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|---|------------|------------|------------|------------|------------|------------|
| Determination of Adjusted Income | 20 | 20 | 20 | 20 | 20 | 20 |
| Utility Allowance Schedule | 5 | 5 | 5 | 5 | 5 | 5 |
| HQS Quality Control | 5 | 5 | 5 | 5 | 5 | 5 |
| HQS Enforcement | 10 | 10 | 10 | 10 | 10 | 10 |
| Expanding Housing Opportunities | 5 | 5 | 0 | 5 | 5 | 5 |
| Payment Standards | 5 | 5 | 5 | 5 | 5 | 5 |
| Timely Annual Reexaminations | 10 | 10 | 10 | 10 | 10 | 10 |
| Correct Tenant Rent Calculations | 5 | 5 | 5 | 5 | 5 | 5 |
| 5Pre-Contract HQS Inspection | 5 | 5 | 5 | 5 | 5 | 5 |
| Annual HQS Inspection | 10 | 10 | 10 | 10 | 10 | 10 |
| Lease-UP | 20 | 15 | 20 | 20 | 20 | 20 |
| Family Self-Sufficiency | NA | NA | NA | NA | NA | N/A |
| Deconcentration Bonus | NA | NA | NA | NA | NA | N/A |
| TOTAL | 135 | 130 | 130 | 135 | 135 | 135 |

We have maintained high performer status in Public Housing with a 93% for 2018. We were exempt from official PHAS scoring for 2019, however, our mock PHAS score for 2019 was estimated to be 97%. Through use of CFP funds, we have modernized numerous aspects of our public housing stock.

| Indicator | Max Score | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 |
|---------------------|------------------|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Physical | 40 | 37 | 37 | 37 | 37 | 39 | 39 | 39 | 35 | 35 |
| Financial | 25 | 24 | 24 | 24 | 23 | 25 | 25 | 25 | 23 | 25 |
| Management | 25 | 22 | 22 | 22 | 21 | 24 | 24 | 24 | 25 | 25 |
| Capital Fund | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 |
| Resident | 10-NA | N/A | N/A | N/A | N/A | N/A | N/A | N/A | NA | NA |
| Total | 100 | COVID-19 Carry-over | Exempt | 93 | 91 | Exempt | Exempt | 98 | Exempt | 95 |

Improve customer satisfaction;

Progress: Our office has remained open during COVID19 and conducts all interviews by phone and allow mail in or drop off documents. JURHA has adopted HUD waivers PH and HCV-3 and PH and HCV-4 which waives the requirement to use income hierarchy and consider self-certification when the PHA or client is unable to get 3rd party verifications. We (HCV) developed

tenant packets which are located in the lobby to allow HCV client to report changes with limited risk to the client and staff due to COVID19. We installed drop boxes outside to allow clients to drop off of all paperwork or other documents needed by the PHA. 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.

Continue to provide high standards in management functions.

Progress: We have staff meetings to cover new PIH or changed to our Administrative Plan that are necessary to comply with the 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.

HCV Manager reviews 100% of new move-in and HCV Housing Technician reviews all annual recertifications.

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, 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 it reviewed annual. The VPS was reviewed for October 1, 2020 and the Board approved increases to the zero, two, four, five and six-bedroom standards. The changes were to bring up the four, five and six-bedroom standard to 90-110% of the Fair Market Rent. Effective January 1, 2021 all the payment standard will be at 95% of the Fair Market rent. **See Annual Review of VPS 10/1/2020 in the HCV Managers office.**

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

Progress: JURHA contracts with Nan McKay to use their 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 owned homes to the general public.

Progress: JURHA continues its efforts to offer the JURHA owned homes to the general public.

Two of the three JURHA owned are rented to voucher holders.

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 12,548 | Acceptable Justification |
|--------------|---------------------|--------------------------|--------------------------------------|---|------------------------------------|--------------------------------|
| Woodland | 251,818 | 23 | 10,948.61/.81 | 8,868 | 9,140-12,366 | Low – Elderly Disabled Complex |
| Cayman Villa | 580,974 | 43 | 13,511/1.11 | 12,172 | 9,140-12,366 | In Range |

| | | | | | | |
|--------------------|------------------|------------|--------------------|---------------|---------------------|------------------|
| Goff Courts | 215,886 | 22 | 9,813/1.03 | 9,527 | 9,140-12,366 | In Range |
| Marshall | 434,065 | 34 | 12,767/1.17 | 10,912 | 9,140-12,366 | In range |
| Scattered Sites | 228,570 | 12 | 19,048/1.25 | 15,238 | 9,140-12,366 | Over - Scattered |
| Meadow Crest | 77,581 | 8 | 9,698 | 9,698 | 9,140-12,366 | In range |
| TOTALS | 1.852,962 | 143 | 12,258/1.14 | 10,753 | 9,140-12,366 | |

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. JURHA can request an officer attend informal hearings where criminal violent or drug activity was the reason for loss of rental assistance or eviction.

- 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.

Progress: Public Housing is maintaining a 100% reporting rate to PIC.

- 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.

Progress: We secured the HCV Family Self-Sufficiency HUD grant of \$44,500 for 2019-2020.

25 families are enrolled in the HCV FSS Program; five are new enrollments. 12 participants are earning escrow funds resulting from increased earned income. Six participants are attending school; one graduated with a bachelor's degree in criminal justice. 13 participants are employed. One participant graduated from the FSS program this year with an escrow balance of \$13,616.55.

The FSS program continues to provide case management during the COVID-19 pandemic. Contact with participants and service providers are conducted via phone, email, mail and Zoom. Workshops and meetings are held via Zoom.

The FSS program continues outreaching during the COVID-19 pandemic through methods of mail, email, phone, and social media.

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: JURHA purchased a smart television and uses a wireless internet connection to runs 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.

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.

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). During this FYE we have provide JPD with tips of apartments to watch. We evicted five (5) families due to criminal violence and gun activity by being able to utilize investigation by JPD. This made our families feel safer to know that we were working in cooperation with the JPD to took prompt action to eliminate the problems from our area.

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 1.66 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. JURHA has employed two participants for the HCV Program – one in Public Housing and one in the Housing Choice Voucher program.

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

Progress: JURHA has continued to implement Section 3 requirements in hiring and contract bidding and awards. JURHA was successful in acquiring a Section 3 Contractor for Window Replacements and was successful in hiring an employee meeting the criteria for a Section 3 Employee in the Housing Choice Voucher Program.

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 year has been difficult with the decrease in funding in both public housing and housing choice voucher program, specifically administrative fee funding only being prorated at 80% requiring the PHA to use admin reserves.

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 is growing thinner and has had a substantial decrease in staff so not as likely to report on our successes. With the elimination of the Public Housing Drug Elimination Funds, we do not offer the types of news that generate press interest. However, our FSS program has been able to generate media coverage.

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 retains its partnership with U of A Extension, Parents as Teachers (PAT, Fisher Street Church of God, JETS, Craighead County Jonesboro Public Library, Crowley's Ridge Development Council, Inc., Mid-South Health Systems, Inc., Goodwill Career Center, BancorpSouth, Better Life Counseling, 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, NLEDC, AR Single Parent Scholarship, New Door Real Estate and local citizen Dr. Paula Greer to assist in referring and/or linking FSS participants to the supportive services needed.

JURHA continues to maintain a Program Coordinating Committee (PCC). Members of this committee are representatives of the various agencies that provide services to meet the needs of our clients. This committee serves in advisory capacity to the FSS program and meets every four months.

The FSS Program continues to perform case management which includes conducting initial and annual needs assessment, creating a 5-Year ITSP/Contract upon FSS enrollment, tracking participants' progress and connecting participants to community service providers to help meet their needs and successfully achieve their goals as listed in the ITSP.

Monthly contact is maintained between case manager and participant. Methods of case management are currently limited to phone, mail, email and Zoom due to the COVID-19 pandemic. Workshops and meetings are conducted via Zoom.

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 Packets 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" to keep. These same forms are part of the HCV Briefing packet given to new voucher holders and are included in the Annual Recertification Packet for all participants. 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: The November 1, 2019 covered VAWA protections for victims, permissible evictions, removing the abuser from the household, certification of domestic violence, dating violence, sexual assault, or stalking. The November 1, 2020 will also cover VAWA.

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 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.

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.

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: An employee from JURHA was reappointed to the Transportation Committee for a three-year to expire March 2021. The January and February monthly meeting were cancelled due to lack of a quorum and March 2020 has been suspended due to COVID19. No update of when the meeting will resume.

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 7, 2020.

Progress: The HCV Manager attends monthly meetings held by the NEA landlord Association and provides Fair Housing information. Due to COVID19 meeting were suspended and have not resumed.