

**HOUSING AUTHORITY OF CHESTER COUNTY**

**FIVE YEAR PLAN**

**2018-2023**

**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

**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** PHA Name: Housing Authority of Chester County PHA Code: PA 046

PHA Plan for Fiscal Year Beginning: (MM/YYYY): 01/01/2018

PHA Plan Submission Type:  5-Year Plan Submission  Revised 5-Year Plan Submission

**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.

PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)

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:					

<b>B.</b>	<b>5-Year Plan.</b> Required for <u>all</u> PHAs completing this form.
<b>B.1</b>	<b>Mission.</b> 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. See ATTACHMENT 1
<b>B.2</b>	<b>Goals and Objectives.</b> 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. See ATTACHMENT 2
<b>B.3</b>	<b>Progress Report.</b> Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. See ATTACHMENT 3
<b>B.4</b>	<b>Violence Against Women Act (VAWA) Goals.</b> 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. See ATTACHMENT 4
<b>B.5</b>	<b>Significant Amendment or Modification.</b> Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan. See ATTACHMNET 5
<b>B.6</b>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) provide comments to the 5-Year PHA Plan?</p> <p>Y <input checked="" type="checkbox"/> N <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. See ATTACHMENT 6</p>
<b>B.7</b>	<p><b>Certification by State or Local Officials.</b></p> <p><u>Form HUD 50077-SL</u>, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan. See ATTACHMENT 7</p>

# Instructions for Preparation of Form HUD-50075-5Y

## 5-Year PHA Plan for All PHAs

---

### A. PHA Information 24 CFR §903.23(4)(c)

**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.

---

**ATTACHMENT 1**  
**MISSION STATEMENT**

## Mission Statement HACC

September 2017

**The mission of the Housing Authority of Chester County is to provide, manage and develop quality affordable housing for individuals and families while promoting self-sufficiency and neighborhood revitalization. This will be achieved through maximizing our resources while always ensuring the financial integrity of the agency. Furthermore, it is our intent to accomplish this through forging the strong partnerships necessary to create innovative solutions to address the housing needs of the communities we serve.**

**ATTACHMENT 2**  
**GOALS AND OBJECTIVES**

## HACC Goals 2018-2023

Initiate and plan for possible conversion of one or more public housing sites to the alternative ownership process in the HUD Rental Assistance Demonstration Program (RAD).  
 Goal Coordinator: Executive Director

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Planning	Timeline, possible need for a consultant	Become familiar with the notice Determine if properties have existing debt	Start: 10/2017 End: 01/2019	Executive Director Asset Management Supportive Services Administration
Identifying RAD projects	PNA	RAD rent levels and property income Operating expenses Development budget Get in line with HUD	Start: 01/2017 End: 01/2019	Executive Director Asset Management Supportive Services Administration
Resident protections and choice mobility		Keep residents informed. Right to return Choice mobility	Ongoing	Executive Director Asset Management Supportive Services Administration
Assembling the development team		Decide to add a development partner to the team	Start: 06/2018 Ongoing	Executive Director Asset Management Supportive Services Administration
Confirming Financial partners	4% 9% Tax-exempt bonds	Begin conversations with possible lenders		Executive Director Asset Management Supportive Services Administration
RAD Conversion Occurs	Financing in place.	Go to closing on RAD developments.	Start: 01/2019 End: 01/2020	Executive Director



Creation of a new agency wide staffing plan to ensure maximum and timely delivery of quality services.  
 Goal Coordinator: Administration

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Review and revamp job descriptions for accuracy.	Job Analysis must be done for each function. Expectations are clear.	Accurate job descriptions for each position are completed.	Start: 11/2017 End: 11/2018	Sr. Staff Employees
Review all letters within Emphasys software for consistency.	Timing and availability of Sr. Staff	Consistency throughout the agency.  Forms are updated as needed.	Start: 01/2018 End: 01/2019	Sr. Staff Administration

Apply to become a Moving To Work (MTW) Housing Authority and, concurrently, develop the required master plan.  
 Goal Coordinator: Executive Director

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Review HUD issued notice on expansion of MTW in regards to requirements.	Limited expansion of MTW; significant competition and any expansion may be subject to Congressional action.	Locate and study relevant background materials; develop a listing of key action components for discussion and decision	Start: 01/2018 End: 02/2018	Executive Director Special Programs
Develop an initial plan to address any issues that would disqualify HACC from eligibility.	Possible impact of PHAS being below 90%.	Develop initial plan with broad strategies and actions outlined; determine if consultant assistance is needed	Start: 03/2018 End: 04/2018	Executive Director Special Programs
Create a working task force to draft the formal plan and to complete necessary HUD submissions regarding eligibility.	Should be as diverse as possible and include significant resident participation.	Create task force and write plan	Start: 04/2018 End: 05/2018	Executive Director Special Programs

Submit plan.	Processing by HUD could be of significant length.	Submit all necessary documents to HUD in required formats and with all necessary supportive documents.	Start: 06/2018 End: 10/2018	Special Programs
Amend as necessary based on HUD review and implement.		Amend and implement at HUD's direction.	Start: 01/2019 End: On Going	Executive Director Special Programs

Explore and implement solutions to satisfy outstanding bond debt.  
 Goal Coordinator: Executive Director

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Finalize draft request for loan from the County of Chester	Bond rating of county could be affected if HACC defaulted; Request must be reasonable	Create document to request loan; review and submit	Start: 08/2017 End: 09/2017	Chairman Executive Director HACC Legal Counsel
Identify non-federal source for loan repayment	All resources (both current and anticipated) should be explored in the Central Office Cost Center; impact of possible re-federalization of the COCC should be factored into strategy.	Research current non-federal sources existing at HACC and which may be created through new efforts (e.g./, disposition of GP interests)	Start: 09/2017 End: 10/2017	Executive Director Finance Fee Accountant
Negotiate as needed with the County (as needed) and draft agreement.	Zero interest should be pursued and some consideration given to HACC if non-federal sources are reduced	If negotiation is successful, work with County to create agreement acceptable to them.	Start: 11/2017 End: 01/2018	Chairman Executive Director HACC Legal Counsel

Pay bond debt		Submit payment	Start : 02/2018 End: 02/2018	Finance
Initiate repayments to County	Spread over 5 years or more; 10 + preferred	Repay per agreed schedule.	Start : 03/2018 End: 02/2023 (approximate)	Finance

Dispose of partnership interests in mixed finance, tax credit properties and do so with the best possible financial return to HACC.  
 Goal Coordinator: Executive Director

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Submit counter offer to potential owners and begin negotiation.	Majority of money paid by 12/31/17 and, without question, settlement by then of formal transfer.	Written counter offer made	Start: 09/2017 End: 09/2017	Consultant General Partner Boards Executive Director
Participate in talks with Limited Partners to secure their approval and their withdrawal from process also.	Consultant should lead discussions; no tax consequences to HACC.	Initiate talks and reach signed agreements	Start: 09/2017 End: 11/2017	Consultant General Partner Boards Executive Director HACC Legal Counsel
Create contract with the buyers of the General Partnerships.		Contract drafted	Start: 10/2017 End: 11/2017	General Partner Boards Executive Director HACC Legal Counsel

<p>Initiate steps involved with disposition including debt restructuring, settlement of tax issues and exploration of RAD feasibility.</p>	<p>This might possibly be included in some manner in the contract.</p>	<p>Create and present written strategy to buyers.</p>	<p>Start: 09/2017 End: 11/2017</p>	<p>General Partner Boards Executive Director HACC Legal Counsel</p>
<p>Settle on the transfer of General Partnerships.</p>	<p>To occur by 12/31/17 without question unless an extension is mutually agreed upon.</p>	<p>Final written agreement specifying terms of General Partnership transfer.</p>	<p>Start: 09/2017 End: 12/2017</p>	<p>General Partner Boards Executive Director HACC Legal Counsel</p>

Develop and implement a strategy to convert tenant based housing choice vouchers to the project based format.  
 Goal Coordinator: Executive Director

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Determine number of potential available vouchers for conversion.	Federal allocation and timing of announcing any prorations is significant to decision making	Preparation of an analysis and recommendations report as to potential number of vouchers that could be issued	Start: 01/2018 End: 02/2018	Executive Director HCV Division
Create a work task force to identify target groups (disabled, veterans, etc.), the anticipated scheduling and dollar levels that can be committed.	Our partners should be involved (e.g., VA, shelters, County Human Services, DCD, etc...)	Create group; prepare and submit recommendations report as to target populations.	Start: 02/2018 End: 05/2018	Executive Director HCV Division
Implement	Timing issues perhaps	Issue Request For Proposals base on above submitted recommendations.	Start: 07/2018 End: On Going	Special Programs



Design an annual and multi-year training plan for staff at all levels of the organization.  
 Goal Coordinator: Administration

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Develop formalized training within the organization.	Cost factor/timeliness	Training plans created to provide exemplary customer service. Consistency within the organization.	Start: 01/2018 End: Ongoing	Administration Sr. Staff
Cross train functionalities.	Benchmarking with other "like" organizations.	Succession Planning across divisions that allows HACCC to maintain exemplary customer service.	Start: 01/2018 End: 01/2020	Administration Sr. Staff

Partner with selected developers to create new affordable housing opportunities for special populations.  
 Goal Coordinator: Executive Director

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Create standardized Request For Proposal (RFP) that provides incentives for set aside of units targeted at special populations	Research other agencies to perhaps include new incentives to stimulate interest	Write Model RFP	Start: 01/2018 End: 03/2018	Executive Director Special Programs
Develop and implement a marketing strategy to increase developer awareness and interest in these set aside units for special populations	Talk to some selected developers to find out what would enhance their interest in doing this	Develop a written strategy with appropriate action steps involving direct contact with potential developers	Start: 02/2018 End: 05/2018	Executive Director Special Programs

Accelerate electronic automation of all work functions, products and services delivered by HACC staff.  
 Goal Coordinator: Administration

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Explore barcode tracking and electronic filing with our current software provider- Emphasys.	Cost to implement and train.	Become a paperless environment in an effort to decrease misplaced documents.	Start: 01/2018 End: Ongoing	Administration HCV Division
Explore other options for IT- onsite, possible RFP.	Comparable salary for the talent required. More control to improve turnaround time of requests.	If an alternative approach is adopted, either create a new position or issue RFP for outside contractor.	Start: 01/2018 End: 01/2019	Administration HCV Division Executive Director Supportive Services

Develop a customer service strategy that emphasizes timely response to issues and follow up to ensure quality control.

Goal Coordinator: Administration

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Implement a quality control system to ensure quality service to our internal and external customers.	Cost IT help Software	Track customer service improvements through internal and external surveys. Decrease complaints from consumers and partner agencies to improve reputation.	Start: 03/2018 End: 02/2019	Administration Executive Director Sr. Staff
Implement listening Sessions- Percentage of phone calls to be determined.	Software Cost Timeliness IT	Install and utilize equipment; evaluate effectiveness.	Start: 03/2018 End: 03/2019	Administration HCV Division
Survey internal and external customers - interaction with HACC's staff.	Timeliness. Improve customer service. More focus on the customer.	Initiate survey and evaluate results.	Start: 01/2018 End: 01/2019	Administration Sr. Staff

Create a plan for office expansion and possible staff transfer to satellite locations if required.

Goal Coordinator: Administration

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Explore office space at our satellite offices- Church St., Phoenixville and Maple, Locust and Spruce.	Cost Space Set up of computers/compatibility	Make a recommendation for alternative office space and if approved secure space.	Start: 01/2018 End: 01/2018	Administration Executive Director Asset Management
Expansion of the COCC office functions.	Cost Timeliness Relocation of staff until project is done. Relocation of software- IT's assistance will be critical.	Make recommendations on additional staff and if approved, hire possible new positions such as: Complaint Liaison, Quality control Person, Administration clerk, HCVP clerk and IT.	Start: 01/2018 End: 01/2018	Administration Executive Director Sr. Staff

Review, analyze and revise (as necessary) the existing procurement system utilized by HACCC.

Goal Coordinator: Administration

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Revisit the Procurement process and establishment of responsibility.	IT on site Training	Train staff on their procurement duties.	Start: 07/2017 End: Ongoing	Administration Supportive Services Asset Management
Review and evaluate new process.		Modify procurement policy as needed.	Start: 04/2018 End: Ongoing	Administration Supportive Services Asset Management

Create a plan/schedule to explore new alternate sources of funding to offset diminishing revenues at the federal level.

Goal Coordinator: Supportive Services

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Research funding streams.	Budget Access to information	Identify information sources to always have up to date information about what funding opportunities are available/coming available.	Start: 01/2018 End: Ongoing	Supportive Services
Utilize network to stay abreast of funding changes.		Attend community meetings. Attend workshops and webinars on grantsmanship. Review and analyze all non-HUD funded programs on an annual basis; and modify as needed.	Start: 09/2017 End: Ongoing	Supportive Services
Stay aware of changes to the federal budget.	Budget	Be prepared for any funding changes before they are implemented to allow for other options to fill the gap.	Start: 09/2017 End: Ongoing	Executive Director
Apply for funding		Based on funding availability, make grant applications as applicable.	Start: 09/2017 End: Ongoing	Supportive Services

Develop employee incentives linked to innovative practices, initiative, and quality service delivery and customer satisfaction with that delivery.

Goal Coordinator: Administration

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Create a compensation package that is comparable to job function.	Timeliness Benchmarking	Develop an approved compensation package that is industry comparable and specific to job functions.	Start: 04/2018 End: 04/2019	Administration Executive Director
Re-vamp the current Perf. Evaluation to be used as a development tool.	Timeliness	Develop specific goals to be a part of the performance evaluation; which will be used to develop staff.	Start: 05/2018 End: 12/2018	Administration
Provide clear understanding of goals and expectations.	Timeliness-meet with employees Employee buy-in	Implement approved goals that are specific to each function and/or division.	Start: 03/2018 End: 12/2018	Administration Executive Director Sr. Staff
End of year employee incentive program.	Budget	Approved employee incentive program contingent upon budget.	Start: 9/2017 End: 11/2017	Administration



<p>Phone call recordings.</p>	<p>New phone systems Plan on what and when to record</p>	<p>Approve a new phone system that will have the ability to record phone calls/playback. Approved software will gauge the delivery of customer service to our clients.</p>	<p>Start: 9/2017 End: 2/2018</p>	<p>Administration</p>
<p>Develop customer service surveys.</p>	<p>Increase customer satisfaction.</p>	<p>Distribute surveys on a regular basis to our customers to monitor the quality of HACCC's customer service.</p>	<p>Start: 10/2017 End: 6/2018</p>	<p>Administration</p>

Focus on establishing meaningful and timely contacts with affordable housing owners that will lead to substantial expansion of our landlord base.

Goal Coordinator: Supportive Services

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Engage landlords on an annual basis.	Budget	Hold at least 2 landlord forums each year.	Ongoing	Supportive Services HCV
Build relationships and rapport with new landlords and property management companies.	Bias	Meet and engage "chain" apartment complexes and gain their program buy in.	Ongoing	Supportive Services
Keep a working list of landlords in Chester county.		Comprehensive excel spreadsheet with available units.	Ongoing	Supportive Services

Expand and maximize utilization of HACC website through a plan stressing quality and rapid, accurate response to customer needs.

Goal Coordinator: Administration

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
IT RFP	Evaluate current product to determine modifications needed.	Based on an approved budget, put out an RFP to solicit an IT company. Determine if current IT can meet our current product needs. Contract IT firm. Based on approved budget, hire 1 additional staff who will be able to provide technical on-site assistance.	Start: 12/2017 End: 02/2018	Supportive Services Administration
Have the ability to make changes to the website without a third party.	Cost of a new employee	Have a discussion and agreement with current IT/Website vendor to give HACC the capability to make changes on the website directly.	Start: 01/2018 End: 01/2019	Administration Supportive Services

Create an advocacy strategy that is local, state and federal in its scope.

Goal Coordinator: Executive Director

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Expand contacts with existing advocacy groups including NAHRO, PAHRA and the Housing Alliance of PA.	Must be careful to separate advocacy from lobbying	Initiate new contacts; expand number of staff directly participating. Further develop current relationships.	Start : 10/2017 End: On Going	Executive Director
Develop a written advocacy policy for HACC that identifies issues, positions and the process of contact with key elected officials	Talk with Housing Alliance of PA to get their input and recommendations on process	Write policy paper.	Start : 11/2017 End: 03/2018	Executive Director
Implement and evaluate on an annual basis		Conduct advocacy based on various methods as outlined in written policy	Start: 04/2018 End: On Going	Executive Director

Expand the Family Self-Sufficiency program to serve the greatest potential number of voucher holds and consider in that expansion, the inclusion of public housing residents.

Goal Coordinator: Supportive Services

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Research how to expand to PBV and PH.	Limited number of Public Housing families.	Chose the best implementation model for HACC.	Start: 12/17 End: 6/18	Supportive Services
Develop a new brochure to market the program.	Time Cost	Create brochure and gain approval. Have brochures at the front desk. Give out brochures with all annual packets and as needed.	Start: 12/17 End: Ongoing	HCV Division
Market the program to new HCV participants at voucher briefing and annual.		Create written marketing strategy. Have partner agencies market the program to their participants through case managers. Have PCC market to their clients.	Start: 2/18 End: Ongoing	Supportive Services

Create a formal quality control system to review, evaluate and improve all services delivered by HACC staff.

Goal Coordinator: Administration

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Have a complaint liaison to handle incoming complaints.	Cost-new employee Software Space Training	Hire an additional staff to handle all incoming complaints. *Contingent on budget*	Start: 03/2018 End: Ongoing	Administration
Have a quality control person to review and ensure quality work being produced.	Cost Space Training	Hire a person to perform quality checks on work being produced. The additional staff will verify that the correct procedures are being followed: *documentation *customer service	Start: 03/2018 End: Ongoing	Administration Sr. Staff
Create standardized letters to maintain a level of consistency within the organization.	Timeliness Emphasys software-access	Create standardized letters within HACC for consistency and quality.	Start: 04/2018 End: 04/2019	Administration Sr. Staff

Increase opportunities for and access to safe, decent and affordable housing.

Goal Coordinator: Supportive Services

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Develop new affordable rental units in opportunity areas.	-Displacement of residents due to economic pressures; location/type of affordable housing. -Segregation; R/ECAP; Disparities in access to opportunities; disproportionate housing need	Create 200 new affordable units in areas of opportunity	Start: 01/2018 End: 12/2023	Executive Director
Support homebuyer programs, including the use of housing choice vouchers to promote homeownership.	Location and type of affordable housing; availability of affordable units in range and sizes	Expand and market the Housing Choice Voucher Homeownership Program to ensure higher utilization through the Family Self-Sufficiency Program	Start: 01/2018 End: 12/2023	Supportive Services Division
Participate in Decade to Doorways' activities	Location and type of affordable housing; displacement of residents due to economic pressures; availability of affordable units in a range of sizes; impediments to mobility; access to publicly supported housing for persons with disabilities	Compile affordable housing landlord database.  Research Healing place best management practices and provide recommendations	Start: 09/2017 End: 12/2017  Start: 11/2017 End: 03/2018	Supportive Services Division  Supportive Services Division

<p>Design, seek funding and implement a flexible subsidy system to create maximum housing options for placement of eligible low-income families</p>	<p>Location and type of affordable housing; availability of affordable units in a range of sizes.</p>	<p>Create a shallow subsidy system utilizing non-housing choice voucher funding.</p>	<p>Start: 10/2017 End: 12/2019</p>	<p>Housing Choice Voucher Division Supportive Services</p>
---	---	--	--	--



Work in coordination with providers and consumers from the disabled, special needs and homeless community to remove physical and institutional barrier to obtain and maintain housing.

Goal Coordinator: Executive Director

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
<p>Develop new affordable rental units in opportunity areas through strategic leveraging of housing resources which many include Community Development Block Grant, HOME Investments Partnerships, HealthChoices Reinvestment, County Housing Trust Program, or other available funds. Number of units per year may vary based on funding availability and proposals received.</p>	<p>Location and type of affordable housing; lack of affordable, accessible housing in range of unit sizes; lack of affordable, integrated housing for individuals who need supportive services; lack of assistance for transitioning from institutional settings to integrated housing.</p>	<p>Develop 25 new affordable units for individuals with mental health needs through DCD's annual RFP process to create an average of 5 new rental units per year.</p>	<p>Start: 01/2018 End: 01/2023</p>	<p>Executive Director</p>

<p>Continue operation of the Housing Locator Program to identify housing opportunities for homeless persons</p>	<p>Access to publicly supported housing for persons with disabilities; lack of affordable, accessible housing in range of unit sizes; location of accessible housing; impediments to mobility.</p>	<p>Placement of 50 households annually. Add 20 active participating landlords to the housing locator on an annual basis to reach a total of 150</p>	<p>Start: 09/2017 End: Ongoing</p>	<p>Supportive Services</p>
<p>Create and implement a marketing plan to landlords to encourage leasing to voucher holds with disabilities and/or special needs</p>	<p>Lack of affordable, accessible housing in range of unit sizes, access to publicly supported housing for persons with disabilities.</p>	<p>Partner with agencies that have funds for rental unit accommodations. Implement marketing plan to landlords at designated events including bi-annual landlord forums.</p>	<p>Start: 12/2017 End: 12/2018</p>	<p>HCV Division</p>
<p>Coordinate paratransit services to residents with limited mobility options that reside in Chester County affordable housing developments so that they have greater access to required services, including medical appointments.</p>	<p>Availability, type, frequency and reliability of public transportation; Access to transportation for persons with disabilities.</p>	<p>Expand ridership and access to transportation by establishing a program that will accommodate 1,000 annual trips for residents of affordable housing properties.</p>	<p>Start: 01/2019 End: 01/2020</p>	<p>Executive Director</p>

<p>Explore possibilities for providing transit options for low income residents to connect with job opportunities throughout Chester County and other employment hubs through involvement in the development and implementation of the Chester County Planning Commission's comprehensive plan, Landscapes3.</p>	<p>Availability, type, frequency and reliability of public transportation; Access to transportation for persons with disabilities.</p>	<p>Coordinate efforts with the Chester County Planning Commission to provide transportation access to low-income persons and those with disabilities.</p>	<p>Start/End: Ongoing</p>	<p>Executive Director</p>
--	--	---	---------------------------	---------------------------

Provide more diverse housing opportunities and encourage mobility among low income residents living in areas of poverty, particularly those in Coatesville's racially and ethnically concentrated areas of poverty.

Goal Coordinator: HCV Division

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Implement Small Area Fair Market Rent (SAFMR) Program to encourage mobility.	HUD has lifted mandate; it is now voluntary; possible negative impact in areas where there is existing affordable housing; feasibility is subject to federal appropriations.	Create and implement SAFMR Program	Start: 01/2018 End: Ongoing	Executive Director Special Programs HCV Division
Develop an educational program to encourage voucher holders to consider housing in higher opportunity areas.	Location and type of affordable housing; impediments to mobility; availability of units in a range of sizes.	Create an educational protocol to be used by Housing Specialists and develop written materials for distribution.	Start : 01/2018 End : 04/2018 with ongoing implementation	Special Programs HCV Division

<p>Conduct an annual evaluation of housing choice voucher locations to monitor mobility efforts including research into geographic preferences for both current Section 8 recipients and new applicants</p>	<p>Location and type of affordable housing; impediments to mobility; availability of units in a range of sizes</p>	<p>Decrease vouchers in Coatesville 1% per year from 44% to 39% and create a comprehensive survey (to be administered annually) to determine geographic preferences</p>	<p>Start : 01/2018 End : 05/2018 Then on going in subsequent years</p>	<p>HCV Division</p>
<p>Target two future allocations of project based vouchers to developments either existing in or proposed for areas of higher opportunity</p>	<p>Location and type of affordable housing; impediments to mobility; availability of units in a range of sizes; consideration of income discrimination</p>	<p>Dependent upon federal funding availability, provide 35 new PBV units at the two targeted projects</p>	<p>Start: 01/2018 End: 12/2020</p>	<p>Executive Director Special Programs PBV Housing Specialist</p>
<p>Research the geographic location preferences for participants in the housing choice voucher program including new applicants who are searching for housing and those currently living in subsidized units who wish to move.</p>	<p>Location and type of affordable housing; Availability of affordable units in a range of sizes.</p>	<p>Create a comprehensive survey to assess housing needs and preferences among housing choice voucher holders.  Implement survey, and collect and analyze the results of the responses to inform future housing policies and programming.</p>	<p>Start: 01/2018 End: 12/2018  Start: 01/2019 End: 12/2021</p>	<p>HCV Division</p>

Create awareness of the availability of housing, workforce development and community service resources in the county and how to obtain them.

Goal Coordinator: HCV Division

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Provide information about community events via web site and e-newsletter communications to citizens so they can access housing, workforce development, and community services within the county.	Quality of affordable housing information programs; opportunity access.	Participate in 25 housing and community services workshops annually	Start: 01/2018 End: Ongoing	All Staff
Ensure that individuals with limited English proficiency can access resources	Quality of affordable housing information programs	Evaluate outreach efforts to LEP individuals and provide recommendations to improve access.	Start: 01/2018 End: 12/2021	All Staff
Provide rental preparation education program materials to HACC waiting list prospects before searching for housing.	Quality of affordable housing information programs	Prepare materials to be distributed at voucher briefing. Prepare a video training for rental preparation and make it accessible from HACC website	Start: 01/2018 End: 12/2020	HCV Division  Administration

Expand efforts to increase understanding of fair housing rights, responsibilities and affordable housing resources.

Goal Coordinator: Supportive Services

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Review fair housing programming on a quarterly basis and target fair housing educational efforts to remove barriers to fair housing.	Need for awareness among consumers, providers, municipalities and housing professionals for how and when to use fair housing supports.	Conduct 2 fair housing events annually in coordination with the Chester County Department of Community Development.	Start: 11/2017 End: Ongoing	Supportive Services
Include fair housing educations for homebuyer program participants (through referrals to partner agencies).	Need for awareness among consumers, providers, municipalities and housing professionals for how and when to use fair housing supports.	Provide education to 35 individuals annually	Start: 09/2017 End: Ongoing	Supportive Services
Provide fair housing materials for all residents living in publicly supported housing	Need for awareness among consumers, providers, municipalities and housing professionals for how and when to use fair housing supports.	Ensure recipients of affordable housing funding provide air housing materials to residents	Start: 12/2017 End: Ongoing	HCV Division Asset Management

Integrate housing efforts between HACC and the various Chester County departments.

Goal Coordinator: Executive Director

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Participate as an active member in the Decade to Doorways Plan to eliminate homelessness and issue vouchers to the most vulnerable members of that population.	Location and type of affordable housing; ways to increase it as part of a larger strategy	Participate as team members and utilize VISPDAT tool in helping to determine most vulnerable population for voucher issuance	Start: 01/2018 End: On Going	Executive Director
Participate in the Chester County's Landscape 3 planning	Location and type of affordable housing; ways to increase it as part of a larger strategy	Participate in planning meetings and provide information when requested	Start: 01/2018 End: 12/2020	Executive Director
Participate as a member of Chester County's Housing Options Task Force to increase housing opportunities for Chester county residents through partnerships.	Location and type of affordable housing; ways to increase it as part of a larger strategy	Participate in planning meetings and provide information when requested	Start: 01/2018 End: On Going	Executive Director



Develop a detailed five year capital plan based upon findings and recommendations from a comprehensive physical needs analysis.

Goal Coordinator: Asset Management

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Award Physical Needs Analysis (PNA) contract.	May need to reissue current RFP due to few submittals	Contract developed and executed	Start: 09/2017 End: 11/2017	Consultant Special Programs
Coordinate on site PNA with chosen architectural firm	Residents should be advised of what is happening and perhaps have a chance to offer input	Accompany staff from firm performing PNA and provide background information as needed	Start: 01/2018 End: 03/2018	Asset Management
Finalize PNA and then create a work group and jointly develop a Capital Plan based on the PNA results	Include residents and architect in the group	Receive finalized PNA and create Capital Plan	Start: 05/2018 End: 08/2018	Consultant Asset Management Special Programs

Present plan to public housing residents for review and comment	Make the presentation as relevant as possible to their existing concerns	Advertise Plan on website and schedule a public hearing; modify plan as required	Start: 08/2018 End: 09/2018	Consultant Asset Management Special programs
Secure necessary environmental review and implement 5 year plan		Submit to County for review and implement as soon as the environmental requirement is met	Start: 09/2018 End: 10/2018	Asset Management Special Programs

Create a flexible and responsive voucher issuance strategy that emphasizes our commitment to housing special populations.

Goal Coordinator: Executive Director

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Create task force to explore need for vouchers in Chester County especially in relation to special populations	Diverse as possible	Select key participants and create work group	Start: 01/2018 End: On Going	Executive Director HCV Division
Determine annual targets for issuance	Review past allocation pattern by Congress; Carefully research EOP statistics	Perform necessary research; hold meetings to discuss needs and categorize those special populations by priority based on vulnerability	Start: 02/2018 End: 05/2018	Executive Director HCV Division
Initiate issuance (with no less than quarterly evaluation of efforts)	Perhaps allocate some of issued vouchers to regular waiting list; level of issuance dependent upon adequate federal appropriations	Issue vouchers and review every three months	Start: 06/2018 End: On Going	Executive Director HCV Division

Review HACC Personnel Policy to update and revise on an annual basis to be in compliance with new legal requirements, changing industry practices and to ensure timely, meaningful evaluation of employee performance.

Goal Coordinator: Administration

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Review and update personnel policy annual	None	Review the personnel policy on an annual basis to stay in compliance with new laws. Make necessary revisions and submit for Board approval.	Start: 01/2018 End: Ongoing	Administration
Explore ways to improve/modify benefits: - Health insurances - Tuition reimbursement	Timeliness Benchmarking-SHRM, Market analysis for various insurances/benefits.	Provide benefits that are affordable and attractive to incoming and current employees; by possibly modifying what HACC currently has and what is out on the market	Start: 01/2018 End: Ongoing	Administration Sr. Staff Executive Director

Review and update on an annual basis the Housing Choice Voucher Administrative Plan.

Goal Coordinator: HCV Division

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Research all relevant changes in the HCVP in regards to HUD Guidance, HUD Notices and changes in the Code of Federal Regulations.	Utilize NAHRO notifications and updates from Nan McKay	Compile listing of required regulatory changes to HCV program	Start: 01/2018 End: 03/2018	HCV Division
Form a work team with Section 8 staff to analyze current internal policies that may need modification	Very important to improve customer service and professional product delivery	Assemble staff recommendations on procedural improvements	Start: 01/2018 End: 03/2018	HCV Division
Compose new plan and submit for comment	Share any comments with staff and Board to receive their thoughts and suggestions	Write plan, post on website and invite comments	Start: 04/2018 End: 06/2018	HCV Division
Submit for Board approval and implementation		Implement revised Administrative Plan	Start: 07/2018 End: On Going	HCV Division

Review and update on an annual basis the Public Housing Admissions and Continued Occupancy Plan.

Goal Coordinator: Asset Management

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Research all relevant changes in HUD Guidance regarding Public Housing: HUD Notices and changes in the Code of Federal Regulations.	Utilize NAHRO notifications and updates from Nan McKay	Compile listing of required regulatory changes to Public Housing	Start: 01/2018 End: 03/2018	Asset Management
Form a work team to analyze current internal policies that may need modification.	Very important to streamline processes to improve vacancy rates.	Assemble staff recommendations on procedural improvements	Start: 01/2018 End: 03/2018	Asset Management
Compose new plan and submit for comment.	Share any comments with staff and Board to receive their thoughts and suggestions.	Write plan, post on website and invite comments.	Start: 04/2018 End: 06/2018	Asset Management
Submit for Board approval and implementation.		Implement revised ACOP	Start: 07/2018 End: On Going	Asset Management

Research and, if proven feasible, convert the maintenance of public housing to a contractual system rather than performance by direct (on payroll) employees of HAC.

Goal Coordinator: Asset Management

Action	Relevant Factors	Outcomes	Anticipated start/end date	Responsible Staff
Develop RFP to secure a firm to perform maintenance on a contract basis at a test site in public housing	Also research other housing authorities to see if anyone else is doing this	Write RFP, advertise and select firm to perform maintenance at a selected public housing site	Start: 01/2018 End: 03/2018	Asset Management Executive Director Special programs
Initiate contractual maintenance, evaluate results and, if feasible, expand to all sites.	Professional inspectors and the use of their protocols should be heavily relied on	Perform work and evaluate results and, if applicable, develop and implement a schedule for expansion	Start: 04/2018 End: 12/2018	Asset Management Special Programs
Evaluate annually and modify as required		Do a written evaluation based on observation, customer satisfaction and a formalized inspection process.	Start: 01/2019 End: On Going	Asset Management Special Programs

**ATTACHMENT 3**  
**PROGRESS REPORT**



## **Attachment 3: Progress Report (2017) Section B.3 of 50075 – 5Y**

### ***GOALS & OBJECTIVES FOR THE FIVE YEAR PLAN 2015 – 2019*** **PROGRESS TO DATE**

*Goals are based on HUD goals*

#### **HUD STRATEGIC GOAL, #1**

Strengthen the Nation's Housing Market to bolster the economy and protect consumers.

#### **HACC Goal:**

Strengthen Chester County's Housing Markets by working with selected local community-oriented developers to create affordable housing

#### **Objectives:**

**#1 To ensure financing activities and construction activities are sourced locally so that monies accrue to the local economy.**

Through work with our county's ten year plan to end homelessness, we have aggressively sought out Chester County based developers and existing property owners to increase affordable housing resources. This includes supporting new development and increasing the landlord base willing to provide affordable units to low and moderate income families. A 48 unit housing development was constructed for homeless veteran and opened in May of 2017. HACC has awarded 21 vouchers to Petra, Inc. to support a LIHTC development in Phoenixville, PA...

**# 2 To be proactive in the enforcement of fair housing laws and to provide education on this topic to applicants as well as the community.**

Fair housing seminars have been sponsored and are included in our annual Landlord Forum. The HACC has also participated in a Mobility Initiative (with HUD, the Quadel Corporation and the Philadelphia Housing Authority) to help HCV families relocate to areas of higher opportunity. Additionally, HACC has partnered with the Chester County Department of Community Development to jointly prepare the newly required AFFH Plan. The AFFH Plan was submitted in early 2017 and was accepted by HUD. All goals and objectives in the AFFH have been incorporated in HACC's new 5 Year Plan.

#### **HUD STRATEGIC GOAL, #2**

Meet the Need for Quality Affordable Rental Homes

#### **HACC Goal:**

Meet the Need for Quality Affordable Rental Homes in Chester County by collaborating with local developers, real estate management firms and landlords.

**Objectives:**

**# 1 To apply for additional HCV funding so as to increase the number and bedroom-size of vouchers for eligible families.**

Additional funding will be applied for when made available. HACC has indicated to HUD that it wishes to be placed on the “registry” for new incremental VASH vouchers.

**# 2 To apply for/set aside voucher funding for Project-Base vouchers for particularly for special populations.**

Additional funding will be applied for when made available. In addition HACC is actively considering conversion of tenant based vouchers to project based. The project based voucher cap was increased through the recently enacted HOTMA legislation.

**HUD STRATEGIC GOAL #3**

Use Housing as a Platform to Improve Quality of Life

**HACC Goal:**

Use Housing as a Platform to Improve Quality of Life, especially for the Veteran and Disabled population of Chester County

**Objectives:**

**# 1 To implement the philosophy of “Housing First” in assisting the County’s efforts to address homelessness**

The HACC has become an integral part of the County’s ten year plan to end homelessness. The plan is called “Decade to Doorways”. The Executive Director leads the Permanent Housing Action Team whose purpose is to increase the supply of affordable housing in the county.

Action steps to date include support of new housing construction, creation of a landlord network and implementing a voucher program for literally homeless families. All are accomplished with utilization of the “Housing First” approach when the time comes for selecting applicants for occupancy.

The Whitehall development along with the aforementioned new applications have utilized the Housing First approach. The developers involved in those projects have all provided certifications that they will employ the Housing First concept when screening applicants.

**# 2 To pursue obtaining additional VASH vouchers from HUD**

HACC has received two incremental awards in the last year for a total of 78 additional VASH vouchers. Additionally we have applied for 90 project based VASH vouchers.

**# 3 To collaborate with the County in undertaking innovative financing to provide housing for the MH/MR population.**

HACC is engaged in a planning effort with the county’s mental health professionals to seek capital funding for an affordable housing development. In exchange for the funding (which would be gap financing for a LIHTC project) there would be set aside units reserved for mental health referrals.

**# 4 To provide more targeted services to PH residents by the creation of a Supportive Services Division that will further develop self-sufficiency activities and particularly apply for special HUD funding to address various service needs of PH residents.**

The Supportive Services Division was created and is functioning. It is staffed from a variety of funding sources including HACC, FSS, Chester County, AmeriCorps VISTA and interns from West Chester University. Funding has been applied for with the County and through the HUD ROSS Program

**HUD STRATEGIC GOAL, #4**

Build Strong, Resilient, & Inclusive Communities

**HACC Goal:**

Build Strong, Resilient, & Inclusive Communities within Chester County

**Objectives**

**# 1 To collaborate with the County, NGO’s and other community-based organizations to increase awareness of discrimination and means to address it.**

HACC participates in Fair Housing training seminars and forums. Additionally staff serves on several committees that address issues related to housing discrimination. HACC has also been a participating agency in a regional Mobility Initiative (in partnership with HUD and the Philadelphia Housing Authority). HACC partnered with the County in doing the required AFFH Plan.

**#2 To collaborate with the County, NGO’s and other community-based organizations to improve work and life skills as well as economic opportunity.**

This has been accomplished through increasing activities and participation (by HCV families) in our Family Self Sufficiency program. Emphasis is on providing services leading to improve economic opportunity for families enrolled in FSS.

## **HUD ADMINISTRATIVE OBJECTIVES**

**Establish strategies & metrics for improvement of financial, information, and administrative management, including human capital and organizational structure**

### **HACC Objectives:**

Review and refine strategies for improvement of financial, information, and administrative management, including human capital and organizational structure.

**#1 Review current financial management practices to identify any weaknesses, ensuring compliance with regulations.**

Review and planning is ongoing

**# 2 Re-define organizational structure to improve efficiencies and delivery of services to the community.**

Review and planning is ongoing

**# 3 Review administrative practices to improve management effectiveness and responsiveness both to those we serve and the community at large.**

Review and planning is ongoing.

**ATTACHMENT 4**  
**VIOLENCE AGAINST WOMEN STATEMENT**

**STATEMENT ON PROACTIVE COMPLIANCE FOR THE  
VIOLENCE AGAINST WOMEN ACT (VAWA)  
BY THE  
HOUSING AUTHORITY OF CHESTER COUNTY**

The HACC is very proactive in its action to assist any of our subsidy recipients who are victims of violence and/or threatened violence. We work closely with the Community Youth and Women's Alliance in Coatesville to address VAWA related needs of HACC public housing residents and Section 8 voucher holders. We also work with the Domestic Violence Center of Chester County (DVCCC) in many ways. This includes referrals, issuance of vouchers and providing assistance through our Rapid Rehousing Program and Housing Locater Program. HACC has also recently awarded the DVCCC 7 project based vouchers for houses they utilize to shelter women who have been victims of abuse.

In the Housing Choice Voucher program it is the policy of HACC ( as referenced in its Administrative Plan) to cause a lease to be "bifurcated" so that a leaseholder or household member who is the victim (threatened or actual) of such violence will not be subject to the standard provisions which might result in an eviction. However, the perpetrator who is a leaseholder or household member on the lease will remain subject to the provisions concerning such activity and the HACC may take appropriate action against them including removal from the lease. This policy is strictly enforced.

**ATTACHMENT 5**

**SIGNIFICANT AMENDMENT OR MODIFICATION**

**DEFINITION OF SIGNIFICANT AMENDMENT AND  
SUBSTANTIAL DEVIATION/MODIFICATION  
FOR  
HOUSING AUTHORITY OF CHESTER COUNTY**

Substantial deviation or significant amendments/modifications are defined as discretionary changes in the plan or policies of the housing authority that fundamentally change the mission, goals, objectives or plans of the agency and which require formal approval of the Board. A significant amendment is further defined to include proposed demolition, disposition, homeownership, RAD conversion, Capital Fund Financing, development or mixed finance proposals as these are all related to the CFP Five Year Action Plan based on the Capital Fund Final Rule.



**ATTACHMENT 6**

**RAB COMMENTS**

2017 Resident Advisory Board Meeting  
 Wednesday September 20, 2017 at 11AM

Sign in Sheet

	Name	Building	Phone Number
1.	Debra Johnson	HACC	djohnson@haccnet.org
2.	Amber Caldwell	HACC	acaldwell@haccnet.org
3.	Shannon Yoder	HACC	syoder@haccnet.org
4.	Porsna Johnson	HACC	pjohnson@haccnet.org
5.	JOHN Kostyal	HACC	jkostyal@haccnet.org
6.	Tyrone Wallace	HACC	twallace@haccnet.org
7.	Dale Thovet	HACC - ED	—
8.	Pat Downs	KING TERRACE HACC	King Terrace
9.	Ann Weller	KING TERRACE	KING TERRACE
10.	MIKE BOULANGER	KING TERRACE	
11.	Sean McCoy	King Terrace	484 920 8172 <del>610</del>
12.	Alan Madonia Sr.	Offord	610-467-1194
13.	Robin Senss	HACC	610-235-4538

Name	Building	Phone Number
14. Ryan Teter	Church Street Towers	610-812-6833
15. Kathy Kline		

## RAB meeting notes

Pat, Ann, Sean, Mike, Ryan, Lee, Dale, John, Tyrone, Kathy, Deb, Robin, Amber

Introductions: Dale

- Explained the annual plan
- This year submitting 5 year and 1 year plan
- Commissioner/Staff Board Retreat on August 8, 2017- developed the 31 goals to focus on for the next 5 years.
- Send questions to robin –RSenss@haccnet.org
- One goal example is do we want to change PH move towards RAD—entity owns the building and the subsidy changes to Project Based Units. This allows for better/greater modification. As residents, nothing would change for you.
- Other goals relate to development and section 8
- Robin will give out business cards
- HACC and DCD completed a joint fair housing plan – look through for comments – will be included in the comments for. HUD
- We also developed a new mission statement.
- Originally our next 5 yr. plan wasn't required until 2020. However HACC has decided to partner w/ Community Development Fair Housing Plan. Therefore 5 year cycle begins 2018
- Staff will report each month where they are on the action plan at the board meetings.
- Another goal is to relate some HACC staff to a satellite office.
- Please feel free to provide comments today and if you think of them later then by email to Robin Senss.

Kathy: 222 Church St., I will be scheduling a meeting with your tenant council to give you're your budget for the year.

Dale: Introduce VISTA volunteer for 2017/2018 Xavier

- Push for next year is to have representatives from Section 8 ( ? budget section 8 program)
- VISTA currently setting up meet and greets at each public housing site and Fairview Village.

John: Capital Fund

- Capital Fund projects and activities we are discussing are for improvements to your sites.
- We always partner with tenant councils so they can gather ideas for improvement.
- If you have any questions you can send them to John Kostyal.
- Amp 4 is King Terrace; Amp 8 is Oxford; Amp 25 is all of West Chester

Review of the Capital Fund

- John went through each AMP page by page and year-by year.

- Items out to year #5 doesn't mean it will take place in year #5. There must be something in the plan about each item we think may need to address in the next 5 years.
- ~~Whatever your residents are asking for make sure we put that down in this plan.~~
- Certain categories are in every year.
- John went over major work categories
- Comment from a resident: "What about windows leaking?"
  - o John: "That is regular repairs. Something like shutters, is not."
- Dale – If you feel that some of those items should happen sooner let HACC know and we can make that happen. Any questions?
- Dale- Windows at Locust Court, where are we on that?
  - o John- We applied for funds from the county. We will tie this into the PNA.
- Dale- the PNA we will have completed in the near future may result in us having to change this plan.

#### Comments from King Terrace

1. These new ac units won't be right away? John- Correct. Tenant- When could we see about that? John- When the PNA is done.
2. Is there anything we could do out front to keep the mud from going onto the walking path, another retaining wall? We have to wade through inches of water to get in the front door. John- yes we can work on that right away.

#### Comments from Oxford

1. The only thing I see is about the parking lot. There are big holes between the parking lot and the road. Whose responsibility is that? They get deeper and deeper. John- I will look into that.
2. About landscaping, we were told we had to buy mulch and flowers for the beds out front. Why is that not covered under this landscaping line item? John- Tenant council years ago said they wanted a flower bed and they would pay for the flowers and mulch. If you want it to be just grass we can take it down. Dale- Why don't you work with your support services VISTA to get mulch and flowers donated?

#### Comments from West Chester

1. You spoke about changing doors, would the doors lock automatically? John- No, the new locks do not automatically lock. But there will be no keys, it will be key fobs.
2. What about weather stripping under the doors? John- We did weather stripping under our EPC contract. If you have weather stripping that is missing you need to put in a maintenance order. Some areas do not have the weather stripping because it needs to let air flow through.

Dale thanked everyone for coming and announced that their comments would be utilized in determining if any changes would be made in the Five Year Plan. \*

\*Please note that subsequent review of the draft Five Year Plan concluded that all resident questions and suggestions were adequately addressed in the document's goals and objectives.

**ATTACHMENT 7**  
**OFFICIAL CERTIFICATIONS**

**Civil Rights Certification**  
*(Qualified PHAs)*

U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing  
OMB Approval No. 2577-0226  
Expires 02/29/2016

**Civil Rights Certification**

**Annual Certification and Board Resolution**

*Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official, I approve the submission of the 5-Year PHA Plan for the PHA of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the public housing program of the agency and implementation thereof:*

The PHA certifies that it will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990, and will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those program, addressing those impediments in a reasonable fashion in view of the resources available and working with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.

Housing Authority of Chester County

PA 046

\_\_\_\_\_  
PHA Name

\_\_\_\_\_  
PHA Number/HA Code

\_\_\_\_\_  
I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. **Conviction** may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official : Dale Gravett

Title Executive Director

Signature

*Dale Gravett*

Date

*10/16/2017*

**Certification by State or Local  
Official of PHA Plans Consistency  
with the Consolidated Plan or  
State Consolidated Plan  
(All PHAs)**

U. S Department of Housing and Urban Development  
Office of Public and Indian Housing  
OMB No. 2577-0226  
Expires 2/29/2016

**Certification by State or Local Official of PHA Plans  
Consistency with the Consolidated Plan or State Consolidated Plan**

I, Patrick Bokovitz, the Director of Chester County DCD  
*Official's Name* *Official's Title*

certify that the 5-Year PHA Plan and/or Annual PHA Plan of the  
Housing Authority of Chester County  
*PHA Name*

is consistent with the Consolidated Plan or State Consolidated Plan and the Analysis of  
Impediments (AI) to Fair Housing Choice of the  
County of Chester, PA  
*Local Jurisdiction Name*

pursuant to 24 CFR Part 91.

Provide a description of how the PHA Plan is consistent with the Consolidated Plan or State  
Consolidated Plan and the AI.

Both entities have jointly prepared and submitted the AFFH Plan to HUD. The AFFH was accepted by HUD.  
The Housing Authority provides input into the goals and objectives contained in the Consolidated Plan

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

<u>Pat Bokovitz</u> Name of Authorized Official	Title Director of Chester County Department of Community Development
<u>Pat Bokovitz</u> Signature	Date 10/19/17



**Certifications of Compliance with  
PHA Plans and Related Regulations  
(Standard, Troubled, HCV-Only, and  
High Performer PHAs)**

U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing  
OMB No. 2577-0226  
Expires 02/29/2016

**PHA Certifications of Compliance with the PHA Plan and Related Regulations including  
Required Civil Rights Certifications**

*Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the \_\_\_X\_\_\_ 5-Year and/or \_\_\_ Annual PHA Plan for the PHA fiscal year beginning 01/01/2018, hereinafter referred to as "the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:*

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located.
2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments to Fair Housing Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan.
3. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Resident Advisory Board or Boards in developing the Plan, including any changes or revisions to the policies and programs identified in the Plan before they were implemented, and considered the recommendations of the RAB (24 CFR 903.13). The PHA has included in the Plan submission a copy of the recommendations made by the Resident Advisory Board or Boards and a description of the manner in which the Plan addresses these recommendations.
4. The PHA made the proposed Plan and all information relevant to the public hearing available for public inspection at least 45 days before the hearing, published a notice that a hearing would be held and conducted a hearing to discuss the Plan and invited public comment.
5. The PHA certifies that it will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.
6. The PHA will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those programs, addressing those impediments in a reasonable fashion in view of the resources available and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.
7. For PHA Plans that includes a policy for site based waiting lists:
  - The PHA regularly submits required data to HUD's 50058 PIC/IMS Module in an accurate, complete and timely manner (as specified in PIH Notice 2010-25);
  - The system of site-based waiting lists provides for full disclosure to each applicant in the selection of the development in which to reside, including basic information about available sites; and an estimate of the period of time the applicant would likely have to wait to be admitted to units of different sizes and types at each site;
  - Adoption of a site-based waiting list would not violate any court order or settlement agreement or be inconsistent with a pending complaint brought by HUD;
  - The PHA shall take reasonable measures to assure that such a waiting list is consistent with affirmatively furthering fair housing;
  - The PHA provides for review of its site-based waiting list policy to determine if it is consistent with civil rights laws and certifications, as specified in 24 CFR part 903.7(c)(1).
8. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
9. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
10. The PHA will comply with the requirements of section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.
11. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.

12. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
13. The PHA will provide the responsible entity or HUD any documentation that the responsible entity or HUD needs to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58 or Part 50, respectively.
14. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under Section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
15. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
16. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act, the Residential Lead-Based Paint Hazard Reduction Act of 1992, and 24 CFR Part 35.
17. The PHA will comply with the policies, guidelines, and requirements of OMB Circular No. A-87 (Cost Principles for State, Local and Indian Tribal Governments), 2 CFR Part 225, and 24 CFR Part 85 (Administrative Requirements for Grants and Cooperative Agreements to State, Local and Federally Recognized Indian Tribal Governments).
18. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the regulations and included in its Plan.
19. All attachments to the Plan have been and will continue to be available at all times and all locations that the PHA Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its PHA Plan and will continue to be made available at least at the primary business office of the PHA.
22. The PHA certifies that it is in compliance with applicable Federal statutory and regulatory requirements, including the Declaration of Trust(s).

Housing Authority of Chester County

PA 046


PHA Name

PHA Number/HA Code

Annual PHA Plan for Fiscal Year 20

5-Year PHA Plan for Fiscal Years 2018 - 2023

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Name of Authorized Official <b>PAT BOROVITZ</b>	Title <b>CHAIRMAN</b>
Signature 	Date <b>10/9/17</b>

**ATTACHMENT 8**

**RESOLUTION AND ADDITIONAL DOCUMENTS**

**RESOLUTION 2017 – 07**

WHEREAS the Housing Authority of the County of Chester has received and reviewed the proposed Annual Plan and Five Year Plan; and

WHEREAS the Housing Authority of the County of Chester made the plans available for a 45 day comment period, reviewed the plans with the Resident Advisory Board and held the required public hearing; and

WHEREAS, the creation of a new Five Year Plan was necessary due to a needed change in effective dates because of the Housing Authority of Chester County partnering with the Chester County Department of Community Development in submitting a Fair Housing Plan (AFFH) to HUD.

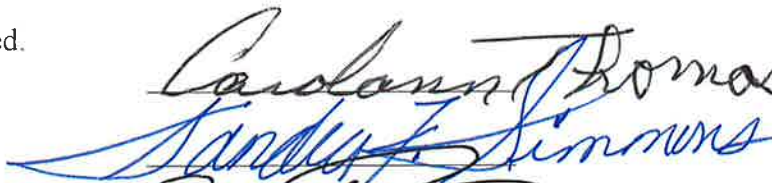

NOW THEREFORE BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the County of Chester having reviewed the documents, adopts the proposed Annual Plan and Five Year Plan.

Motion made by Commissioner Patrick Bokovitz that the Board of Commissioners adopt this resolution. Commissioner Sandra Simmons seconded the motion. Upon roll call the vote was:


4 Ayes

\_\_\_\_\_ Nays

Chairperson Bokovitz declared the motion carried.

  
\_\_\_\_\_  
  
\_\_\_\_\_  
\_\_\_\_\_

Attest:

  
Secretary

10-09-17  
Date

**PUBLIC HEARING FOR ANNUAL PLAN**  
**HOUSING AUTHORITY OF CHESTER COUNTY**

On October 5, 2017 at 2:00 pm a Public Hearing was held to present the 2018 -2023 Five Year Plan and receive any comments concerning it. The Hearing was held in the Board conference room of the HACC offices in West Chester, PA.

Executive Director Dale Gravett reviewed the plan with those present. The review included a summary of key actions in 2017 that related to achieving the stated objectives in the previous Five Year Plan. Proposed capital items were discussed and a report was made concerning comments received at the Plan meeting that occurred with the Resident Advisory Board.

The new Five Year Plan was then discussed. A new Five Year Plan was necessitated due to the HACC partnering with the Chester County Department of Community Development to submit the AFFH Plan (for Fair Housing).

No comments were received and the Hearing was closed.