

<b>Annual PHA Plan</b> <i>(Standard PHAs and Troubled PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 02/29/2016
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**Purpose.** The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families.

**Applicability.** Form HUD-50075-ST is to be completed annually by **STANDARD PHAs** or **TROUBLED PHAs**. PHAs that meet the definition of a High Performer PHA, Small PHA, HCV-Only PHA or Qualified PHA do not need to submit this form.

**Definitions.**

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both of the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, or at risk of being designated as troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceeds 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceeds 550, and that was designated as a standard performer in the most recent PHAS or SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined, and is not PHAS or SEMAP troubled.

<b>A.</b>	<b>PHA Information.</b>																																				
A.1	<p> <b>PHA Name:</b> <u>Housing Authority of Kansas City, MO</u>      <b>PHA Code:</b> <u>MO002</u>  <b>PHA Type:</b> <input checked="" type="checkbox"/> Standard PHA   <input type="checkbox"/> Troubled PHA  <b>PHA Plan for Fiscal Year Beginning:</b> (MM/YYYY): <u>01/2019</u>  <b>PHA Inventory</b> (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above)  <b>Number of Public Housing (PH) Units</b> <u>1,921</u>      <b>Number of Housing Choice Vouchers (HCVs)</b> <u>8,150</u>      <b>Total Combined Units/Vouchers</b> <u>10,071</u>  <b>PHA Plan Submission Type:</b> <input checked="" type="checkbox"/> Annual Submission      <input type="checkbox"/> Revised Annual Submission         </p> <p> <b>Availability of Information.</b> PHAs must have the elements listed below in sections B and C 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. 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 website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.         </p> <p> <input type="checkbox"/> <b>PHA Consortia:</b> (Check box if submitting a Joint PHA Plan and complete table below)         </p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Participating PHAs</th> <th rowspan="2">PHA Code</th> <th rowspan="2">Program(s) in the Consortia</th> <th rowspan="2">Program(s) not in the Consortia</th> <th colspan="2">No. of Units in Each Program</th> </tr> <tr> <th>PH</th> <th>HCV</th> </tr> </thead> <tbody> <tr> <td>Lead PHA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program		PH	HCV	Lead PHA:																							
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**B. Annual Plan Elements**

**B.1 Revision of PHA Plan Elements.**

(a) Have the following PHA Plan elements been revised by the PHA?

- Y N
- Statement of Housing Needs and Strategy for Addressing Housing Needs
  - Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.
  - Financial Resources.
  - Rent Determination.
  - Operation and Management.
  - Grievance Procedures.
  - Homeownership Programs.
  - Community Service and Self-Sufficiency Programs.
  - Safety and Crime Prevention.
  - Pet Policy.
  - Asset Management.
  - Substantial Deviation.
  - Significant Amendment/Modification

(b) If the PHA answered yes for any element, describe the revisions for each revised element(s):

Statement of Housing Needs and Strategy for Addressing Housing Needs  
 This element is changed by updating the information relating to HAKC's wait lists. Through the first six months of 2018, HAKC received an average of 460 pre-applications per month. As of the end of June 2018, there were over 4,826 on the public housing wait list. The percentage composition of families on this wait list by bedroom size is:

1 bedroom	2 bedroom	3 bedroom	4 bedroom	5+ bedroom
71%	19%	1%	7%	3%

As of the end of June 2018, there were 11,112 on the wait list for the Housing Choice Voucher Program.

HAKC is fully engaged in the implementation of its Chouteau Courts Replacement Housing Plan under the Paseo Gateway / Chouteau Courts Choice Neighborhoods Implementation Grant. Two replacement housing sites have been completed and three additional sites are currently under construction and are expected to be completed by early 2019. These are more fully described under B.2. An extensive search continues in suburban KCMO to identify two or more CNI replacement sites in non-impacted neighborhoods. Approximately 55 units (40%) of the 134 replacement units will be located on these sites.

**Rent Determinations**

The Housing Opportunity Through Modernization Act of 2016 (HOTMA) was signed into law July 29, 2016. One of the statutory amendments made by HOTMA adds an income limit to the Public Housing program. HUD Issued its Notice of Implementation of Public Housing Income Limits on July 26, 2018. The HAKC will amend its Admissions and Continued Occupancy Policy (ACOP) to include a policy regarding income limits that exceed the Very Low-Income limit for the family size times a factor of 2.4. The revision to the ACOP is shown in Attachment 2.

**Operation and Management**

Proposed amendments and changes to the Admissions and Continued Occupancy Plan (ACOP) relating to the over-income requirements will be posted for comments from the PHRC and from the general public. Following the appropriate comment period, the changes to these plans will be presented to the Board and a public meeting for approval.

**Significant Amendment/Modification**

A significant amendment or modification to the Annual and/or Five-Year Plans is defined as:  
 A change to HAKC policies due to statutory or regulatory changes made effective and in the opinion of the Authority, has either a substantial programmatic or financial effect on the programs administered by the Authority or creates substantial or administrative burdens beyond the programs under administration at the start of the Plan year; AND any other change that the Authority's Board of Commissioners determines to be a significant amendment or modification of the approved Annual Plan. Such changes may include: (a) substantial changes to rent or admissions policies; (b) substantial changes to the organization of the waiting lists; (c) additions of non-emergency CFP work items that are not included in the current CFP Annual Statement or CFP 5-Year Action Plan; (d) any additional units subject to more than a de minimus demolition or disposition and not identified in the Plan; and (e) any required Plan provisions due to RAD approvals not previously identified in the Plan. A substantial deviation does not include any changes in HUD rules and regulations which require or prohibit changes to activities listed herein.

(c) The Housing Authority's Deconcentration Policy is shown in Chapter 1, Section D of the Admissions and Continued Occupancy Policy (ACOP). The ACOP has been submitted to the Field Office.

**B.2 New Activities.**

(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?

- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| Y                                   | N                                   |
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(b) If any of these activities are planned for the current Fiscal Year, describe the activities. For new demolition activities, describe any public housing development or portion thereof, owned by the PHA for which the PHA has applied or will apply for demolition and/or disposition approval under section 18 of the 1937 Act under the separate demolition/disposition approval process. If using Project-Based Vouchers (PBVs), provide the projected number of project based units and general locations, and describe how project basing would be consistent with the PHA Plan.

**Hope VI or Choice Neighborhoods**

Updated activities include: The HAKC has proceeded with the implementation of the Chouteau Courts Replacement Housing Plan under the Choice Neighborhoods program. Two (2) of the replacement housing phases – Rose Hill Townhomes and Pendleton Flats, have been completed and fully occupied. Three (3) additional phases are currently under construction within the Paseo Gateway target district, with the planning process underway for the remaining two (2) phases.

**Mixed Finance Modernization or Development**

Updated activities include: As part of the CNI Implementation grant, Chouteau Court replacement units will be developed using Mixed Finance Development. The 33-unit Rose Hill Townhomes was completed and fully occupied in December 2016 as part of the Chouteau Courts Replacement Housing Plan. The 30-unit Pendleton Flats is rehabilitated in the Paseo Gateway CNI target district and includes ten Chouteau Courts replacement units. The next three phases of Chouteau Courts replacement housing have all received an award of LIHTC and are currently under construction. These include the 38-unit Pendleton Arts Block, the 57-unit Quinlan Flats, and the 22-unit Quinlan Row. These next three phases will include 42 units of Chouteau Courts replacement housing. In addition to CNI funds, all three will utilize LIHTC equity. The three developments are expected to be completed by early 2019. All phases since Rose Hill Townhomes have been co-developed with Brinshore Development, the master developer for the Paseo Gateway CNI program.

**Demolition and/or Disposition**

HAKC will be submitting an application for the disposition of Chouteau Courts as part of the CNI implementation grant as soon as it receives the environmental clearance report. Two scattered sits units (7506 E. 50<sup>th</sup> Terr and 4932 Walrond) are being evaluated for potential disposition.

**Conversion of Public Housing to Project-Based Assistance under RAD**

The Housing Authority anticipates a possible conversion of a portion of its public housing portfolio to Project Based Rental Assistance (PBRA) or Project Based Vouchers (PBV) utilizing the RAD program. Thirteen (13) properties have been placed on the RAD waitlist. Submission of a Portfolio Application Request along with individual applications for half of the waitlist properties is expected to be completed in September 2018. Upon HUD award of Commitment(s) to Enter into Housing Assistance Payments (CHAP) post successful application submission (expected 60-90 days after application submission), HAKC anticipates a significant amendment to this Annual Plan.

RAD was designed by HUD to assist in addressing the capital needs of public housing by providing the Housing Authority with access to private sources of capital to repair and preserve its affordable housing assets. The potential conversions could consist of straight conversion(s), substantial rehabilitation, or demolition and new construction of the residential units to preserve their long-term affordability. The Housing Authority's Capital Fund Budget will be reduced by the pro rata share of Public Housing Developments converted as part of the Demonstration., The HAKC may also borrow funds to address the capital needs of some sites and/or seek award of Low-Income Housing Tax Credits.

Current properties on the waitlist include seven (7) of the Housing Authority's mixed-finance developments with public housing; Cardinal Ridge, Villa Del Sol, Mt. Cleveland, Crooked Creek, Beacon Park, and Willow Glen Townhomes and Apartments. The traditional public housing sites on the waiting list include Brush Creek Towers, Pemberton Heights, West Bluff, Dunbar Gardens, remaining Chouteau Courts replacement units through the Choice Neighborhoods program, and a portion of Wayne Miner. Conversion to RAD is contingent on the financial feasibility of the conversion plans. The HAKC may withdraw certain projects from the RAD waitlist or portfolio request; therefore, the number of RAD applications submitted to HUD is subject to change.

Upon receipt of RAD Commitment(s) to Enter into Housing Assistance Payments (CHAP) for each submitted site, and Portfolio Request approval from HUD, the HAKC will present a Significant Amendment to this Annual Plan detailing the proposed conversions and adoption of the applicable PBRA or PBV-specific resident rights, participation, waiting list, and grievance procedures listed in the corresponding sections of PIH Notice 2012-32, REV-3, and any successor notices.

**Over-Income Families**

HAKC will implement the requirements of HOTMA providing that the tenancy of families that are over-income for two consecutive years will be terminated within six months of the second income determination; or the monthly rent will be the greater of the applicable FMR or the amount of subsidy for the unit from the operating and capital fund as determined by regulations.

	<p>Project-Based Vouchers Updated activities include: The Housing Authority will follow its procedures relating to project-based vouchers as outlined in its HCV Administrative Plan. The Housing Authority is using project-based vouchers for replacement units for Chouteau Courts as part of the CNI. A Request for Proposal (RFP) to add up to 200 additional Project-Based Voucher units was released in May 2018.</p> <p>HAKC has utilized project-based vouchers in the completed replacement units for Chouteau Courts as part of the HUD-approved CNI Replacement Housing Plan. Remaining Chouteau Courts replacement housing phases may consider RAD-converted project-based vouchers for the remainder of replacement units. A Significant Amendment to this Annual Plan will be presented including all information and requirements related to PBV- utilization through the RAD program later in 2019.</p> <p>Units with Approved Vacancies for Modernization Updated activities include: The Housing Authority will seek approval of vacancies for modernization as units are vacated and require significant capital improvements in order to reoccupy such units.</p> <p>Other Capital Grant Programs Updated activities include: The Housing Authority intends to submit applications for Safety and Security grants. HAKC committed \$500,000 in Capital Funds over five years in its Choice Neighborhoods Implementation Grant application. These are budgeted for relocation and demolition activities.</p>
<b>B.3</b>	<p><b>Civil Rights Certification.</b></p> <p>Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
<b>B.4</b>	<p><b>Most Recent Fiscal Year Audit.</b></p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N  <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p> <p>1. Finding 2016-001 – The auditor noted that the Authority’s internal controls did not always ensure that reinspection of units that failed prior inspections were performed timely. Testing of 40 tenant files for failed inspection purposes found 14 units that were not re-inspected timely after a failed inspection. 10 out of 40 inspections were 24 hour failed inspections due to smoke detectors not being up to standards. These were re-inspected within 30 days rather than 24 hours. 4 out of 40 failed inspections were not re-inspected within 30 days. Actions planned and taken – The Authority will continue to implement and perform quality control reviews to ensure that all inspections occur in a timely manner including reinspections. This finding shows as closed in our draft 2017 audit.</p> <p>2. Finding 2016-002 – The auditor noted that the Authority’s internal controls did not always ensure that recertifications were performed annually, submitted to PIC timely, or that tenant files included all required documentation. Testing of 40 tenant files for eligibility purposes found exceptions in 6 files. 1 file did not contain documentation to support the reported income or expenses. 4 files were not recertified on an annual basis. 1 file was not recertified on an annual basis and was not uploaded into the PIC system  Actions planned and taken – The Authority will continue to implement and perform quality control reviews to ensure that all inspections occur in a timely manner including reinspections. This finding shows as closed in our draft 2017 audit.</p>
<b>B.5</b>	<p><b>Progress Report.</b></p> <p>Provide a description of the PHA’s progress in meeting its Mission and Goals described in the PHA 5-Year and Annual Plan.  <b>See Attachment 1.</b></p>
<b>B.6</b>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) provide comments to the PHA Plan?</p> <p>Y N  <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(c) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.  <b>See Attachment 2 (It is anticipated we will receive comments from the RAB and they will be added, along with HAKC’s responses prior to approval of the Plan by the Board of Commissioners.)</b></p>

<b>B.7</b>	<p><b>Certification by State or Local Officials.</b></p> <p><a href="#">Form HUD 50077-SL</a>, <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.  <b>See Attachment 3</b></p>
<b>B.8</b>	<p><b>Troubled PHA.</b></p> <p>(a) Does the PHA have any current Memorandum of Agreement, Performance Improvement Plan, or Recovery Plan in place?  Y    N    N/A  <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>

<b>C.</b>	<p><b>Statement of Capital Improvements.</b> Required for all PHAs completing this form that administer public housing and receive funding from the Capital Fund Program (CFP).</p>
<b>C.1</b>	<p><b>Capital Improvements.</b> Include a reference here to the most recent HUD-approved 5-Year Action Plan (HUD-50075.2) and the date that it was approved by HUD.</p> <p>The HAKC's most recent update to its 5-Year Action Plan (50075.2) was approved by the HAKC Board on October 3, 2016 and approved by HUD. HAKC is updating the EPIC System with the current CFP data and will be updating the 5-Year action plan in early 2019.</p>

**ATTACHMENT 1 - Progress Report.**

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

**Goal #1: Expand affordable housing supply**

GOALS AND OBJECTIVES	UPDATE
<p>1. Expand ACC units as permitted and other affordable housing units through leveraging private or other public funds through partnerships with private developers and LIHTC projects.</p> <p>a. Submit funding applications for Low Income Housing Tax Credits, mix-finance and other sources necessary to support HAKC’s property and neighborhood redevelopment.</p> <p>b. Apply for additional vouchers if funds are available and the criteria for the funding can be met.</p> <p>2. Secure a Choice Neighborhoods Implementation grant (CNI Grant) to replace Chouteau Courts in multiple mixed-income sites;</p> <p>3. Project-Based Vouchers - HAKC intends to offer project-based vouchers subject to availability as appropriate and necessary to support new affordable housing and preserve existing affordable housing. HAKC will seek affordable housing opportunities in nontraditional areas by deconcentrating units and vouchers within areas of poverty and encouraging movement to neighborhoods of opportunity. Coordinate with HUD to preserve affordable housing opportunities when owners opt out of HUD projected based voucher contracts or the projects come to the end of the contract period. Concentration will also be given to projects that provide supportive services to unique and underserved populations.</p>	<p>1. a. HAKC has completed the first two phases of Chouteau Courts replacement housing – Rose Hill Townhomes and Pendleton Flats, under the CNI Implementation Grant. Phases 3, 4, and 5 (Pendleton ArtsBlock and Quinlan Place and Row) have all been awarded LIHTC and are under construction. All phases in development will utilize PBV for replacement housing.</p> <p>b. HAKC received 78 tenant protection vouchers in 2017 and anticipates the full utilization of these vouchers in 2018.</p> <p>2. This is completed as HAKC was awarded a CNI Implementation grant.</p> <p>3. An Request for Proposal (RFP) to add up to 200 additional Project-Based Voucher units was issued in May 2018. We anticipate we will issue another RFP in 2019. The actual number of vouchers to be “set aside” for PBV will be dependent on the HAP funding available and the number of TBV under contract.</p>

**Goal #2: Partnership Building**

GOALS AND OBJECTIVES	UPDATE
<p>1. Strengthen relationships and improve networking amongst other Housing Authorities to share policies and procedures; contractor listing; and best practices.</p> <p>2. Build strategic partnerships –State, County, City and Community organizations. Continue to partner and collaborate with the Public Housing Resident Council to encourage greater resident participation. Continue to increase partnerships with other housing, service providers and faith-based institutions. Continue to cooperate and coordinate with the Kansas City, Missouri Police and Fire Departments.</p>	<p>1. HAKC is actively involved with MONAHRO, NAHRO, CLPHA, NOAAH and other organizations to further our best practices. HAKC staff are routinely requested to participate and present at membership meetings, conferences, and workshops.</p> <p>2. The partnership with the City of Kansas City, Missouri and over 30 local agencies created as part of the CNI Grant is progressing and the cooperation between agencies is highly successful. The partnerships have been formalized and will be monitored for performance in the areas of housing development, supportive services, education, and neighborhood revitalization. HAKC is member of the City’s Housing Policy task force.</p> <p>HAKC has a working relationships and MOUs with the Missouri Division of Family Services; Samuel U. Rodgers Health Center; the Full Employment Council; YMCA’s Head Start Program; United Services Community Action Center; and Children’s Mercy Hospital. The HAKC has partnerships with the following local social services providers: Salvation Army; Education Opportunity Center; Urban League; Jewish Vocational Services; Freedom Fire Urban Ministries; New Life Church; and the Greater Kansas City Coalition on Ending Homelessness, the Continuum of Care lead agency.</p> <p>The HAKC has a longstanding relationship with the PHRC as well as a Board approved Resident Participation Plan. HAKC will continue to provide support to the PHRC as appropriate; and encourage residents to in PHRC activities.</p>

**Goal #3: Financial - HAKC's Statement of Financial Resources changes annually for the LIPH and HCV programs. As is with most PHA's we continue to respond to constant budget challenges by stretching dollars to do more with less, identifying new ways to be more efficient, promoting sustainability and effectiveness in our overall operations.**

GOALS AND OBJECTIVES	UPDATE
<ol style="list-style-type: none"> <li>1. During the next five years, HAKC plans to secure a line of credit and/or secure a credit rating from a recognized rating authority to increase HAKC's ability to secure alternative funding sources for the revitalization and/or expansion of public and affordable housing.</li> <li>2. Over the next five years the Authority plans to expand its capacity to include fee management of LIHTC and public housing mixed-finance sites.</li> </ol>	<ol style="list-style-type: none"> <li>1. In lieu of a line of credit, HAKC is exploring use of a new financial product by Housing Authority Insurance Group (HAI) which will enable HAKC's non-profit affiliate to meet investor underwriting standards and undertake the financial and performance guarantees required by investors for LIHTC mixed-income sites.</li> <li>2. HAKC staff has received LIHTC management, compliance and reporting training and certification. However, due to staffing and budget issues, HAKC has not yet moved forward with this goal. HAKC has participated in the City's update to the City Housing Plan and HAKC proposed that it be considered a management entity for housing units currently held by the Kansas City Land Bank We continue to identify and implement cost savings measures including on-line rent payments and electronic payments of utility allowances.</li> </ol>

**Goal #4: Staff Development and Succession Planning**

GOALS AND OBJECTIVES	UPDATE
<ol style="list-style-type: none"> <li>1. Create programs and opportunities for employees to contribute to the success of HAKC and the community. Promote excellence in employee contributions toward accomplishing HAKC's mission.</li> <li>2. Develop strategies for management succession, recruitment, and skill and knowledge development for key managers, supervisors and line staff.</li> <li>3. Develop wellness and work-life programs as part of the Authority's benefits.</li> <li>4. Enhance HAKC's risk management programs for employees and residents that establish proactive ways to minimize the Authority exposure to liability and property loss.</li> <li>5. Fully implement and enforce the new Smoke-Free Policy and identify various programs that are available to assist employees in smoking cessation</li> </ol>	<ol style="list-style-type: none"> <li>1. HAKC sponsors an annual event, "The Celebration of Excellence" that recognizes the achievements and successes of the employees and residents of Public Housing.</li> <li>2. Management reviews the training needs of key employees and provides opportunities for certification training including leadership training. HAKC joined the Mid-America Regional Council in and can access the Government Training Institute.</li> <li>3. HAKC works in conjunction with its healthcare provider (Humana) in promoting healthy living. Staff can participate in wellness programs with reward benefits. Health information is routinely disseminated to the staff.</li> <li>4. HAKC prepares an annual Risk Action Management Plan in conjunction with HAI Group.</li> <li>5. HAKC fully implemented its Smoke-Free policy.</li> </ol>

**Goal #5: Enhance the safety of the living and work environments for public housing residents and housing authority employees:**

GOALS AND OBJECTIVES	UPDATE
<ol style="list-style-type: none"> <li>1. Continue to provide investigative and protective support services as funds are available and appropriate.</li> <li>2. Review and update improved building access controls.</li> <li>3. Review and update as needed the resident "incident report" program to encourage reporting accidents (personal and property), and incidents of suspicious or criminal activity.</li> <li>4. Identify or create a program to address conflict resolution and crisis intervention.</li> <li>5. Identify and apply for crime prevention, safety and emergency grants and other funding opportunities.</li> <li>6. Identify and relocate HAKC Administrative Offices at the end of the current lease which ends in 2021.</li> </ol>	<ol style="list-style-type: none"> <li>1. Despite budget reductions HAKC has been able to meet this goal the past 5 years as crime has reduced over 30% during this period.</li> <li>2. Several PH property security systems have been improved from Analog to Digital. Desk Monitor procedures for the high-rise properties have been updated and implemented.</li> <li>3. The PH resident incident report process continues to be effective. HAKC continues to meet with the PHRC, resident leaders and individual residents to address these issues and concerns.</li> <li>4. HAKC implemented procedures to address conflicts between residents before they escalate to a point of requiring lease enforcement action. This will continue to be monitored.</li> <li>5. HAKC applies annually for HUD funded Safety and Security grants to address lighting, fencing and upgrading security systems.</li> <li>6. In 2018-19 we will identify possible locations for HAKC's administrative offices.</li> </ol>

**Goal #6: Enhance general operations for Public Housing and Housing Choice Voucher (HCV) programs.**

GOALS AND OBJECTIVES	UPDATE
<ol style="list-style-type: none"> <li>1. Ensure equal opportunity and affirmatively further fair housing by ensuring access to assistance and sustainable living environments.</li> <li>2. Fully implement the revised ACOP, lease grievance policy and Administrative Plan</li> <li>3. Enhance Limited English Proficiency (LEP) plan for applicants and residents of Public Housing and Housing Choice Voucher programs.</li> <li>4. Achieve “High Performer” status under the Section 8 Management Assessment Program</li> <li>5. Achieve “High Performer” status under the Public Housing Assessment System.</li> <li>6. Implement a web-based program for online application submissions and waitlist status inquiries.</li> <li>7. Review and enhance training on the responsibilities for safeguarding Personally Identifiable Information (PII) required by HUD.</li> <li>8. Improve client relations, efficiency and productivity through implementing an effective staff development program that focuses on excellent service delivery, high-quality management and accountability.</li> </ol>	<ol style="list-style-type: none"> <li>1. HAKC’s ACOP and Administrative Plan have been revised to comply with HOTMA provisions and VAWA guidance. Additional changes will be made relating to HOTMA as HUD issues regulations and/or guidance.</li> <li>2. The revised ACOP, lease, grievance policy and Administrative Plan were fully implemented beginning in 2018. The policies will be reviewed and revised as needed.</li> <li>3. Assessments have been conducted at each development to determine represented languages. Assessment will continue as new families move in. Documents are updated and translated for needed languages. Outside social service agencies and a professional contractor are used for verbal and written translations.</li> <li>4. HAKC achieved “High Performer” status for the HCV program.</li> <li>5. HAKC remained a “Standard Performer” for FY2017. Funding is a significant impediment to achieving high performer status.</li> <li>6. Applications are now accepted online.</li> <li>7. HAKC has implemented PII safeguards and this is ongoing.</li> <li>8. Periodic training continues to address the needs of staff and to keep staff apprised of current regulations and requirements. Staff, including executive staff, meets regularly with resident leaders. Executive staff monitors client relations.</li> </ol>

**Goal #7: Contract and Procurement Management**

GOALS AND OBJECTIVES	UPDATE
<ol style="list-style-type: none"> <li>1. Expand supplier and contractor outreach.</li> <li>2. Continue to use and expand utilization of consortia and purchasing groups for contracts for materials and services.</li> <li>3. Increase participation of MBE, WBE &amp; DBE and small entities in bidding and contracting with HAKC.</li> <li>4. Expand Section 3 employment opportunities.</li> <li>5. Develop a program to maximize the value of surplus or obsolete assets in order to generate revenue.</li> <li>6. Procure of a number of “on-call” contracts with general scopes of work routine and on-going services at the developments.</li> </ol>	<ol style="list-style-type: none"> <li>1. This is a continuing process.</li> <li>2. We continue to utilize public sectors purchasing groups when they are determined to be more advantageous and cost effective than our own current bidding process.</li> <li>3. This is a continuing process.</li> <li>4. HAKC’s Section 3 Coordinator identifies and maintains a skills database of residents who are ready for employment. HAKC is also coordinating with the City to identify Section 3 business. HAKC’s YouthBuild Program continues to train participants and the participants are eligible for Section 3 employment opportunities. The HAKC Section 3 Policy and Procedures will be updated in 2018-2019.</li> <li>5. HAKC emphasizes re-purposing items that are obsolete in a particular area or department but usable by other areas of the HAKC or PHRC. If items are not transferred to other areas or stored for short-term future use, the items are disposed in accordance with HAKC’s procedures.</li> <li>6. Establishing a working group to develop scopes of work for the various services.</li> </ol>

**Goal #8: Sustainability Objectives and Maintenance Management Improvement**

GOALS AND OBJECTIVES	UPDATE
<ol style="list-style-type: none"> <li>1. Fully implement both a physical needs assessment protocol and a green physical needs assessment protocol.</li> <li>2. Exploring the option to bring in-house two maintenance service contracts such as paint and cleaning contract and a bedbug eradication contract</li> <li>3. Smoke Free Initiative – Implementation Processes</li> <li>4. Identify cost efficiencies and energy savings.</li> </ol>	<ol style="list-style-type: none"> <li>1. HUD has not issued guidance or implemented the PNA or the GPNA. No updates.</li> <li>2. HAKC will be conducting costs analysis to determine the financial feasibility to bringing two of our current service contracts; Paint/Cleaning and Bedbug Contracts in-house.</li> <li>3. The Smoke Free Initiative has been fully implemented.</li> <li>4. The HAKC is open to exploring energy conservation program to improve efficiency and reduce costs.</li> </ol>



**Goal #9: Management Information System and Technical Improvements**

GOALS AND OBJECTIVES	UPDATE
<ol style="list-style-type: none"> <li>1. Improve customer service and streamline HAKC's operations to include: Agency interactive phone and voicemail systems, automated information systems (i.e. phones and website); employee and resident (PH and HCV) information portals; Upgrades to core business equipment, software, network systems and computer hardware.</li> <li>2. Decreasing the "digital divide".</li> </ol>	<ol style="list-style-type: none"> <li>1. Several system enhancements were implemented to improve external and internal customer service. These enhancements include voice mail and phone equipment upgrades. Over the next few years, information portals will be brought on line for residents and employees.</li> <li>2. HAKC continues to coordinate with the City to address the digital divide. In partnership with Google Fiber and Connecting for Good and other community partners, units at all family developments now have access to google fiber and multiple learning centers have been established. HAKC continues to coordinate with the City's Digital Inclusion project. HAKC will be working with the City and other partners to establish Envision Centers.</li> </ol>

**Goal #10: Encourage and support self-sufficiency (Education and employment), homeownership, stable families and healthy living.**

GOALS AND OBJECTIVES	UPDATE
<ol style="list-style-type: none"> <li>1. Housing Services of Kansas City (HSKC), an affiliate/instrumentality of the Housing Authority will be used to seek sources of funding to enhance existing resident services programs in order to meet the needs of the families.</li> <li>2. The HAKC will continue to seek funding to provide support for families for the Public Housing and Housing Choice Voucher Family Self-Sufficiency (FSS) Program, the Choice Case Management Program, and The Resident Opportunity Self-Sufficiency (ROSS) Service Coordinators by applying for HUD grants.</li> <li>3. The HAKC has partnerships with multiple agencies they use to refer families for services. Many agencies offer their services at no cost to the Housing Authority families and the HAKC coordinates these activities for use by the families we serve. HAKC will continue to work with the existing community partners and explore and expand the community agencies that we collaborate with on specific projects.</li> <li>4. The HAKC intends to focus services to residents on three primary categories: employment, education and health.</li> <li>5. HAKC will continue to identify and address the unique needs of the elderly and near elderly residents and persons with disabilities.</li> <li>6. HAKC intends to continue to provide the homeownership program and youth-oriented programs.</li> </ol>	<ol style="list-style-type: none"> <li>1. HSKC was been awarded grants from the Kansas City Health Care Foundation, Kansas City COMBAT, and the Digital Inclusion Grant. The Health Care Foundation and COMBAT grants fund the Case Management position at Pemberton Park. The Digital Inclusion Grant provides Computer Literacy Services for HAKC residents.</li> <li>2. HAKC's FSS continues to be successful. CNI case management continues to focus on self-sufficiency goals for the balance of the five-year CNI grant. Specialized CNI case managers focusing on employment, health and education will support the work of the other Choice Neighborhoods case managers. The 555 Olive Opportunity Center continues to provide supportive services with the above partners for relocated Chouteau Courts families.</li> <li>3. HAKC has a working relationship and MOU with the Missouri Division of Family; Samuel U. Rodgers Health Center; (Resident Health and Dental); the Full Employment Council (Employment); YMCA's Head Start Program (Education); Community Action Agency of Greater Kansas City; Kansas City University of Medicine and Biosciences (tutoring); Connections to Success (Job training and life skills); Emmanuel Family and Child Development Center (childcare/education); Don Bosco/Independence School District (GED and ESL); Show Me KC Schools (education); Connecting for Good (Employment and digital literacy); Goodwill of Western Missouri and Eastern Kansas (employment); Job Corps (employment); Pythons Drill Team (Health and Wellness); and Children's Mercy Hospital are a few of the partner agencies providing services to the families that we serve.</li> <li>4. HAKC, in partnership with the City and aSteam, was designated an Envision Demonstration City by HUD.</li> <li>5. HAKC employs a licensed Social Services Case Manager who assist with Medicare/Medicare assistance, mobile food pantries, coordination of medical (License).</li> <li>6. The Homeownership Program is successful and ongoing. HAKC's Section 3 Coordinator focuses on job opportunities for families served by HAKC. The YouthBuild program assists young individuals achieve a satisfactory education level while teaching employment skills. We are exploring youth music programs.</li> </ol>

**Goal #11: Implement Objective of Affirmatively Furthering Fair Housing Plan in Conjunction with the City Collaborative**

GOALS AND OBJECTIVES	UPDATE
<ol style="list-style-type: none"><li>1. Participate in the City of Kansas City's Collaboration Agreement for the submission of a Regional Plan for Affirmatively Furthering Fair Housing (AFFH).</li><li>2. Submit AFFH goals for review and comment to the RAB.</li><li>3. Submit AFFH goals and objectives to the Board for approval.</li></ol>	<ol style="list-style-type: none"><li>1. HAKC participated in the development of the City's AFFH Plan and provisions of the plan will require participation by HAKC.</li><li>2. AFFH goals and objectives were submitted to RAB for review and comment as part of the 2016 Annual Plan process.</li><li>3. AFFH goals and objectives of HAKC were approved by the Board of Commissioners in October 2016.</li></ol>

## **ATTACHMENT 2 - Revision to the Admissions and Continued Occupancy Plan relating to Over Income Families**

ACOP Chapter 6

Y. Over Income Families

HUD has defined over income families as families whose household income is more than the published Very Low-Income income limit based on the family size times a factor of 2.4.

Any family whose household income is determined at any annual or interim reexamination to exceed the over-income limit will receive a written notice that if the family's household income exceeds the over-income limit for two consecutive years, the family must either cease participation in the public housing program and vacate their unit; or remain in the unit and the family's monthly rent will be the greater of: 1) the applicable fair market rent, as published by HUD, for the unit size leased or 2) the amount of subsidy for the unit including amounts from the operating and capital fund as determined by regulations (Note that the regulations have not yet been enacted.)

If, one year after the initial determination that a family's household income exceeds the over-income limit, the family's income continues to exceed the over-income limit, the HAKC will notify the family that their income has exceeded the over-income limit for one year, and that if the family's income continues to exceed the over-income limit for the next twelve (12) consecutive months, the family will be subject to a higher rent or termination of their lease.

If, through an annual or interim reexamination during the 2-year period, the HAKC determines that a previously over-income family has income that is then below the over-income limit, the family is no longer subject to these over-income provisions. The family will be entitled to a new 2-year grace period if the family's income once again exceeds the over-income limit.

If the HAKC terminates an over-income family's lease due to these over-income limit provisions, such termination will occur within 90 days of the determination that such termination must occur. HAKC will provide the family notice of the termination no less than thirty days' prior to the effective date of the termination of the lease; and such effective date shall be no more than 120 days after of the second income determination.