

Streamlined Annual PHA Plan <i>(High Performer PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 02/29/2016
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. Form HUD-50075-HP is to be completed annually by **High Performing PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, HCV-Only PHA, Small PHA, or Qualified PHA do not need to submit this form.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both of the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, or at risk of being designated as troubled, and that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceeds 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment, and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceeds 550, and that was designated as a standard performer in the most recent PHAS or SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined, and is not PHAS or SEMAP troubled.

A.	PHA Information.																										
A.1	<p>PHA Name: <u>Metropolitan Development and Housing Agency</u> PHA Code: <u>TN 005</u> PHA Type: <input type="checkbox"/> Small <input checked="" type="checkbox"/> High Performer PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>10/2018</u> PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Public Housing (PH) Units <u>5</u> Number of Housing Choice Vouchers (HCVs) <u>7,209</u> Total Combined <u>7,214</u> PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission</p> <p>Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th rowspan="2" style="width: 25%;">Participating PHAs</th> <th rowspan="2" style="width: 10%;">PHA Code</th> <th rowspan="2" style="width: 25%;">Program(s) in the Consortia</th> <th rowspan="2" style="width: 20%;">Program(s) not in the Consortia</th> <th colspan="2" style="width: 20%;">No. of Units in Each Program</th> </tr> <tr> <th style="width: 10%;">PH</th> <th style="width: 10%;">HCV</th> </tr> </thead> <tbody> <tr> <td>Lead PHA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program		PH	HCV	Lead PHA:																	
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B.	Annual Plan Elements
B.1	<p>Revision of PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA since its last Annual PHA Plan submission?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Financial Resources.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Rent Determination.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Safety and Crime Prevention.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Pet Policy.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification</p> <p>(b) The PHA must submit its Deconcentration Policy for Field Office Review.</p> <p>As MDHA recapitalizes and/or adds units to its covered developments, mixed income will be a primary tool to meet the objective of deconcentrating poverty. Units designated to attract residents with median income in the 80% - 120% AMI will assist our goals of developing mixed income communities in furtherance of HUD's goals to affirmatively further fair housing and deconcentrate poverty. Initially, the five new units on Treutland will be used as replacement housing for redevelopment of our traditional public housing sites. When considering families for temporary relocation, transfers, or new admissions, MDHA will determine whether the selection of the family will contribute to the deconcentration goals. We will target residents for occupancy within the 60% to 80% AMI range, and attempt to limit occupancy to residents with less than 60% AMI to two units.</p> <p>(c) If the PHA answered yes for any element, describe the revisions for each element below:</p>
B.2	<p>New Activities.</p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Hope VI or Choice Neighborhoods.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Mixed Finance Modernization or Development.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Demolition and/or Disposition.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Conversion of Public Housing to Tenant Based Assistance.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Conversion of Public Housing to Project-Based Assistance under RAD.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Project Based Vouchers.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Units with Approved Vacancies for Modernization.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).</p> <p>(b) If any of these activities are planned for the current Fiscal Year, describe the activities. For new demolition activities, describe any public housing development or portion thereof, owned by the PHA for which the PHA has applied or will apply for demolition and/or disposition approval under section 18 of the 1937 Act under the separate demolition/disposition approval process. If using Project-Based Vouchers (PBVs), provide the projected number of project based units and general locations, and describe how project basing would be consistent with the PHA Plan.</p>
B.3	<p>Progress Report.</p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in the PHA 5-Year Plan.</p> <p><i>In prior years, including the year when the most recent Five-Year Plan was developed, MDHA's inventory included both Public Housing and Housing Choice Vouchers. By the time this Plan becomes effective (October 1, 2018), all of the current Public Housing will have been converted thru RAD to Project-Based Rental Assistance. The Agency will have 5 units of new Public Housing being developed with Capital Fund Replacement Housing Factor grants; upon completion, these 5 units will be converted through RAD to Project-Based Rental Assistance. Since this is a look-back at progress toward prior goals, it will include those related to prior Public Housing units as well as Housing Choice Vouchers.</i></p>

B.4.	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe: The finding related to tenant file deficiencies at one location in the Project-Based Rental Assistance program.</p>
Other Document and/or Certification Requirements.	
C.1	<p>Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan</p> <p><i>Form 50077-ST-HCV-HP, Certification of Compliance with PHA Plans and Related Regulations, must be submitted by the PHA as an electronic attachment to the PHA Plan.</i></p>
C.2	<p>Civil Rights Certification.</p> <p><i>Form 50077-ST-HCV-HP, Certification of Compliance with PHA Plans and Related Regulations, must be submitted by the PHA as an electronic attachment to the PHA Plan.</i></p>
C.3	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the PHA Plan?</p> <p>Y N <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>
C.4	<p>Certification by State or Local Officials.</p> <p><i>Form HUD 50077-SL, Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan, must be submitted by the PHA as an electronic attachment to the PHA Plan.</i></p>
D Statement of Capital Improvements. Required in all years for all PHAs completing this form that administer public housing and receive funding from the Capital Fund Program (CFP).	
D.1	<p>Capital Improvements. Include a reference here to the most recent HUD-approved 5-Year Action Plan (HUD-50075.2) and the date that it was approved by HUD.</p>

Continuation of Section B.1 (c)

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.

In May 2017, we amended the Administrative Plan to incorporate provisions that allow families residing in a project-based voucher unit or a unit converted under RAD to request a tenant-based voucher after 24 months of participation in the RAD program.

In May 2017, we added a preference for any family whose 2015 application is purged due to MDHA not reaching their name. This gave those families an extra preference point and moved them closer to the top of the new waiting list established in September 2017.

Violence Against Women Act (VAWA)

All HCV participants were mailed a copy of the VAWA Notice of Occupancy Rights in September 2017. The VAWA notice is provided to all new applicants selected and participants at annual re-exam and upon termination.

Housing Opportunity Through Modernization Act (HOTMA)

As a result of the Housing Opportunity Through Modernization Act (HOTMA) signed into law by President Obama in July 2016, the following changes to the HCV program and PBV program could have been incorporated in 2017. HUD issued notice on January 18, 2017 implementing the following to be effective April 18, 2017. Because some changes were optional, MDHA has elected not to implement items 1 and 2 below.

- 1. A PHA may choose to approve an assisted lease, execute the HAP Contract, and begin making housing assistance payments on a unit that fails the initial HQS inspection, provided the unit's failure to meet HQS is the result of only non-life-threatening conditions, as such conditions are defined by HUD. All non-life-threatening conditions must be corrected within 30 days in order for the assisted lease to continue. If the conditions are not corrected, the PHA must define how long they will allow before abating the assistance payments and terminating the HAP Contract. A PHA that chooses this option must update their Administrative Plan to address specific provisions and requirements. In addition, the PHA must notify HUD at least 30 days in advance of the policy being implemented, as well as notify owners and participants of the new procedures.*
- 2. HOTMA further allows a PHA to approved an assisted lease and execute the HAP Contract prior to the PHA's inspection being completed if the property has, in the previous 24 months, passed an alternative inspection method that qualifies as an alternative inspection method under the new law.*

The following three provisions have been incorporated into the HCV Administrative Plan.

- 3. HOTMA amends section 8(o) of the 1937 Act to provide a statutory definition of units owned by a PHA. A unit is now "owned by a PHA" only if the unit is in a project that is one of the following categories:*
 - a) Owned by a PHA*
 - b) Owned by an entity wholly controlled by the PHA*
 - c) Owned by a LLC or limited partnership in which the PHA holds a controlling interest (50% or more) in the managing member or general partner.*
- 4. HOTMA made several statutory changes to the Project-Based Voucher Program. The changes include:*
 - a) Changing the terminology in the statute from "structure" to "project";*
 - b) Changing the PHA HVC program limitation on PBV vouchers from a 20% funding limitation to a 20% unit limitation calculation and allowing for additional project-basing of vouchers by raising the limit an additional 10% for homeless families, families with Veterans, supportive housing for persons with disabilities or elderly persons, or in areas where vouchers are difficult to use;*
 - c) Changing the income-mixing cap on the number of PBV units in a project to be the greater of 25 units in a project or 25% of the units in a project, and making changes to the categories of PBV units that are excepted from the project unit cap;*
 - d) Allowing a PHA to enter into an initial PBV Contract of up to 20 years (from 15) and to further extend that term for an additional 20 years;*
 - e) Allowing a PHA to establish a selection preference for families who qualify for voluntary services, including disability services, offered in conjunction with assisted units, provided that the preference is consistent with the PHA plan;*
 - f) Allowing a PHA to attach assistance to structures in which the PHA has an ownership interest or control without following a competitive process;*
 - g) Allowing a PHA to project-base HUD VASH or Family Unification Program (FUP) vouchers in accordance with statutory and regulatory requirements of the PBV program without additional requirements for approval by HUD.*
- 5. HOTMA amended section 8(o) (12) of the 1937 Act with respect to the use of voucher assistance provided to families that are owners of manufactured housing. Prior to HOTMA, assistance payments to owners of manufactured housing could only be made to assist the manufactured home owner with the rent for the space on which the manufactured home is located. The definition of "rent" for manufactured home owners receiving assistance has been expanded to also include other housing expenses, specifically the monthly payments made by the family to amortize the cost of purchasing the manufactured home (including any required insurance and property taxes) and tenant-paid-utilities.*

ConnectHome is a HUD initiative to increase the number of low income households with access to broadband internet service. MDHA has partnered with other agencies, including: Google, Comcast, Metro Nashville Public Schools, Nashville Technology Council,

Nashville Public Television, Nashville Public Library, Martha O'Bryan Center, Salama Urban Ministries, Hands on Nashville, and The Community Foundation of Middle Tennessee. Year two results and year three goals include:

<i>New Internet Connections</i>	<i>Year 2 Actual (Oct. '16- Sept '17)</i>	<i>Year 3 Goals (Oct. '17 – Sept '18)</i>
<i># of newly connected public housing households w/kids (ages 4-19)</i>	<i>JobsPlus – 108 Edgehill-9 Nursing Program-15 Opportunity Now Students-14 Total-146</i>	<i>230</i>
<i># of newly connected kids (ages 4-19) in public housing households (if known)</i>	<i>146</i>	<i>230</i>
<i># of newly connected public housing households of all kinds (households w/kids, senior housing, etc.)</i>	<i>JobsPlus-108 Edgehill-9 Nursing Students-15 Opportunity Now Students-14 Gernert-81 Total-227</i>	<i>230</i>
<i>Devices & Digital Literacy Trainings</i>	<i>Year 2 Actual (Oct. '16- Sept. '17)</i>	<i>Year 3 Goals (Oct. '17 – Sept '18)</i>
<i># of free or low-cost computers & laptops distributed to public housing households</i>	<i>JobsPlus-108 Edgehill-9 Nursing Students-15 Opportunity Now Student-14 Total-146</i>	<i>JobsPlus-20 Edgehill-0 Athletes-4 Total -24</i>
<i># of free or low-cost tablets distributed to public housing households</i>	<i>Gernert-81 Total-81</i>	<i>Gernert-20</i>
<i>#of residents who completed digital literacy trainings</i>	<i>JobsPlus-108 Edgehill-9 Nursing Students-15 Opportunity Now Students-14 Gernert-81 Total-227</i>	<i>Jobslus-20 Edgehill-0 Athletes-4 Gernert-20 Total-44</i>

Assessment of Fair Housing

In 2017, the Metropolitan Government and MDHA participated in a joint local government/PHA Assessment of Fair Housing (AFH). The effort was led by the local government (Metro) but undertaken by MDHA's Community Development Department, which administers the Consolidated Plan on behalf of the Metropolitan Government. The AFH included an analysis of publicly supported housing, such as the location and occupancy of such housing and disparities in access to opportunity for residents of publicly supported housing. Community engagement included meeting with the Resident Advisory Board and resident associations. The purpose of the AFH was to use HUD-provided data, local data, and local knowledge to determine (1) whether individuals & families have the information, opportunity, & options to live where they choose without unlawful discrimination related to race, color, religion, sex, familial status, national origin, or disability and (2) whether housing options are realistically available in integrated areas and areas with access to opportunity. The AFH would help guide MDHA on future planning and development efforts that affirmatively further fair housing.

However, before this planning process could be completed, HUD withdrew its guidance and processing on this initiative and asked communities to revert to the former Analysis of Impediments process.

Financial Resources

Financial Resources are expected to be limited once again as Congressional appropriations are less than what is required for 100% funding. For the Housing Voucher Administrative Fund, allocations are anticipated at only 77% of what HUD considers needed.

The Agency had provided \$100,000 in CDBG funds in 2015 to assist clients in the VASH and Shelter Plus Care programs with move-in expenses, such as security and utility deposits and first-month's rent to expedite their ability to lease units. Another \$100,000 in CDBG funds was made available in October 2016 and was focused on the VASH program since Shelter Plus Care funds were then being used for the same purpose for its clients. Another \$30,000 in CDBG funds was made available in October 2017 to further this effort.

Effective February 1, 2017 Rental Assistance implemented a Landlord Incentive Program funded by the Metropolitan Government of the City of Nashville for a leasing bonus of \$1000.00 and eligibility for reimbursement of damages or unpaid rent up to two month's rent less security deposit for landlords who rent to homeless Veterans under the Veterans Affairs Supportive Housing (VASH) program. Through February of 2018, 108 \$1000 incentive payments have been issued to participating landlords.

Through MDHA in collaboration with the Mayor's Office and six Implementation Partners, Nashville received Promise Zone designation. The Nashville Promise Zone encompasses 46 square miles; 121,470 people; and many of MDHA's public housing sites. MDHA, the lead agency, will work with its local and Federal partners to address the goals of creating jobs, increasing economic activity, improving education outcomes, reducing violent crime, increasing access to affordable housing, and improving community infrastructure.

Continuation of Section B.2 New Activities

Choice Neighborhoods Applications

MDHA has applied for a Choice Neighborhoods Implementation grant for a portion of the Cayce Place property (currently Project-Based Rental Assistance). It is not known when HUD will make the selections for this grant period. Previously, MDHA received a Choice Neighborhoods Planning grant for the Sudekum-Napier property (which is now Project-Based Rental Assistance); when the Notice of Fund Availability is issued for another round of CNI grants, MDHA intends to submit an application for this property.

Mixed-Finance Development and Conversion of Public Housing through RAD

Largely utilizing Replacement Housing Factor Capital Fund resources, MDHA will be constructing 5 single-family units of public housing on Treutland Street, adjacent to Levy Place. The Capital Fund financing will be supplemented either by a grant from the Metropolitan Government or by unrestricted cash from MDHA; there will be no debt used for the construction. Upon completion, MDHA will request that these units be converted through RAD to Project-Based Rental Assistance (as have all of the prior public housing units in the MDHA inventory)

Project Based Vouchers.

The MDHA Board in April of 2016 authorized the conversion of 200 Housing Choice Vouchers to Project-Based. The decision to project-base was in response to the declining lease-up rate of Voucher holders and was a strategy to more fully utilize the budget authority available to us (which is consistent with Objective 2(d) of the current Five Year Plan). A Request for Proposals was issued in August 2016. Due to the level of response, including proposals recently received in which the number of proposed units will exceed the initial 200, and recognizing a greater need to increase the number of affordable units in Nashville, Davidson County, The MDHA Board agreed to project base up to an additional 700 tenant based vouchers.

Through March of 2018, sixteen proposals have been received, of which, eight are for 201 existing units and the other eight proposals are for new construction of 549 units. - Total awarded/pending award total 750 out of the 900 authorized.

In an effort to assist with the utilization of PBVs (and other voucher), landlords can apply for funds through the CDBG Rental Rehab program to bring units up to Section 8 standards. If the landlord participates in the voucher program, the funds will be treated as a grant rather than a loan.

Continuation of B.3 Progress Report

Goal #1: Secure Financial Stability for Agency Programs

- Objective 1a: Build up and maintain an operating reserve for each property equal to at least 90 days of operating expenses.
We are still working toward this objective.
- Objective 1b: Audit 20% of all public housing resident files annually to identify, correct and if possible reduce instances of income discrepancies, inaccurate rent calculations, etc.
This objective was met during 2014, 2015 and 2016. This objective was not met in 2017 due to RAD conversion activities. A new audit schedule has been developed for RAD-converted properties.
- Objective 1c: Convert the entire portfolio of public housing properties through the Rental Assistance Demonstration (RAD) to Project-Based Rental Assistance.
A portfolio application was submitted to HUD in December of 2013. As of the beginning of March 2018, most properties had been converted, and the final one (Neighborhood Housing) is expected to have been converted by July of 2018

Goal #2: Increase and Improve the Supply of and Access to Affordable Housing

- Objective 2a: Utilize Replacement Housing Factor Capital Funds to purchase and/or build additional public housing units during the next two years.
We completed the development of 70 new one-bedroom units known as Barrett Manor in the Fall of 2017; although we have no other Replacement Housing Factor funds, we will try to utilize further Faircloth Amendment balances as funding opportunities become available.
- Objective 2b: Continue the on-going initiative with Capital Funds to substantially renovate neighborhood housing units constructed in the 1970s and 1980s.
A limited amount of Capital Funds were used for modernization of some Neighborhood Housing units, but substantially all remaining Capital Funds were used for repairs and/or Repair and Replacement escrow fund deposits for properties converted thru RAD.
- Objective 2c: Apply for replacement vouchers that become available as owners opt-out of Section 8 project-based assistance as well as any new HCV funding opportunities.
No funds were made available for 2017. Any extra funds that had been available were dedicated by HUD to disaster areas.
- Objective 2d: maximize utilization of Housing Choice Vouchers by maintaining a utilization rate of at least 99% annually.
Utilization rate for the year ended 9/30/17 was 100%
- Objective 2e: Increase the number of Housing Choice Voucher landlord meetings to three per year
Two meetings were held 3/31/17 and 6/27/17
- Objective 2f: Attract at least 25 new property owners to the Housing Choice Voucher program each year.
135 new landlords were added in 2017.
- Objective 2g: Increase the percentage of vouchers leased in non-impacted census tracts from 62% to 70%
For 2017, the percentage rose to 69%
- Objective 2h: Have at least three Housing Choice Voucher clients graduate to homeownership each year.
Three HCV participants purchased homes in 2017.
- Objective 2i: Establish a kiosk in the Rental Assistance waiting room by 2015
We had already removed this objective. The kiosk was considered not necessary since applications are accepted for a very short period every 2 years and computers are made available in libraries and at the MDHA Training Center when applications are being accepted.

- Objective 2j: Establish a kiosk program for public housing management offices by 2015
We had already deleted this objective since we are now taking applications on-line only, and applicants can access our website from a home computer, a library, or by visiting the property for assistance when the waitlist is open.
- Objective 2k: Reduce turnaround time in public housing from 30 days to 15 days
This objective was still not met during 2016
- Objective 2l: Reduce the average response time for resident-generated work orders from six days to three days
The average response time in 2015 was 1.75 days but increased to 2.49 days in 2016 and 2.98 in 2017; this is still below our target of three days.
- Objective 2m: Implement online process in public housing for taking rent payments and reporting changes by 2018
Still no results against this goal in 2017. However, this capability will be available with the agency's next Yardi upgrade, which is anticipated to be complete in 2018.
- Objective 2n: Implement true site based waiting list at least 60 days prior to conversion to RAD
Site-based waiting lists were implemented in accordance with revisions to the ACOP that had been adopted in August of 2016.
- Objective 2o: Maintain an average PHAS or REAC inspection score (or equivalent performance measurement system score) of 95 or higher, with no AMP scoring below 90
Our most recent PHAS score (as of 11/13/2017), was 91. The most recent REAC inspection results (from the year 2015) were all above 90 with the exception of Cheatham Place which scored an 89c. . In 2017, Cheatham Place and Cayce Place had REAC inspections which resulted in scores of 63 each.
- Objective 2p: Maintain a SEMAP score of 97 or higher
SEMAP score for 2017 was again 100%
- Objective 2q: In Rental Assistance, conduct staff meetings addressing quality control issues at least quarterly
This continues to be done
- Objective 2r: Conduct a Housing Choice Voucher program participant survey annually.
We did conduct a survey in 2017. Results were similar to last survey. Over 73% rated the overall quality of service as very high or high; over 81% responded that the program met or exceeded their expectations; and 78.49% responded they were very satisfied or satisfied with the program. We will be recommending to change this objective from annually to every two years.

Goal #3: Sustain Viable Communities and the Urban Core

- Objective 3a: Increase the number of Family Self-Sufficiency Voucher households to 150 and Public Housing households to 453.

The number of FSS Voucher holders remained at 141 during 2017. 22 FSS participants completed their Contract of Participation in 2017.

The current non-cumulative total on the Public Housing FSS caseload was 259 as of the end of September 2017; this was down from 306 a year earlier. There were 18 successful FSS graduations over this 12 month reporting period, compared to 25 in the prior year. The above graduation total during these reporting two years is lower than in previous years because over 50% of the current participants are only in year #2 of their five-year contract period. Graduation from the program isn't typical within the first few years. Proactive case management led to four FSS participants purchasing homes during this most recent 12 month reporting period.

During this reporting period, a primary focus of the public housing FSS initiative was to work diligently with clients on reassessing goals. In addition, fewer team members were available to work FSS caseloads. The FSS Program enrolled 31 new households to receive self-sufficiency case management during this 12 month reporting period.

- Objective 3b: Establish 3 new partnerships annually with agencies that promote aspects of family self-sufficiency (homeownership, budget management, career development, job training and readiness, etc.)

The goal was exceeded for Public Housing. Several new Social Services partnerships were formed for the purpose of promoting aspects of family self-sufficiency. A few of the most valuable partnerships established during this reporting year were with the following organizations:

- *Synovus Bank - This organization provides a 4-week Homebuyer's Club. The purpose of the partnership is to prepare residents for homeownership through educational classes. The primary topics covered are budgeting, reducing debt and credit repair.*
- *The Nashville Chapter of the Professional Athletes Foundation (PAF) - The purpose of this partnership is to provide a reoccurring source of college scholarship dollars for high school seniors residing in MDHA properties. As a result of this new partnership, PAF awarded over \$6,000.00 to MDHA seniors who entered college in August of 2017. In addition, two \$2,500.00 scholarships will be awarded to college-bound high school seniors residing in MDHA housing annually.*
- *Operation HOPE, Inc./ First Tennessee Bank - Financial Wellbeing Coaches teach financial literacy to residents. Operation HOPE, Inc. offers money management and credit management information with objective of helping residents achieve self-sufficiency.*
- *UP Rise - This partnership was formed to assist residents on a career path that leads to higher hourly wages. UP Rise is a 12 month program that covers training and educational costs, a cash stipend to assist with living expensed while in a training program and it provides one-on-one support and life-coaching.*

The Rental Assistance Department also exceeded its goal by establishing new partnerships with NACA, Human Mortgage, TN Vocational Rehabilitation, SWBC Mortgage, HOPE Inside-Nashville.

- Objective 3c: Working with new and existing partners, provide at least 4 sessions annually that focus on job training, job readiness, and employability.

The above goal was exceeded. Many events and activities designed to increase and enhance employability skills of public housing residents were held over this reporting period. Events and activities included but were not limited to: On-site Job Fairs, Resource Fairs, employability training by the mobile Career Coach Bus and workshops designed to increase marketability and as well as job readiness. In addition, below are some of the organizations the Social Services Team referred residents to for job training, job readiness, and employability skills: People Ready, Express Professional Services, OIC (Opportunities Industrialization Center), Lab Four Professional Development Center, Martha O'Bryan Chapter 2 Program, Oasis Center Transitions Program, Centerstone Career Connect and Goodwill Industries.

MDHA's Jobs Plus Nashville (JPN) Initiative focuses extensively on promoting job training, job readiness, and employability skills among residents living in the Napier and Sudekum communities. JPN provides the following ongoing job readiness training for residents including but not limited to:

- *JPN hosted on-site Job Fairs in December, 2016 (13 residents; 7 employers); March, 2017 (13 residents; 4 employers); and September 26, 2017 (16 residents; 5 employers). In addition to these job fairs, JPN also hosted its First Annual Opportunity Festival on May 19, 2017. The Spring Opportunity Festival was comprised of a Job Fair, an Education Fair with representatives from local colleges, community resources vendors, and a children's clothing give-away. Seventy-nine residents attended the JPN First Annual Opportunity Fair.*
- *Each month, a two week (4 days per week) job readiness training series for new JPN program enrollees is held. The first week of training provides the following: resume and cover letter development; interviewing skills building including mock interviews; conflict resolution; effective communication; and workplace professionalism. An employer panel comprised of local businesses seeking to fill job openings conclude the first week of training. The second week of training covers Digital Literacy.*
- *Ongoing employment retention coaching/case management provided by 3 full-time JPN Career Coaches.*

- *As of September 30, 2017, 202 residents received job readiness training through JPN. This number represents an increase of 87 over December, 2016. In addition, 108 participants completed the 4-day Digital Literacy Training and received a laptop upon completion.*

Over the course of this reporting period, MDHA's LPN Nursing Initiative held several sessions designed to promote job readiness and employability skills among nursing students. Also, during the fiscal year, eight residents graduated from nursing school.

The Rental Assistance Department participated in a virtual Job Fair through T-Mobile

- **Objective 3d:** Work with Resident Associations to get them to sponsor at least one meaningful ongoing activity that promotes education, youth involvement or self- sufficiency at each family property. *MDHA's Resident Association Coordinator continued to focus on leadership training for RA officers (particularly newly elected officers) over the last 12 month period. In addition, there have been many valuable on-site training opportunities, events and activities sponsored by the Resident Associations. Several noteworthy events include: Heart Health workshops that focused on reducing the risk of heart attacks and way to maintain a healthy heart, HUD's Father's Day activities to engage and involve (on-site and off-site) fathers of children residing in MDHA properties, health fairs, nutrition education, "Night Out Against Crime" Marches and Rallies, breast cancer awareness training and financial stability workshops. Several properties hosted Back to School events designed to motivate students to do their very best during the approaching school year. In addition, and to further promote education, the MDHA Resident Association awarded scholarships to four well-deserving high school seniors residing in MDHA properties. Each of the four students was awarded \$1,000 to assist with expenses as they begin their journey through post-secondary education.*

Other youth initiatives that were launched by the Resident Association during this reporting year include the following enrichment and empowerment programming:

- *On-site Girl Scouts,*
- *From the Heart Foundation Music Program,*
- *The Penny Challenge and*
- *Bus Stop Strong.*
- **Objective 3e:** In conjunction with the Metropolitan Health Department, start smoking cessation campaign in family properties and to do a pilot smoking cessation at one property by the end of 2015. Smoking cessation will be established for all public housing by 2017.

Because smoking cessation classes require considerable man-power and because efforts shifted (during this reporting period) to successful RAD implementation, MDHA decided last year to delay the launch of a smoking cessation campaign at the family properties. Going forward and in light of HUD's new Non-Smoking Rule for public housing communities, discussions with Resident Association leadership began at the Council of Presidents meeting in March of 2017. All RA Presidents received a copy of HUD new Non-Smoking Rule immediately following receipt of HUD's official notification.

In light of MDHA's RAD conversion, efforts going forward will be focused on educating residents regarding the many dangers of smoking. In addition, sharing non-smoking education and prevention information among the youth in MDHA properties will be a primary focus when opportunities present themselves in the future.

- **Objective 3f:** Facilitate community gardens at public housing sites in order to provide residents inexpensive healthy food options.

During this reporting period (and currently), five MDHA properties have access to community gardens: Cheatham Place residents maintain individual gardens that are adjacent to the entrances to their units. Edgehill and Gernert have a shared community garden. Madison Towers and John Henry Hale have community gardens in their respective properties. In addition to the shared community garden Edgehill currently has, there are plans to launch individual gardens during the summer growing season of 2018.

Goal #4: Pursue the Best Housing and Business Practices

- Objective 4a: Improve the quality and capability of Agency staff in all areas. In the first year, concentrate on property maintenance staff for enhanced training, testing, and placement.
Have all Section 8 Specialists complete Nelrod HCV Income and Rent Calculation training and pass certification exam by 2017.
All on-board staff had completed this training previously. However, four new specialists came on board at end of 2017/early 2018 that will be taking course in 2018.

Affordable Housing began a leasing assistants' training program for new leasing assistants in 2017. Certified Financial Management training was added for 2017.

The following trainings will continue to occur as new employees are added:

- *Drug-Free Workplace Training*
- *Supervisory Maintenance Training-Maintenance Supervisors & Sr. Tech*
- *New Supervisor Training –Maintenance Supervisor*
- *Maintenance Safety Training –Maintenance Supervisors & all Techs*
- *Public Housing Income and Rent - Leasing*
- *Natural Gas Safety Training (2 X yearly)*
- *Tax Credit Training – Leasing*
- *Pesticide Training – (3-4 X yearly)*
- *Anti-Harassment Training*
- *Plumbing Training*
- *Defensive Driving*
- *Yardi Affordable Module*
- *Certified Occupancy Specialist Training*
- *Rent Computation*
- *TAHRA Conference*
- *SAHMA Conference*
- *Active Shooter Training*
- *Fair Housing Training*
- *REAC Training added in the Spring of 2018*

In addition to the agency-wide training required for all MDHA employees, several Rental Assistance staff attended training throughout 2017:

- *6 staff attended Fair Housing Conference in April 2017*
- *6 staff attended TAHRA Conference in April 2017*
- *The Section 8 Supervisor completed the Nan McKay - Developing and Managing a PBV program in July 2017*
- *Assistant Director attended the YARDI PHA Forum in November 2017*
- *Through September 2017), the Rental Assistance Program Integrity Specialist continued to attend monthly training sessions hosted by the Middle TN Chapter Association of Certified Fraud Examiners. She was elected to the Board of Directors in May and assisted the Chapter in hosting the ACFE Global conference held in Nashville in June 2017. (This Specialist subsequently moved to another department within MDHA.)*

- Objective 4b: Integrate programs and staff from other Agency departments in housing initiatives, including RAD and Envision Cayce

This continues to be accomplished by holding Envision planning meetings involving Urban Development, Construction, Recapitalization, Community Development and Finance.

Summary of Resident Advisory Board Meeting

May 7, 2018

We held our RAB meeting on the Agency Plan update on March 20, 2018 in the Section 8 conference room. Twelve RAB members were invited, but only one attended.

Attendees

Norman Deep, Director of Rental Assistance
Shukiesha Thompson, Assistant Director of Rental Assistance
Robin Swanson, Resident Advisory Board member

Norman Deep explained the purpose of the meeting and went over the draft of plan, highlighting HCV activity in 2017 and what was planned for 2018. Much of the discussion centered on the development of the project-based voucher program. Afterwards, Ms. Swanson asked the following questions.

Ms. Swanson asked if MDHA will pick the people that will convert to Project Based vouchers.

Norman Deep explained that there would be a waiting list for each PBV project and anyone, including current participants would have the opportunity to voluntarily apply for the PBV program, but no one would be forced into a PBV unit.

Ms. Swanson asked if the landlord incentive funds are only for Veterans.

Norman Deep answered that at the present time the incentive only applies to the VASH program for homeless Veterans, but that depending on its success and future availability of funds from Metro Government, we would like to consider expanding the incentive to more or maybe all program participants.

Ms. Swanson asked why not a lot of landlords are participating in the program.

Norman Deep explained that the rental market in Nashville, where rents have risen 25-30% over the last 2 years, has had a negative impact on our program because landlords can receive a higher rent on the open market than what we can pay based on program limitations. In addition, they do not have to go through an MDHA inspection of the unit if they rent to an open market renter. Mr. Deep stated MDHA will continue landlord outreach efforts to encourage more landlords to participate.