

PHILADELPHIA HOUSING AUTHORITY



MOVING TO WORK ANNUAL REPORT YEAR NINE

FINAL

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EXECUTIVE DIRECTOR

SUBMITTED JUNE 30, 2010

PHILADELPHIA HOUSING AUTHORITY
MOVING TO WORK
YEAR NINE REPORT

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MOVING TO WORK YEAR NINE ANNUAL REPORT

Part One: Accomplishments Report



MTW YEAR 9 APRIL 1, 2009 - MARCH 31, 2010

ACCOMPLISHMENTS REPORT



ENERGIZING THE
PRESENT
SUSTAINING THE
FUTURE

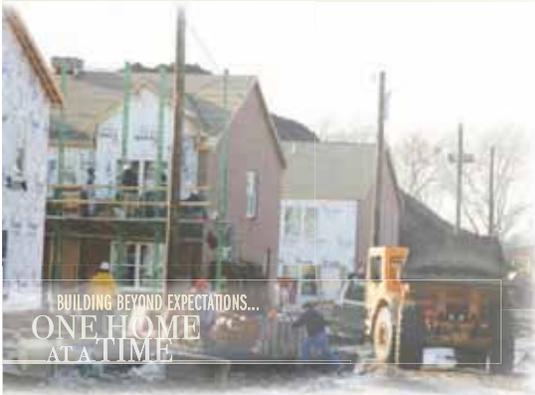


Philadelphia Housing Authority
Building Beyond Expectations

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MTW YEAR 9 APRIL 1, 2009 - MARCH 31, 2010 ACCOMPLISHMENTS REPORT



INTRODUCTION

This is the Ninth Annual Accomplishments Report published by the Philadelphia Housing Authority (PHA) under the Moving To Work (MTW) Demonstration Program. PHA's participation in the MTW Program continues to be an essential component of the agency's efforts to transform and revitalize Philadelphia's public housing program, create affordable homeownership opportunities, and promote resident economic self-sufficiency.

The Annual Accomplishments Report provides a summary of the extensive initiatives undertaken and accomplishments achieved by PHA for the one-year period ending March 31, 2010.



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YEAR 9 HIGHLIGHTS



Boosted by stimulus funding from the American Recovery and Reinvestment Act of 2009, PHA's public housing transformation and neighborhood revitalization activities continued at a rapid pace during the past year. ARRA funds contributed over \$126.9 million in capital funds to support citywide energy efficiency projects, renovations of long-term vacant units, accessible housing development and retrofitting projects, and comprehensive redevelopment efforts at Plymouth Hall, Markoe Street, Mantua Square and Paschall Village.

PHA's Executive Director, Carl R. Greene, cited ARRA funding as an essential ingredient in furthering PHA's strategic objectives while helping to create jobs and soften the recession's impact on the local economy. "For the past 12 years, PHA's construction program has been one of the primary drivers of the local economy, creating thousands of jobs for residents and generating hundreds of millions of dollars in business opportunities for regional firms," said Greene. "While the recession continues to severely impact Philadelphia, the infusion of ARRA funding this past year has helped us to continue playing this critical role. Our ongoing neighborhood planning efforts gave PHA the ability to quickly identify viable, shovel-ready projects in response to opportunities presented by stimulus funding. PHA forecasts that ARRA-funded projects, combined with more than \$158 million PHA raised to support the ARRA funds, will create over 4,700 jobs over a three year period. This is an enormously important contribution to our community's efforts to turn the economy around."

"Creating jobs and supporting the local economy are two positive by-products of PHA's neighborhood revitalization program," said Greene. "The most important outcomes, however, are the quality, affordable housing units we create for families, seniors and people with disabilities. Since the year 2000, PHA has completed construction or renovations on over 6,350 housing units, and there are more than 900 additional units in the pipeline. There is no question that we must continue and accelerate these efforts in light of the unprecedented demand for affordable housing. When PHA recently re-opened its Housing Choice Voucher Program, over 53,000 households applied for assistance over a two-week period. This provides compelling evidence that the recession has taken a toll on our community, and that we must re-double our efforts to address the crisis of affordability in housing."

Executive Director Greene also noted PHA's efforts to promote energy efficiency and reduce energy usage. "Energy costs continue to consume the lion's share of PHA's operating budget. So, efforts to encourage energy conservation and efficiency are essential. We now incorporate green technologies into every one of PHA's new developments, and are investing heavily in making existing public housing developments more efficient through programs such as Maintenance Mania and Maintenance WAVE. ARRA funding will support this energy focus in numerous ways including funding new remote-monitoring building automation systems and 100 replacement housing units at Paschall Village, which will incorporate state-of-the-art green technology."

Finally, Greene pointed to PHA's efforts to promote service-enriched housing for seniors and people with disabilities and to improve family and youth services as highlights of the past year. "I am so proud of PHA's new adult day center at Nellie Reynolds Gardens. This is an essential component of our strategic initiative to help seniors and people with disabilities to live independently in community settings. In addition, PHA is working to substantially increase the supply of accessible housing and to improve access to needed health services for residents. PHA will continue to focus on these initiatives, while also expanding our commitment to youth and families."



PHA's activities and accomplishments during MTW Year Nine are extensively discussed in this report. Among the many highlights of the past year:

- Obligated 100% of ARRA funding received during the year.
- Completed construction of 50 housing units at Warnock Phase I and 45 units at Warnock Phase II. Phase II also included completion of an 80,000 square foot mixed-use building slated to accommodate new PHA offices, commercial space and a second adult day center.
- Completed rehabilitation of 241 scattered site units as part of the ARRA-funded effort to complete a total of 340 units.
- Completed construction of 58 rental units at Spring Garden Scattered Sites Phase II.
- Began construction of 101 rental units at Mantua Phases I and II.
- Began construction of 23 units at Markoe Street.
- Began substantial renovation of 53 rental units at Plymouth Hall.
- Began construction of 19 homeownership units at MLK Phase IIC.
- Began construction of 100 ARRA-funded fully accessible units to be located in quad buildings throughout the City.



STRATEGIC OPERATING PLAN

All MTW activities are incorporated into PHA's comprehensive, agency-wide Strategic Operating Plan, which provides a detailed "blueprint" for agency goals, objectives and tasks in every major area of agency operations. The Strategic Operating Plan is regularly updated to report progress and reflect new agency initiatives including those undertaken as part of the MTW Demonstration Program. PHA utilizes an industry standard project management system to track and report on Strategic Operating Plan progress.

To ensure continuous progress in each goal area, PHA convenes regular inter-departmental goal meetings for each of the nine goals. The goal meetings are working sessions that provide an opportunity for staff to work on key objectives, address operational challenges and identify solutions to strategic plan tasks. In addition to goal meetings, PHA established a Leadership Council that meets bi-weekly to review strategic plan progress and to identify and resolve obstacles to achieving all identified goals. Finally, site-level goals and objectives are monitored and supported by cross-functional teams as part of the Performance Management initiative.

The Accomplishments Report highlights and summarizes the accomplishments achieved by PHA under each of the nine Strategic Operating Plan goals during the fiscal year from April 1, 2009 through March 31, 2010.



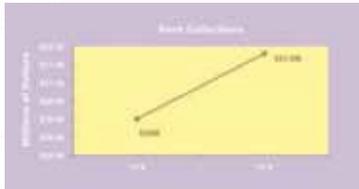
strategic operating plan **GOAL 1**

Achieve excellence in property management

PHA currently owns and manages a total of 14,138 housing units in thirty-three (33) conventional public housing developments, fourteen (14) scattered site management areas, ten (10) alternatively managed developments and twenty (20) newly renovated or constructed Low Income Housing Tax Credit sites. PHA's portfolio includes units managed by its subsidiary, Philadelphia Asset and Property Management Corporation (PAPMC). Unit counts will continue to change in the coming months to reflect new development (Mantua, Paschall Phases I and II, and Markoe Street), disposition and demolition activity.

Over the course of the year, PHA was able to maintain a high level of productivity on key property management indicators:

- PHA achieved a 99.17% adjusted occupancy rate for conventional housing, 99.03% for Scattered Sites and a 99.31% rate for PAPMC sites.
- Of approximately \$34.3 million in rent billed, PHA successfully collected \$31.8 million. This represents an increase of approximately \$1,480,486 over the prior year.



Maria Wright, a resident in the "Blueprint to End Homelessness" program, stands in the kitchen of her scattered site unit, which was recently rehabbed with funds from the stimulus package.



- 100% of PHA occupied units were inspected using the UPICS standards during the year.
- Over 99% of scheduled recertifications were completed.
- PHA continued the Maintenance Mania and Maintenance WAVE (Weatherization and Value Enhancements) programs.

- The WAVE program is designed to tackle the maintenance demands of a large, sprawling housing portfolio while re-engineering properties to achieve greater value and energy efficiency. WAVE crews have completed weatherization activities in 5,305 units.
- The overall total number of formerly homeless households housed under the "Blueprint to End Homelessness" program as of March 31, 2010 is 684.
- Sparkle Plus initiatives were undertaken at all sites to maintain their curb appeal.
- Comprehensive staff training curricula were developed and implemented.



PHA's Maintenance WAVE crews weatherized over 5,300 units to make them more energy-efficient. Workers repaired broken windows, applied caulking around window frames, repaired roofing, building wrap, siding, and flashing to prevent heat loss/leaks, tightened or replaced loose outlet covers/boxes, and replaced permanent lighting with compact fluorescent bulbs. This work will continue in Year 10.

GREATER
GRAYS FERRY
ESTATES



strategic operating plan GOAL 2

Achieve excellence in the management of the Housing Choice Voucher Program and enforce program compliance



PHA operates one of the country's largest Housing Choice Voucher (HCV) programs, which served approximately 15,158 Philadelphia households. In contrast to the PHA-owned housing programs, the HCV program allows PHA to enter into contracts with private property owners so that rents are affordable to low-income households. In these efforts, PHA collaborates with a broad range of community actors, developers and government agencies to use HCV resources to accelerate and support neighborhood revitalization.

HCV resources are also allocated to assisting low-income households to become

homeowners. Eligible households, who must have an employment history unless they are disabled or elderly, are provided with credit and homebuyer counseling that enables them to find and secure permanent homeownership units in the community. PHA's HCV homeownership initiative represents one of the most successful programs in the country.

PHA continued to operate community site offices, which provided neighborhood residents with convenient access to conduct business and contact with their assigned Service Representatives.

Major accomplishments in the area of HCV operations during MTW Year Nine include:

- The Housing Choice Voucher Program opened its wait list for the first time in 10 years. Applications were taken online and PHA staffed the HCV Wait List Call Center. Over 53,000 new applications were entered which will generate new leasing activity in the new fiscal year. The call-in process worked especially well for seniors and people with disabilities who would otherwise have had to travel to an application site.
- As part of the home sales activity, PHA expanded its HCV Homeownership Program to 310 homes, including 42 new homeowners in the past year. Fifteen (15) of these new homeowners are families with disabilities.
- 100% of scheduled recertifications were completed.



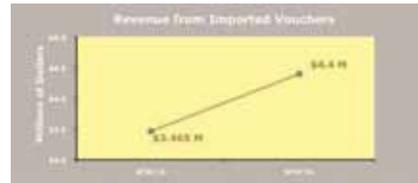
PHA relocated its Housing Choice Voucher offices for Intake/Eligibility, Contracts/Negotiations, Leasing, and Team D (North Philadelphia) from rented space to the new, state-of-the-art building at Warnock Village.

- 100% of all HCV scheduled inspections were completed. Units are inspected before occupancy and then regularly throughout the term of the lease.
- PHA Investigations handled 764 complaints, of which 240 resulted in requests for termination. 162 complaints were unsubstantiated while 82 were resolved. 39 complaints remained under investigation while 241 were about residences or people that are not in the program.



HCV is fully utilizing technology through the Electronic Income Verification (EIV) system, which allows the program to better verify income. As a result, PHA uncovered potential underpayments by more than 600 clients. In addition, the Elite system automates abatements, inspections and recertification.

- The centralized Portability Team continues to increase the collection rate of receivables. As of March 31, 2010, \$4.4 million was collected versus \$3.465 million in the previous year. The centralization and streamlining of the portability process has allowed HCV to better monitor incoming and outgoing portability vouchers.



- During the year-long Phase I of the HUD Inspector General's Audit of PHA's Housing Choice Voucher program, auditors examined 53 client files and interviewed a number of PHA employees in an effort to understand the agency's processes and controls. HUD's report found that out of a program with an annual budget of more than \$178 million, PHA had to return approximately \$5,000 to HUD, an incredibly small amount for a HUD OIG audit. Phase II of the audit regarding HCV property conditions is ongoing.
- HCV continued to allocate vouchers to special programs: Blueprint to End Homelessness housed 255 families; the VASH program housed 90 veterans; and, through the partnership with Liberty Resources, Inc., PHA housed 62 disabled individuals/families.
- 926 landlords took the full-day required property management course.
- Efforts to improve the quality and expand the geographic distribution of housing units available to HCV participants were implemented during the past year. These efforts included conducting Housing Fairs, briefing sessions and distribution of informational materials to program participants.
- File audits were completed on all files using PHA's CRM Quality Control module.
- 2,866 families initiated economic self-sufficiency agreements.

strategic operating plan GOAL 3

Develop affordable quality housing that supports balanced communities

This Strategic Operating Goal encompasses both the redevelopment of existing PHA communities as well as the implementation of new development initiatives that complement Philadelphia's neighborhood revitalization efforts. MTW funding flexibility has allowed PHA to leverage capital dollars in support of public housing and neighborhood revitalization.

PHA redevelopment and neighborhood revitalization initiatives have transformed Philadelphia's neighborhoods. The economic value and leveraging effect generated by these initiatives have been carefully documented in the "Creating Wealth" study discussed in Year Five Annual Report. That study documented the extent to which real estate values in neighborhoods adjacent to PHA redevelopment projects have increased at levels substantially higher than in other parts of the city.

Major highlights for this goal area during MTW Year Nine include:

- As part of a multi-year approximately \$1.7 billion capital improvement program, PHA currently administers more than \$280 million in construction projects citywide ranging from small fence installation jobs to the design and construction of major mixed-use developments.
- Mantua Phases I and II: In preparation for the development of 101 new public housing rental units, PHA completed demolition and disposition of Mantua Hall and other development parcels.
- PHA has expanded its role as developer by adding the new Mantua I and II transactions for a total of twenty-six mixed-finance developments currently in its portfolio.
- PHA secured and closed on \$14.87 million in private equity commitments to support the development of Mantua I and II. Based on its balance sheet and its depth of experience - which is reflected in its AA-rating - PHA is able to get terms and conditions for equity raises that are similar to, or better than, the leading affordable housing developers in the industry.
- PHA secured \$126.9 million in ARRA stimulus funding, of which \$35.95 million was awarded to PHA under the ARRA Capital Fund Recovery Competition (CFRC).



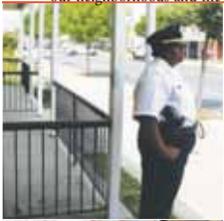
- PHA has received private equity commitments of \$15.27 million for Paschall I and II subject to completion of due diligence and final closing.
- In addition to private equity commitments, PHA secured other funds to support its redevelopment efforts including \$4 million in state funding and \$500,000 in city funding.
- MLK Phase IIC: Began construction of 19 homeownership units.
- Passyunk Homes: Completed the fit out and occupied the 80,000 square foot office building and parking for PHA offices, maintenance and police operations.
- Plymouth Hall: Began construction on 53-unit renovation.
- Scattered Sites: Completed rehabilitation of 241 of 340 planned units, of which 75 will be accessible.
- Quad Unit Development: Began construction on project to build 100 units in 25 quad buildings, all to be fully accessible.
- Spring Garden Scattered Sites Phase II: A third party developer joint venture of Spring Garden Community Development Corporation and Michaels Development completed construction of 58 units, of which 32 are public housing ACC units.
- Warnock Phase I: Completed construction of 50 unit development.
- Warnock Phase II: Completed construction 45 units for seniors plus an 80,000 square foot mixed-use building including PHA offices, commercial office space, and an adult day center. Fit-out construction began on adult day center.
- Wilson Park Pavilion: Began construction of an outdoor pavilion, which features full audiovisual features to accommodate an array of activities.
- HVAC Upgrades: Completed mechanical room upgrades and insulation at Wilson Park, West Park, Blumberg and Queen Lane.
- PHA continued to refine and update a wide range of master planning efforts in neighborhoods adjacent to or near PHA developments.



PHA began construction of 19 homeownership units at Martin Luther King Plaza. The development will complete the renewal of this HOPE VI site that was once among the worst in the United States.

strategic operating plan GOAL 4

Implement public safety programs that promote the well-being of our neighborhoods and the accountability of program participants



PHA's public safety focus under Strategic Operating Plan Goal 4 encompasses management of security for all PHA housing communities, offices and other facilities. In addition, PHA provides a range of public safety related services including support for resident

crime prevention efforts, investigation of complaints, coordination of lease compliance activity, criminal record checks and other critical tasks. These services include management of private security contracts that provide security at PHA developments and office sites.

Progress in the area of public safety made during Year Nine includes:

- The Lease Enforcement Compliance Unit participated in informal rent counseling sessions throughout the year, contributing to the number of tenants who pay off their judgments prior to eviction. LECU's initiatives, combined with asset management efforts, have resulted in a total collection of \$217,895 in judgments in order to avoid eviction.
- PHA's HCV and Public Housing Investigations Units conduct criminal background checks annually on all adult residents living in PHA or PHA-supported properties, which helps to ensure the safety of the children, seniors and families living in PHA neighborhoods. 24,195 record checks were conducted for Public Housing Admissions, HCV Eligibility, and HCV Recertification and 3,634 for Public Housing recertification for a total of 27,829 police record checks.



- Through a data link between the Philadelphia Police Department and PHA, PHAPD receives reports of crime occurring at PHA properties. This enables PHA to develop policing strategies to attack criminal activity at those locations, which results in lower crime rates at PHA sites than in the surrounding community.
- PHAPD uses Global Positioning System (GPS) technology to track PHA assets. Approximately 170 PHA vehicles have GPS tracking systems. The GPS tracking devices have resulted in administrative action taken against five PHA employees involved in improper use of PHA assets. The PHA Investigations Unit conducted approximately 650 audits comparing daily trip sheets submitted by PHA Maintenance and HCV inspectors versus data retrieved from the GPS units installed.
- Security Upgrades: Currently, private security officers are on site at twelve (12) senior developments, five (5) family developments, five (5) Housing Choice Voucher site offices, three (3) PAPMC sites, and six (6) administrative offices.
- Insurance/Risk Management: PHA reduced its insurance premiums by 8% or \$100,000 and reduced its liability claims by 14% over the past year. The Housing Authority Insurance Group presented PHA with a dividend check of \$641,000, the largest check given to any housing authority in the country.
- PHA received a Risk Improvement Award at the annual governing meeting held by Liberty Mutual, its insurance agency's carrier, and secured a 5% reduction in Worker's Compensation premiums from the state. This resulted in a savings of \$57,951.
- Community Relations: The G.R.E.A.T Program reached approximately 6,000 students in Elementary, Middle and Junior High Schools.
- PHA acquired and installed two NCIC/PCIC computer terminals to assist in conducting criminal record checks for Lease Enforcement and Housing Choice.
- Crime mapping systems were upgraded to allow real time crime data reporting.



PHA Police Officer Sylvia Knuckles shares information about G.R.E.A.T and other programs with kids and their parents. During Year 9, the program reached approximately 6,000 students.



PHA's excellent risk management practices have resulted in major savings for the agency. Ellen Hugar and Lynda Enaco of the Risk Management department proudly display the dividend check that the Housing Authority Insurance Group presented to PHA for a reduction in insurance claims.



strategic operating plan GOAL 5

Engage other institutions to leverage resources and assist in promoting economic enhancement and supportive services for PHA residents



SUMMER FOOD PROGRAM



PRE-APPRENTICESHIP TRAINING PROGRAM FOR CONSTRUCTION TRADES



HOMEBUYER WORKSHOPS

Strategic Operating Plan Goal 5 incorporates the numerous programs and activities undertaken by PHA and its network of community partners to promote resident economic self-sufficiency, encourage the healthy development of children, support seniors and people with disabilities, and maximize resident potential for independent living.

Programs under this goal area include affordable homeownership, youth and senior programs, employment training and job placement initiatives. Because the scope of need among PHA residents is so great, PHA cannot do this job alone. Therefore, central to PHA's approach is leveraging resources, collaborating with resident leadership, and partnering with qualified agencies and institutions to bring the best available program services to PHA residents.

Significant accomplishments related to this goal area through MTW Year Nine include:

- PHA's groundbreaking affordable homeownership program continued to grow during the past year. The Home Sales Department sold another 54 homes in Year Nine, bringing the program total to 1,036.

PHA's Communications Department supported and enhanced these efforts through community events, media spots and publications including the successful "PHA Experience" quarterly resident newspaper. These efforts are designed to promote resident awareness of community opportunities, to promote positive role models, to inform residents of PHA policy issues, and to strengthen and reshape PHA's image in the larger community.

Through the non-profit Tenant Support Services Inc. (TSSI), PHA expanded efforts to involve public housing and other community residents in improving PHA communities. TSSI is an integral partner in all of PHA's service planning and implementation initiatives.

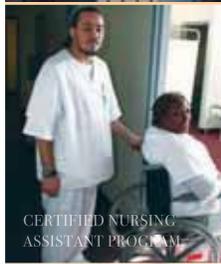


GRAND OPENING OF RIDGE AVENUE ELDERCARE SERVICES

- More than 1,500 low and moderate-income households participated in PHA sponsored first-time homebuyer workshops over the past year. PHA has also established working partnerships with 31 certified housing counseling agencies and many major regional banks including Wachovia, Bank of America, Citizens, TD Bank and Sovereign Bank.
- PHA continued to implement a Resident Mortgage Assistance Program (RMAP), a comprehensive benefit package to assist residents in achieving homeownership by providing closing cost assistance, writing down the cost of the home and providing free financial counseling.
- PHA celebrated the official grand opening of the adult day center at Nellie Reynolds Gardens. PHA residents and other low-income community residents who are deemed nursing home eligible use this facility as part of care plans designed to help people avoid costly nursing home care.
- PHA continued to operate the Pre-Apprenticeship Training Program initiative in partnership with the building trade unions. As of March 31, 2010, a total of six hundred and seventy one (671) residents graduated from the program, including ninety-three (93) graduates over the past year. Three hundred and seventy-six (376) of these graduates entered the construction trades. These jobs are positions at union scale wages with benefits, resulting from certified apprenticeships in the building and construction trades program and PHA's new partnership with industrial employment opportunities.
- PHA placed residents in jobs through the Section 3 Program. This program, which requires PHA contractors to hire qualified Section 3 residents for new positions, produced five hundred and twenty-three (523) jobs over the past year. PHA contractors continue to fill their workforce needs with qualified PHA residents, who are often graduates of the Pre-Apprenticeship program.
- A total of seventy-six (76) residents enrolled and sixty (60) graduated from the Certified Nursing Assistant (CNA) Program over the past year, bringing the total to one thousand and eighty-seven (1,087) residents. CNA graduates have a 90% employment rate. All graduates are employable as State Certified CNAs.
- A total of seventy-three (73) residents enrolled and sixty-three (63) graduated from the Pharmacy Technician Program over the past year, for a total of four hundred and eighty-nine (489) residents. Pharmacy Technician graduates have a 90% employment rate. All graduates are eligible to sit for the Pennsylvania State Certification examination and may secure employment as Pharmacy Technicians.
- A total of thirty-nine (39) residents enrolled and thirty-two (32) graduated from the Medical Billing Program this year, for an overall total of three hundred and sixteen (316) graduates. Medical Billing graduates have a 92% employment rate. Graduates may secure employment as Medical Billing Clerks.
- PHA served 50,115 meals to low-income children at twenty-one PHA sites as part of its Summer Food Program.



SECTION 3 PROGRAM



CERTIFIED NURSING ASSISTANT PROGRAM



Regina Massey in the living room of her scattered site home that she purchased from PHA.

strategic operating plan GOAL6

Improve the productivity and cost effectiveness of PHA's operations

PHA's efforts to improve productivity and cost efficiency continued to be emphasized over the past year. Across all departments and levels of the operation, staff engaged in working groups,

discussions and detailed analyses designed to identify cost savings and/or productivity enhancing opportunities.

Accomplishments related to Strategic Operating Plan Goal 6 in MTW Year Nine included:

- PHA expanded the Performance Management initiative over the past year. Through this program, PHA leverages cross-functional teams of staff in support of site-level improvement programs.
- As part of the Supply Chain Data Quality Initiative, projects were developed focusing on external partners and vendors. Vendor and Procurement Contracts undergo 100% file audit to ensure that the most current data is in the files for better partner and vendor correspondence and to improve the services provided.
- 430 vendors were updated or added in the PHA vendor database during Year 9. 545 did business with PHA and a total of 28,813 payments were made to them. 24,010 of these payments, or 83.33%, were made electronically.
- As part of the Financial Data Quality Initiative, cleanup and optimization of all Physical Assets is ongoing. A complete review and audit of Physical Assets have been established to facilitate an optimal process for the upload of new assets and retirement of older assets, and an enhancement of the PeopleSoft Asset Management module. The review will result in the tracking of 100% of all PHA assets valued at over \$500.
- As part of the Human Resource Data Quality Initiative, a clean-up plan with regard to current employee data and information is ongoing. This is comprised of verifying, correcting and updating personal and professional employee information in the HR database. 884 employee files were reviewed during Year Nine. 95% of the files were clean. 100% of the employees with audit findings in their file were contacted and their files then corrected. Since the initiative began on April 1, 2008, 100% of new hire files have been reviewed and 40% of current employee files completed.



strategic operating plan GOAL7

Improve program compliance, reporting, performance and accountability

strategic operating plan GOAL8

Maximize the use of technology to improve efficiency and accountability of PHA operations

PHA continued to implement an ambitious quality assurance and compliance program throughout the organization, combined with an array of technology initiatives. All program procedures are documented, which facilitates the review and/or audit of program transactions. PHA's Quality Assurance Department provided quality control reviews of program files, assisted operating units with assessing and re-engineering business practices to promote efficiency and provided regular monitoring of strategic goals and objectives. PHA continued to utilize a sophisticated project management system to track and report on all program initiatives. This system is updated monthly and reviewed by senior management.

Significant accomplishments related to these goals through MTW Year Nine included:

- In Year 9, PHA again excelled in the percentage of contracts issued to Minority and Women-owned firms. 56% of all contracts went to MBEs totaling \$45,134,247. 22% of all contracts went to WBEs totaling \$27,680,632.
- PHA developed and implemented a new state-of-the-art management program for the Public Housing Tenant and Property Management program. This completely integrated financial and operations software is designed specifically to help managers increase operation efficiencies. The new system provides centralized reporting, correspondence, vendor and tenant management with optimized and integrated A/R and A/P processes.
- PHA finalized plans to implement Site Based Wait Lists beginning in the second quarter of 2010. Applications will be received electronically via PHA's secure website or dedicated telephone line.



PHA continues to remove obsolete technology from the production environment and replace components with computers, servers, storage systems and network devices that increase employee productivity and decrease failure rates.

Leading the Way in Minority Contracting

In Year 9, PHA again excelled in the percentage of contracts issued to Minority and Woman-owned firms.



- 56% of all contracts went to MBE's = \$45,134,247
- 22% of all contracts went to WBE's = \$27,680,632



- PHA enhanced procurement processes to maximize utilization of electronic ordering through e-Procurement. This process provides PHA with guaranteed government rates for goods and services. PHA now has electronic catalogs containing more than 400,000 items. The e-Procurement process can automatically source and dispatch as well as link work orders directly with the procurement process.
- PHA implemented the PeopleSoft Talent Acquisition Module (TAM). This new 'Person Model' provides improved workforce management, reporting, security, compliance, and contractor cost control. It provides a central means of managing the entire workforce, including employee and key individuals such as dependents.
- PHA integrated overtime management with the CRM system. This integrated system allows PHA to authorize and track overtime usage to a specific work order and ultimately to a given site or property. Payroll Management remains the fundamental business requirement. PHA has a rules-based payroll management system that assists in controlling the workforce costs and ensuring that the entire workforce is being paid on time and accurately, according to compensation rules.
- PHA has enhanced the e-Procurement module of PeopleSoft. This enhancement has allowed for the optimization and standardization for the requisition approval process. It provides electronic integration with Vendors Item catalogues for direct electronic orders of goods and services. Further, PHA is auto sourcing supplies to be delivered to applicable vendors.
- PHA expanded Interactive Voice Response (IVR) services to include the Housing Choice Voucher (HCV) component of the organization. This expansion now allows all of the HCV offices to use IVR technology including the voice-recording component, Call Parrot. HCV managers are able to monitor incoming calls to ensure agents adhere to compliance and quality standards. The implementation is enriched with comprehensive and user-friendly data mining capabilities including agent ID, caller ID, time, date, and more. This integrated system is also used as a training device to enhance customer service.

PHA has integrated overtime management with the CRM system which allows the agency to authorize and track overtime usage to a specific work order and ultimately to a given site or property. The system is transparent, traceable and allows weekly payment of overtime.



- PHA continues the rollout of new state-of-the-art desktop computers. These new computers will process information more than 10 times faster than existing desktop computers. This implementation is geared to increase employee productivity and decrease failure rates.
- As part of the continuous improvement initiative, PHA continues to remove the obsolete servers, storage systems, and network devices from the production environment. The replacement of these components provides additional computing power, consistency across the computing environment, supportability, and stability. ISM replaced 275 desktop computers in Year 9.

ARRA funding has enabled PHA to accelerate its long-term energy-efficiency upgrades and implement a host of green initiatives:

- The new Mantua Square development will have a rainwater harvesting system and solar photovoltaic systems for all units in the quad area. This is expected to produce an average of \$42,139 in electricity savings annually, generating \$1.86 million over the 25-year life of the system.
- The new Paschall Village will have solar photovoltaic (PV) panels, a rainwater harvesting system and geothermal heat pumps. Geothermal energy is solar energy that has been stored in the earth. The plan would involve drilling into the earth and inserting pipes to tap the stored energy.
- Another energy efficient feature being used at PHA's new older adult buildings is the green roof. One has been installed this year at Warnock Village and one is planned for Plymouth Hall.
- Mechanical upgrades have begun in preparation for the implementation of the Building Automation System (BAS) and Supervisory Control and Data Acquisition (SCADA) system. The systems will remotely monitor the mechanical, electrical and plumbing systems both locally at 27 sites and remotely to a central monitoring station. BAS will play a key role in improving equipment performance and energy conservation. The Greater Grays Ferry Estates (GGFE) BAS/SCADA system is complete and available to monitor on the web.
- PHA has commissioned an evaluation from Drexel University of its energy-efficiency projects. The goal is to develop a framework to evaluate, assess and promote energy efficiency and alternative energy strategies for housing authorities with multifamily housing portfolios through energy simulation, energy measurement, energy performance assessment, cost-benefit analysis, and energy policy studies.



PHA is implementing the BAS/SCADA at 27 sites. These systems will allow PHA to remotely monitor mechanical, electrical and plumbing systems and play a major role in improving equipment performance and energy conservation.




Maintenance crews continue to weatherize older housing stock and make units more energy-efficient.

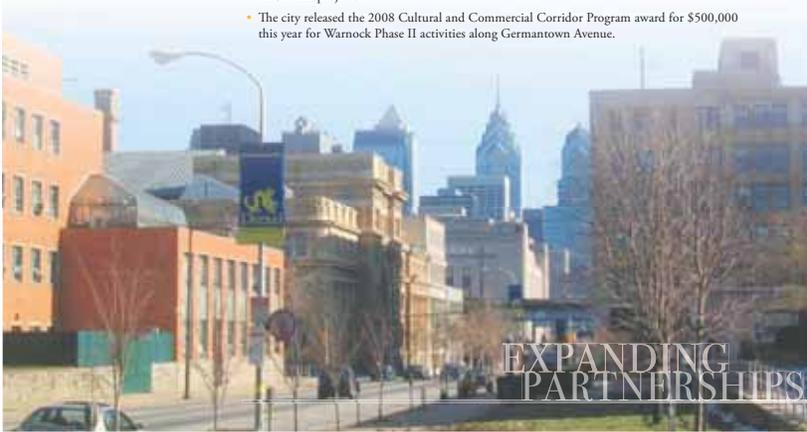
strategic operating plan GOAL 9

Maximize relationships and initiatives to deliver sound and effective services

Strategic Operating Plan Goal 9 focuses on creating and nurturing partnerships to achieve maximum benefit for PHA residents and program participants. Even with federal funding for HCV and public housing increasing compared to recent years, the importance of forging partnerships in support of PHA's mission remains important to the agency's long-term success.

Significant accomplishments in this area through MTW Year Nine included:

- In addition to expanding its partnership with Drexel University and commissioning an evaluation of its energy saving initiatives, PHA maintains an ongoing relationship with the career development center and employs Drexel co-op business and engineering students. PHA employs 20 co-ops for 6 month long cycles with 2 cycles per year.
- To promote affordable homeownership, PHA continued its highly effective partnerships with major banks and mortgage companies including Bank of America, Citizens Bank, Gateway Funding, Acre Mortgage, Sovereign Bank and Wells Fargo. PHA also maintains relationships with 31 certified housing counseling agencies throughout the city of Philadelphia.
- PHA secured \$2,000,000 in ARRA Community Development Block Grant (CDBG) funds from the City of Philadelphia to support the Pre-Apprenticeship Program.
- PHA secured \$132,529 from the Pennsylvania Department of Education to support the Summer Food Program.
- PHA successfully applied for \$718,000 from HUD for ROSS Family Service Coordinators.
- PHA raised \$105,322 from the Philadelphia Corporation for Aging to provide meals, transportation, trips and activities for seniors.
- PHA received \$7,000 in grant funds from the Pennsylvania Commission on Crime and Delinquency's Juvenile Accountability Block Grant to support the G.R.E.A.T. program.
- PHA successfully applied for \$375,648 from HUD for Shelter Plus Care Program for 3 Project H.O.M.E. projects.
- The city released the 2008 Cultural and Commercial Corridor Program award for \$500,000 this year for Warnock Phase II activities along Germantown Avenue.



PHA Community Partner Smith & Solomon trains residents in tractor-trailer driving and helps them earn their Commercial Driver's License.



- PHA assisted Da-Network Housing to submit a successful application that resulted in an award of \$480,000 for two Family Service Coordinators to serve the Ludlow community.
- With PHA's assistance, the Free Library of Philadelphia received a second \$24,000 award from the Claniel Foundation to continue the Family Reading Program at 6 sites.
- PHA received two separate \$2 million grants from the State of Pennsylvania for Mantua construction.

PHA offered a broad range of supportive services to residents, including the following offered through the agency's Community Partners program during Year Nine:

- Opportunities Industrialization Corporation, Inc. (OIC) provides hospitality training in the areas of Culinary Arts, Guest Services, Front Office Procedure, Administrative Assistant, and Telecommunications. In Year Nine, ninety-one (91) residents enrolled in one of the various programs offered by OIC, of which sixty-six (66) graduated.
- Educational Data Systems Inc. (EDSI) provides Supported Work, Job Search, Job Placement, Community Service and Job Retention services. In Year Nine, forty-nine (49) residents enrolled in one of the various programs offered by EDSI.
- Management Environmental Technologies, Inc. (MET) offers Job Training, Youth Development, Cultural Awareness, Small Business Development and Neighborhood Improvement programs. In Year Nine, forty-five (45) residents enrolled in one of the various programs offered by MET.
- Smith & Solomon has begun to provide two programs in the automotive and driving areas: a CDL-A drivers license program, in which graduates will then be adequately certified to drive tractor-trailers (up to 26,001 lbs.) and a forklift certification program. In Year Nine, thirty (30) residents enrolled in the programs, with twenty-one (21) graduates.



In Year 9, OIC began offering courses to residents in Telecommunications.



PHA partnered with the Free Library of Philadelphia to bring family reading programs to 6 sites. The program was funded through a grant from the Claniel Foundation.



- Jewish Employment & Vocational Services (JEVS) provides a 36-hour Home Maintenance and Repair Program course through the Orleans Technical Institute. In Year Nine, fifty (50) residents enrolled in Home Maintenance Program provided by JEVS.
- New Wave Resources, Inc provides a 16-week course for careers in hotels, restaurants, and food service at schools, financial services, airlines, personal care facilities, and retail. In Year Nine, thirty-six (36) residents enrolled in one of the various programs offered by New Wave, of which twenty-eight (28) graduated.
- Jewish Employment & Vocational Services also began to provide a job skill and preparation program called Human Services. This college credit-bearing program aims to teach skills necessary for graduates to work with at-risk populations. Courses cover counseling, management, and communication skills. Graduates effectively mentor to any member of our diverse community. In Year Nine, twenty-four (24) residents enrolled in the program, with eleven (11) graduates.
- The Center for Literacy started educational programs for residents, allowing them to gain Adult Basic Education credits and to work towards a GED. In Year Nine, sixty-five (65) residents enrolled, with fifteen (15) earning a GED.
- The Urban League started a Call Center training program, in which students learn transferable skills that are useful in many customer service positions, but can be applied to virtually any job. Specifically, students learn the ins-and-outs of what call centers do and their roles in such a structure. The training consists of classroom lessons and activities but is also reinforced by study guides. This year, thirty-five (35) enrolled, with fifteen (15) graduates.

The Center for Literacy, a new PHA Community Partner, provides educational programs to residents and helps them work towards a GED.

PROVIDING OPPORTUNITIES



The Urban League of Philadelphia offers a Call Center training program

ENERGIZE AND CONSERVE
ONE HOME
 AT A TIME





MTW YEAR 9 APRIL 1, 2009 - MARCH 31, 2010

ACCOMPLISHMENTS REPORT



ENERGIZING THE
PRESENT
SUSTAINING THE
FUTURE



Philadelphia Housing Authority
Building Beyond Expectations

Carl R. Greene, Executive Director

MOVING TO WORK YEAR NINE ANNUAL REPORT
PART TWO: PLANNED VS ACTUAL

SECTION 2: HOUSEHOLDS SERVED

This section provides the following information:

- Types of units and the characteristics of families served
- Types of units and the characteristics of families on the waiting list

Additionally, this section compares data for the Philadelphia Housing Authority (PHA) in the MTW Baseline Year (2001) and MTW Year Nine in Public Housing (Conventional Sites, Scattered Sites, Low-Income Housing Tax Credit, and Alternative Management Entities Properties) and the Housing Choice Voucher (HCV) Program.

A. Number and Characteristics of Households Served

In PHA's Year Nine Plan, PHA projected serving a total of 14,237 households in the public housing program. The actual number of households served in the public housing program as of March 31, 2010 was 14,190, due primarily to relocation activities and normal turnover. Note that this level of occupancy represents a 99.17% adjusted occupancy rate for conventional housing, 99.03% for Scattered Sites and 99.31% for PAPMC sites.

PHA projected that it would serve 14,850 households in the MTW Tenant-based HCV program. As of March 31, 2010, the actual number of households served in this program was 13,928 due primarily to higher than normal turnover and lengthy search times for voucher holders. As of March 31, 2010, PHA had 922 voucher holders actively looking for housing, which will generate substantial new leasing activity in the early part of the new fiscal year. Additional vouchers will be issued incrementally over the coming year in order to achieve full utilization. An additional 1,230 households were served in the non-MTW HCV programs including Moderate Rehab.

Overall, PHA served 29,348 households in MTW Year Nine. For comparative purposes, PHA was serving approximately 24,602 households in FY 2001, i.e. the baseline year for MTW. An additional 2,844 MTW Activity Vouchers were utilized for authorized vouchers.

1. Unit Size of PHA Households.

The Baseline Year unit sizes for PHA households are presented in Table 2-1, followed by Year Nine data. PHA has increased the number of households served by 4,746 over the term of the MTW Demonstration representing a 19% increase.

The Year Nine unit sizes shown in Table 2-2 are generally consistent with the unit sizes detailed in the Year Nine Annual Plan. In terms of comparative percentages between the Plan and Report, efficiency and two-bedroom households remained the same at 3% and 25% respectively. The percentage for one-bedroom households increased from 17% to 20% while the three-bedroom households decreased from 42% to 40%. The four-bedroom and five-bedroom categories also decreased by 1% respectively.

Table 2-1. Baseline Year Number and Unit Size for All PHA Households.

Housing Type/ Program	Efficiency	One Bdrm	Two Bdrm	Three Bdrm	Four Bdrm	Five Bdrm	Six Bdrm	Total
Conventional	499	1,580	2,756	2,335	517	89	8	7,784
Scattered Sites	0	34	531	2,327	663	602	237	4,394
HCV Housing	506	2,152	3,169	5,434	918	195	50	12,424
Program Total	1,005	3,766	6,456	10,096	2,098	886	295	24,602
Distribution %	4%	15%	26%	41%	9%	4%	1%	100%

Source: PHA CCS. October 1, 2001.

Table 2-2. Year Nine Number and Unit Size for All PHA Households

Housing Type/Program	Efficiency	One Bdrm	Two Bdrm	Three Bdrm	Four Bdrm	Five Bdrm	Six Bdrm	Total
Conventional	284	1,372	2,321	2,107	496	80	11	6,671
Scattered Sites	27	170	660	2,362	602	531	194	4,546
LIHTC ¹	0	659	541	495	108	2	0	1,805
AME ²	0	433	275	372	79	9	0	1,168
HCV Housing	535	3,139	3,675	6,338	1,072	297	102	15,158
Program Total	846	5,773	7,472	11,674	2,357	919	307	29,348
Distribution %	3%	20%	25%	40%	8%	3%	1%	100%

Source: PHA Elite, March 31, 2010.

¹ Low-Income Housing Tax Credit (LIHTC) properties, PAPMC managed.² AME – Alternatively Managed Entity

2. Composition by Family Type of PHA Households.

The number and type of households served by PHA in MTW Baseline Year and Year Nine are presented in Tables 2-3 and Table 2-4. Family households continue to represent the majority of households served by PHA in Year Nine with 60%, an increase of 2% compared to the Year Nine Annual Plan percentage of 58%. Elderly and disabled households represent 9% and 31% of the remaining households served respectively.

Table 2-3. Baseline Year Composition by Family Type for All PHA Households

Housing Type/ Program	Family	Percent Families	Elderly	Percent Elderly	Disabled	Percent Disabled	Program Totals	Percent Program Totals
Conventional	4,121	53%	2,168	28%	1,495	19%	7,784	100%
Scattered Sites	2,240	51%	1,058	24%	1,096	25%	4,394	100%
HCV Housing	8,186	66%	1,430	12%	2,808	22%	12,424	100%
Program Totals	14,547	59%	4,656	19%	5,399	22%	24,602	100%

Source: PHA CCS, October 1, 2001.

Housing Type/Program	Family	Percent Families	Elderly	Percent Elderly	Disabled	Percent Disabled	Program Totals	Percent Program Totals
Conventional	4,330	65%	964	14%	1,377	21%	6,671	100%
Scattered Sites	3,719	82%	117	3%	710	16%	4,546	100%
LIHTC ¹	1,082	60%	358	20%	365	20%	1,805	100%
AME ²	591	51%	425	36%	152	13%	1,168	100%
HCV	7,890	52%	755	5%	6,513	43%	15,158	100%
Program Total	17,612	60%	2,619	9%	9,117	31%	29,348	100%

Source: PHA Elite. March 31, 2010

¹Low-Income Housing Tax Credit (LIHTC) properties, PAPMC managed.

²AME – Alternately Managed Entity

3. Income Groups

Income levels for PHA households in the MTW Baseline Year and Year Nine are presented in Tables 2-5 and 2-6. The vast majority of PHA residents continue to have incomes below 30% of area median income (AMI). During Year Nine, the percentage of households earning less than 30% of AMI decreased slightly from 84% to 82%, with a corresponding 1% increase in the percentage of households earning between 30-50% of AMI. PHA continued to meet the MTW Agreement requirement that at least 75% of the families assisted under MTW be very low-income families. The fact that 82% of households earn less than 30% of AMI reflects both the weakness of the regional and national economies and the continuing strong demand for affordable housing among Philadelphia's poorest residents.

Table 2-5. Baseline Year Income Levels for All PHA Households.

Housing Type/ Program	Below 30% Median Income	Between 30% and 50% Median Income	Between 50% and 80% Median Income	Over 80% Median Income	Total
Conventional	6,488	978	255	63	7,784
Scattered Sites	3,391	668	263	72	4,394
HCV Housing	10,101	1,916	387	20	12,424
Program Totals	19,980	3,562	905	155	24,602
Percentage	81%	14%	4%	<1%	100%

Source: PHA CCS. October 1, 2001.

Table 2-6. Year Nine Income Levels for All PHA Households.

Housing Type/ Program	Below 30% Median Income	Between 30% and 50% Median Income	Between 50% and 80% Median Income	Over 80% Median Income	Total
Conventional	5,782	653	153	83	6,671
Scattered Sites	3,765	555	166	60	4,546
LIHTC ¹	1,236	451	91	27	1,805
AME ²	630	402	136	0	1,168
HCV Housing	12,561	2,138	421	38	15,158
Program Totals	23,974	4,199	967	208	29,348
Percentage	82%	14%	3%	1%	100%

Source: PHA Elite. March 31, 2010

¹Low-Income Housing Tax Credit (LIHTC) properties, PAPMC managed.

²AME – Alternately Managed Entity

4. Program/Housing Types for All PHA Households

PHA housing by program types for MTW Baseline and Year Nine are presented in Table 2-7. The total number of households increased over the Baseline Year by 19% in Year Nine. A significant increase was observed in the number of PHA households funded under the Housing Choice Voucher Program, which increased by 22% over the Baseline Year.

Table 2-7. Baseline Year and Year Nine Program/Types for All PHA Households.

Housing Type/Program	Baseline Year		Year Nine	
	Total	%	Total	%
Conventional	7,784	32%	6,671	23%
Scattered Sites	4,394	18%	4,546	16%
LIHTC ¹	0	0%	1,805	6%
AME ²	0	0	1,168	4%
HCV Housing	12,424	50%	15,158	51%
Program Total	24,602	100%	29,348	100%

Source: PHA CCS. October 1, 2001; Elite March 31, 2010

¹Low-Income Housing Tax Credit (LIHTC) properties, PAPMC managed.

²AME – Alternately Managed Entity

5. Race and Ethnicity

Tables 2-8 thru 2-10 present the race/ethnicity of PHA resident household heads in the MTW Baseline and Year Nine. African-Americans continue to represent the majority of households served by PHA (88%) compared to 90% in the Baseline Year. Of the approximate 29,348 heads of PHA households, 5% identify themselves as being of Hispanic ethnicity compared to 4% in the Baseline Year. During Year Nine, race and ethnicity percentages remained consistent with those indicated in the Annual Plan.

Table 2-8. Baseline Year Race/Ethnicity for All Heads of PHA Households

Housing Type/Program	African-American	White	Hispanic	Asian/Pacific Island & Native American	Other	Total
Conventional Housing	7,425	252	90	14	3	7,784
Scattered Sites	3,901	37	448	5	3	4,394
HCV Housing	10,765	1,129	337	115	78	12,424
Program Totals	22,091	1,418	875	134	84	24,602
Percentage Distribution	90%	6%	4%	<1%	<1%	100%

Source: PHA CCS. October 1, 2001.

Table 2-9. Year Nine Race for All Heads of PHA Households					
Housing Type/Program	African-American	White	Asian/Pacific Island & Native American	Other	Total
Conventional Housing	6,306	156	12	197	6,671
Scattered Sites	4,138	44	2	362	4,546
LIHTC ¹	1,757	10	1	37	1,805
AME ²	931	152	65	20	1,168
HCV Housing	12,605	1,892	647	14	15,158
Program Totals	25,737	2,254	727	630	29,348
Percentage Distribution	88%	8%	2%	2%	100%

Source: PHA Elite, March 31, 2010.

¹Low-Income Housing Tax Credit (LIHTC) properties, PAPMC managed

²AME – Alternatively Managed Entity

Table 2-10. Year Nine Ethnicity of Heads of Households of Public Housing and HCV

Housing Type/Program	Hispanic	Non-Hispanic	Total
Conventional Housing	175	6,496	6,671
Scattered Sites	329	4,217	4,546
LIHTC ¹	28	1,777	1,805
AME ²	296	872	1,168
HCV Housing	737	14,421	15,158
Program Totals	1,565	27,783	29,348
Percentage Distribution	5%	95%	100%

B. Changes in Tenant Characteristics.

While the overall number of households served by PHA has significantly increased since the baseline year, the demographic composition of households has remained relatively constant. See comments above.

C. Changes in the Waiting List Numbers and Characteristics.

This section provides information about the types of units requested and the characteristics of families on the PHA Waiting List for housing units in MTW Year Nine at Public Housing (both conventional and scattered sites) and the Housing Choice Voucher Program, formerly known as the Section 8 Program.

At the end of Year Nine, the waiting list has 101,947 applicant households, reflecting the strong need for affordable housing in Philadelphia. This reflects an increase of more than 50,000 over the waiting list numbers at the beginning of Year Nine. The number of applicants on the waiting list for HCV Housing/Housing Choice Vouchers increased significantly from Year 9 Plan because it opened the waitlist from March 2nd to March 16th 2010 for the first time in 10 years. Over 54,000 new applicants are now active on the HCV waitlist.

1. Unit Size Need by Waiting List Applicants.

Table 2-12 indicates that the highest demand is for efficiency (47%) two (29%) and three bedroom (15%) units. The demand for efficiency units reflects the high number of one-person households. These households are housed in either efficiency or one-bedroom units.

Table 2-11. Baseline Year Composition by Bedroom Size Need For All Waiting List Applicants

Housing Type/Program	One Bedroom	Two Bedroom	Three Bedroom	Four Bedroom	Five Bedroom	Six Bedroom	Not Specified	Total
Public Housing	255	3,760	662	106	12	5	2,391	7,191
HCV Housing	176	3,297	1,720	343	55	7	12,989	18,587
Program Total	431	7,057	2,382	449	67	12	15,380	25,778
Percentage Distribution	2%	27%	9%	2%	<1%	<1%	60%	100%

Source: PHA CCS. October 1, 2001.

Table 2-12. Year Nine Composition by Bedroom Size Need For All Waiting List Applicants

Housing Type/Program	Efficiency	One Bedroom	Two Bedroom	Three Bedroom	Four Bedroom	Five Bedroom	Six Bedroom	Total
Public Housing ¹	17,811	2,785	16,474	8,758	1,712	166	20	47,726
HCV Housing	29,636	3,102	12,941	6,994	1,334	179	35	54,221
Program Totals	47,447	5,887	29,415	15,752	3,046	345	55	101,947
Distribution	47%	6%	29%	15%	3%	0%	0%	100%

Source: PHA Elite, March 31, 2010.

¹ Public Housing program includes conventional, scattered and LIHTC sites.

2. Composition by Family Type of Waiting List Applicants.

Tables 2-13 and 2-14, indicate that the majority of applicants on the waiting lists are families (82%), followed by elderly (11%), and disabled (7%). A significant increase in the number and percentage of family applicants occurred over Year Nine due to the opening of the HCV waiting list.

Table 2-13. Baseline Year Composition by Family Type for All Waiting List Applicants

Housing Type/Program	Family	Percent Families	Elderly	Percent Elderly	Disabled	Percent Disabled	Total	Percent Program Totals
Public Housing	4,265	59%	258	4%	2,668	37%	7,191	100%
HCV Housing	13,246	71%	1,645	9%	3,696	20%	18,587	100%
Program Totals	17,511	68%	1,903	7%	6,364	25%	25,778	100%

Source: PHA CCS. October 1, 2001.

Table 2-14. Year Nine Composition by Family Type for All Waiting Lists Applicants for PHA Housing

Housing Type/Program	Family	Percent Families	Elderly	Percent Elderly	Disabled	Percent Disabled	Total	Percent Program Totals
Public Housing	38,874	81%	7,008	15%	1,844	4%	47,726	100%
HCV Housing	45,022	83%	4,186	8%	5,013	9%	54,221	100%
Program Totals	83,896	82%	11,194	11%	6,857	7%	101,947	100%

Source: PHA Elite, March 31, 2010.

¹ Public Housing program includes conventional, scattered and LIHTC sites.

3. Income Levels of Waiting List Applicants

In the Baseline Year, 77% of applicant households were below 30% of area median income (“AMI”). As of March 31, 2010, the percentage of households below 30% AMI increased to 99%, which reflects a considerable increase from the 91% reported at the start of Year Nine. PHA believes that this is reflective of the ongoing weaknesses in the regional and national economies and the strong demand for affordable housing in the City.

Table 2-15. Baseline Year Income Levels for All Waiting List Applicants

Housing Type/Program	Below 30% Median Income	Between 30% and 50% Median Income	Between 50% and 80% Median Income	Over 80% Median Income	Total
Public Housing	6,450	618	115	8	7,191
HCV Housing	13,514	3,483	1,244	346	18,587
Program Totals	19,964	4,101	1,359	354	25,778
Percentage	77%	16%	5%	<2%	100%

Source: PHA CCS, October 1, 2001.

Table 2-16. Year Nine Income Levels for All Waiting List Applicants

Housing Type/ Program	Below 30% Median Income	Between 30% and 50% Median Income	Between 50% and 80% Median Income	Over 80% Median Income	Total
Public Housing	47,596	101	23	6	47,726
HCV Housing	53,843	153	100	125	54,221
Program Totals¹	101,439	254	123	131	101,947
Percentage	99%	<1%	<1%	<1%	100%

Source: PHA Elite, March 31, 2010.

4. Program/Housing Type Requested by Waiting List Applicants.

Table 2-17. Baseline Year and Year Nine Program/Types for All Waiting List Applicants

Housing Type/Program	Baseline Year		Year Nine	
	Total	%	Total	%
Public Housing	7,191	28%	47,726	47%
HCV Housing	18,587	72%	54,221	53%
Program Total	25,778	100%	101,947	100%

Source: PHA CCS. October 1, 2001; Elite, March 31, 2010

5. Race/Ethnicity of Waiting List Applicants

The racial/ethnic composition of waiting list applicants has shifted somewhat over the course of the MTW Demonstration. African American households continue to represent the largest percentage of the waiting list, although the percentage declined since submission of the Year Nine Plan (reflecting the opening of the waiting list for HCV, which added 54,000 households). The percentage of “other” races has increased from 2% to 9%. Hispanic households now comprise 8% of the waiting list.

Table 2-18. Baseline Year Composition by Race/Ethnicity for All Waiting List Applicants

Program Type	African-American	White	Spanish American	Asian, Pacific Island & Native American	Other	Total
Public Housing	6,676	223	216	35	41	7,191
HCV Housing	15,425	1,961	558	72	571	18,587
Total	22,101	2,184	774	107	612	25,778
Percentage of Total	86%	8%	3%	<1%	2%	100%

Source: PHA CCS, October 1, 2001.

Table 2-19. Year Nine Composition by Race for All Waiting List Applicants

Housing Type/Program	African-American	White	Asian/Pacific Island & Native American	Other	Total
Public Housing	40,761	1,734	179	5,052	47,726
HCV Housing	46,047	3,865	207	4,102	54,221
Program Totals	86,808	5,599	386	9,154	101,947
Percentage Distribution	85%	5%	0%	9%	100%

Source: PHA Elite, March 31, 2009.

Table 2-20. Year Nine Composition by Ethnicity for All Waiting List Applicants

Housing Type/Program	Hispanic	Non-Hispanic	Total
Public Housing	3,693	44,033	47,726
HCV Housing	4,434	49,787	54,221
Program Totals	8,127	93,820	101,947
Percentage Distribution	8%	92%	100%

D. Impact of MTW on Households Served.

The total number of households served has increased significantly over the course of the MTW Demonstration, i.e. from 24,602 to 29,348 households at the close of Year Nine.

SECTION 3: ADMISSIONS AND OCCUPANCY POLICIES

A. Changes in Concentration of Lower-Income Families by Program.

Deconcentration –PHA has dramatically expanded the range of affordable rental and homeownership opportunities and housing choices for low-income residents of Philadelphia. The total number of households served has increased significantly under MTW from 24,602 households at the MTW Demonstration Program initiation to 29,348 at the close of Year Nine. In addition, PHA’s groundbreaking affordable homeownership program has created 1,036 homeownership opportunities, of which 54 public housing homeownership opportunities closed in Year Nine. Year Nine housing development activities are more fully described in Section 7 of this Report.

See prior MTW Plans and Reports and Section 7 for further detail on PHA’s extensive homeownership development efforts. Currently, with the exception of Martin Luther King, Jr., Phase IIC, assisted homeownership programs are limited to households typically earning no more than 80% of median income. The goal is to establish mixed-income communities in neighborhoods where severely distressed housing developments formerly existed. In past MTW Years, PHA proposed homeownership opportunities for households with incomes up to 150% of median income at the Martin Luther King and Falls Ridge HOPE VI sites. In the Year 3 Plan approval, HUD declined to approve this option. HUD subsequently approved PHA’s plan to use program income to construct homes at Martin Luther King IIC, which will be sold to families earning between 80-115% of AMI, with the majority of homes sold to families earning between 80-100% of AMI.

Beginning with the Year One Plan, PHA proposed efforts to raise the income of current residents, attract a greater mix of incomes through expanded and integrated community policing and lease enforcement efforts, improve conditions in developments and communities where PHA housing exists, and avoid concentrations of low-income residents. This has proven difficult, as Philadelphia has suffered a population decline for many years, with the largest losses at the middle and higher income levels. Also, as previously noted, the number and percentage of extremely low-income households on PHA’s waiting lists continues to grow substantially. This is reflective of the regional and national economic recession and the lack of quality affordable housing options for low-income households.

Starting with the Year Two Plan, PHA began to integrate all homeownership programs, including homeownership in the HOPE VI mixed-finance developments, into the MTW Family Program. Essential components of two HOPE VI housing revitalization efforts are to increase economic diversity and expand participation in PHA initiatives. The Falls Ridge (formerly Schuylkill Falls) and Martin Luther King HOPE VI developments seek to increase the diversity of participants in MTW initiatives by offering market rate units.

In Year Three, PHA broke ground for the Lucien E. Blackwell development (formerly Mill Creek), which continues the strategy of integrating homeownership and rental using tax credit financing. Lucien E. Blackwell units will also be offered in settings that are less dense and rely on significant off-site opportunities.

In Year Five, PHA developed 40 units in Phase I and 25 Units in Phase II for homeownership in the Lucien E. Blackwell development. These are the highest quality homes built by PHA. All homes at LEB feature a driveway for off street parking, central air conditioning, plush carpeting, garbage disposal, dishwasher, washer-dryer hook-ups, cable and telephone outlets in each bedroom and living room. PHA has created wealth for low and moderate-income residents through homeownership opportunities.

Also, in Year Five, PHA constructed 125 homeownership units for sale at the Greater Grays Ferry Estates. Greater Grays Ferry Estates has all the beauty and security of a newly built development, while connecting with the wider neighborhood. To date, one hundred and twenty-three (123) units were sold including three (3) units to former Tasker relocated residents through PHA's lease-to-purchase program.

In Year Five, PHA opened its third site for homeownership at the Martin L. King Development.

In Year Six, PHA completed 125 homeownership units at LEB III and MLK, along with completion of 197 rental units at Cambridge III, Greater Grays Ferry Estates II, Lucien E. Blackwell II, Neumann North, MLK IV and ADAPT force account.

In Year Nine, PHA started construction on 19 homeownership units at MLK Phase IIC.

PHA initiated mobility counseling activities beginning in Year Three. PHA continued to provide relocation assistance to families relocating as a result of HOPE VI and other revitalization programs. The relocation process and support provided to families by PHA has also contributed to deconcentration.

Expanded and integrated community policing and lease enforcement efforts are intended to improve conditions in developments and communities where PHA housing exists and to attract a greater mix of incomes.

PHA's MTW Family Program has helped increase incomes of families currently receiving PHA housing assistance. PHA offers the pre-apprenticeship, nursing, health administration and numerous other training programs to families in public housing. These programs are designed to provide existing residents with the skills to enter the construction and health fields. Additional programs include, but are not limited to, daycare training, GED preparation, job placement, certified food handler, home maintenance and repair, youth development, and hospitality industry training, offered by new and existing Community Partners. PHA expects that the increase in training and employment options provided by Community Partners will contribute to the deconcentration of poverty.

PHA adopted and implemented a written policy to encourage participation in HCV program by owners of units located outside areas of poverty and minority concentration. Supportive services and training are provided to certificate and voucher holders who are interested and are seeking housing opportunities in other areas.

Additionally, PHA provides HCV participants with information and assistance as needed to port their voucher(s) to any other community.

B. Changes in Rent Policy.

See previous MTW Plans and Reports for full detail on PHA's rent policies.

Rent Simplification -- Incentives to Promote Family Self-Sufficiency. Beginning in Year Three, PHA adopted Rent Simplification as part of a comprehensive program in public housing and HCV to restructure the rent computation process and change the annual and interim review processes. The PHA Board adopted the rent simplification package in January of 2004 after a long period of public and resident meetings. (PHA held two public hearings and approximately 50 other meetings with resident groups.) The Rent Simplification Program for Public Housing includes the following:

- Retains the income exclusions required by other federal legislation.
- Self-certification of assets and asset income at initial occupancy and at recertification with the first \$500 of asset income excluded from the calculation of annual income.
- Elimination of the existing deductions and creation of one new deduction of \$500 for working families
- Changes in the calculation of Annual Income for elderly and disabled households with Medicare/Medicaid/health insurance payments, the full amount of the health insurance payments will be deducted from income prior to the calculation of the rent.
- Calculation of the total tenant payment with a reduced percentage of monthly adjusted income using a tiered formula based on family size:
 - Household Size 1 – 2 persons: Rent is 28% of adjusted monthly income
 - Household Size 3 – 4 persons: Rent is 27% of adjusted monthly income
 - Household Size 5+persons: Rent is 26% of adjusted monthly income
- Maintenance of the current program for application of utility allowances
- Recertification for all families once every 24 months.
- Ceiling rent families may be recertified every 36 months.
- Elimination of the need to report increases in income that occur between regularly scheduled recertifications, however, if income decreases between regularly scheduled recertifications, residents may still request an interim recertification.
- Requirement for PHA participants reporting zero income to document zero income every 90 days.
- A \$50 minimum rent applies to families reporting zero income. The minimum rent also applies to any tax credit units assisted by PHA.
- Households headed by or consisting of seniors or persons with disabilities are exempt from the minimum rent. Households headed by seniors or persons with disabilities that include non-senior, non-disabled members who are able to work will still be subject to the minimum rent.
- Establish a review board to examine any claim of hardship that results from rent simplification.
- Establish a phase-in period for rent increases in excess of \$50 that result from rent simplification. For rent increases in excess of \$50 rent will increase as follows: 50% of the increase will be applied at the time of the first reexamination under rent simplification and 50% will be applied one year after the first reexamination under rent simplification.
- Revision of the ceiling rent schedule and pegging of ceiling rent to a percentage of the HCV Fair Market Rent.

A similar package of changes was also adopted for the HCV Program. PHA has prepared an impact analysis of the rent simplification policy, which is included as an attachment.

Hardship Policy – PHA’s rent hardship policies can be found in PHA’s Admissions and Continued Occupancy Policy for public housing and Administrative Plan for the HCV program. In accordance with those policies, families required to pay the minimum rent of \$50 based on their adjusted income may request a hardship exception from the rent payment.

Other Changes – PHA adopted an MTW transfer beginning in Year Three. The transfer permits PHA to move a limited number of families from Public Housing to the HCV program and vice versa. Moves are limited to 50 families per year for each program (no more than 100 total moves per year). The transfer permits a more efficient response in certain situations such as request for witness protection and domestic violence.

Blueprint to End Homelessness – PHA revised its admissions policies to permit families “graduating” from transitional housing facilities to obtain public housing or a housing voucher. The overall total of families housed to date under the “Blueprint to End Homelessness” program, as of March 31 2010 is 684. PHA has started Phase II to house a total of 500 families: 300 public housing and 200 Housing Choice Vouchers.

Adjusted Ceiling Rent adopted in lieu of Market-Based Flat Rent. Beginning in Year Three, PHA conducted preliminary studies on the rental values of public housing units using the HCV rent reasonableness model. However, the results were not consistent and PHA opted to use an adjusted ceiling rent approach in lieu of the flat rents for public housing. New ceiling rents pegged to the FMRs were adopted as part of the rent simplification process described above. For LIHTC sites, ceiling rents are equal to the maximum rental limits established annually by HUD for tax credit properties in the Philadelphia region.

PHA will continue to explore models for market-based rent caps based on quality, location, type and age of the unit as well as amenities available. PHA continues to keep this as an MTW initiative and if a workable model is found, PHA may adopt the approach in a future plan year.

SECTION 4: CHANGES IN HOUSING STOCK

A. Number of units in inventory by program.

Table 4-1. Number of Public Housing Units and HCV Vouchers in Year Nine

Housing Programs	Baseline Year	Year Nine in Use Projection	Year Nine in Use Actual
	1-Apr-01	31-Mar-2010	31-Mar-2010
MTW Tenant-Based Vouchers	11,473	14,850	13,928
MTW Activity Vouchers	0	2,785	2,844
MTW Voucher Subtotal	11,473	17,635	16,772
Non-MTW Vouchers ¹	2	679	600
HCV Moderate Rehabilitation	949	751	630
Public Housing Units ²	12,178	14,237	14,190
TOTAL PHA UNITS	24,602	33,302	32,192

Source: PHA Elite, March 31, 2010

¹Non-MTW Vouchers include special purpose vouchers for the Family Unification Program (FUP), Mainstream vouchers, designated housing, and VASH.

²Public Housing units include all occupied units at conventional, scattered site, PAPMC and AME sites.

B. Narrative Explanation of the Differences.

The actual occupancy in public housing was somewhat less than the projected occupancy primarily due to relocation activity. Actual utilization of MTW vouchers was less than projected due to higher than normal turnover and longer housing search times. Additional vouchers will be issued incrementally over the coming year in order to achieve full utilization.

SECTION 5: SOURCES AND AMOUNTS OF FUNDING

A. Planned Versus Actual Funding Amounts.

Table 5-1 presents the budgeted and actual amounts and sources of funding received by PHA in MTW Year Nine. Sources of funds include those funds previously designated for vouchers. Under MTW, voucher resources may be redirected to achieve the key objectives of the MTW Program.

Table 5-1. Summary of MTW Sources and Amounts of Funding in Year Nine

Revenue Sources	MTW Year Nine Budget	MTW Year Nine Actual Funding
Dwelling Rental Income	\$20,552,640	\$24,107,084
Interest Income/Other	1,561,906	1,436,818
MTW Housing Choice Voucher ¹	169,656,828	178,239,221
Capital Subsidy including Replacement Housing Factor ²	71,544,852	76,182,458
Operating Subsidy	117,316,918	109,241,850
Total Revenues	\$380,633,144	\$389,207,431

¹ Excludes Non MTW Vouchers, Mod Rehab and Special Allocations

² Includes Replacement Housing Funding. Excludes ARRA formula and competitive Capital Funds

B. Narrative Discussion of Differences.

The increase in the operating subsidy was due to public housing authorities nationwide being funded at a higher percentage for FYE 3/31/2010.

Increased Dwelling Rental Income is the result of decreases in the utility allowances for scattered site residents resulting in a higher rent paid by the residents.

The decrease in interest income was as a result of reduced interest rates offered by government treasuries and markets.

The Capital/Replacement Funds showed an increase in capital funds over last year largely due to an increase in replacement housing funds. PHA received ARRA Formula and Competitive funds during the year.

C. Consolidated Financial Statement for MTW Year Nine.

Table 5-2. Summary of MTW Funds and Non-MTW Funds in Year Nine

Revenue Sources	MTW Year Nine Planned Budget	MTW Year Nine Actual
Dwelling Rental Income	\$20,552,640	\$24,107,084
Interest Income/Other	1,561,906	1,436,818
HCV Subsidy and Admin Fee	179,109,384	182,518,449
Capital Subsidy including Replacement Housing Factor	71,544,852	76,182,458
ARRA Capital Funds	-	126,517,909
Operating Subsidy	117,316,918	109,241,850
*Other Grants	1,407,824	1,413,707
Total Revenue	\$398,487,691	\$521,418,275

*Includes: PCA, ROSS-PH, CHSP, Summer Food, State Apprenticeship, Homeownership funds received between 4/1/09 – 3/31/10.

SECTION 6: USES OF FUNDS

A. Budgeted Versus Actual Expenditures.

Table 6-1. Planned Versus Actual Consolidated Budgets in Year Nine

Project	MTW Year Nine Budget	MTW Year Nine Actual
Public Housing	\$138,185,768	\$133,468,913
Capital Funds	71,544,852	76,182,458
Housing Choice Voucher Program	170,902,524	179,556,060
TOTAL	\$380,633,144	\$389,207,431

B. Narrative/Explanation of Uses of Funds.

PHA's Moving To Work Agreement envisions a streamlined annual planning and reporting process, which includes provision in each report of "budgeted vs. actual expenditures by line item." Throughout the term of PHA's MTW participation, PHA has provided this information through four line items: Public Housing, Capital Funds, HCV, and Other Grants. PHA's annual audit, which is submitted to HUD, includes a detailed accounting of these expenditures with a further breakdown of the line items in the annual MTW report. Accordingly, please refer to that audit for additional line item detail.

The flexibility of the Moving to Work Demonstration Program has allowed PHA to more effectively address the critical need for affordable housing in Philadelphia in a variety of new ways, and in addition to capital programs discussed in Section 7.

As part of continuing efforts to use HCV vouchers to support neighborhood revitalization and economic mobility, PHA partnered with a range of organizations under its new Unit-Based Subsidy RFP program. This program uses MTW flexibility and allows qualified partners to request Housing Choice Vouchers, ACC, or other available PHA funds for the repair, rehabilitation, or construction of new units for neighborhood revitalization efforts. Trevor's place, Peoples Emergency Center, Ingliss House, and Project Home are some of the organizations that received Unit-Based Vouchers.

The Community Partners program continues to fund a range of supportive services including the nationally recognized Pre-Apprenticeship Program and the Skills for Life youth program. The Community Partners program recruits new partners, expands the range of training programs, and provides incentives to encourage successful participation by residents. These programs are designed to provide residents with the skills to enter the construction, transportation, health and other employment fields. Residents securing employment through these programs are earning a median hourly rate of \$12.61.

Additional programs include certified nursing assistant, pharmacy technician, medical billing, home maintenance and repair, and hospitality industry training. In Year Nine, PHA's community partners continued providing training opportunities for eligible residents to obtain a commercial driver's license, develop resident owned businesses, and provide training for Administrative Assistants, and Customer Service. Community Partner still provides an intense six weeks Financial Literacy Improvement Program for all residents. This program covers the principals and importance of banking with specific emphasis on savings, credit and investment.

C. Reserve Balance and Adequacy of Reserves.

PHA only restates reserves at the end of each fiscal year. As of the fiscal year ending March 31, 2009, PHA's Low Rent Operating Reserve was \$4,605,203. PHA's operating reserve as of year-end March 31, 2010 will not be available until September 2010.

SECTION 7: CAPITAL PLANNING

A. Budgeted Versus Actual Expenditures by Property

Table 7-1. Capital Programs: Planned vs. Actual for Year Nine

Development Name	Scope of Work	Estimated Capital Cost	Actual Expenditures and Obligations
PHA-Wide	Security Upgrades	5,000,000	2,625,000
PHA-Wide-Scattered Site Replacement units	New Development	18,480,000	13,200,000
PHA-Wide-Scattered Sites Vacancy Reduction	Vacancy reduction	30,000,000	31,450,000
PHA-Wide-MEP Upgrade/Enhancement	Bldg Infrastructure systems Upgrade/Enhancement	21,000,000	19,759,897
PHA-Wide-Sprinkler Upgrade	High-Rise Sprinkler standpipes Improvements	7,000,000	6,123,845
Plymouth Hall Major Rehab	Renovation and reconfiguration of existing bldg	14,625,000	13,763,000
Third Party Capital Requests	New Development	500,000	400,000
Millcreek Extension ¹	New Development	8,000,000	6,718,893
Warnock ¹	New Development	29,100,000	29,345,425
Mantua ¹	New Development	26,700,000	24,064,000
Paschall ¹	New Development	27,000,000	13,988,304
PHA-Wide	Accessibility Improvements	500,000	500,000
PHA-Wide	Energy Conservation	500,000	500,000
PHA-Wide	Sparkle Plus	2,300,000	230,000
PHA Wide Scattered Sites	Accessibility Improvements	5,000,000	4,178,109
Blumberg	Upgrades non-dwelling Space	6,000,000	1,576,616
Administrative Buildings	Demolition and New Development	1,400,000	1,167,110
Wilson Park	Accessibility Improvements	4,750,000	4,750,000
Harrison Plaza	Accessibility Improvements	1,306,250	1,306,250
Fairhill	Accessibility Improvements	2,873,750	2,873,750
James Johnson Homes	Accessibility Improvements	3,111,250	3,111,250
	TOTAL	\$215,146,250	\$181,631,449
¹ Capital Funding needs for HOPE VI and Mixed-Finance Developments.			

B. Capital Planning Activity

As previously noted, PHA completed new construction or rehabilitation 394 units during the past year including completion of 95 units at Warnock I and II, 58 units at Spring Garden II, and 241 scattered site units funded through ARRA.

PHA began construction or rehabilitation on an additional 395 units as summarized below. The following is a summary of major capital activities that occurred during the past year.

Mantua

- Master plan for development of 101 rental units with retail, community and management space was completed.
- Low Income Housing Tax Credits were awarded.
- ARRA CFRC gap financing grant in the amount of \$10 million received.
- Construction began.

MLK Phase IIC

- Construction began on 19 homeownership units.

Passyunk Homes

- Fit out and occupancy was completed for 80,000 square foot office building and parking for PHA offices, maintenance and police operation.

Plymouth Hall Apartments

- Construction manager task order was awarded
- Design was completed.
- Construction began on 53 unit renovation

Spring Garden II

- Construction completed on 58 units of which 32 are ACC units by third party developer, a partnership of Spring Garden CDC and Michaels Development.

Scattered Sites

- Began construction of 25 four-unit, fully accessible new construction buildings at locations throughout City using ARRA formula and other funds.

24 Scattered Site Units

- Began rehabilitation of 24 units.

340 Scattered Sites

- Completed 241 of planned 340 units of which 75 will be fully accessible. Project uses ARRA formula and other funding.

Warnock

- Completed construction of Phase I 50-unit development.

- Completed construction of a Phase II 80,000 square foot mixed-use building including 45 senior units, commercial office space, and an adult daycare center.
- Fit-out construction began on adult daycare center.

Markoe Street

- Began construction on 23-unit development.

Paschall Village

- ARRA CFRC “Green Communities” award received in the amount of \$13.915 million.
- Phase 1 demolition was completed.
- Phase II demolition was started
- Design started on both phases including 100 rental units and a community center.

BAS /SCADA Mechanical/Electrical System Upgrades

- Mechanical upgrades have begun in preparation for the Building Automation System that will remotely monitor the mechanical, electrical and plumbing systems both locally at development sites and remotely to a central monitoring station to improve equipment performance and energy conservation. The Greater Grays Ferry Estate (GGFE) BAS/SCADA system is complete and available to monitor on the web. Work at other sites has begun.

James Johnson Homes, Wilson Park, Harrison Plaza, Fairhill: ARRA Category I - UFAS retrofits

- PHA was awarded \$12 million in ARRA funds for the modernization of 194 units and common areas at four conventional sites to accommodate fully accessible features and compliance.

LEB Community Center

- Construction Management services were solicited for a 22,000 square foot community center and management office space

LEB Street Project

- Construction was completed on public right of way upgrades and equipment for safe street surveillance system.

Blumberg

- Lowering of beams, structural slabs, and waterproofing was completed.
- Design began for the security kiosk, fire command and mailroom.

2012 Chestnut Office Building

- Selected construction manager.
- Completed design phase.

Bartram Village Management Office Upgrade

- Modernization of the 4,000 square feet management office was completed.

Attachment E Accessible Units

- Managed the needs assessment survey, retrofits and reporting tasks to obtain 3rd party certification of compliance with the Uniform Federal Accessibility Standards (UFAS) and Attachment E to its Moving to Work Agreement with HUD for 152 accessible units. PHA commenced construction activities related to the UFAS certification process.

Mt Olivet Fence

- Construction began on site-fencing project.

HVAC Upgrades

- Completed mechanical room upgrades and insulation at Wilson Park, West Park, Blumberg and Queen Lane.
- Solicited CM services to upgrade the domestic hot water; Geothermal hot water, temperature control valves, variable drive pumps through wall units, and low water fixtures.

Standpipe

- Began construction to upgrade the existing dry fire suppression standpipes to wet at 18 conventional site buildings.

Wilson Park Pavilion

- Began construction of an outdoor Pavilion to accommodate an array of activities.

C. Master Planning Activities

PHA continued to develop and refine master plans for areas in and around PHA developments. All plans are preliminary and subject to change:

Abbotsford Homes

- Revised original plan for the 17.3 acres of land surrounding the recently renovated portion of the site. Revised preliminary plan calls for two separate phases within the development site including the widening of McMichael Street and the Demolition of two existing Buildings. Phases would be: 60 units Phase I and 52 units Phase II. The unit mixture will be 1, 2, 3 and 4 bedroom units of twin, row and walk-up. No acquisition is required.

Mill Creek East Extension

- The preliminary plan is to create affordable rental and homeownership housing for various separate projects within the target boundary. The unit mixture will be 2 and 3-

bedroom units of twin, row and walk-up type. PHA may develop 50 affordable rental units. Additional parcels will need to be acquired.

Mill Creek West Extension

- The preliminary plan is to create affordable rental and homeownership housing. The plan calls for various separate projects within the target boundary. The unit mixture will be 1, 2 and 3 bedroom units of twin, row and walk-up type. PHA may develop 50 affordable rental units. Additional parcels will need to be acquired.

Warnock Extension

- The preliminary plan is to create affordable rental and homeownership housing done in various separate projects within the target boundary. The unit mixture will be 1, 2, 3 and 4 bedroom units of twin, row and walk-up type. PHA may develop 100 affordable rental units. Additional parcels will need to be acquired.

Ludlow Extension

- The preliminary plan is to create 50 additional affordable rental-housing units. The unit mixture will be 2 and 3-bedroom units of twin, row and walk-up type to fill in areas left by the HOPE VI redevelopment. Additional parcels will need to be acquired.

Paschall Vicinity

- The preliminary plan is to create affordable rental and homeownership housing on and off site of the existing Paschall development. The plan calls for various separate projects within the target boundary. The unit mixture will be 1, 2, 3 and 4 bedroom units of twin, row and walk-up type. PHA may develop 112 units on site and 80 units offsite. Additional parcels will need to be acquired.

Glenwood Vicinity

- The preliminary plan is to create affordable rental and homeownership housing. The plan calls for various separate projects within the target boundary including the rehab of some PHA owned property. The unit mixture will be a 2 and 3-bedroom unit of twin, row and walk-up type. PHA may develop 50 affordable rental units. Additional parcels will need to be acquired.

Strawberry Mansion

- The preliminary plan is to create affordable rental and homeownership housing. The plan calls for five separate projects within the target boundary. The unit mixture will be 1, 2, 3 and 4 bedroom units of twin, row and walk-up type. PHA may develop 43 units in the 3200 block of Monument Street with 2 and 3 bedroom rental units. Additional parcels will need to be acquired.

Grays Ferry North

- The preliminary plan is to create affordable rental and homeownership housing. The plan calls for various separate projects within the target boundary including rehab of some PHA owned property. The unit mixture will be 2 and 3-bedroom units of twin,

row and walk-up type. PHA may develop 50 affordable rental units. Additional parcels will need to be acquired.

Sharswood Neighborhood

- The preliminary plan is to create affordable rental and homeownership housing. The plan calls for various separate projects within the target boundary including rehab of some PHA owned property. The unit mixture will be 2 and 3-bedroom units of twin, row and walk-up type. PHA may develop 50 affordable rental units. Additional parcels will need to be acquired.

Bartram Village Vicinity

- The preliminary plan is to create affordable rental and homeownership housing. The plan calls for various separate projects within the target boundary including rehab of some PHA owned property. The unit mixture will be 2 and 3-bedroom units of twin, row and walk-up type. PHA may develop 50 affordable rental units. Additional parcels will need to be acquired.

Liddonfield

- The preliminary plan is to create affordable rental and homeownership housing. The plan calls for a mix of townhouse, duplexes, and a senior building within the target boundary. The unit mixture will be 2, 3, and 4 bedroom townhouse units, 1, 2 and 3 bedroom duplexes and 1 and 2 bedroom senior apartments. The total development may involved 225 affordable units. No acquisition is required.

Queen Lane Vicinity

- The preliminary plan is to create affordable rental and homeownership housing. The plan calls for various separate projects within the target boundary including rehab of some PHA owned property. The unit mixture will be 2 and 3-bedroom units of twin, row and walk-up type. PHA may develop 50 affordable rental units. Additional parcels will need to be acquired.

Morton Homes

- The preliminary plan is to perform a Comprehensive Modernization of the existing PHA Development. The unit mixture will be 2, 3, 4, and 5 bedroom units of row houses and walk-up type senior buildings with efficiency and 1-bedroom units. The total development will involve 248 units. No acquisition is required.

D. Disposition/Demolition/Acquisitions/Conversions

A demolition/disposition application was submitted to HUD in connection with the 223 obsolete dwelling units at Paschall Village, which has been master planned for redevelopment into 100 newly constructed units of low income tax credit housing.

PHA obtained HUD approval for the demolition of 51 senior units and the conversion, including demolition, of 412 family units at Liddenfield.

PHA submitted seven (7) disposition applications or requests to HUD from 04/01/2009 to 03/31/2010 to permit the transfer of 18 scattered site vacant lots. Along with other properties assembled by government entities, private purchasers/developers, nonprofit organizations and community development corporations, the PHA lots will be used for sales to enhance PHA's scattered site initiative; the development of approximately 51 affordable and market rate homes; development of a community middle school and adult education center; development of a community park; commercial development in underserved communities; and the expansion of the Drexel University Community Health Center in the Richard Allen Homes community.

Although not all of the property dispositions submitted to HUD for approval have resulted in settlement during this period, the following dispositions have been closed, and have been constructed or are currently under construction:

Scattered Sites Closings:

1. Habitat for Humanity Philadelphia 1805 N. Gratz St. - Closed 04/07/2009 – For use has an affordable homeownership unit.
2. Diamond Street Housing Partnership LP 3121, 3122, 3125, 3132 and 3135 Diamond St. – Closed 10/26/2009 – for use as part of the development of 108 units of affordable low income tax credit rental housing for an affiliate of Pennrose Management.
3. Diamond Street Initiative II LP 3026 and 3036 Diamond St. - Closed 10/26/2009 - for use as part of development of 108 units of affordable low income tax credit rental housing for an affiliate of Pennrose Management.
4. Francisville East LP 1533 Poplar Street – Closed 1/20/2010 – for use as part of the development of 44 newly constructed and rehabilitated affordable low income tax credit rental units for an affiliate of Community Ventures.
5. Community Ventures 3123 and 3137 Cecil B. Moore Avenue – Closed 2/24/2010 – for use as part of the development of 10 affordable homeownership units.
6. Vernon Lucas 526 N 31st Street. – Closed 03/17/2010 – for use attendant to affordable housing.

SECTION 8: MANAGEMENT INFORMATION FOR OWNED/MANAGED UNITS

A. Vacancy Rates

Target: At the time of the submission of the MTW Year Nine Plan, PHA reported an actual vacancy rate of 13.33%. PHA projected that the adjusted vacancy rate would be 2.21% by the end of MTW Year Nine.

Actual: As of the end of MTW Year Nine (March 31, 2010), the actual vacancy rate is 4.29% and the adjusted vacancy rate is 0.81% (Table 8-1). This is based on a total unit count of 14,138. The difference between actual and target performance is attributable to relocation efforts and turnover.

Table 8-1. Vacancy Rates for Year Nine

<u>VACANCIES</u>	<u>Baseline Year (4/01/01)</u>		<u>Year Nine (3/31/2010)</u>	
	<u>Actual</u>	<u>Adjusted</u>	<u>Actual</u>	<u>Adjusted</u>
	<u>Rate %</u>	<u>Rate %</u>	<u>Rate %</u>	<u>Rate %</u>
<u>North Central</u>				
001 Johnson Homes	6.58	6.58	5.08	0.75
010 Raymond Rosen Manor -	52.39	0.00	0.79	0.59
030 Abbottsford Homes	-	-	0.85	0.85
042 Champlost – mod	0.98	0.96	0.00	0.00
049 Morton Homes	1.61	1.21	0.00	0.00
050 Blumberg Apts	59.80	15.20	2.00	1.20
077 Bentley Hall	18.18	18.18	5.05	1.01
117 Raymond Rosen Manor	-	-	0.00	0.00
<u>North Area</u>				
003 Richard Allen Homes	8.67	1.33	0.00	0.00
014 Norris Homes - FA	16.67	16.36	2.16	1.54
015 Harrison Plaza	5.35	5.35	2.34	0.00
020 Spring Garden	3.96	3.47	7.43	0.50
055B Fairhill Apts - mod	17.42	17.42	5.68	1.52
114 Gladys B. Jacobs	1.25	1.25	2.50	1.25
<u>Northeast</u>				
023 Liddonfield	23.64	22.34	0.00	0.00
029 Hill Creek - FA	27.16	4.78	2.40	0.30
032 Oxford Village	10.00	5.50	1.00	0.50
034 Whitehall Apts - FA	44.22	0.40	0.81	0.81
066 Holmecrest	3.57	3.57	2.38	2.38
079 Plymouth Hall	26.09	26.09	100.00	0.00
<u>South Area</u>				
013 Wilson Park – Elderly	39.94	18.45	5.02	0.00
031 Bartram Village	5.88	5.88	1.62	0.41
061 Paschall Apts	16.29	14.93	0.00	0.00
062 Point Breeze Court/Cassie L Halley	5.63	5.63	5.63	5.63
113 Wilson Park - Multi-family (Mod.)	-	-	0.89	0.22

VACANCIES	Baseline Year (4/01/01)		Year Nine (3/31/2010)	
SITE NUMBER / NAME	Actual	Adjusted	Actual	Adjusted
	Rate %	Rate %	Rate %	Rate %
West Area				
018 Arch Homes	5.48	5.48	1.37	1.37
024 Queen Lane	7.25	7.19	1.45	1.45
035 Haddington Homes	10.14	10.14	1.35	0.68
039 Westpark Apts	25.69	25.69	3.36	1.83
046 Haverford	4.17	4.17	0.00	0.00
063 Katie B. Jackson (9 Units to S.S.)	18.64	18.64	5.08	0.00
076 Emlen Arms	7.05	7.05	2.56	1.92
093 Westpark Plaza	6.15	6.15	0.00	0.00
TOTAL CONVENTIONAL	22.14	13.84	5.47	0.83
Scattered Sites				
901 Haddington/Overbrook	8.16	0.84	3.64	0.23
902 Mantua	22.00	11.09	7.43	1.33
903 Kingsessing	8.70	3.34	7.69	0.94
904 Germantown/Hunting Park	16.56	7.57	1.87	0.00
905 Fairhill Square	24.34	13.32	4.72	1.12
906 Francisville	37.48	14.46	8.35	0.00
907 Ludlow	29.69	9.95	6.93	1.39
908 Susquehanna	26.47	11.25	2.34	0.23
909 Strawberry Mansion	41.12	16.94	11.52	1.52
910 Oxford/Jefferson	34.63	7.60	4.94	0.87
054 Parkview Apt	5.00	5.00	5.00	5.00
065 Collegeview	7.41	7.41	1.85	1.85
100 C.B. Moore Homes	3.33	3.33	3.33	0.00
104 Arlene Homes	0.00	0.00	0.00	0.00
TOTAL SCATTERED SITES	25.59	9.99	5.00	0.97
TOTAL PHA	23.57	12.25	5.23	0.90
Tax Credit Properties				
PHA Managed (PAPMC)				
129 Cambridge Plaza - Phase II	na	na	2.5	2.5
137 Cambridge Plaza - 202	na	na	0.00	0.00
147 Cambridge Plaza - Phase III	na	na	0.00	0.00
139 Greater Grays Ferry Estates			0.82	0.82
143 Greater Grays Ferry Estates II-A	na	na	1.23	1.23
144 Greater Grays Ferry Estates II-B	na	na	0.97	0.97
145 Lucien E Blackwell	na	na	2.5	1.25
150 Lucien E Blackwell II	na	na	0.00	0.00
153 Lucien E. Blackwell III	na	na	0.00	0.00
156 Marshall Sheppard Village	na	na	1.25	1.25
149 Martin Luther King – Phase IV	na	na	0.00	0.00
157 Ludlow Phase III	na	na	1.33	0.00
132 Suffolk Manor	na	na	1.46	1.46
138 Mt. Olivet	na	na	1.86	1.86

VACANCIES	Baseline Year (4/01/01)		Year Nine (3/31/2010)	
SITE NUMBER / NAME	Actual	Adjusted	Actual	Adjusted
	Rate %	Rate %	Rate %	Rate %
152 Germantown House	15.98	15.98	0.00	0.00
158 Nellie Reynolds Garden	na	na	1.56	1.56
133 Richard Allen Homes - Phase III	na	na	0.00	0.00
134 Richard Allen Homes - Phase III	na	na	0.93	0.93
160 Warnock I	na	na	0.00	0.00
160 Warnock II	na	na	0.00	0.00
TOTAL PHA Managed (PAPMC)	na	na	0.82	0.69
Privately Managed Entity's (AMEs)				
121 Courtyard Apts at Riverview	5.32	5.32	2.00	2.00
126 8 Diamonds	na	na	0.00	0.00
127 Spring Garden Scattered Sites	No data	No data	1.16	1.16
128 Martin Luther King-Phase I	na	na	0.00	0.00
130 Falls Ridge	na	na	0.00	0.00
131 St. Anthony's Senior Residence	No data	No data	0.00	0.00
136 Martin Luther King – Phase III	na	na	0.00	0.00
146 Angela Court 1 (St. Ignatius)	na	na	0.00	0.00
148 Neumann North	na	na	0.00	0.00
159 Angela Courts 11	na	na	0.00	0.00
162 Spring Garden 11	na	na	2.00	2.00
TOTAL PRIVATELY MANAGED	na	na	0.47	0.47
COMBINED AME TOTAL	na	na	0.65	0.58
GRAND TOTAL PHA & AME SITES	24.09%	11.64%	4.29	0.81

B. Rent Collections

Table 8-2. Uncollected Rent for Year Nine

	Baseline Year	Year Nine
Billed Rents	\$12,490,979	\$34,278,400
Cash Collected	11,727,499	31,832,450
Uncollected	763,479	2,445,950
Percent Uncollected	6.11%	7.14%

Source: Finance Department

Target: PHA projected a 2.45% rate for uncollected rent would be achieved during the current year.

Actual: The total collection for MTW Year Nine was \$31.832 million, which is an increase of approximately \$1,480,486 over the prior year, representing a 5% increase. At year's end, the percentage of uncollected rents was 7.14%. The difference between actual and target performance is attributable to regional and nationwide economic conditions. PHA has faced increased challenges maintaining high rent collections as residents feel the impacts of the recession.

C. Work Orders

Target: PHA projected it would continue to meet its current response rate of completing 100% for emergency work orders within 72 hours. For routine work orders, PHA projected it would respond with an average rate of 35 days.

Actual: For the public housing program, it is PHA's policy to respond to emergency service orders within 24 hours. If the unit is damaged to the extent that conditions are created which are hazardous to the life, health, or safety of the occupants, PHA will complete or abate such conditions within the 24 hour period and then downgrade them to routine or urgent. The service orders are completed within 72 hours. It is PHA's policy to complete routine service orders within 35 days. During Year 9, PHA completed greater than 99% of emergency service orders within 72 hours. Approximately 90% were completed within 24 hours. The average completion time for routine service orders was 11 days.

The 90% response rate for emergency service orders reflects the fact that some percentage of emergency service orders are not in fact exigent health and safety issues. PHA has decided to modify its policies in MTW Year 10 in order to narrow the definition of "emergency" to include only those conditions which truly reflect a threat to life, health or safety of residents or the property including fire safety hazards. PHA will then establish a target of correcting or abating 99% of emergency service orders within 24 hours. Other types of emergency situations will be coded in a distinctive way, but will not be subject to the 24 hour standard.

D. Inspections

Target: PHA planned to complete inspections of 100% of units during MTW Year Nine.

Actual: PHA completed 100% of inspections for conventional units, scattered sites, PAPMC and AME sites as of the end of MTW Year Nine.

PHA does not have an official final score for the independent PASS inspections conducted for the year ending March 31, 2010

E. Security

PHA's Police Department is responsible for the Patrol Division, Investigations, Lease Enforcement Compliance Unit (LECU), Fleet, Risk Management, GREAT/DARE staff, Radio Room, Call Center and Housing Choice Voucher Program (HCVP) Investigations Unit.

PHA is part of the U. S. Attorney's Office partnership with law enforcement for Homeland Security. PHA Police Department staff has attended scheduled meetings to confer about methods and approaches to secure the community against terrorism. As one of the largest construction facilitators and property managers in the State of Pennsylvania, PHA offers an array of services and skills to assist in the management of both man-made and natural disasters, which threatens tenants and the citizens of this city.

The PHA Police Department continues to provide real time information to Philadelphia Police Department to assist in law enforcement initiatives at PHA properties. Information requests are processed through PHA's technology and results are provided enabling criminals to be identified and located. Arrest information is provided by Philadelphia Police, reviewed by PHAPD Investigations and forwarded to appropriate PHA management and LECU or HCVP for appropriate actions.

The Pennsylvania Access to the Criminal History (PATCH) System is maintained in accordance with Pennsylvania's Criminal History Information Act contained in Chapter 91 of Title 18, Crimes Code by the Pennsylvania State Police. This Act also directs The Pennsylvania State Police (PSP) to disseminate criminal history data to criminal justice agencies, non-criminal justice agencies and individuals on request. Criminal justice agencies can access all of an individual's criminal history record information (CHRI). Requests made by non-criminal justice agencies and individuals are subject to edit criteria contained in the law. During this period, sworn personnel to determine a candidate's suitability for Housing Choice Voucher programs performed 22,918 criminal history checks. Through close contact with the PSP, the turnaround time has been cut from fourteen (14) plus days to ten (10) days or less.

Investigations: The Investigations Unit continues to provide assistance to all internal and external agencies, federal, state and local, as requested. The unit conducts Workers' Compensation investigations to ensure the integrity of claims made. The unit processes Police Record Checks for conventional and scattered sites and continues to assist HCVP in processing Investigations to deter illegal occupancy. Investigations works with Philadelphia District Attorneys' Office in the relocation of victims/witnesses who cooperate in the prosecution of violent criminal offenders. Investigators complete all background checks for potential PHA applicants to ensure eligibility for employment.

Lease Enforcement and Compliance Unit: The principal role of the Lease Enforcement and Compliance Unit is to provide service to the asset managers in the legal processing of lease terminations and evictions. Officers with extensive backgrounds in investigations, narcotics and public safety and highly-skilled and competent support staff play a key role in PHA's overall property management strategic goals.

LECU has assisted TSSI in the development and implementation of the Housing Assistance Retention Prevention Program (HARRP). HARRP is designed to identify and assist households who are experiencing temporary hardships due to unforeseen emergencies or income disruption. Candidates are selected by the asset managers and their cases are submitted to the Selection Committee, which comprises of representatives from TSSI, asset management, and LECU. During the selection process, each case is carefully reviewed to determine the tenant's hardship, rental history, and the amount of assistance needed.

The summary below represents all activity conducted by the Philadelphia Housing Authority Lease Enforcement and Compliance Unit for the Fiscal year 04/01/09 to 03/31/10:

Complaints Received:	219
Complaints Substantiated	112
Complaints Unsubstantiated	92
Complaints Pending	15

Evictions: The statistics below represents all action taken, including criminal activity, rents, non-compliance, etc.

Total Court Cases:	1502	Total Writs Served	1583
Continued Cases	136	Scheduled Evictions	625
Default Judgments	415	Actual Evictions	145
Possessions Granted	9	Paid in Full	360
Agreements	410	Evictions Postponed	24
Cases Withdrawn	532	Units Vacated	96

Judgments Awarded to PHA:	\$ 1,022,390.31
Amount Paid Prior to Eviction:	\$ 217,895.56
Amount Paid Prior to Landlord-Tenant Hearing	\$ 348,600.60
Total Cash Collected	\$ 566,496.16

Statistics of HCV Investigation Complaints

Unsubstantiated Complaints	198
Resolved Complaints	101
Requests for Termination	240
Non-HCV Complaints	265
Open Complaints	039
Total Complaints	869

Statistics - Quality Control Inspection

Approved Inspections	189
Failed Inspections	24
Total QC Inspections	213

Statistics - Tax Runs:

Total Tax Runs	1,531
Delinquent Letters sent to Vendors	35
Recovery of Delinquent Tax Revenue	\$0

Quality of Life Program: This program continues to be a success. Numerous sites are provided problem-solving teams of police officers to address neighborhood safety issues. The teams worked in concert with resident leaders and residents in promoting safe PHA communities. The Philadelphia Housing Authority Police Department partnered with the School District of Philadelphia with a Truancy Reduction Task Force. This citywide task force addressed both PHA and non-PHA sites with truancy problems.

Neighborhood Town Watch Groups: PHA has made ongoing efforts to organize Neighborhood Watch groups including partnering with city agencies. Unfortunately, due to lack of resident involvement, we receive information covertly (Eyes and Ears Programs), and forward the tips to the appropriate Philadelphia Police department/district for appropriate action. PHA continues to encourage and support efforts to involve residents directly in neighborhood security matters, while striving to maintain the safety of our residents by providing anonymous reporting.

Private Security: Currently private security officers are on site at twelve (12) senior developments, five (5) family developments, five (5) Housing Choice Voucher site offices, three (3) PAPMC sites, and six (6) administrative offices.

Integrated Digital Security Systems: Installation of integrated security systems was completed this fiscal year at Warnock. Installation is almost completed at Passyunk, combining electronic card access, integrated alarm systems and digital camera systems that are viewed via the PHA intranet. During this period, an authority-wide reassessment of all existing security systems was conducted. Proposals were received and the vendor selection process is underway.

Gang Resistance Education and Training: The Gang Resistance Education and Training (GREAT) program is a school- based, law enforcement officer instructed classroom curriculum. The program’s primary objective is prevention and is intended to deter delinquency, youth violence, and gang membership. PHA’s GREAT program reached approximately 6,000 students in Elementary, Middle and Junior High Schools.

The GREAT summer component provides education and recreation activities that continue to build on the school term program. PHA’s young residents enjoy recreational games; outings and educational workshops that continue to reinforce cognitive, social and self-esteem building lessons. The goal of the 6-week summer component is to offer residents the opportunities to enhance their social skills, make them aware of alternatives to gang involvement and add structure during the summer months. Consequently, creativity is added to the program to allow the anti-gang message to achieve even more dramatic results with young residents thereby generating more opportunities to apply the skills already learned. This year, the GREAT summer component conducted 22 seminars serving 1,200 younger residents and 150adults.

D.A.R.E.: For over two decades, the Drug Abuse & Resistance Education Program (D.A.R.E.) has represented the single largest prevention effort directed at reducing the use of drugs and other harmful substances among school-aged children in the United States. PHA continued to operate the DARE program at sites throughout the City during the past year.

Vehicle GPS (Global Positioning System): Installation of Global Positioning Systems has been completed in 141 maintenance vehicles. Digital video cameras with secured recording have been installed in 57 maintenance vehicles. PHA Police Department has implemented GPS reporting to assist in the tracking and maintenance of its fleet. The activity is monitored daily by trained personnel to ensure proper usage and monitor vehicle maintenance issues.

E. Pest Control Initiative

PHA’s Department of Environmental Services continues to conduct regular routine services and special services such as treatment of termites, bugs, rats and so on to all scattered and conventional sites.

F. Scattered Site Energy Conservation

With the exception of water, utilities at PHA's scattered sites are billed directly to residents. Due to privacy restrictions, PHA has been unable to obtain consumption data for gas and electricity directly from local utility companies. In order to improve PHA's ability to track energy consumption and promote energy efficiency at scattered sites, a pilot program was established in July 2009 which will involve up to 340 units. For these units, tenants have agreed to provide their gas and electricity bills to PHA. PHA then pays the utility bills directly. PHA will continue to monitor energy usage for these units and utilize information as appropriate to undertake future energy improvements across the scattered site portfolio.

Commencing in July 2010, PHA plans to extend its successful Maintenance WAVE program to occupied scattered site units. The focus of the WAVE program is weatherization and energy conservation. The program will involve some or all of the following energy savings measures: air sealing of windows, doors, cabinets, and outlets through caulking and spray foam application; heater upgrades; Energy Star appliance upgrades; and, insulation upgrades including wrapping of hot water heaters.

SECTION 9: MANAGEMENT INFORMATION FOR LEASED HOUSING

A. Leasing Information

1. Target versus Actual Lease Ups

Target: PHA expected to achieve a 100% voucher lease-up rate for MTW vouchers in MTW Year Nine. The projected utilization for the period April 1, 2009 through March 31, 2010 for MTW allocations was 14,850 families leased.

Actual: For the fiscal year ending March 31, 2010, PHA achieved a 94% voucher lease-up rate with 13,928 families leased. This was due primarily to higher than normal turnover and long search times by voucher holders. An additional 1,230 households were served in the non-MTW HCV programs including Moderate Rehab.

2. Information and Certification of Data on Leased Housing Management

Ensuring Rent Reasonableness: PHA determines rent reasonableness for all HCV units prior to initial leasing and upon the owner's request for a rent increase. PHA has implemented a citywide rent database that assesses and compares rents by Philadelphia neighborhoods. PHA utilizes the services of Applied Real Estate Analysis, Inc. (AREA) to conduct rental analysis on unassisted units of various bedroom sizes in 32 rental sub-markets in Philadelphia.

Expanding Housing Opportunities: PHA places an emphasis on increasing the supply and range of affordable housing opportunities. PHA supports housing rehabilitation and neighborhood revitalization initiatives to increase the range of housing choices available to low-income participants and promote improved utilization of housing vouchers in stable neighborhood. The agency also continues to promote homeownership opportunities through extensive counseling, escrow, and sales program. PHA continues to increase homeownership opportunities through the use of Tenant Based Vouchers, 5(h) Homeownership Demonstration Program (single-family scattered site units) and Turnkey III units (public housing sites). In Year Nine, the HCV Homeownership Program assisted forty-two (42) new first-time homebuyers of which fifteen (15) were disabled families. In total, PHA's HCV Homeownership Program provided assistance to three hundred and ten (310) low-income households of which eighty-nine (89) families are disabled households. See Chapter 10 for additional details on homeownership activities.

Deconcentration of Low-Income Families: PHA's MTW family program strives to effect upward mobility by assisting public housing residents to increase their income. At HOPE VI developments, mixed-income communities are promoted by targeting different tiers of income. Applicants and/or participants receiving tenant-based vouchers are required to attend a briefing session during which voucher recipients are encouraged to broaden their housing search beyond "traditional neighborhoods" and exercise housing choice.

PHA's deconcentration strategy targets PHA's resources and development activities in impacted areas in order to improve neighborhoods from within. Its HCV families are dispersed and deconcentrated throughout the City. PHA's residents use Housing Choice Vouchers in a variety of non-impacted communities outside Philadelphia.

3. Narrative/Explanation of Differences

As noted, PHA's HCV utilization rates fell below the projected MTW Year Nine target primarily due to higher than normal turnover and lengthy search times for voucher holders. As of March 31, 2010, PHA had 922 voucher holders actively looking for housing, which will generate substantial new leasing activity in the early part of the new fiscal year. Additional vouchers will be issued incrementally over the coming year in order to achieve full utilization.

B. Inspection Strategy

1. Results of Inspection Strategy

Planned Versus Actual Inspections Completed by Category for MTW Year Nine:

- Annual Housing Quality Standards (HQS) Inspections - PHA met its goal of completing 100% of planned annual HQS Inspections.
- Pre-Contract HQS Inspections - PHA completed 100% of pre-contract HQS inspections. Pre-contract inspections are conducted on 100% of all units prior to any unit being placed in the HCV program.
- HQS Quality Control Inspections - PHA completed 100% of planned HQS quality control inspections. PHA conducts HQS quality control inspections on 10% of the total number of initial and annual HQS inspections performed annually.
- PHA has not yet implemented its revised inspection procedure for High Performing Landlords. PHA is in the process of developing the parameters for the program.

HQS Enforcement: When PHA becomes aware of a life-threatening emergency at a HCV unit, it is PHA's practice to contact the HCV unit owner and schedule an inspection within 24 hours. If the HCV landlord fails the emergency inspection, a re-inspection is scheduled within 48 hours of the inspection failure. It is PHA's practice to conduct the re-inspection and enter the results of the inspection in its system within 72 hours. If emergency conditions are not abated within 72 hours, PHA will abate the owner's Housing Assistance Payments (HAP) contract. For non-emergency situations, consistent with current HUD regulations, owners have up to 30 days to correct routine deficiencies. Extensions may be granted in extenuating circumstances on a case-by-case basis. If a unit fails after the second inspection for routine or emergency repairs, the unit will be terminated from the program. This activity was approved in Year 3 and is ongoing.

SECTION 10: RESIDENT PROGRAMS

Resident programs at PHA are designed to improve the quality of life for residents of both Public Housing and the Housing Choice Voucher programs through a comprehensive array of economic, educational, social, and health initiatives for youth, adults, and seniors. Under the MTW Demonstration Program, PHA has the opportunity to maximize the delivery of services that are offered by PHA, partners, agencies and neighborhood organizations to residents.

PHA uses its MTW single fund budget flexibility, in combination with other funds to provide or coordinate the provision of all services required to promote family economic self-sufficiency. PHA uses related non-profit agencies to implement and operate various components of our comprehensive program. Tenant Support Services, Inc. (TSSI), which is operated by public housing residents, is keenly aware of the needs, interests, and preferences of the target populations, and as an independent non-profit agency, it has access to private and public funding sources unavailable to PHA.

PHA uses a regional model for supportive social service delivery to all residents of a wide array of educational, training, placement, entrepreneurial, homeownership and supportive services through its Economic Self Sufficiency (ESS) main office located at 712 N. 16th Street. Five ESS teams in five regional offices have been established at: South Philadelphia - 1172-1174 South Broad Street, West Philadelphia - 5207 Walnut Street, Northwest Philadelphia - 5538-A Wayne Avenue, North Philadelphia - 2850 Germantown Avenue, and Northeast Philadelphia - 4346 Frankford Avenue. These service centers outreach to and serve residents of Scattered Sites, Conventional Sites and Housing Choice Vouchers units. Economic Self Sufficiency (ESS) Coordinators link public housing residents to PHA's Family Programs. In addition, three ROSS Family Service Coordinators are given targeted city areas to provide an extensive set of supportive and economic services to our residents.

TSSI supports PHA in developing, managing and implementing programs. TSSI contracts with PHA to perform resident empowerment services, leadership development and evaluation services. TSSI sponsors an annual Resident Empowerment Conference that has hosted residents from 48 of the 50 states. It has also sponsored Healthy Homes Asthma Intervention and Reduction program. Finally, TSSI assists with the Resident Council election processes.

Fundraising Efforts

In MTW Year Nine, PHA competed successfully for ARRA Capital Fund Recovery Competitive (CFRC) grants and was awarded a total of \$35,956,250. PHA's efforts resulted in the receipt of substantial additional grant funds including: \$2,000,000 ARRA CDBG funds from the City of Philadelphia to support the Pre-Apprenticeship Program; \$134,108 from the Pennsylvania Department of Education to support the Summer Food Program; \$718,000 from HUD for ROSS Family Service Coordinators; \$105,322 from the Philadelphia Corporation for Aging to provide meals and transportation, trips and activities to seniors; \$7,000 from the Philadelphia District Attorney's Office as part of a \$576,507 award they received from Pennsylvania Commission on Crime and Delinquency, Juvenile Accountability Block Grant to support our GREAT program; and \$375,648 from HUD for FY 2009 Shelter Plus Care Program for 3 Project H.O.M.E. projects in December 2009. PHA's efforts also resulted in \$700,000 in ARRA funds from the Commonwealth of Pennsylvania Green energy Works: Solar Program for cutting edge solar energy systems installation and measurement, as well as \$2,000,000 from the Commonwealth of PA Redevelopment Assistance Capital Program (RACP) funds for Mantua, and \$2,000,000 in Tax Credit Assistance Program (TCAP) funds for Mantua. Paschall 4%

tax credits of \$1,177,826 were awarded in July 2009. The state also released the 2008 Cultural and Commercial Corridor Program award for \$500,000 this year for Warnock Phase II activities along Germantown Avenue.

In addition, PHA helped DA Networks Housing to submit a successful application that resulted in an award of \$480,000 for 2 Family Service Coordinators to serve the Ludlow community. And finally, PHA partnered with the Free Library of Philadelphia to receive a second \$24,000 award from the Claniel Foundation to continue the Family Reading program at 6 sites. This program has won a Best Practices in Early Learning Award with the Free Library of Philadelphia for “Programs that Showcase Community Collaborations” with Claniel, PHA and the Family Books Aloud! Program. The Pennsylvania Library Association in cooperation with the Commonwealth of Pennsylvania State Libraries presented the award.

PHA efforts also resulted in leveraged funds and services. Partnership efforts that leveraged resources and services are not all quantified in dollars and cents because they are more difficult to assign a monetary value to, such as the One Warm Coat outreach that made much needed coats available to 50 residents, and Health Partners, Inc which provides free teachers at PHA Neighborhood Network sites. The Philadelphia Department of Public Health began offering primary health care to PHA residents, who formerly used the emergency room for their health care. The American Cancer Society offers smoking cessation programs to PHA residents, which on average smoke at nearly twice the national average. Drexel University published the Healthy Homes findings, an accomplishment that repositions PHA as an organization with capacity for rigorous Internal Review Board (IRB) program and research protocols. Community and Supportive Service partnerships and Economic Development Partnership activities have assumed a high priority, so that a policy and methodology for quantifying the value of such services is being developed.

Family Program

The goal of PHA’s Family Program is self-sufficiency, with the following elements central to this Program:

- Increase the number of households participating in educational, employment and entrepreneurial training programs.
- Increase the average household income of residents.
- Increase savings among resident households.
- Increase opportunities for seniors to continue to live independently.
- Increase access to health care resources.
- Increase services to youth.
- Increase self-sufficiency through homeownership.

In order to effectively deliver these services, PHA has developed the following 5-tiered approach based on household income:

1. Zero Income Households. Assign a case manager to each head of household to develop a self-sufficiency plan that will provide referrals for education and job training programs, improve job readiness, and initiate a job search and placement.
2. TANF Recipients. Through the case manager assigned by Philadelphia County Assistance Office to TANF Recipients, PHA will supplement existing services to provide additional referrals for

education and job training programs, improve job readiness, and initiate a job search and placement.

3. Part-Time or Seasonally Employed Heads of Households. PHA will assist these individuals to obtain full-time employment with benefits through training programs to improve career skills and job referrals.
4. Full-Time Employed Heads of Households. PHA will assist these individuals to obtain a living wage with benefits and to achieve homeownership through Career Awareness workshops and job referrals.
5. Elderly and Disabled Households. PHA will assist these individuals to fully access available services and opportunities, including the development of an Assisted Living Program for eligible participants.

PHA's Moving to Employment (MTE) Economic Self-Sufficiency Program for public housing residents are similar to the HCV Family Self-Sufficiency Program, but do not include an escrow account. Services under the Family Self-Sufficiency Program and Economic Self Sufficiency Programs include specialized skills training, supportive services such as substance abuse counseling, youth and elderly programs, job search and housing search assistance, and homeownership counseling.

The Community Partners program continues to fund a range of supportive services including the nationally recognized Pre-Apprenticeship Program and the Skills for Life youth program. The Community Partners program recruits new partners, expands the range of training programs, and provides incentives to encourage successful participation by residents. These programs are designed to provide residents with the skills to enter the construction, transportation, health and other employment fields. Residents securing employment through these programs are earning a starting median hourly rate of \$12.61. Additional programs include certified nursing assistant, pharmacy technician, medical billing, home maintenance and repair, and hospitality industry training. In Year Nine, PHA's community partners continued providing training opportunities for eligible residents to obtain a commercial driver's license, develop resident owned businesses, start careers in the area of human services, and provide training for Administrative Assistants, and Customer Service. Community Partner still provides an intense six weeks Financial Literacy Improvement Program for all residents. This program covers the principals and importance of banking with specific emphasis on savings, credit and investment.

In MTW Year Nine, PHA continued the operation of the library established in Year 8. The library is open to residents as well as the local community. The library features 13 computers with Internet access and wall-to-wall shelves stocked with approximately 8,000 books. Books genres vary from children's books, fiction, non-fiction, reference, science and history. The Library is located at John F. Street Community Center on 1100 Poplar Street, Philadelphia, PA 19123.

Supportive Services

A broad range of supportive services is currently available to residents. Resident programs offered during MTW Year Nine include the following:

1. Pre-Apprenticeship Program. Residents can participate and graduate from the Pre-Apprenticeship Program in the areas of Maintenance and Construction Training Program. This program prepares residents for union testing and provides them the connection to union membership and quality employment. As of March 31, 2010, a total of 671 residents have graduated from the Pre-

Apprenticeship Building, Maintenance and Construction Training Program, of which three-hundred and seventy-six (376) of these graduates entered the construction trades. These jobs are positions at union scale wages with benefits resulting from certified apprenticeships in the building and construction trades program.

2. Section 3 Compliance Program. PHA placed residents in jobs through the Section 3 program. This program produced five hundred and twenty-three (523) jobs over the past year. PHA contractors continue to fill their workforce needs with qualified PHA residents, who are often graduates of the Pre-Apprenticeship program and other Community Partner programs.
3. Certified Nursing Assistant Program. A total of seventy-six (76) resident enrolled and sixty (60) graduated the Certified Nursing Assistant (CNA) Program over the past year, bringing the total to one thousand and eighty-seven (1087) residents. CNA graduates have a 90% employment rate. All graduates are employable as State Certified CNAs.
4. Pharmacy Technician Program. A total of seventy-three (73) residents enrolled and sixty-three (63) graduated from the Pharmacy Technician Program over the past year, for a total of four hundred and eighty-nine (489) residents. Pharmacy Technician graduates have a 90% employment rate. All graduates are eligible to sit for the Pennsylvania State Certification examination and may secure employment as Pharmacy Technicians.
5. Medical Billing. A total of thirty-nine (39) residents enrolled and thirty-two (32) graduated from the Medical Billing Program this year, for an overall total of three-hundred and sixteen (316) graduates. Medical Billing graduates have a 92% employment rate. Graduates may secure employment as Medical Billing Clerks.
6. Job Skill Training and Entrepreneurial Development Programs. PHA has expanded the number and variety of programs available to residents by incorporating the following:
 - **Opportunities Industrialization Corporation, Inc. (OIC)** provides Hospitality Training in the areas of Culinary Arts, Guest Services, Front Office Procedure, Administrative Assistant, and Telecommunication. In Year Nine, approximately ninety-one (91) residents enrolled in one of the various programs offered by OIC, of which sixty-six (66) graduated. .
 - **Educational Data Systems Inc. (EDSI)** provides Supported Work, Job Search, Job Placement, Community Service and Job Retention services; In Year Nine, approximately forty-nine (49) residents enrolled in one of the various programs offered by EDSI.
 - **Management Environmental Technologies, Inc. (MET)** offers Job Training, Youth Development, Cultural Awareness, Small Business Development and Neighborhood Improvement programs. In Year Nine, approximately forty-five (45) residents enrolled in one of the various programs offered by MET.
 - **New Wave Resources Inc Customer Service** provides a 16-week course for careers in hotels, restaurants, and food service at schools, financial services, airlines, personal care facilities, and retail. In Year Nine, approximately thirty-six (36) residents enrolled in one of the various programs offered by New Wave. Twenty-eight (28) graduated.

- **Jewish Employment & Vocational Services (JEVS)** provides a 36-hour Home Maintenance and Repair Program course through the Orleans Technical Institute. In Year Nine, approximately fifty (50) residents enrolled in Home Maintenance Program provided by JEVS.
- **Jewish Employment & Vocational Services** also began to provide a job skill and preparation program called Human Services. This college credit-bearing program aims to teach skills necessary to work with at-risk populations. The center teaches counseling, management, and communication skills. Graduates effectively mentor to any member of our diverse community. In Year Nine, twenty-four (24) enrolled in the program, with eleven (11) graduates.
- **Smith & Solomon** has begun to provide two programs in the automotive and driving areas, with a CDL-A drivers license program, in which graduates will then be adequately certified to drive tractor-trailers (up to 26,001 lbs.), as well as a Forklift certification program. In Year Nine, thirty (30) residents enrolled in the programs, with twenty-one (21) graduates.
- **The Center for Literacy** started educational programs for residents, allowing them to gain their Adult Basic Education and work towards their GED's. In Year Nine, sixty-five (65) residents have enrolled, with fifteen (15) earning their GED's.
- **The Urban League** started a Call Center training program, in which students learn transferable skills that are useful in many customer service positions, but can be applied to virtually any job. Specifically, students learn the ins and outs of what call centers do and their roles in such a structure. The training consists of classroom lessons and activities but is also reinforced by study guides. This year, thirty-five (35) have enrolled, with fifteen (15) graduates.

7. Youth Programs. Approximately 200 low-income children participated in a new after school program established through a partnership between PHA and the Boys & Girls Clubs (BGCP) of Philadelphia. The BGCP provides programs and activities at PHA's two newest community centers, Wilson Park in South Philadelphia and the John F. Street Community Center in North Philadelphia. Both locations offer programs for 1st through 5th graders from 3:00 PM to 6:00 PM, and for 12-18 year olds from 6:00 to 8:00, Monday through Friday. Activities at the centers focus on five core areas: education and career development; character and leadership development, health and life skills; the arts; fitness and recreation. There is no charge to families for their children's participation in the BGCP programs at the PHA locations. BGCP obtained foundation and Department of Juvenile Justice grants in cooperation with HUD to pay for this first year of program operation, while PHA covers the cost of providing and maintaining the community centers.

As part of PHA's foundation strategy, TSSI, in partnership with PHA, was awarded \$150,000 from the Wachovia Foundation to hire a coordinator to initiate the program delivery phase of the Grays Ferry revitalization project. TSSI launched the South Philadelphia After-school Recreation Center (SPARC) with services provided by the BGCP designed to promote healthy living, support academic achievement and leadership skills for area youth. The SPARC provides youth with access to an exercise room, arts and crafts room with kiln, recording studio, dance studio, computer lab, classrooms, commercial kitchen and a gym/multipurpose room.

PHA has created partnerships with nine Family Centers, two Cultural Arts organizations, eight Community Based Organizations, and the Explorers of the Boy Scouts of America. These organizations provide youth services for full participation in the economic and social fabric of the City of Philadelphia. The goal is to provide youth with the academic and social skills necessary to not only succeed and graduate from high school, but to develop a long-term career path. To support these goals, PHA is creating a youth mentoring program, an entrepreneurship program, a college preparation program, and a comprehensive PHA-wide youth services network to ensure PHA youths throughout the city have equal access to all youth services available.

8. Skills for Life Program. Eighty-nine percent (89%) of the Skills for Life students matriculated to the next grade level, which exceeds the Philadelphia School District rate by as much as 29%. Youth receive stipends and transit passes to attend academic enrichment and career exploration programs. Adult training participants gain work experience that leads to employment in the building and construction trades.
9. Senior Programs. PHA has a number of senior designated units and programs, specifically designed to provide home and community based supportive services for its senior residents. PHA is presently developing additional comprehensive programs to enhance supportive services and options that would allow its seniors to age in place. These programs are being developed working cooperatively with State agencies such as the departments of Public Welfare and Aging, the newly formed Office of Long Term Living, Health Plan Organizations, and leading pharmaceutical firms. By engaging these strategic partners, we are able to provide enhancements to our service delivery options for the over 8500 seniors housed in PHA homes.

PHA's senior supportive services options include the Living Independence for the Elders program (LIFE), Nursing Home Transition (NHT), Adult Day Center (ADC), and the Healthy Cafe Program (HCP).

- **LIFE (Living Independence for Elders)** is an All-inclusive Care for the Elderly. This program is known nationally as the PACE program, but in Pennsylvania the program is called LIFE. The LIFE model of care is centered around the belief that it is better for older adults and for their families if their chronic care needs are provided in the community whenever possible. This is a comprehensive program that provides services to those who would otherwise need nursing home care while they remain in the community in their own home or the home of loved ones. PHA presently has a partnership with two LIFE providers, (Mercy LIFE and New Courtland LIFE) which successfully operate out of two senior properties - Greater Grays Ferry Estates and Germantown House.
- **Nursing Home Transition (NHT)** is a national initiative to reduce the cost of Medicaid program spending for nursing home care to individuals' whose only barrier to community living is affordable housing. Nursing home transition programs were initiated with federal support in the late 1990's and targeted to Medicaid-eligible nursing home residents who are candidates for returning to community care settings. PHA is a key NHT partner with the Commonwealth of Pennsylvania in providing affordable housing. Since 2006, 54 consumers have been housed in newly rehabbed PHA units.
- **Adult Day Care** – PHA opened its first Adult Day Care center, Ridge Avenue Eldercare Services (RAES), collocated with Nellie Reynolds Gardens, another senior development center. This

important new initiative is a key part of PHA's long-term strategy to support seniors in maximizing their potential for independent living. The program will provide an array of services to include assistance with Activities of Daily Living, medication administration, care planning, social and recreational activities, transportation, and meals. Activities may include Interactive Programs, Therapeutic Activities, Fitness Exercise, Health and Wellness Education. PHA plans to expand this program to additional sites in the future, as well as to integrate it with new Home Services and Assisted Living options.

- **Healthy Café Program (HCP).** "Healthy Café Program" is an amenity presently operating in three senior properties, Wilson Park (Café in the Park), Emlen Arms (Arms Café), Bentley Hall (Café Ala Benté) and Nellie Reynolds Gardens (Garden Café) as a convenience for our senior residents. Established to promote healthy nutrition and social exchange between peers. These cafés provide healthy nutritious breakfast meals and foods choices at a low cost to residents and guests. The cafés presently serve 681 seniors and their guests.

The cafés have been very successful. In the three operating locations, there have been positive health results of the patronages from weight loss to diminishment in blood pressure levels. We found patronages became more health conscience of food choices that promotes healthy lifestyle changes with diet and exercise.

- **Elderly/Disabled Service Coordinators:** PHA continues to operate the Elderly/ Disabled Service Coordinators program to provide case management and referral services to the frail elderly and/or disabled residents. Funds are used to pay for salaries, fringe benefits and related administrative costs for employing five service coordinators. Coordinators ensure that eligible residents are linked to the supportive services they need to continue living independently in public housing and housing choice voucher units. Service Coordinators responsibilities are:
 - Work with community service providers to coordinate the provision of services and to tailor the services to the needs and characteristics of eligible residents
 - Monitor and evaluate the delivery, impact, effectiveness and outcome of supportive services under the program
 - Coordinate program with other independent living or self sufficiency, education and employment programs
 - Perform other duties and functions to assist residents to remain independent, and to prevent unnecessary institutionalization, and
 - Mobilize other national and local public and private resources and partnerships

10. Home Sales Department To date, PHA's Homeownership Division has sold 1,036 homes through the HCV Homeownership Program, Turnkey III, 5(h), and redevelopment site programs. During the current fiscal year April 1, 2009 thru March 31, 2010, the Homeownership Division sold 54 homes. PHA is one of the leading housing authorities in the nation in HCV homeownership sales.

In MTW Year Nine, the Housing Choice Voucher (HCV) Program closed a total of 42 homes of which fifteen (15) were for disabled families for a total of 310 sold under the HCV Program including 89 families with disabilities. The projected goal under HCV Homeownership is to close 1,000 homes. PHA has worked closely with Liberty Resources and PHFA on 504 modification programs for disabled and elderly families in need of accessibility modification. Homeownership

Division had 20 elderly families over 62 purchased homes and 51 families over 55 purchased homes under the HCV program.

Under the Turnkey III Program, to date PHA has sold 206 homes. The Turnkey III program is designed to give families the opportunity to own their own home after a two-year occupancy agreement. Each resident has an individual escrow reserve account, which is intended to assist the households to accumulate savings during the lease term, and apply the funds toward a down payment and/or closing costs. PHA developed two Turnkey III sites. Brown Street Village is now fully sold, and only one home remains to be sold at Whitman Park.

Under the Section (5H) Scattered Sites Program, in MTW Year Nine, we closed 6 homes. To date 131 homes have closed. The projected goal under Section (5H) is to close 300 homes.

PHA sold out a total of 100 homes at Lucien E. Blackwell Homes Phases I, II, and III. PHA sold 123 affordable homes at Greater Grays Ferry Estates. At MLK Plaza, PHA sold a total of 90 homes in Phases IIA and IIB and we are in the process of selling 19 homes for MLK IIC beginning in May 2010. At Falls Ridge, 28 home sales were closed. At Ludlow Homes, PHA has sold out 50 homes with one home remaining to close. In MTW Year Nine, PHA provided first-time homebuyer workshops to approximately 2,800 PHA residents. PHA's Homeownership Division targeted 24,000 PHA residents in an effort to provide educational workshops to first-time homebuyers.

PHA has made a special commitment in fulfilling its objective of providing homeownership opportunities to public housing residents. PHA created a Resident Mortgage Assistance Program (RMAP), this is a comprehensive benefit package to assist residents in achieving Homeownership. It provided residents with closing cost assistance, wrote down the sales price for our clients who purchased homes at new developments and provided free financial counseling in planning their budget.

The Homeownership Division provided homeownership seminars to various community organizations and events throughout the City of Philadelphia, including the annual Tribune Homebuyer's Workshop, one of the premier homebuyer events held in the city. PHA also established partnerships with major banks including Wachovia Bank, Bank of America, Citizens Bank, TD Bank, Sovereign Bank, Wells Fargo, East River Bank and PNC. The services include free credit reports, budgeting/money management, and credit repair. The Division maintains relationships with Philadelphia Housing Development Corporation and Neighborhood Housing Services, Inc. that assists first-time homeowners with home maintenance/repairs needs. The Homeownership Division has relationship with 27 certified housing counseling agencies throughout the city of Philadelphia and the Pennsylvania Housing Finance Agency (PHFA).

11. Summer Food Services. PHA operates a summer food program, serving breakfast and lunch to children up to the age of 18 living in and around public housing. Thirty-eight (38) residents were hired to operate this summer program at 21 sites. Last year, the program served over 50,000 meals.
12. Healthy Homes. PHA operates a demonstration healthy homes program to reduce asthma hazards in housing choice voucher properties. Focus is on households with children between 0 to 6 years old.

13. DARE and GREAT Programs. See discussion of this program in Section 8.
14. Conflict Resolution; Domestic Violence Prevention and Assistance. Residents needing assistance to resolve a dispute in their family or neighborhood can get such assistance from PHA Police Department staff trained in conflict resolution.
15. Health Clinics. With Drexel University/MCP Hahnemann, Resources for Human Development and Temple University, PHA operates clinics that offer medical, dental and community behavioral health care and health education; primary care for all ages including family planning, pre-natal care, well child care, EPSDT exams, nutrition, chronic illness care such as asthma, diabetes, heart disease, high blood pressure, acute illness. Behavioral health care includes mental health, drug and alcohol treatment. The centers employ a psychiatrist, licensed psychologist and social workers. The centers generally provide counseling and medication for depression, anxiety, bipolar disorder, schizophrenia, post traumatic stress disorder, substance abuse, family and child therapy, grief and loss counseling. Some centers provide van service.
16. HOPE VI Community and Supportive Services. PHA contracts for case management services with HOPE VI Providers, Asociacion de Puertorriquenos en Marcha (APM) and Ramsey Educational Development Institute, Inc (REDI) to provide community and social services to residents of Ludlow Scattered Sites. Services help residents end their reliance on categorical assistance. HOPE VI links residents to available community services and provides specific training.
17. HOPE VI Community and Supportive Services. PHA contracts for case management services with HOPE VI Providers, Asociacion de Puertorriquenos en Marcha (APM) and Ramsey Educational Development Institute, Inc (REDI) to provide community and social services to residents of Ludlow Scattered Sites. Services help residents end their reliance on categorical assistance. HOPE VI links residents to available community services and provides specific training. The University of Pennsylvania is providing program evaluation services.
18. HOPE VI Mentoring Program. PHA operates a mentoring demonstration program that focuses on increasing youth participation in setting goals and developing a plan of action to secure their future. This program serves 13 teenagers and their parents in Ludlow Scattered Sites HOPE VI. The other goals are to assist 16 residents to gain computer skills necessary for successful sustained employment; and to generate new business opportunities for the 16 residents enrolled in this program.
19. Grants and Resource Development. The Partnership and Resource Development Department is responsible to research grant opportunities and to identify prospective partners that have the capacity to provide programs and services that are needed by public housing and housing choice voucher residents to become economically self-sufficient and to improve their quality of life.

The Partnership and Resource Development Department identifies opportunities for education, job skills training, job preparation, placement and retention, resident owned business development, homeownership, credit repair and financial literacy and supportive social services including healthy lifestyles, children, youth and senior programs as well as capital grant program needs.

SECTION 11: OTHER INFORMATION REQUIRED BY HUD

This section provides documentation to HUD that the Philadelphia Housing Authority has complied with specific MTW requirements or with other HUD requirements that are mandated by other HUD regulations.

A. Board Resolution approving the MTW Year Nine Report.

B. Results of latest completed 133 Audit.

C. Required Certifications and other submissions from which PHA is not exempted by the MTW Agreement (All required forms submitted with Year Nine Plan Document).

- PHA Certifications of Compliance with MTW Plan Requirements.
- Form HUD-50070. Certification for a Drug-Free Workplace.
- Form HUD-50071. Certification of Payments to Influence Federal Transactions.
- Form SF-LLL. Disclosure of Lobbying Activities.

D. Submissions required for the receipt of funds (All required forms submitted with Year Nine Plan Document).

- Form HUD-52723. Calculation of PFS Operating Subsidy.
- Form HUD-52722-A. Calculation of Allowable Utilities Expense Level.
- Form HUD-52721. Direct Disbursement Payment Schedule Data.
- Form HUD-52837. Capital Fund Annual Statement, Parts I, II, III (Formula Allocation).
- Form HUD-52837. Capital Fund Annual Statement, Parts I, II, III (Replacement Housing).
- Form HUD-52673. Estimate of Total Required Annual Contributions.
- Form HUD-52663. Requisition for Partial Payment of Annual Contributions.

RESOLUTION NO. 1

RESOLUTION AUTHORIZING THE EXECUTIVE DIRECTOR OR HIS DESIGNEE TO SUBMIT THE MOVING TO WORK ("MTW") ANNUAL REPORT AND CONSOLIDATED FINANCIAL REPORT FOR MTW YEAR NINE (FISCAL YEAR ENDING MARCH 31, 2010) TO THE UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT ("HUD")

WHEREAS, PHA entered into a Moving To Work Demonstration (MTW) Agreement with the Department of Housing and Urban Development ("HUD") on October 16, 2008 and such Agreement provides that PHA prepare an Annual Report, including a Consolidated Financial Report; and

WHEREAS, the MTW Agreement calls for suspension of current evaluation and reporting requirement due to the authority granted to PHA to depart from the standard program requirements; and

WHEREAS, as an alternate assessment protocol, HUD will assess PHA's performance on an annual basis by comparing at the end of PHA's fiscal year it goals as stated in its approved MTW Annual Plan, to its actual performance, as stated in its Annual Report.

WHEREAS, PHA must include in the MTW Annual Report all required elements as described in the MTW Agreement;

WHEREAS, PHA has prepared the MTW Annual Report for MTW Year Nine (Fiscal Year ending March 31, 2010); and

WHEREAS, PHA is required to submit the MTW Annual Report for Board approval prior to submission to HUD.

THEREFORE, BE IT NOW RESOLVED that the Board of Commissioners of the Philadelphia Housing Authority does hereby authorize the Executive Director or his designee to submit to HUD the MTW Annual Report for MTW Year Nine (Fiscal Year ending March 31, 2010) along with the Consolidated Financial Report for the period.

I hereby certify that this was
APPROVED BY THE BOARD ON 6/23/10

ATTORNEY FOR PHA