

B.3 Progress Report

Provide a description of the PHA's progress in meeting its Mission and Goals described in the PHA 5-Year Plan

1. **GOAL: Expand the supply of assisted housing.**

Objectives: Apply for additional rental vouchers when available and where we meet the eligibility criteria;

Progress: The Executive Director and HCV Manager monitors the HUD Grant website to look for funding opportunities to apply for additional rental vouchers. We did not pursue additional funding opportunities since we are still unable to lease up to compacity with our current ACC.

Maintain 98% or above occupancy rate in public housing;

Progress FYE 2023 YTD adjusted average occupancy rate is 94.76%. This was a slight decrease from 3/31/22. Going through a phase to where we had several vacancies all at once and the applicants being pulled off the waitlist was not passing the pre-move in section.

We utilize CFP funds to improve units to make them more modern. We continue to market our developments to attract desirable residents. Our website features photographs of our public housing apartments and list amenities.

In addition, we have continued exceptional success with EIV in catching fraud and unreported income. The downside to that success is the necessary eviction when the resident fails to sign a repayment agreement or attempt repayment of the back-rent due. Increased evictions and subsequent vacancies make a backlog for maintenance and make meeting our occupancy goals more difficult.

In an effort to modernize our units that are over 40 years old to make our aging units more marketable, JURHA will use CFP funds as needed for improvements

For the year 2023 we did not pursue to build anyone units at this time.

2. **GOAL: Improve the quality of assisted housing.**

Objectives: Continue to maintain a high-performance status for public housing PHAS and Section 8 HCV SEMAP;

Progress We continue to perform as a high performer in the Section 8 HCV SEMAP. **JURHA's final Section 8 HCV SEMAP score for the fiscal year ending 3/31/2023 is 100% and our overall performance is a high performer.**

Financial	25	24	24	24	24	24	24	23	25	25
Management	25	22	22	22	22	22	22	21	24	24
Capital Fund	10	10	10	10	10	10	10	10	10	10
Total	100	COVID-19 Carry-over	COVID-19 Carry-over	COVID-19 Carry-over	COVID-19	Exempt	93	91	Exempt	Exempt

Improve customer satisfaction;

Progress Our office began talking reexamination appointment in the office while allowing flexibility to drop off interim changes, notices to move, add members, and RFTA. We also allow clients to make an appointment in lieu of dropping off. All staff continues to utilize regular mail, fax, and email to send notices and/or obtain verifications. HCV developed tenant packets which are in the lobby to allow HCV client to report changes with limited risk to the client and staff due to the continuing risk of COVID19 which we are continuing to use. We installed drop boxes outside to allow clients to drop off paperwork or other documents needed by the PHA when the office is closed. All tenant packets are also available on the JURHA website. We have set up direct deposit for landlord who wish to participate.

Public Housing and Maintenance Staff work together to answer resident calls and questions with prompt service and a cordial attitude. We pride ourselves in our excellent resident relations. We maintain our social media image with Facebook including pertinent resident announcements and sustain a quick response rate to questions. Public Housing is able to utilize the drop-box installed through the outside wall to an interior box for tenants to drop return documents. We also accept documents through the window, with our interior offices opening back up in 2023 to only adults to continue to limit exposure risk to client and staff from COVID-19.

Continue to provide high standards in management functions.

Progress: We have staff meetings to cover new PIH or changes to our Administrative Plan that are necessary to comply with the HUD notices. Frequently e-mails are sent to the appropriate staff with clarifications that may be necessary to ensure compliance. All required Staff have viewed the mandatory EIV webcasts and for Annual Security Training each employee completed Cyber Awareness Challenge – Depart of Defense version at <https://public.cyber.mil/training/cyberawareness-challenge/>.

The Public Housing Manager reviews 100% of all annual and interim recertifications, and all move-in files.

3. **Increase the number of property owners willing to accept the HCV to open available housing throughout the community due to the lack of affordable housing for publicly assisted families in the HCV program.**

Objectives: Conduct outreach efforts to landlords to interest them in the HCV program;

Progress: JURHA publishes quarterly Landlord Newsletters that is mailed to owners who get a check and emailed to owners who have direct deposit. We cover various topics such as “Fair Housing, Reasonable Accommodations, Owners responsibilities, HQS, and VAWA”. All new landlords are provided a Nan McKay landlord Handbook. We attend NEA landlord association meetings to encourage participation in the voucher program by answering questions.

Increase voucher payment standards in accordance with HCV budget and HUD guidelines;

Progress: The Voucher Payment Standard must be reviewed at least annually. The pandemic has cause a very tight rental market so JURHA conducted a special review of the Payment Standard and received board approval to increase the PS to 110% of FMR. Families continue to have difficulty finding affordable units and at HUD suggestion we requested and received a waiver to raise our Payment Standard to 120% of the FMR. JURHA’s board approved raising our Payment Standard to 120% of FMR effective 6/2/2023. The waiver will expire 12/31/2023.

See Annual Review of VPS 10/1/2022 and PIH Expedited Waiver New PS Amount 4/28/2023 in the HCV Administrator’s office.

Review & update Rent Reasonableness system to ensure paying appropriate rents;

Progress: JURHA contracts with Nan McKay to use affordablehousing.com (an expansion of GoSection8.com) website to conduct rent reasonableness determinations. GoSection8 incorporates ongoing real-time data mining of open market rental data from hundreds of rental listings websites and newspapers. The comparable database is updated daily, thus ensuring a current and accurate rental reasonable database.

Continue to offer three (3) JURHA 8 owned homes to the general public.

Two of the three JURHA owned are rented to a voucher holder. One houses the Public Housing Resident Manager.

JURHA HCDO will pursue partnerships with developers in the building and managing affordable of affordable housing.

Progress: JURHA HCDO is partnering with White River Regional Housing Development Corporation (WRRHDC) to submit an application to ADFA and the NHTF to construct a 20-unit two-bedroom development. If the application is approved the PHA will submit an application to HUD to Project-Base 20 Vouchers (PBV) for this development under the Non-Competitive process as the development will be designated Elderly and we would be partnering with the

City's Veterans Village to assist persons who transition out of the Veterans Village. The PBV guidelines waives the competitive process for projects designated to assist this population.

4. **GOAL: Provide an improved living environment.**

Objectives: Implement measures to deconcentrate poverty by bringing higher income public housing households into lower income complexes;

Progress: Public Housing continues to utilize a working income preference for selection for the waiting list. Utilization of the working income preference helps to ensure that we are moving incomes into our low income public housing properties.

Continue measures to promote income mixing in public housing by assuring access for lower income families into higher income complexes;

Progress: Public Housing continues to evaluate income mixes in public housing and offering accordingly to promote income mixing within the complexes. Since all developments are within a five mile radius in north Jonesboro, all developments are now considered one development within the PIC system, and all developments are within the extremely low income level, with considerations authorized in Step 4 of the Final Rule to Deconcentrate Poverty and Promote Integration in Public Housing, all JURHA developments fall within the Established Income Range. **See documentation in Income Deconcentration File in Public Housing Vault.**

Table III Development Range Determination

Development	Total Annual Income	Number of Occupied Units	Development Average Income/BR Factor	Development Income divided by BR Factor	PHA Wide 85% - 115% Average 14,889	Acceptable Justification
Woodland	300,929	24	12,539/.81	15,480	17,122-12,656	High Range
Cayman Villa	619,615	42	14,753/1.02	14,464	17,122-12,656	In Range
Goff Courts	403,507	24	16,813/1.04	16,166	17,122-12,656	High Range
Marshall	493,261	36	13,702/1.16	11,812	17,122-12,656	In range
Scattered Sites	291,863	11	26,533/1.25	21,226	17,122-12,656	High Range
Meadow Crest	114,474	8	14,309/1	14,309	17,122-12,656	In Range
TOTALS	2,223,649	145				

Continue to share information with JPD as outlined in our Safety and Welfare Agreement to address criminal activity in Section 8 and Public Housing properties.

Progress: The PHA enjoys an excellent working relationship with Jonesboro Police Department (JPD). JURHA has a designated contact at the Jonesboro Police Department and can request reports regarding arrest, or convictions that involved involves an Applicant, Public Housing Resident, or HCV participant. Public Housing shares resident tips of suspected drug activity with JPD contact to secure additional patrol and observation. JURHA can request an officer attend informal hearings where criminal violent or drug activity was the reason for loss of rental assistance or eviction.

5. **Ensure accurate reporting of public housing tenant information in HUD's on-line Public & Indian Housing Information Center (PIC).**

Objective: Maintain and accuracy rate of reporting at 95% or better to PIC.

Delinquency Report
As of August 31, 2021

Field Office Code : 6FPH
Field Office Name : ARKANSAS STATE OFFICE
Effective Dates Included : May 01, 2020 through August 31, 2021

Program Type: **Delinquency**

Click on ▲ for Ascending sort and on ▼ for Descending sort

HA Code	HA Name	HA FTE	Program Type	ACC Units	VMS Units Leased	As of (MM/YY)	Port Outs	Port Ins	50088 Required 1	50088 Received 2	Difference 3	Reporting Rate	Last Month 4	Last 3 Months 5	Last 6 Months 6
AR122	Yellville Housing Authority	03/31	Public Housing	24					24	23	1	95.83	23	0	1
AR123	Aurustat Housing Authority	09/30	Public Housing	103					93	93	0	100.00	93	0	0
AR131	Jonesboro	03/31	Public Housing	191					184	184	0	100.00	184	0	0
AR131	Jonesboro	03/31	Voucher Funded Assistance	1,342	1,288	07/21	21	0	1,267	1,269	2	100.16	269	547	950
AR135	DeWalls Bluff Housing Authority	12/31	Voucher Funded Assistance	0	31	12/20	0	0	31	0	31	0.00	0	0	0
AR141	Alkone Housing Authority	09/30	Public Housing	26					24	24	0	100.00	24	0	0
AR146	Kennett Housing Authority	09/30	Public Housing	34					33	33	1	96.97	33	0	1
AR148	England Housing Authority	09/30	Public Housing	121					117	117	1	96.15	117	0	1
AR152	Lake Village Housing Authority	03/31	Voucher Funded Assistance	230	94	06/21	0	0	94	69	25	73.40	0	0	0
AR161	CONWAY COUNTY HOUSING AUTHORITY	09/30	Voucher Funded Assistance	238	206	07/21	0	4	210	207	3	98.57	26	166	181
AR163	Siloam Springs Housing Authority	12/31	Voucher Funded Assistance	503	368	07/21	4	1	365	360	5	98.63	37	153	276
AR166	Stuttgart Housing Authority	12/31	Public Housing	118					108	108	0	100.00	108	0	0
AR166	Stuttgart Housing Authority	12/31	Voucher Funded Assistance	456	195	07/21	1	0	194	182	12	93.81	17	60	119
AR170	Jacksonville Housing Authority	06/30	Public Housing	100					92	91	1	98.91	88	5	1
AR170	Jacksonville Housing Authority	06/30	Voucher Funded Assistance	362	301	07/21	16	6	291	299	-8	102.75	25	142	220
AR171	Greenwood Housing Authority	03/31	Public Housing	36					35	27	8	77.14	25	2	8
AR172	Cotton Plant Housing Authority	09/30	Public Housing	0					0	0	0	0.00	0	0	0
AR175	Benton Housing Authority	03/31	Public Housing	102					99	99	0	100.00	99	0	0
AR175	Benton Housing Authority	03/31	Voucher Funded Assistance	778	488	07/21	2	7	493	479	14	97.16	220	336	450
AR176	Clay County Housing Agency	12/31	Voucher Funded Assistance	170	124	07/21	0	0	124	114	10	91.94	12	41	68

Summary Information for the Field Office : 6FPH

Program Type	Total ACC Units	Total VMS Units Leased	Total Port-Outs	Total Port-Ins	Total 50088s Required 1	Total 50088s Received 2	Total Difference 3	Average Reporting Rate	Last Month 4	Last 3 Months 5	Last 6 Months 6
Public Housing	10,646	N/A	N/A	N/A	9,673	9,332	341	96.47	9,199	134	341
Voucher Funded Assistance	27,268	22,812	299	2,39	22,776	22,214	562	97.52	3,630	9,614	15,075
Mod Rehab	63	N/A	N/A	N/A	51	46	5	90.20	16	25	39

Progress: Both HCV and Public Housing are maintaining a 100% reporting rate to PIC.

6. **GOAL: Promote self-sufficiency and asset development of assisted households:**

Objectives: Continue the working income preference for public housing applicants which gives a preference for families with working income (or income in lieu of earnings due to a disability).

Progress: Public Housing continues the working income preference for public housing applicants which gives a preference for families with working income (or income in lieu of earnings due to a disability).

Public Housing monitors our Community Service work for families required to perform Community Service for unemployed, non-disabled and non-elderly adults. This is a Family Self Sufficiency activity, mandated by HUD only for Public Housing residents. HCV residents have no Community Service Requirement if they are unemployed, non-elderly and non-disabled.

Increase the number and percentage of employed persons in assisted families; provide or attract supportive services to improve assisted recipients' employability; maintain and or increase number of families enrolled in the HCV FSS Program as long as HUD funding is sufficient for said program.

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Progress: JURHA continues to operate the HFC FSS Program through HUD funding.

The FSS program intends to serve 25 – 35 families. The FSS program consisted of 28 participants during the last year; seven were new enrollments. Also, one of the 28 families have successfully completed their FSS Program Contract of Participation. 11 families are currently employed. 16 families are earning escrow funds resulting from increased earned income. 20 families have escrow balances. The highest monthly escrow credit is currently \$1,179. The highest balance is approximately \$30,042. Due to FSS program policy changes resulting from the Final Rule, new enrollments were placed on hold from June 16, 2022 until the revised Action Plan was approved by HUD on September 30, 2022.

The FSS program continues to refer participants to educational and skills development resources and job fairs that will help improve employability, job placement and/or other employment services. This is done through individual case management, workshop opportunities, online resources, and community resources.

The FSS program continues to perform case management and outreaching through mail, email, phone, and/or Zoom.

7. **GOAL: Increase knowledge and understanding of fair housing among landlords and residents and affirmatively furthering fair housing.**

Objectives: Keep residents and applicants informed of their rights by making available fair housing material upon request and in JURHA's lobby and displaying the HUD Channel with fair housing content in a running loop in JURHA's lobby.

Progress: This is a FHA Goal # 2

Since August 11, 2017 JURHA broadcasts the HUD Fair Housing Channel in the lobby when we are open. JURHA also makes available the following brochures to applicants and participants: Fair Housing Brochure (English and Spanish), Are You a Victim of Fair Housing Complaint form

(English and Spanish), Notice of Occupancy Rights Under the Violence Against Women Act & Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking and Alternate Documentation, and Legal Aid of Arkansas Brochures (English and Spanish) A Fair Housing Guide for: Persons with Disabilities, Sex Discrimination, Domestic Violence, & religious Discrimination.

JURHA has added a Fair Housing tab to our website at www.jurha.org and linked a YouTube presentation from Legal Aid called “Navigating the Fair Housing Act by Legal Aid of Arkansas”. The presentation is also available in a written format on the website.

8. GOAL: Enhance the marketability of JURHA’s Public Housing Units:

Objectives: Provide effective customer service for all residents and maintain curb appeal to improve with development wide clean up, lawn maintenance, landscaping, playground maintenance and careful modernization evaluation and monitoring performance through CFP monies.

Progress: JURHA continues to encourage customer service for all residents with a friendly staff and a genuinely caring atmosphere.

Progress: Curb appeal continues to improve with development wide clean-up, lawn maintenance, landscaping, playground maintenance and careful modernization evaluation and monitoring performance through CFP monies. We plan to remodel with new kitchen cabinets, new plank flooring and bathroom vanities as CFP funds allow until all housing stock are fully updated. In FY 2023, we are in upgrading as many units utilizing CFP funds as we can!

9.GOAL: Maintain resident safety and community perception of safety and security in the JURHA’s Public Housing complexes.

Objectives: JURHA shall continue our cooperation with local law enforcement to continually assess and monitor resident activities, quickly investigate any reports of crime and take appropriate actions to insure a safe neighborhood.

Progress: Public Housing maintains an excellent working relationship with Jonesboro Police Department (JPD). We provide JPD with addresses of apartments to watch and have extra patrol in the area, based on resident complaints and our observations. Residents call us with concerns and we forward the issues via email to our contact person at JPD. JPD provides increased patrols that give our residents security.

10.GOAL: Deliver timely and quality maintenance service that meet or exceed HUD guidelines to the residents of JURHA’s Public Housing.

Objectives: JURHA shall continue to maintain an average response time of less than 2 days in responding to routine work orders;

Progress: YTD average work order time is .81 days per routine work order

JURHA shall maintain our appealing modern environment in Public Housing.

Progress: Our maintenance staff continues to meet or exceed HUD guidelines in response to routine work orders. All emergency work orders have been abated within 24 hours of notification. Through careful management and utilization of our Capital Fund Program (CFP) funds, JURHA has been able to maintain an appealing modern environment in each complex. In order to protect our high PHAS scores, JURHA will strive to strike a balance with occupancy and modernization. The Undergoing Modernization exemption in PIC will only be used when necessary.

11. **GOAL: JURHA shall ensure equal treatment of all applicants, residents, tenant-based participants, employee and vendors.**

Objectives: JURHA shall continue to mix its populations as much as possible with respect to ethnicity, race and income within the Public Housing and HCV programs;

Progress: : JURHA posts maps showing the racially/ethnically-concentrated areas of poverty and Opportunity Areas in Craighead county. This information is also distributed during HCV Briefings to encourage families to rent outside areas of poverty. We also provide voucher holders with a resource sheet listing agency to help with services, education, job opportunities and workforce training and Public-School information.

Public Housing shall continue to mix its populations as much as possible with respect to ethnicity, race, and income within developments.

JURHA shall give all applicants equal consideration for employment opportunities including any residents that meet the qualifications for the job;

Progress: JURHA shall give all applicants equal consideration for employment opportunities including any residents that meet the qualifications for the job. In 2022/2023 JURHA HCV employed two participants for the HCV Program; however, both are no longer with JURHA, one is currently working in Public Housing.

Continue to implement Section 3 requirements in hiring and contract bidding and awards.

Progress: Progress: We continue to implement Section 3 requirements in hiring and contract bidding and awards. We advertise on our Facebook Page for job openings.

12. **GOAL: Ensure full compliance with all applicable standards and regulations including government generally accepted accounting practices.**

Objectives: The JURHA shall operate so that income (including subsidy) exceeds expenses every year.

Progress JURHA has been successful in operating in a manner so that income (including subsidy) exceeds expenses every year. The past few years have been difficult with the decrease in funding in both public housing and housing choice voucher program, specifically administrative fee funding.

13. **Goal: Enhance the image of public housing in our community.**

Objectives: JURHA shall continue to encourage staff participation and partnering with local service and support agencies.

Progress: JURHA staff members serve on a local bank Community Development Board. Public Housing Staff participates in local service fairs and distributes informational brochures. The local newspaper continues to decrease in has had a substantial decrease in staff so not as likely to report on our successes. Our local newspaper is no longer a daily paper. With the elimination of the Public Housing Drug Elimination Funds, we do not offer the types of news that generate press interest. However, the HCV FSS program has been able to generate media coverage. JURHA does keep www.jurha.org updated with current information and maintains a responsive Facebook page.

14. **PHA Goal: Improve economic opportunity (self-sufficiency) for the families and individuals through the FSS program.**

Objectives: JURHA will continue partnerships with local agencies in order to enhance self-sufficiency services to our program participants; JURHA will more effectively utilize its community providers to provide resident services as measured by increasing their utilization; JURHA will continue to work diligently on case management to aid participants in successfully reaching their goals to become self-sufficient.

Progress: JURHA continues its partnership with University of Arkansas Craighead County Extension, AR Department of Human Services, Parents as Teachers (PAT), Jonesboro Economical Transit System, Craighead County Jonesboro Public Library, Crowley's Ridge Development Council, Inc., Goodwill Career Center, BancorpSouth, Legal Aid of AR, United Way of NEA, Helping Neighbors Food Pantry, AR Department of Workforce Services, City of Jonesboro, AR Early Learning, Inc., Jonesboro Pre-K Center, ASUN, City Youth Ministries, City Council Representative, New Life Empowerment Development Center, AR Single Parent Scholarship and Signature Bank, to assist in referring and/or linking FSS participants to the supportive services needed. The FSS program has established a new partnership with the NEA Family Crisis Center.

JURHA maintains a Program Coordinating Committee (PCC). Members of this committee are representatives of various local agencies that provide services to meet the needs of our clients. The PCC serves in an advisory capacity to the FSS program. The PCC also includes the FSS Coordinator, FSS Supervisor and a participant of the Section 8 HCV FSS program.

The FSS Program continues case management activities which includes conducting an initial and annual needs assessment, creating a 5-Year ITSP/Contract upon FSS enrollment, performing self-sufficiency matrix ratings upon program entry/every 90 days/exit, tracking the participants' progress and connecting participants to community service providers in helping meet participants' needs and goals.

Monthly contact is maintained between the case manager and participant. Methods of case management are in-person, phone, mail, email and Zoom. Workshops and PCC meetings have been and continue to be conducted in person and/or virtually.

15. **PHA Goal: Ensure Applicants and tenants are fully informed of their protections and rights under VAWA, including confidentiality.**

Objectives: Provide applicants and participants information and resources regarding domestic abuse and how to receive help.

Progress: The Application Packet contain a copy of HUD-5380 “Notice of Occupancy Rights under the Violence Against Women Act and HUD-5382 Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation” for applicants to keep. These same forms are included in the Annual Recertification Packet and are posted on our website at www.jurha.org under the VAWA tab. The PHA also makes available a VAWA Resource Packet to all Applicants or Participants upon request.

16. **PHA Goal: Ensure owners and managers are fully informed of their rights and responsibilities under VAWA.**

Objectives: Provide VAWA information to owners upon request;

Distribute newsletters quarterly to HCV landlords with at least one newsletter to include information to landlords of their responsibility under VAWA.

Progress: JURHA annually sends out a new letter contains a Notice to HCV Owners and Managers regarding VAWA. This notice was sent out in the November 1, 2022 newsletter.

17. **PHA Goal: To reduce Operational costs due to funding cuts.**

Objectives: Review rent reasonableness system to ensure PHA is not overpaying rent for units; Utilize PHA website where possible to provide links for landlord and tenant to obtain information regarding assistance; Collect email addresses for communication with owners and clients.

Progress: JURHA continues to contract with Affordable Housing (GoSection8) which is a leader in rent reasonableness comparison for PHAs. GoSection8 incorporates ongoing real-time data mining of open market data from hundreds of rental listing websites and newspapers. The comparable database is update daily, thus ensuring a current and accurate rent reasonableness determines.

Progress: JURHA began offering direct deposit for HAP payments on September 1, 2020 and emails an owner ledger to the property. JURHA also has a new website design which features a “Landlord” tab covering aspects of the process involving in becoming a new landlord with the PHA. Currently we have 185 landlords utilizing direct deposit which is a 22% increase of last year.

Progress: The PHA is collecting owner email on landlord paperwork and client emails on annual recertification paperwork. Most owners have an email address and correspondence by email is common. Many clients (applicants/participants) may not have an email so most correspondence is still done by mail but email is utilized when available if we do not receive a response from our letters or if the family requests to be emailed.

18. **PHA Goal: Determine the need to expand public transportation (JET) which may include operating after 6:00 pm. and/or introduce weekend routes around Public Supported Housing and in the R/ECAP area.**

Objectives: Request a staff member from JURHA be added to the City of Jonesboro's Transportation Committee to promote routes and expanded hours to meet the needs for elderly, minority and disabled families in Publicly assisted housing.

Progress: This is a FHA Goal # 1

An employee from JURHA was reappointed to the Transportation Committee for a three-year term expiring February 28, 2021. Due to COVID19 meetings have not been held since January 2020. The JETS director stated that all the board terms had expired and he is working to reestablish a board and will be reaching out to the previous board members. I confirmed that we would be interested in being on the new board.

19. **PHA Goal: Increase awareness and enforcement of fair housing among publicly assisted families.**

Objectives: Annually conduct fair housing training for JURHA Staff; Annually provide Fair Housing materials at local landlord association meetings.

Progress: Legal Aid conducted a Fair Housing presentation called "Navigating the Fair Housing Act" a continuing legal education event with required participation for all JURHA Staff on August 11, 2023.

Progress: The HCV Administrator attends meetings held by the NEA landlord Association and provides Fair Housing information. Meeting resumed in 2023. The Public Housing Manager attends the ones that are beneficial to help with Public Housing.