

5-Year PHA Plan (for All PHAs)	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-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

A.	PHA Information.														
A.1	<p>PHA Name: <u>Housing Authority of the County of Wake</u> PHA Code: <u>NC021</u></p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>07/01/2020</u></p> <p>PHA Plan Submission Type: <input checked="" type="checkbox"/> 5-Year Plan Submission <input type="checkbox"/> Revised 5-Year Plan 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 on 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 websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p>The specific locations where the public may obtain copies of the PHA Plan is at the main administrative office of the Housing Authority of Wake County located at 100 Shannon Drive, Zebulon, North Carolina, and at the (3) Asset Management Project (AMP) Offices at the following addresses:</p> <p>Wake CO HA 105 Youngwood Rd. Fuquay-Varina, NC 27526</p> <p>Wake CO HA 100 N. Allen Rd Wake Forest, NC 27587</p> <p>Wake CO HA 817 Delta St. Garner, NC 27529</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)</p> <p>The HACW is not submitting a Joint PHA</p> <table border="1"> <thead> <tr> <th rowspan="2">Participating PHAs</th> <th rowspan="2">PHA Code</th> <th rowspan="2">Program(s) in the Consortia</th> <th rowspan="2">Program(s) not in the Consortia</th> <th colspan="2">No. of Units in Each Program</th> </tr> <tr> <th>PH</th> <th>HCV</th> </tr> </thead> <tbody> <tr> <td>Lead PHA:</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.	5-Year Plan. Required for <u>all</u> PHAs completing this form.
B.1	Mission. State the PHA's mission for serving the needs of low- income, very low- income, and extremely low-income families in the PHA's jurisdiction for the next five years. To provide affordable, safe, well maintained housing opportunities for eligible families and to promote self - sufficiency by seeking education, training, employment and other opportunities through partnerships for residents.

B.2

B.2 Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years. (24 CFR §903.6(b) (1) For Qualified PHAs only, if at any time a PHA proposes to take units offline for modernization, then that action requires a significant amendment to the PHA's 5-Year Plan.

Goal #1: Manage existing Public Housing program in an efficient and effective manner to achieve a score of 90% or above under the U. S. Department of HUD Public Housing Assessment System.

Objective 1: Increase Physical PHAS Indicator by inspecting 100 % of units biannually using UPCS Protocols; examining Capital Fund use and prioritization: performing routine maintenance on all properties, units and systems throughout the year and repairing all health and safety deficiencies immediately upon discovery.

Objective 2: Improve scores in the Management Assessment Subsystem by: Maintaining an updated waiting list; turning vacant units around quickly; collecting rents on time and enforcing rent collection policies as much as possible, and lowering TAR ration and reducing accounts payable by paying bills timely.

Objective 3: Improve Capital Funds Program Score by: Planning carefully for the HACW use of Capital funds tracking obligations made and end dates; requesting monthly reports on progress, evaluating the procurement contracting timeliness and effectiveness; have a well-planned program for vacancy reduction to match.

Goal #2- Maintain High Performer Status with HUD under the Housing Choice Voucher Program.

Objective #1– Monitor the 15 SEMAP indicators closely to ensure achievement of the maximum points needed to maintain high performer status.

Goal #3: Expand housing choice outside areas of poverty or minority concentration

Objective # 1 - Provide mobility counseling for all HCV recipients in order to encourage them to look for units outside of areas of high poverty or minority concentration.

Objective # 2- Seek landlord participation in the HCV program from property owners with affordable rental units in higher opportunity areas.

Objective # 3 – Working with landlords to understand their concerns and address misunderstandings is important for promoting landlord participation, improving tenant–landlord relationship and creating a good public image for voucher programs

Objective # 4 – Referring voucher holders to partnering agencies providing assistance with security deposits.

Objective # 5 – Refer voucher holders moving or newly issued a voucher to counselors who will work with participants to overcome budgeting issues, improve financial literacy and assist them to prepare their “renter portfolio,” which is made up of a credit check, letters of recommendation, information about classes, and workshops attended and any other information that would help present the voucher holder as a good prospective tenant.

B.2

Goal #4 – Increase the availability of decent, safe and affordable housing by applying for grants to bring new units/housing programs as funding becomes available.

Objective #1 – Apply for additional Vouchers in all available categories in order to assist a larger amount of needy families.

Objective #2 – Explore RAD options and other affordable housing development/partnership opportunities

Goal #5 - Develop Strategies to Optimize Staff Performance and Productivity

Objective #1 – Boost employee morale and help them develop a positive attitude by helping them increase their knowledge and sense of security

- Cross train, coach and listen to suggestions
- Communicate clear goals and expectations
- Encourage open communication and feedback
- Create / Maintain team environment

Objective #2 – Encourage Staff's ownership in programs' success by involving staff in planning goals and objectives and assessing progress of goals by having quarterly reviews of PHASS and SEMAP.

Goal #6 – Promote Family Self Sufficiency (FSS)

Objective #1

- Continue to identify and sustain partnerships with outside organizations that can benefit our clients
- Develop strategies and strengthen coordination of services with area partners /including educational institutions, local employers and Workforce Centers to increase the number of working families so increasing educational, job development, and credit/budget counseling services to participants.
- Motivate family members as appropriate to enroll in offered GED / educational programs to strengthen and sustain economic growth for the participating family

Objective #2 – Enhance the FSS Program.

- Increase enrollment in the Program and encourage its participants to pursue Homeownership.

Goal #7 – Increase Fair Housing Awareness Regulations and Policies.

Objective #1 – Conduct annual Fair Housing Training for new employees and refresher courses for employees who have attended previous training in order to keep them informed of the latest changes in regulations.

Objective #2 – Increase participating landlords' knowledge of Fair Housing Regulations and Policies by promoting Fair Housing Training as part of the HACW Landlord Workshops

Objective #3: Update HACW's website to include links to Fair Housing Materials/Websites.

Goal #7- Maintain Communication and Collaboration with Partner Organizations.

Objective #1 - Conduct quarterly meetings with partner organizations for the administration of FSS, Mainstream, VASH and Family Unification Grant Programs.

Objective #2 – Include in all meetings agendas a list of challenges encountered if any and explore possible solutions anticipating risks.

Objective #3 – Encourage maintenance of Special Programs Logs including reasons for expiration to track barriers encountered by Voucher recipients to lease up, rate of referrals, and need for provision of services.

B.2

Goal #8- Enhance Team Work and Common Goals among employees by instituting Employee Volunteer Opportunities.

Objective #1- Encourage all full time employees to participate in agency-related and agency promoted volunteer opportunities in the community and in collaboration with the Housing Authority's partners

Goal #9-Ensure Equal Opportunity and Affirmatively Further Fair Housing

Objective #1- Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability.

Objective #2- Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability.

Objective #3- Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required.

Goal # 10: Expand business development and employment opportunities among HACW residents.

Objective # 1- Adopt a Section 3 Plan to develop, foster, and involve Section 3 workers and businesses. One example of this would be informing public housing residents about any available training and/or job opportunities and then guiding them through the Section 3 process.

Objective # 2 - Create a 'Doing Business with Wake County Housing Authority' tab on our website with all pertinent information regarding the benefits of participating in Section 3 Programs.

B.3

Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. (24 CFR §903.6(b) (2))

Goal 1: Manage existing housing programs in an efficient and effective manner to achieve a score of 90% or above under the U. S. Department of HUD Public Housing Assessment System

Not achieved. New administration is renewing this goal as reflected in Section B2 of its 2020 5 Year Agency Plan.

Goal 2: Assess options to rebuild, renovate and/or modernize public housing developments.

New Administration is undertaking further assessment of documentation available to ascertain accomplishment of goal. Nonetheless, the PHA is now rehabilitating units as needed, and transferring existing tenants to newly rehabilitated units prior to pulling new applicants from its Public Housing Waiting List.

Goal 3: Enhance the public image and marketability of the HACW communities thereby increasing an understanding and need of HACW programs and services within Wake County.

Documentation available at the HACW does not support the advancement of this goal. However, the HACW's new administration is diligently working towards this goal by renovating/rehabilitating units and grounds of its PH developments and is seeking to attain representation in the various County Committees devoted to Affordable Housing Tasks.

Goal 4: Implement and enhance security measures that ensure communities provide a safe and secure environment. Ongoing.

Accomplished by the installation of safety enhancements in three of the properties under HACW Management and ongoing with the exception of conducting personal safety training for HACW Staff and residents for which the new administration has not been able to identify documentation to support its accomplishment. The HACW, after consulting with all appropriate stakeholders including residents and employees will engage the assistance of local Police Departments and prepare a series of measures that will improve the security in its development including adding cameras to the largest community development.

Goal # 5: Continue Public Housing Operational Staff Training and Development. Ongoing.

New Administration has not been able to identify documentation to support accomplishment of the goal and objective for all staff. The current pandemic situation has decreased opportunities for training, however, a goal of enhancing training and development of all PH operational staff has been incorporated in the HACW new goals. The HACW is taking advantage of web training and staff has attended several online training since June.

Goal # 6: Deliver timely and high quality management services to the resident of HACW. Ongoing.

1. Customer Service evaluated in employee annual evaluation
2. Develop employee incentives to promote excellent customer service.
3. Develop and enforce employee response times in specific areas
4. Services evaluated through property visits, phone and service delivery audits
5. Improve staff skills through trainings and certifications.
6. Continue contract maintenance in designated developments.
7. Conduct "in house" REAC Inspections biannually and prior to an actual inspection.
8. Conduct random customer satisfaction surveys and randomly quality inspection checks of work performed.

Goal 7: Manage the Section 8 Program in an effective and efficient manner to maintain high performer under the Section Eight Management Assessment Program (SEMAP). Accomplished and Ongoing.

The Housing Authority of the County of Wake maintained a high performer status per its SEMAP score of 97 awarded as of 12/04/2019.

Goal 8: Increase assisted housing choices – Accomplished and Ongoing.

The Housing Authority has accomplished the goal of increasing assisted housing choices by increasing the allocation of its VASH and Mainstream Programs to 323 and 13 respectively with a new award of Mainstream Program Vouchers for Non Elderly Disabled received in 2019. The HACW has also increased the number of participating landlords as per information gathered from its listing site (GoSection8.com) and will continue providing assistance to Landlords in reviewing HAP Contracts, answering questions and providing guidance as needed.

B.3

The HACW has also continued encouraging participation in its Homeownership Program to increase the number of families participating in it. Further, the increase in the overall amount of earned income in both its Public Housing (\$14,314.00) and Section 8 FSS participants (\$90,967.65) increase their ability to enter into Homeownership if they so desire. The PHA continues to offer Homeownership Counseling referral services through the area's HUD approved counseling agencies.

Goal 9: Improve HACW residents' access to services that support economic opportunity and quality of life. Accomplished and Ongoing.

The Housing Authority has continued to improve HACW residents' access to services that support economic opportunity and quality of life by maintaining and strengthening its relationship with partner agencies in the community through its FSS Program including a new partnership with Wake Tech Community College, which has added mentoring services for participants who are seeking to work in applied work including highway construction. In addition, the HACW has also entered into a partnership with a roofing company which agreed to consider participants that had challenging backgrounds so long as they would be on time, dedicated to the craft, and work as team players. During these last five years, the HACW was able to enroll thirty-six Public Housing participants in the program and thirty-two (32) HCV participants from the HCV Program. Nine (9) participants have graduated from the Housing Choice Voucher FSS program and one (1) graduated from the Public Housing FSS Program. The Authority has consistently encouraged participation in the FSS Program and at present is at 96 % participation in its program since there are 53 overall participants and the HACW's mandatory number is 55. Other partners of the HACW are Forty West Ministries, Living Word Family Church, Town of Wake Forest Mayor's Office, Parks and Recreation, Kappa Alpha Psi Fraternity, Inc., Dress for Success, Delta Sigma Theta Sorority, Inc., Habitat for Humanity, Raleigh Area Development Authority, Wake County Human Services, Police Departments in all municipalities, Heritage Elementary School, JobLink.

Goal 10: Ensure equal opportunity and affirmatively further fair housing. Ongoing

The Housing Authority of the County of Wake renews its purpose and approaches to assure equal opportunity and affirmative action to all applicants and participants in its program. The Housing Authority will also be holding annual Fair Housing Training to include all its employees and assure that:

1. It ensures access to assisted housing regardless of race, color, religion, national origin, sex, familial status or disability.
2. Provides a suitable living environment for families living in assisted housing regardless of race, color, religion, national origin, ex, familial status or disability.
3. Ensures accessible housing to persons with all varieties of disabilities regardless of unit size required.

Goal 11: Increase Section 3 Economic Opportunities for Residents of Wake County. Ongoing.

Goal has not been accomplished but the new Administration is incorporating it into the new goals now current in its 5 Year Plan. The HACW will adopt a Section 3 Plan to develop, foster, and involve Section 3 workers and businesses and will provide information to Public Housing/Section 8 participants of any available training and job opportunities and will guide them through the Section 3 process. The HACW will also explore Grant Opportunities for Apprenticeship Programs to assist participants further in their advancement on economic opportunities.

B.4 Violence against Women Act (VAWA) Goals. Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. (24 CFR §903.6(a) (3))

Please find attached NC021a01VAWAPolicy for a copy of the Housing Authority Of the County of Wake's Violence Against Women Act Policy, it includes: 1) Purpose and Applicability; 2) Goals and Objectives; 3) Definitions; 4) Notifications Provided; 5) Admissions and Screening; Termination of Tenancy or Assistance; 6) Verification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking; 7) Non-Citizen Self-Petitioner Verification; 8) Emergency Transfer Plan; 8) Other Remedies; 9) Relationships with Service Providers; 10) Notifications; 11) VAWA and Other Laws; and, 12) Amendments.

Also Please find attached (NC021b01VAWAAppendixIOwnerPacket) for a copy of the Housing Authority of the County of Wake's Violence Against Women Act Policy insert in the HCV Owners Packet.

The Housing Authority of the County of Wake has establish partnerships and resources to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. The activities and resources include working in partnership with the Victims Services Unit of the Wake County Sheriff's Office which is a collaborative effort between Wake County, the clerk of superior court, the sheriff's office, and other community partners to improve the process by which someone seeks a domestic violence protective order by locating those court personnel involved in the process together in a single location and referrals to Violence Intervention and Prevention Services for Families. The Authority has also established partnerships with The Women's Center, providing safety and stabilization Services; InterAct of Wake County, a private, non-profit, United Way agency that provides safety, support, and awareness to victims and survivors of domestic violence and rape/sexual assault and the Helen Wright Center of Wake County which recently opened to provide shelter in moments of emergency.

B.5

Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan. In accordance with HUD regulations, (24 CFR 903.7@ (3)(ii) and PIH Notice 1999-15), the Housing Authority of Wake County has defined below the criteria that it will use for determining substantial deviation from its (5) year plan and significant amendment or modification to its Annual Plan.

Criteria for “Substantial Deviation” from the (5) Year Plan includes:

A major change to the Housing Authority of Wake County (5) Year Plan pertaining to its mission, goals and objectives would constitute a “Substantial Deviation”. Creation of new programs, or major revisions or elimination of existing Housing Choice Voucher or Public Housing Programs or Services that have a fiscal impact of greater than 20% of the respective program budgets.

Criteria for “Significant Amendment or Modification” of the Housing Authority of Wake County Annual Plan program includes:

- Changes that revise the Housing Authority of Wake County’s mission, goals or objectives;
- Changes to rent or admission policies or organization of the waiting list;
- Additions of a Capital Fund Project or non-emergency work items that are not in the current annual statement or (5) Year action Plan in an amount equal to or greater than \$500,000.00;
- Changes in the use of replacement reserve funds under the Capital Fund program in an amount equal to or greater than \$500,000.00;
- Demolition, disposition, designation, Homeownership, RAD conversion, Capital Fund Financing, development, or mixed financing;
- Any other event or activity that the Authority’s Board of Commissioners determines to be a “Significant Amendment or Modification”

Significant Amendments or Modifications” that are not defined as being significant include:

- The transfer of work projects from one grant year to another in the Capital Fund Program (fungibility), which are included in the approved Capital Fund (5) Year Action Plan;
- The transfer of funds in the Capital Fund Program from one line item to another within the same grant year budget;
- Additional work projects funded by the Capital Fund Program not included in the (5) Year Action Plan, which have been deemed emergencies;
- Any changes in the Housing Choice Voucher Administrative Plan or Public Housing Admissions and Continued Occupancy Policy, which are not specifically described in the HUD PHA (5) Year and Annual Plan or required PHA Plan elements;
- Changes that are required due to HUD mandates, regulations, federal statutes, state or local laws/ordinances or as a result of a declared national emergency or local emergency;
- Changes which are funded by sources other than federal funds will not require Plan amendment or modification.

Substantial Deviation/Modification as referenced in the Quality Housing and Work Responsibility Act of 1998, Section 511, (g), may not be adopted, other than at a duly called meeting of the governing board of the Public Housing Agency that is open to the public after a 45-day public notice; and be implemented, until notification of the amendment or modification is provided to the Secretary of the Department of Housing and Urban Development and approved

<p>B.6</p>	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the 5-Year PHA Plan?</p> <p>Y N <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>(To be included upon Receipt of Comments)</p>
<p>B.7</p>	<p>Certification by State or Local Officials.</p> <p>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.</p> <p>(Please refer to Attachment NC021c01HUDForm50077-SLCertificationofConsistencyConsolidatedPlan)</p>

Instructions for Preparation of Form HUD-50075-5Y 5-Year PHA Plan for All PHAs

A. PHA Information [24 CFR §903.23\(4\)\(e\)](#)

A.1 Include the full **PHA Name**, **PHA Code**, **PHA Fiscal Year Beginning** (MM/YYYY), **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the hearing and proposed PHA Plan.

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table.

B. 5-Year Plan.

B.1 Mission. State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years. ([24 CFR §903.6\(a\)\(1\)](#))

B.2 Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years. ([24 CFR §903.6\(b\)\(1\)](#)) For Qualified PHAs only, if at any time a PHA proposes to take units offline for modernization, then that action requires a significant amendment to the PHA's 5-Year Plan.

B.3 Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. ([24 CFR §903.6\(b\)\(2\)](#))

B.4 Violence against Women Act (VAWA) Goals. Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. ([24 CFR §903.6\(a\)\(3\)](#))

B.5 Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or Modification to the 5-Year Plan.

B.6 Resident Advisory Board (RAB) comments.

(a) Did the public or RAB provide comments?

(b) If yes, submit comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. ([24 CFR §903.17\(a\)](#), [24 CFR §903.19](#))

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the 5-Year PHA Plan. The 5-Year PHA Plan provides the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families and the progress made in meeting the goals and objectives described in the previous 5-Year Plan.

Public reporting burden for this information collection is estimated to average .76 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.
