

<p>5.2</p>	<p>Goals and Objectives. Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.</p> <p>A. Objectives and Goals Plan</p> <p>Objective I. Increase the availability of decent, safe, and affordable housing</p> <p>Goal 1. Expand Supply</p> <ul style="list-style-type: none"> a. Apply for additional rental vouchers when available. b. Leverage other funds to create additional housing opportunities such as HOPE VI, Low Income Housing Tax Credits (LIHTC), HOME and bond financing. In doing so, commit to: <ul style="list-style-type: none"> b.1. one for one replacement; and b.2. continued assistance for affected families caused by development or redevelopment. c. Reduce vacancies by decreasing turnover time to 30 days or less. d. Pursue endeavors to increase the supply of accessible housing through development and rehabilitation. <p>Goal 2. Improve Quality of Assisted Housing</p> <ul style="list-style-type: none"> a. Attain/retain high performer status in accordance with PHAS scoring. b. Attain/retain high performer status in accordance with SEMAP scoring. c. Renovate and modernize public housing when appropriate; demolish and or dispose of public housing when appropriate utilizing housing opportunities identified in 1b, and/or provide replacement vouchers when necessary. d. Afford opportunities to provide project-based vouchers to non-profit organizations that serve special populations and promote access to case management and other services. e. Implement public housing security measures when and where appropriate. f. Increase assisted housing choices by: <ul style="list-style-type: none"> f.1. providing voucher mobility counseling and create site based waiting lists for all remaining public housing sites. f.2. maintain site based waiting list for Posadas Sentinel and for the Martin Luther King Depot Plaza sites g. Conduct a feasibility study of HUD’s recently unveiled Rental Assistance Demonstration (RAD). h. Consider competing for the statewide Performance Based Contract Administration contract. <p>Objective II. Improve the quality of life and economic vitality; promote self-sufficiency and the use of asset development for individual households</p> <p>Goal 1. Program Enhancements</p> <ul style="list-style-type: none"> a. Implement measures to promote income mixing and de-concentration of poverty. b. Support project-based agencies seeking to preserve affordable housing. c. Support community participation and encourage good communication among PHA and Ward staff, participants, and neighbors. d. Increase the number of participating landlords and promote PHA program knowledge in the community. e. Continue non-smoking policy at Martin Luther King Depot Plaza site and consider implementing non-smoking policies in other multi-unit sites to improve health conditions for the residents and decrease maintenance costs and fire risks. <p>Goal 2. Promotion of Self Sufficiency</p> <ul style="list-style-type: none"> a. Provide or attract supportive services to improve recipient’s employability, thereby increasing the percentage of employed persons in assisted programs. b. Provide or attract supportive services to increase independence for elderly or families with disabilities. c. Encourage clients to participate in job training programs. d. Expand home ownership programs. e. Encourage clients to participate in Individual Development Account (IDA) programs. <p>Objective III. Ensure equal Opportunity in Housing</p> <p>Goal 1. Affirmative Measures</p> <ul style="list-style-type: none"> a. Undertake affirmative measures to provide suitable living environments for families living in assisted housing as described in the Agency’s Analysis of Impediment to Fair Housing (AD). b. Undertake affirmative measures to ensure access to affordable housing and to provide a suitable living environment to assisted housing participants regardless of race, color, religion, nation origin, sex, familial status, disability, sexual orientation/sexual identity, marital status, ancestry, or age. c. Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of the unit size required. d. Implement and enforce Section 3 requirements when appropriate. <p>B. Self Analysis of previous goals as stated in the 5 year plan. See Number 10 titled ”additional Information”</p>
<p>6.0</p>	<p>PHA Plan Update</p> <ul style="list-style-type: none"> (a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission: (b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions. <p>A. Revisions The following PHA Plan elements have been revised since the last submission:</p>

1. The Admissions and Continued Occupancy Policy has been entirely re-written and is attached.
2. The Section 8 Housing Choice Voucher Program Administrative Plan has been re-written and is attached.

B. The Agency Plan and the following Plan Elements can be found at the Administrative Offices of the PHA located 310 North Commerce Park Loop Road, 2nd Floor, Tucson, Arizona 85745, and at the six Public Housing Management Offices, or at the following website: <http://www.cm3.tucsonaz.gov/hcd/whats-new>.

1. **Eligibility, Selection and Admission Policies, including Deconcentration and Wait List Procedures** – See the Public Housing Admissions and Continued Occupancy Policy or the Section 8 Housing Choice Voucher Administrative Plan for the City of Tucson and Pima County.
2. **Financial Resources** – Included in the Annual Plan template.
3. **Rent Determination** - See the Public Housing Admissions and Continued Occupancy Policy or the Section 8 Housing Choice Voucher Administrative Plan for the City of Tucson and Pima County.
4. **Operation and Management** – See the Public Housing Admissions and Continued Occupancy Policy or the Section 8 Housing Choice Voucher Administrative Plan for the City of Tucson and Pima County.
5. **Grievance Procedures** - See the Public Housing Admissions and Continued Occupancy Policy or the Section 8 Housing Choice Voucher Administrative Plan for the City of Tucson and Pima County.
6. **Designated Housing for Elderly and Disabled Families** – Not applicable.
7. **Community Service and Self-Sufficiency** – See the Public Housing Admissions and Continued Occupancy Policy.
8. **Safety and Crime Prevention** – In some cases, public housing residents are fearful for their safety and/or the safety of their children and people on the waiting list may be unwilling to move into one or more developments due to perceived and/or actual levels of violent and/or drug-related crime in the area. To address these issues, the PHA continues to undertake activities such as prevention through environmental design, activities that target at-risk youth, adults, or seniors, and cooperation with the Tucson Police Department to provide extra security at designated locations. An email notification system of police response activity on public housing sites has been successfully initiated and officers testify as needed in support of eviction cases.
9. **Pets** – See the Public Housing Admissions and Continued Occupancy Policy.
10. **Civil Rights Certification** – See form 50077 *PHA Certifications of Compliance with PHA Plans and Related Regulations* and the Public Housing Admissions and Continued Occupancy Policy and the Section 8 Housing Choice Voucher Administrative Plan for the City of Tucson and Pima County.
11. **Fiscal Year Audit** – The audit was submitted to HUD with no findings.
12. **Asset Management** –
 - Housing Management has completed conversion to Yardi Voyager, a new software that allows for more integrated completion of tenant processing, maintenance management, inventory, tax credit compliance, etc.
 - Two Public Housing and six Section 8 HCV participants graduated from the Agency’s Family Self Sufficiency program, which is managed by this Division..
13. **Violence Against Women Act (VAWA)**
 - The PHA has provisions and policies in both the Admissions and Continued Occupancy Policy and Section 8 Administrative Plan to accommodate the needs and protect the rights of victims of domestic violence, dating violence, sexual assault or stalking. Employees have been briefed on the VAWA policies and what information to provide residents/participants to ensure they are aware of their rights. Landlords have received the VAWA policies and have been advised that the law provides specific guidance regarding the rights and protection of victims. Staff has collaborated with community agencies to create a list of agency resources that is available to all assisted housing residents/participants. Once a victim has been identified, procedures are in place to protect them through various policies that describe honoring all court orders, bifurcation of the lease or transferring to another unit in a different location.
 - To assist victims, HUD Form 50066 for victim certification, is available as is a listing of community resources that are immediately provided to the resident/participant. Staff has addressed domestic violence by attending training which will be ongoing as needed. Information regarding VAWA policies has been placed in newsletters to landlords as well as residents/participants. The PHA has a Memorandum of Understanding in place with the Tucson Police Department. All responses to public housing units by any officer are reported via email to the PHA. The emails are then disseminated to the managers for follow up and, if required, response to any type of domestic violence and implementation of the VAWA policies.
 - To enhance safety to victims, the PHA has incorporated the required provisions into the VAWA policy. Applicants will not be denied admission on the basis that they are, or have been a victim as long as they otherwise qualify for the programs. Repeated incidents of actual or threatened domestic violence, dating violence or stalking aimed at victims will not be construed to be a serious or repeated violation of the lease and will not be good cause to termination of tenancy. If the violence is perpetrated by a member of the tenant’s household or any guest or person under the tenant’s control, the criminal activity shall not be cause for termination of the tenancy or occupancy rights. The PHA may bifurcate the lease in order to evict, remove or terminate assistance to any individual who is a tenant or lawful occupant and who engages in criminal acts of violence against family members or others without evicting, removing, terminating assistance or otherwise penalizing the victim of such violence who is also a lawful tenant or occupant.
 - The list of agency resources has been updated.

14. **Section 8 Housing Choice Voucher Administrative Plan & the Public Housing Admissions and Continued Occupancy Policy** - are available for review at the administrative offices of the PHA located at 310 North Commerce Park Loop Road, Tucson Arizona 85745, or on the internet at the following website <http://www.cms3.tucsonaz.gov/hcd/whats-new>

(a) **2. Financial Resources continued**

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
1. Federal Grants (FY 2010 grants)		
a) Public Housing Operating Fund	5,217,490	
b) Public Housing Capital Fund	811,160	
c) HOPE VI Revitalization		
d) HOPE VI Demolition		
e) Annual Contributions for Section 8 Tenant-Based Assistance	34,208,000	
f) Resident Opportunity and Self-Sufficiency Grants	68,680	
g) Community Development Block Grant	30,090	Public Housing Supportive Services
h) HOME		
Other Federal Grants (list below) Misc. Capacity		
Positive Housing Opportunities	100,780	Section 8/Other
Family Self Sufficiency Coordinator Grant	69,000	Section 8/Other
Family Unification Program	1,055,870	Section 8/Other
Veteran Affairs Supportive Housing	2,224,760	Section 8/Other
Mainstream Vouchers	357,730	Section 8/Other
Non-Elderly Disabled 2 Vouchers	174,800	Section 8/Other
Multifamily Operating	209,000	Section 8/Other
2. Prior Year Federal Grants (unobligated funds only) (list below)		
Family Self Sufficiency Coordinator Grant	69,000	Section 8 Supportive Services
Public Housing Capital Fund	633,290	Public Housing Capital Improvements
Public Housing Family Self Sufficiency Coordinator	98,380	Public Housing Supportive Services
Positive Housing Opportunities	13,650	Section 8/Other
Housing Opportunities for People with AIDS	306,290	Section 8/Other
3. Public Housing Dwelling Rental Income		
	3,432,150	Public Housing Operations
4. Other income (list below)		
Multifamily Tenant Income	499,300	Multifamily Housing
5. Non-federal sources (list below)		
Central Office Cost Center Fees/Other Rents	2,747,990	Public Housing Operations
El Portal Rental Program	842,760	Affordable Housing
ADOH Bridge Subsidy	328,270	Section 8 Other
Development Program Income	180,000	Affordable Housing
Total resources	53,678,440	

7.0	<p>Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers. <i>Include statements related to these programs as applicable.</i></p> <p>While a specific HOPE VI or Choice Neighborhoods project has not been identified, the PHA reserves the right to amend the five-year Agency Plan to include such a project in the event that an opportunity arises.</p> <p>Homeownership: The Section 8 Home Ownership Program (SEHOP) provides an opportunity for low-income Housing Choice Voucher (HCV) holders to achieve homeownership. HCD has made 25 HCVs available from AZ004 and an additional 15 HCVs from AZ033 for home ownership; to date 3 HCV holders have utilized their HCV to become homeowners. Moreover, staff works with home ownership clients to make them aware of the other resources available in community, e.g. those available through the City's HOME program, Federal Home Loan Bank, sponsors of Individual Development Accounts, and products sponsored by the Industrial Development authority such as mortgage revenue bonds and mortgage credit certificates.</p> <p>Project Based Vouchers: HDCD converted 30 HUD-VASH Vouchers to HUD –VASH Project Based Vouchers at two locations: 10 units at 2660 N. Alvernon and 20 units located at 4301 East 29th Street. The VA provides onsite services at these locations for the HUD-VASH clients. Pima County , AZ 033, may convert HCV up to the maximum allowed by HUD as available and advantageous through a fair and equitable Request for Proposal process.</p> <p>51 HOMES Program: HCD set aside 27 HCV vouchers in support of 51 HOMES Program. 51 HOMES is affiliated with the 100,000 Homes Campaign initiated by Common Ground. The initiative is to rapidly house the most medically vulnerable homeless in the community using a universal tool known the Vulnerability Index. This is a referral based housing first modeled program. As of December 31, 2011 18 of the most medically vulnerable homeless persons identified using the VI have been housed using this model.</p>
8.0	<p>Capital Improvements. Please complete Parts 8.1 through 8.3, as applicable.</p>
8.1	<p>Capital Fund Program Annual Statement/Performance and Evaluation Report. As part of the PHA 5-Year and Annual Plan, annually complete and submit the <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i>, form HUD-50075.1, for each current and open CFP grant and CFFP financing.</p>
8.2	<p>Capital Fund Program Five-Year Action Plan. As part of the submission of the Annual Plan, PHAs must complete and submit the <i>Capital Fund Program Five-Year Action Plan</i>, form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan.</p>
8.3	<p>Capital Fund Financing Program (CFFP). <input type="checkbox"/> Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements.</p>

9.0

Housing Needs. Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location.

Housing Needs of Families by Type

	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
< 30% AMI	35,805	5	5	3	4	3	3
>30% but <50 % AMI	45,530	5	4	3	4	3	3
>50% but <80% AMI	64,295	4	3	3	3	2	2
Elderly	145,431	5	4	3	3	2	2
With Disability	178,605	5	5	4	4	3	3
White	740,237	N/A	N/A	N/A	N/A	N/A	N/A
Black	30,421	N/A	N/A	N/A	N/A	N/A	N/A
Hispanic	334,628	N/A	N/A	N/A	N/A	N/A	N/A
Native American	33,421	N/A	N/A	N/A	N/A	N/A	N/A
Asian	20,911	N/A	N/A	N/A	N/A	N/A	N/A

Public Housing Waiting List

Category	# of Families	% of Total Families	Annual Turnover	Open/closed
Public Housing Waiting List	3692	100%	270	
Total Waiting List	3692	100%		
Income<= 30% AMI	2843	77%		
Income<= 50% AMI	813	20%		
Income<= 80% AMI	36	1%		
Families with children	2617	7.0%		
Elderly families	370	10%		
Families with disabilities	705	19%		
Race/ethnicity: White non-Hispanic	618	17%		
Race/ethnicity: Hispanic	1793	48%		
Race/ethnicity: Black	464	13%		
Race/ethnicity: Native American	348	9%		
Race/ethnicity: Asian	90	2%		
Race/ethnicity: not declared	379	11%		
1 Bedroom	1079	29%		Open
2 Bedroom	1496	40%		Closed
3 Bedroom	975	26%		IBID
4 Bedroom	141	4%		IBID
5 Bedroom	1	.05%		IBID
5+ Bedroom	0	.05%		BID

Section 8 Voucher Housing Choice Voucher

Category	# of Families	% of Total Families	Annual Turnover	Open/Closed
Housing Choice Voucher Waiting List	529	100%	568	Closed
Total Waiting List	529	100%		
Income<= 30% AMI	446	76%		
Income<= 50% AMI	142	24.0%		
Income<= 80% AMI	0	.0%		
Families with children	412	70%		
Elderly families	76	13%		
Families with disabilities	100	17%		
Race/ethnicity: White non-Hispanic	130	25%		
Race/ethnicity: Hispanic	138	26%		
Race/ethnicity: Black	104	20%		
Race/ethnicity: Native American	137	26%		
Race/ethnicity: Asian	18	.25%		
Undeclared	2	.05		

* Section 8 waiting list was opened for a three day period of time, December 13-15th, at total of 11,707 were received and are not reflected above.

Site Based

Category	# of Families	% of Total Families	Annual Turnover	Open/Closed
Public Housing Site Based Waiting List: Posadas Sentinel	336	18%	17	Open
Total Waiting List	336			
Income<= 30% AMI	257	76.5%		
Income<= 50% AMI	74	22.0%		
Income<= 80% AMI	5	1.5%		
Families with children	334	99.4%		
Elderly families	2	.6%		
Families with disabilities				
Race/ethnicity: White non-Hispanic				
Race/ethnicity: Hispanic				
Race/ethnicity: Black				
Race/ethnicity: Native American				
Race/ethnicity: Asian				
1 Bedroom	0	0%		
2 Bedroom	145	43%		
3 Bedroom	131	39%		
4 Bedroom	58	18%		
5 Bedroom	0	0%		
5+ Bedroom				

Site Based

Category	# of Families	% of Total Families	Annual Turnover	Open/Closed
Public Housing Site Based Waiting List: Martin Luther King	243		9	Open
Total Waiting List	243	100%		
Income<= 30% AMI	243	100%		
Income<= 50% AMI	0	0		
Income<= 80% AMI	0	0		
Families with children	0			
Elderly families	20	30%		
Families with disabilities	47	70%		
Race/ethnicity: White non-Hispanic	9	91%		
Race/ethnicity: Hispanic	71	29%		
Race/ethnicity: Black	32	13.2		
Race/ethnicity: Native American	9	3.7		
Race/ethnicity: Asian	0	0		
1 Bedroom	243	100%		
2 Bedroom				
3 Bedroom				
4 Bedroom				
5 Bedroom				
5+ Bedroom				

9.1

Strategy for Addressing Housing Needs. Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. **Note: Small, Section 8 only, and High Performing PHAs complete only for Annual Plan submission with the 5-Year Plan.**

Jurisdiction:

The City of Tucson's PHA is in a position to influence and affect affordable housing policies and affordable housing implementation strategies as a result of the PHA being incorporated into the City of Tucson's Housing and Community Department (HCD). The Housing Management Division (Public Housing) and the Housing Assistance Division (Section 8 Housing Choice Vouchers) are two of the Department's five Divisions. The other Divisions are Planning and Community Development (HOME, CBDG, ESG, HOPWA, NSP, HPRP, and SHP), Code Enforcement and Administration. All five Division Administrators report to Deputy Directors who report to the Department Director who reports to the City Manager's office. Accordingly, there are symbiotic relations between the PHA's needs and those of Community Development: The planning and use of HOME funds, CBDG, and the PHA's needs are integral in developing and implementing an over all strategy for the community. This results in integration of home ownership programs, consideration of development/ redevelopment needs of the PHA, public housing rehabilitation, extending CBDG funding to FSS, and extending HPRP and HOME funding (up to \$20,000 per year for security and utility deposits) for the VASH, FUP and other specialty programs such as 51 HOME and NED 2. HCD's outreach to affordable housing developers and providers in the community ensures that there are annual applications for HUD 202s, 811s, Low Income Housing Tax Credits, Federal Home Loan Bank Affordable Housing programs, mortgage revenue bonds and mortgage credit certificates.

Waiting List:

In the upcoming years, HCD will address the shortage of affordable housing for all eligible populations in the jurisdictional areas. This will be accomplished by maximizing and fully utilizing all available resources and increasing the number of affordable housing units. The agency will expand the supply of assisted housing by applying for additional funding, reducing Public Housing vacancies, acquiring or building units or developments, and leveraging resources through creative mixed-financing. As indicated below, the agency's choice in choosing these strategies includes funding and staffing considerations, community priorities, and consultation with program participants.

- **Specific Family Type: at or below 30% of area median income**

HCD will adopt rent policies to support and encourage work.

- **Specific Family Type: at or below 50% of area median income**

HCD will use admissions preferences for families who are working and will adopt rent policies to support and encourage work.

- **Specific Family Type: Elderly**

HCD will apply for special purpose vouchers targeted to the elderly should they become available.

- **Specific Family Type: Families with disabilities**

HCD will continue to carry out needed modifications to public housing units based on Section 504 Needs Assessment for Public Housing.

When available, HCD will apply for special-purpose vouchers for families with disabilities and continue to market them to local non-profit agencies that assist such families. Housing Assistance (Section 8) will continue to utilize the Mainstream referrals to the waiting list, and will continue referrals for families under Home and Community Based Services.

Specific Family Type: Races or ethnicities with disproportionate housing needs

HCD will undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status, disability, sexual orientation/sexual identity, sexual preference and domestic partnership.

Specific Family Type: 51% to 80% of area median income

HCD will use income preferences for a percentage working families in this group and adopt rent policies to support and encourage work

10.0

Additional Information. Describe the following, as well as any additional information HUD has requested.

- (a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year Plan.
- (b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA's definition of "significant amendment" and "substantial deviation/modification."

(a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year Plan.

The City of Tucson/Pima County PHA Plan Consortium has demonstrated significant progress in meeting its Five-Year Mission and Goals. In the five years of the Agency Plan, the City of Tucson/Pima County PHA Plan Consortium successfully implemented key projects and actions supporting City/County goals. These initiatives include the following:

Expand the supply of assisted housing:

- * The Housing and Community Development Department (HCD) was awarded an additional 100 HUD-Veterans Affairs Supportive Housing (VASH) vouchers for a total of 315; and was awarded an additional 75 HUD-VASH Vouchers effective for 4-1-12 for a revised total of 390.
- * HCD applied for an additional 150 vouchers to support the Family Unification Program but the application was not selected for funding.
- * HCD was awarded 23 preservation vouchers in support of a conversion action.
- * HCD applied for 200 NED Vouchers but the application was not selected for funding.
- * HCD was awarded 25 NED Category 2 Vouchers.
- * HCD continually works to reduce public housing vacancies.

Leverage private or other public funds to create additional housing opportunities:

- * The Housing and Community Development Department will continue to take advantage of HPRP, HOME, State of Arizona HOME, Low Income Housing Tax Credits and Federal Home Loan Affordable Housing program as future projects are developed.

Acquire or build units or developments:

- * HCD added nine (9) units to the El Portal Portfolio.
- * HCD provided funding for a Section 202 project: Armory Park Casitas.
- * HCD provided leverage to the Ghost Ranch, a LIHTC preservation project of 60 units dedicated for elderly residents.
- *The City of Tucson Housing and Community Development Department expended approximately 7.2 million dollars over the past 18 months of Neighborhood Stabilization Program (NSP1) funds. The purpose of these expenditures was to increase the affordable rental stock available to very low income households and for home-resale to low-moderate income households under a community land trust model.
- *Seventy-five percent (75%) of the funds were used to for resale through a community land trust model and twenty-five percent of the funds (25%) were used to permanently expand the affordable rental supply. To date, 37 homes have been acquired and rehabilitated for resale and 16 homes have been purchased and rehabilitated for lease.

Commit to one for one replacement of public housing units:

- *HCD will continue to keep this a priority during the development of future projects and will submit applications for removal actions through the Inventory Removals sub-module of IMS/PIC and the Demo/Dispo process when it is deemed necessary and prudent to do so.

Improve the quality of assisted housing:

- * Improve public housing PHAS score.
- * Sustain high performer status in HCV Program. The City and County Section 8 Programs received a high performance rating for the fiscal year ending 06/30/11.
- * Ensure that the Housing Quality Standards (HQS) exceed minimum requirements by providing ongoing training for the inspectors, maintaining quality control measures, and including information pertaining to local codes. (Inspector training is ongoing and the supervisor performs weekly quality control inspections.)
- * Sustain customer satisfaction.
- *A Public Housing maintenance survey system is periodically used. Results have indicated a continued increase in satisfaction with the response time for maintenance repairs.

Concentrate on efforts to improve specific management functions:

- *The Housing Management Division has completed conversion to the Yardi Voyager software for Public Housing management. This system allows for more integrated completion of tenant processing, maintenance work orders, inventory, tax credit compliance, etc. Reporting features permits management to access more information on daily activities, timely monitoring of processes and a greater overview of the day to day operations of the AMP.
- * Landlord Outreaches were conducted in the spring and fall of 2011. Newsletters are sent to HCV participants and landlords on a semi-annual basis.
- *An active online data base for landlords to post vacant available apartments: <http://www.pimacountyhousingsearch.org> is being utilized.

Renovate or modernize public housing units:

- *HCD uses Capital Fund Program monies to continuously renovate Public Housing units. Projects from this past year included installing security doors, bathroom renovation, replacing evaporative cooling with air conditioning, exterior painting, replacing windows with dual pane glass, and initiating soil erosion control as noted on the attached form 50075.1.
- *HCD received a grant through the Department of Energy which has permitted the Department to make numerous dwelling improvements based upon need as required by the grant. A total of twelve (12) single family homes and one (1) multi-family site have been improved as a result of the grant..

Provide an improved living environment:

Encourage community participation in the improvement of neighborhoods:

* Last fiscal year the Housing and Community Development Department provided \$1,386,046 for 29 City Park public facility projects in low and moderate income neighbor hoods; and \$1,006,990 public service agency/programs , including the PHA's Family Self Sufficiency Program; and \$3,426,811 for assistance to 375 low income home owners to assist in home repairs; and provide \$7,025,444 to support the development of affordable rental units throught the community..

Implement public housing security improvements:

*Security doors have been installed at the entrances of several public housing developments located throughout the City. The installation of additional security cameras occur as the need arises at elderly/disabled facilities.

*Communication between housing staff and participants of the programs are being improved through periodic scheduling of resident meetings and circulation of newsletters. Additional mailings include meeting invitations, Resident Advisory Board recruitment, and other pertinent announcements. An activity schedule is also distributed monthly to elderly and disabled residents.

*Communication among Housing Assistance staff, clients, and landlords has improved and remains a Division priority.

Promote self-sufficiency and asset development of assisted households:

Increase the number and percentage of employed persons in households of assisted housing:

*The Family Self-Sufficiency Program continues to provide case management services (through HUD Grants) and offers access to job training programs and a scholarship program which provides assistance with tuition and books (through CDBG). At fiscal year end (6-30-11), 80 HCV client households were enrolled in the FSS program with client households having escrow accounts totaling \$63,104.

*The Family Self-Sufficiency Program continues to provide case management services (through HUD grants) and offers access to job training programs and a scholarship program which provides assistance with tuition and book (through CDBG and Section 3 funds). At fiscal year end, 84 Public Housing client households were enrolled in the FSS program with client households having escrow accounts totaling \$51,079.

*HCD continues to work in partnership with the Pima County One Stop and Lutheran Social Services to refer clients for skills assessment, training, and employment opportunities; Pio Decimo is to provide financial literacy classes; Family Housing Resources is to provide homeownership classes; YMCA Triangle Y Camp is to provide camper ships and Salvation Army is to provide Christmas assistance.

*HCD was awarded a ROSS 2010 Family Grant in the amount of \$240,000 to promote further self sufficiency activities for Public Housing families.

Provide or attract supportive services to improve assisted recipients' employability:

*The Family Self-Sufficiency Program provides case management services to connect FSS recipients with employment services in the community.

*HCD will continue the relationship with Pima County One Stop for employment related skills and services. The Department will take further advantage of this relationship to implement requirements for Section 3,

Provide or attract supportive services to increase independence for the elderly or families with disabilities:

*HCD collaborated with Lutheran Social Services of the Southwest to provide transportation services, and also contracts with Our Family Services to provide counseling and referral services to residents at Tucson House and Craycroft Towers.

Ensure equal opportunity and affirmatively further fair housing:

Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status, disability, sexual orientation/sexual identity, sexual preference, domestic partnership, marital status, ancestry and age.

*HCD employs bilingual staff, provides oral and written information in Spanish, and attends Fair Housing training annually.

*HCD continues to adhere to the Reasonable Accommodation policy for housing participants to ensure that fair housing goals are consistently addressed.

*HCD has developed a Limited English Proficiency policy that requires the collection of language information to ensure program participants can provide vital information.

*A Fair Housing Addendum to the Admissions and Continued Occupancy Plan for Public Housing and to the Section 8 Housing Choice Voucher Administrative Plan for the City of Tucson and Pima County includes the following:

- Employment recruitment for the FSS Coordinator position.
- Marketing to all eligible persons with disabilities and limited English proficiency.
- Outlines the intent of making buildings and communication to facilitate applications and services delivery accessible to persons with disabilities.
- Providing fair housing counseling services or referrals to fair housing agencies.
- Providing information of how to file a fair housing complaint.
- Outlines homeownership goals.
- Record keeping standards.

(b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA's definition of "significant amendment" and "substantial deviation/modification"

It is the intent of the City of Tucson/Pima County PHA Plan Consortium to adhere to the mission, goals and objectives outlined in the five-year strategic plan. The plan, however, will be modified and re-submitted to HUD should a substantial deviation from program goals and objectives occur. The Housing Authority defines substantial deviations as:

*Any change in the planned or actual use of federal funds for activities that would prohibit or redirect the Housing Authority's strategic goals of increasing the availability of decent, safe and affordable housing for the citizens of the City of Tucson and Pima County.

*Any single or cumulative annual change in the planned or actual use of federal funds as identified in the five-year plan that exceeds 20% of the City of Tucson/Pima County Consortium's annual program budgets for Section 8 or public housing activities.

*A need to respond immediately to Acts of God beyond the control of the Housing Authority, such as earthquakes, hurricanes civil unrest, or other unforeseen significant event.

*A mandate from local government officials, specifically the governing board of the Housing Authority, to modify, revise, or delete the long range goals and objectives of the program.

	<p>* A substantial deviation does not include any changes in HUD rules and regulations, which require or prohibit changes to activities listed herein.</p> <p>A Significant Amendment or Modification to the Annual Plan and five-year Plans is defined as:</p> <p>*Changes of a significant nature to the rent or admissions policies or to the organization of the waiting list not required by federal regulatory requirements as to effect a change in the Section 8 Housing Choice Voucher Administrative Plan for the City of Tucson and Pima County or the Public Housing Admissions and Continued Occupancy Policy (ACOP).</p> <p>*Resident on PHA Board Requirement: HCD held an election in early 2011. A Housing Choice Voucher participant, Wendy Smith, was elected as the new resident commissioner..</p>
<p>11.0</p>	<p>Required Submission for HUD Field Office Review. In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. Note: Faxed copies of these documents will not be accepted by the Field Office.</p> <ul style="list-style-type: none"> (a) Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i> (which includes all certifications relating to Civil Rights) (b) Form HUD-50070, <i>Certification for a Drug-Free Workplace</i> (PHAs receiving CFP grants only) (c) Form HUD-50071, <i>Certification of Payments to Influence Federal Transactions</i> (PHAs receiving CFP grants only) (d) Form SF-LLL, <i>Disclosure of Lobbying Activities</i> (PHAs receiving CFP grants only) (e) Form SF-LLL-A, <i>Disclosure of Lobbying Activities Continuation Sheet</i> (PHAs receiving CFP grants only) (f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations. (g) Challenged Elements (h) Form HUD-50075.1, <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> (PHAs receiving CFP grants only) (i) Form HUD-50075.2, <i>Capital Fund Program Five-Year Action Plan</i> (PHAs receiving CFP grants only)