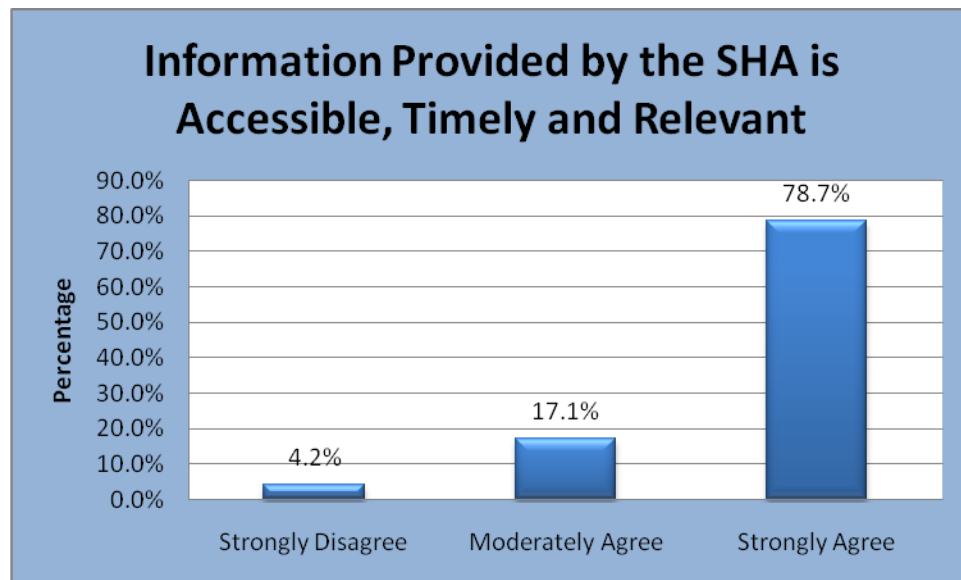


Statistical differences among sub-groups, if any:

No statistical differences were found among the variables examined.

17_c: Information provided by SHA is accessible, timely and relevant

Mean = 8.43



Statistical differences among sub-groups, if any:

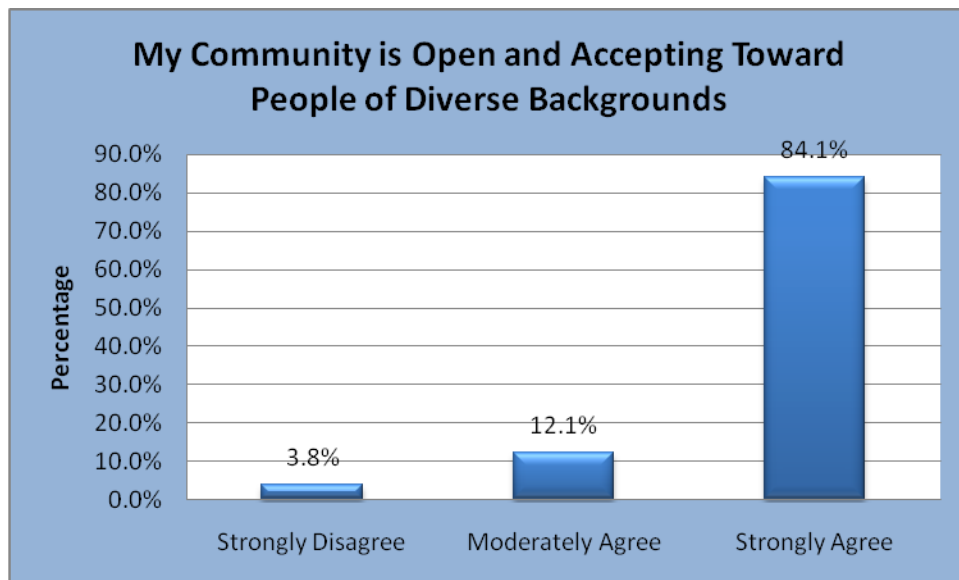
	Mean Likelihood Rating		Significance
Gender	Male	Female	<i>p-value</i>
Information provided by the SHA is accessible, timely and relevant	8.79	8.17	0.014

	Mean Likelihood Rating		Significance
Language	English	Non-English	<i>p-value</i>
Information provided by the SHA is accessible, timely and relevant	8.18	9.23	0.000

Information Provided by the SHA is Accessible, Timely and Relevant	
Age	Mean
18-24	8.44
25-34	7.44
35-44	7.69
45-54	7.98
55-64	8.28
65 and Older	8.98
Significance Value	0.047

17_d: My community is open and accepting towards people of diverse backgrounds

Mean = 8.66



Statistical differences among sub-groups, if any:

My Community is Open and Accepting toward People of Diverse Backgrounds	
Housing portfolio	Mean
Tenant-based Voucher	8.92
IPM-Special Portfolio	9.22
IPM Yesler Terrace	7.73
LIPH North	8.12
LIPH South	8.50
Scattered Sites	7.31
SSHP	9.17
HOPE VI	8.33
Significance Value	0.050

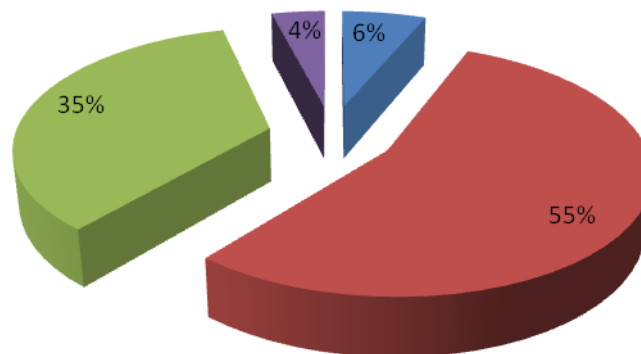
Hours Spent Away from Home per Day (Q18)

On average, most of the SHA residents who participated in the research are away from their home for 4.74 hours per day. More than half of the respondents (54.7%) are away from their home between one and five hours per day. One third of respondents (34.9%) reported that they are away from their home between six and ten hours per day. There were 4.0% of respondents who reported they were away from their home for more than 11 hours per day.

Average Hours Spent Away from Home	
Hours	Percentage
None	6.3%
1 to 5	54.7%
6 to 10	34.9%
11 or More	4.0%
Mean	4.74

Hours Spent Away from Home per Day

■ None ■ 1 to 5 ■ 6 to 10 ■ 11 or More



Statistical differences among sub-groups, if any:

Those who live in a single family home on average spent significantly more time away from home than the other housing types (6.26 hours).

Hours Spent Per Day Away from Home	
Housing	Mean
Single Family Home	6.26
Duplex or Triplex	5.08
Apartment Building with Interior Hallways	4.31
Apartment Building without Interior Hallways	3.59
Significance Value	0.000

The 25 to 34 spent significantly more time away from home on average than the other age groups (7.19 hours).

Average Hours per Day Spent Away from Home	
Age	Mean
18-24	5.44
25-34	7.19
35-44	4.79
45-54	5.15
55-64	4.46
65 and Older	3.53
Significance Value	0.001

Waiting List (Q19)

There were 18.0% of respondents who reported receiving their voucher or who had moved into tenant based housing in the last year.

Moved into SHA Housing Last Year or if Tenant Based Voucher, Received Voucher for the First Time Last Year	
Response	Percentage
Yes	18.0%
No	82.0%

Statistical differences among sub-groups, if any

On average, all respondents reported that they wait 1.83 years on the waiting list before moving into their home. More than three quarters of respondents (75.7%) reported waiting two years or less on the waiting list.

Years on a Waiting List for Housing	
Number of Years	Percentage
0	19.0%
1	32.3%
2	24.4%
3	11.1%
4	6.1%
5	1.1%
6 or more	2.5%
Mean	1.83

Statistical differences among sub-groups, if any:

Respondents who live in a single family home spent a significantly longer time on the waiting list than other housing types (2.32).

Number of Years Spent on Waiting List	
Housing	Mean
Single Family Home	2.32
Duplex or Triplex	1.92
Apartment Building with Interior Hallways	1.61
Apartment Building without Interior Hallways	1.54
Significance Value	0.016

Community Choice (Q19)

For 69.8% of the respondents, the community that they live in now was their first choice community.

Was the Community you Live in Now your First Choice?	
Response	Percentage
Yes	69.8%
No	30.2%

Statistical differences among sub-groups, if any:

Respondents who live in a single family home and apartment buildings with interior hallways were significantly more likely to have chosen their home as their first choice than the other housing types (72.4% and 74.3% respectively).

Is the Housing Unit you Live in Now Your First Choice		
Housing	Yes	No
Single Family Home	72.4%	27.6%
Duplex or Triplex	69.2%	30.8%
Apartment Building with Interior Hallways	74.3%	25.7%
Apartment Building without Interior Hallways	50.9%	49.1%
Significance Value	0.014	

Men were significantly more likely to agree that the community they live in currently was their first choice than were women with 75.8% of men and 65.4% of women agreeing with the statement.

Community Living in Now is First Choice		
Response	Male	Female
Yes	75.8%	65.4%
No	24.2%	34.6%
Significance Value	0.049	

The top two reasons that respondents gave for choosing the community that they did to live in were location with 79.9% and for the services and activities in the community with 29.0%. For one out of five respondents (20.8%), they chose the community they did because of the short time they had on the waiting list. There were 8.5% who selected the size of the housing unit and 2.9% chose the community they live in because of the fact it is a non-smoking facility.

Top Two Reasons for Choosing the Community	
Reason	Percentage
Location	79.9%
Short Wait Time on Waiting List	20.8%
Size of Unit	8.5%
Services and Activities in the Community	29.0%
Non-Smoking Facility	2.9%

When tested for significance among English and non-English speaking respondents, statistical significance was found. Location was significantly more important to non-English speaking respondents than English speaking respondents with 88.3% and 65.7% choosing location respectively.

Reasons why they Chose their Community		
Reason	English	Non-English
Location	65.7%	88.3%
Short wait time on waiting list	13.6%	3.9%
Size of unit	10.8%	2.6%
Served and activities in the community	8.0%	5.2%
Non-Smoking Facility	1.9%	0.0%
Significance Value	0.004	

The top two features for those respondents who chose location were that their home is near stores and restaurants that carry the type of food that they eat with 54.4% and that the community is near a bus line with 50.0%. Nearly one third selected their location because it is near medical providers and 24.6% chose their current location because they are close to their family and friends. There were 11.0% who chose the location because it is near their job and 4.4% because it is near a place of worship.

If Location was in Top Two Choices, What are the Top Two Features of the Location	
Feature	Percentage
Near Job	11.0%
Near Medical Providers	32.4%
Near Family or Friends	24.6%
Near Place of Worship	4.4%
Near Stores/Restaurants that Carry the Kind of Food I eat	54.4%
Near Bus Line	50.0%

**Totals add up to more than 100% as multiple options were allowed to be selected*

When tested for significance between English and non-English speaking residents, statistical significance was found. Non-English speaking residents are more likely to choose a location near a store or restaurant that carries the type of food they eat (57.3 and 45.1%),

Top Two Features of the Location		
Reason	English	Non-English
Near job	8.6%	11.8%
Near medical providers	26.8%	32.7%
Near family or friends	22.5%	20.7%
Near place of worship	2.9%	6.6%
Near stores/restaurants that carry the food I eat	45.1%	57.3%
Near bus line	42.1%	44.7%
Significance Value	0.001	

**Totals add up to more than 100% as multiple options were allowed to be selected*

Tobacco Usage (Q20-Q22)

One out of five respondents reported that they do smoke tobacco. In addition, there were 6.9% of respondents who had other people in their household who do smoke tobacco and 63.6% of respondents agree that their building should be a smoke free building.

Smoke Tobacco	
Response	Percentage
Yes	20.1%
No	79.9%

Anyone Else in the Household Smoke Tobacco	
Response	Percentage
Yes	6.9%
No	93.1%

Do you Think your Building should be Smoke Free?	
Response	Percentage
Yes	63.6%
No	36.4%

English speaking residents were significantly more likely to smoke tobacco than non-English speaking residents (25.2% and 3.9%).

Do you Smoke Tobacco		
Response	English	Non-English
Yes	25.2%	3.9%
No	74.8%	96.1%
Significance Value	0.00	

The 18 to 34 year old group was significantly less likely to smoke tobacco than the older age groups.

Do you Smoke Tobacco		
Age	Yes	No
18-24	12.5%	87.5%
25-34	10.0%	90.0%
35-44	25.7%	74.3%
45-54	37.0%	63.0%
55-64	32.7%	67.3%
65 and Older	16.7%	83.3%
Significance Value	0.030	

Those who live in a single family home or a duplex/triplex are significantly more likely to want their building to be smoke-free than those who live in an apartment building with interior hallways and those who live in an apartment building without interior hallways.

Do you Think your Building should be Smoke Free		
Housing	Yes	No
Single Family Home	73.9%	26.1%
Duplex or Triplex	76.9%	23.1%
Apartment Building with Interior Hallways	56.6%	43.4%
Apartment Building without Interior Hallways	60.4%	39.6%
Significance Value	0.038	

Conclusions

1. Overall, respondents are highly satisfied with the service that they receive from the SHA and the quality and helpfulness of the management and maintenance staff. In addition, respondents reflected high satisfaction with the quality and conditions of their home and the safety they feel in their communities. The satisfaction levels reflected in the research rank very high among previous research that Hebert Research has conducted. This shows that SHA's operations are very successful and that their residents are very satisfied with the environment SHA has helped to create for them.
2. Respondents who speak English were significantly more likely to contact the SHA for repairs than were the non-English residents with the average number of contacts per year at 2.49 and 1.3 respectively.
3. Respondents reflected very high satisfaction in regard to the maintenance staff that assists them in the repairs and the overall repairs themselves. Nearly all attributes in regard to maintenance and repairs received average satisfaction ratings of "8" or higher, which reflects very high satisfaction.
4. Safety was another area in which respondents were highly satisfied. This satisfaction ranged from how safe they feel within their homes to the safety they feel in their outside community. Men were more likely to feel safe than women in regard to school-aged children walking alone in the day time hours in the community with average ratings of 8.33 and 6.58.
5. Voucher holders also reported very high levels of satisfaction with the SHA and gave the highest average satisfaction rating to the way they were treated by the staff (8.83). In addition, voucher holders felt that the SHA was very responsive to any questions and concerns they may have.
6. The inspection process was another area that respondents reflected extremely high satisfaction especially in regard to the way they were treated by the staff conducting the inspections with an average rating of 9.31.
7. Respondents strongly agreed that their community is open and diverse and that they would strongly recommend their housing property to a friend or family member. In addition, respondents are highly satisfied with the value they receive from their unit for the rent they pay and the timely information they receive from SHA.
8. Respondents in the age group of 25-34 are significantly more likely to contact the SHA for rent related reasons as well as maintenance and repairs. In addition this age group

spends the most time away from home per day (over 7 hours) than the other age groups.

9. Respondents from Yesler Terrace gave significantly lower satisfaction ratings than did residents of other housing portfolios in the areas reflecting the quality and condition of their home and neighborhood, as well as safety in their indoor common areas. This is not a surprise given that SHA is planning to begin redevelopment of the community in the next few years.
10. Residents of single family homes and apartments with interior hallways reported waiting the longest for their units. These respondents were also significantly more likely to agree that their home was their first choice.
11. The most important reasons for choosing the location that residents live in was due to the fact that there are stores and restaurants that carry the kind of food they eat nearby (54.4%) and that the location is near a bus line (50.0%).
12. Nearly 80% of respondents reported that they do not smoke tobacco and in addition, roughly 64% of respondents believe that their building should be smoke free.
13. Respondents whose survey was conducted in a language other than English were far more likely to give favorable satisfaction ratings in 14 or the 35 areas rated.

Appendix: Questionnaire

SHA Resident Satisfaction Survey

Introduction

Hello, may I speak with one of the adults in the household? My name is _____ and I am a research assistant with Hebert Research in Bellevue, WA. I am calling on behalf of Seattle Housing Authority. How you feel about your housing is important to Seattle Housing. You have been randomly selected to complete a confidential survey to provide feedback on your housing. All information will remain confidential and will not affect your housing or your rent in any way. Do you have a few minutes to answer some questions?

For the purpose of this survey, SHA refers to Seattle Housing Authority and Impact Property Management, and “apartment” refers to your home regardless of whether is an apartment, house, townhouse or other type.

Survey

- 1.0 Which, if any, housing program do you participate in? **[RECORD ALL THAT APPLY]**
 - a) Low Income Public Housing
 - b) Housing Choice Voucher (also known as Section 8)
 - c) Seattle Senior Housing Program (SSHP)
 - d) Tax Credit
 - e) None
- 2.0 What type of housing do you currently live in?
 - a) Single family home
 - b) Duplex or triplex
 - c) Apartment building with interior hallways
 - d) Apartment building without interior hallways
- 3.0 What was the zip code of your previous residence?
[VERBATIM]
- 4.0 Where did you live prior to your current home?
 - a) Other subsidized housing
 - b) Unsubsidized private rental
 - c) Homeless/shelter
 - d) Transitional housing
 - e) With family or friends
 - f) Other

- 5.0 On a scale from 0 to 10 where 0 is very unsatisfied and 10 is very satisfied, Overall, how satisfied are you with the following: Please respond N/A if the question is not applicable to you.
- a) The overall service provided by SHA?
 - b) The quality and conditions of your home/apartment?
 - c) The quality and conditions of the other indoor spaces in your community?
 - d) The quality and conditions of the outside grounds, including parking lots and parks?
 - e) The safety and security of your neighborhood?
 - f) Your landlord's maintenance services?
 - g) Your landlord's management staff?
 - h) SHA's Housing Choice Voucher program?
 - i) The quality and availability of social services in your community?
- 6.0 Over the past year, how many times have you contacted Seattle Housing Authority for reasons related to your rent?
[RECORD #]
- 7.0 Do you understand how Seattle Housing Authority determines your rent? Yes No
- 8.0 Over the past year, how many times have you contacted your landlord for maintenance or repairs?
[RECORD #]
- 9.0 [skip if answer to 7 was 0] On a scale from 0 to 10 where 0 is very unsatisfied and 10 is very satisfied, Based on your experience over the past year requesting maintenance or repairs from your landlord, how satisfied were you with:
- a) How easy it was to request repairs
 - b) How well you were treated by the person you contacted for repairs
 - c) How well the repairs were done
 - d) The amount of time it took to complete the repairs
 - e) How well you were treated by the person doing the repairs
- 10.0 On a scale from 0 to 10 where 0 is not at all safe and 10 is extremely safe, how safe do you feel about the following: Please respond N/A if the question is not applicable to you.
- a) Alone at night in your home?
 - b) Alone at night in the hallway/lobby/laundry room of your apartment building?
 - c) Alone at night walking on the outside grounds of your development?
 - d) Allowing your school-age children to walk through the community alone during the day?
- 11.0 Over the past year, how many times have you contacted housing management for reasons other than a repair request or rent-related issues?
[RECORD #]
- 12.0 On a scale from 0 to 10 where 0 is very unsatisfied and 10 is very satisfied, based on your experience in the past year with your property management (excluding maintenance staff), how satisfied were you with the following: Please respond N/A if the question is not applicable to you.
- a) The way you were treated by staff?
 - b) Their timeliness in returning your telephone calls?

- c) Their responsiveness to your questions and concerns about your rent?
 - d) Their responsiveness to your questions and concerns about your lease responsibilities, policies, procedures?
 - e) Their responsiveness to your questions and concerns about your apartment?
- 13.0 **Voucher-holders only:** On a scale from 0 to 10 where 0 is very unsatisfied and 10 is very satisfied, based on your experience in the past year with SHA's Voucher program staff, how satisfied were you with the following: Please respond N/A if the question is not applicable to you.
- a) The way you were treated by staff?
 - b) Their timeliness in returning your telephone calls?
 - c) Their responsiveness to your questions and concerns about your rent?
 - d) Their responsiveness to your questions and concerns about your lease responsibilities, policies, procedures?
- 14.0 On a scale from 0 to 10 where 0 is very unsatisfied and 10 is very satisfied, when your home was last inspected by SHA, how satisfied were you with the following: Please respond N/A if the question is not applicable to you.
- a) How you were notified about the inspection schedule?
 - b) The way you were treated by staff conducting the inspections?
 - c) Follow through on completing necessary repairs, if any?
- 15.0 What one improvement would you make in your home?
[**VERBATIM**]
- 16.0 What one improvement would you make in your community/building?
[**VERBATIM**]
- 17.0 On a scale from 0 to 10 where 0 is strongly disagree and 10 is strongly agree, to what extent do you agree with the following statements:
- a) I am satisfied with the value of my unit for the rent I pay?
 - b) I would recommend my housing property to a friend or family member?
 - c) Information provided by SHA is accessible, timely, and relevant?
 - d) My community is open and accepting toward people of diverse backgrounds?
- 18.0 How many hours a day, on average, do you spend away from your home?
[**RECORD #**]
- 19.0 Did you move in to SHA housing for the first time in the last year? Or, if tenant-based Voucher, "Did you receive your Voucher for the first time in the last year?"
- a. Yes
 - b. No
- a) Approximately how many years were you on a waiting list for housing?
[**RECORD #**]

- b) Was the community you live in now your first choice?
 - a. Yes
 - b. No
 - c) What were the top two reasons why you chose this community?
 - a. Location
 - b. Short wait time on waiting list
 - c. Size of unit
 - d. Services and activities in the community
 - e. Non-smoking facility
 - d) If location was among your top reasons, please specify what top two features of the location were most important to you?
 - a. Near job
 - b. Near medical providers
 - c. Near family or friends
 - d. Near place of worship
 - e. Near stores/restaurants that carry the kind of food I eat
 - f. Near bus line
- 20.0 Do you smoke tobacco? (again, this is strictly confidential and SHA will not receive any information specific to your name or unit)
- a. Yes
 - b. No
 - c. Refused
- 21.0 Does anyone else in your household smoke tobacco?
- a. Yes
 - b. No
 - c. Refused
- 22.0 Do you think your building should be smoke-free?
- a. Yes
 - b. No

Appendix H: Audited Comprehensive Annual Financial Report for FY 2008

Addendum: Response to HUD Comments and Questions – June 17, 2010

On May 23, 2010, HUD provided a set of comments and questions regarding SHA's 2009 MTW Report submitted on March 31, 2010. This section provides supplemental information requested by HUD.

II – Occupancy and Admissions Policies

Seattle Housing Authority actively project-bases Housing Choice Vouchers to meet a variety of local needs described in Section II. HUD regulations allow housing authorities to project-based up to 20 percent of their authorized vouchers. SHA, through exercising its MTW flexibilities, has adopting a policy allowing the project-basing of up to 25 percent of its authorized vouchers (excluding replacement housing). The following is a summary of SHA's current project-basing statistics.

Type of Voucher	# of Vouchers	% of Total
Project-based Vouchers	1,653	20%
Project-based Replacement Vouchers	708	8%
MTW Voucher Allocation	8,354	100%

HUD typically allows on 25 percent of any given project's units to receive project-based Housing Choice Voucher assistance, except when the project is service enriched. SHA's local project-basing policy allows the agency to project-base up to 100 percent of a building. While SHA has exceeded the 25 percent cap in 78 projects (summarized in the table below), they all include supportive services that make them eligible without use of SHA's MTW flexibility.

Percent of Project Units with Project-based Assistance	# of Projects
Less than 25%	27
25 - 49%	24
50 - 74%	10
75 - 99%	15
100%	26
Single Family Dwellings/Scattered Sites	3
Total Projects	105

VII – Owned and Managed Units

The following sentence on page 35 is corrected to state, "...overall, this totaled 47 vacates related to cause – less than one percent of public housing households."

Required Certifications

- At least 75 percent of families assisted by SHA are very low-income.
 - At the end of 2009, 96.5 percent of households served by SHA were very low-income (as detailed in Attachment B).
 - SHA continues to assist substantially the same number of eligible low-income families as would have been served had the amounts not been combined.
 - At the end of 2009, SHA's resources provided housing for 15,419 households.* This is more than 1,830 households above the 13,586 units authorized under HUD's traditional housing programs operated by SHA (Low Income Public Housing, Section 8 New Construction, and Housing Choice Vouchers).
- *Note: these numbers differ from other household statistics in this report as these numbers include Housing Choice Vouchers who have ported out of Seattle and exclude those who have ported into Seattle in order to be consistent with the way in which HUD funds housing units.
- SHA serves a comparable mix of families (by family size) as would have been served had the amounts not been used under the demonstration.

Distribution of Households Served by Bedroom Size*					
	0/1 BR	2 BR	3 BR	4 BR	5+ BR
1998**	56%	23%	15%	4%	1%
2009	56%	24%	15%	4%	1%

* Data differs from that found in Appendix B in that it includes Housing Choice Vouchers who have ported out of Seattle and excludes those who have ported into Seattle in order to be consistent with the way in which HUD funds housing units

**Due to rounding, does not add up to 100%.

Additional Statements Requested by HUD

- SHA actively utilizes HUD's Enterprise Income Verification (EIV) system.
- SHA does not include American Recover and Reinvestment Act funds in its MTW block grant.