

Housing Authority of  
Kansas City, Missouri



August 21, 2017

**POSTING**  
for  
Public Comment

The Housing Authority is seeking comments on its proposed 2017 Annual Plan and updated Five-Year Capital Plan. The proposed plan is available for review by the public during normal business hours at 920 Main Street, Suite 701, Kansas City, Missouri. The proposed plan is also available at any of the Public Housing apartment complexes (Refer to HAKC website for property addresses [www.hakc.org](http://www.hakc.org)).

Comments may be submitted to the Housing Authority at its offices at 920 Main, Suite 701 Kansas City, MO through Noon on Friday October 6, 2017.

Written comments must be received before Noon on Friday October 6, 2017 at:

**The Housing Authority of Kansas City, Missouri**  
**Attn: Executive Director**  
**920 Main, Suite 701**  
**Kansas City, Missouri 64105**  
**Or by Email at: [hakc@hakc.org](mailto:hakc@hakc.org)**

Edwin T. Lowndes  
Executive Director

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<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.

A.	PHA Information.																														
A.1	<p>PHA Name: <u>Housing Authority of Kansas City, MO</u> PHA Code: <u>MO002</u></p> <p>PHA Type: <input checked="" type="checkbox"/> Standard PHA <input type="checkbox"/> Troubled PHA</p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>01/2018</u></p> <p>PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above)</p> <p>Number of Public Housing (PH) Units <u>1,922</u> Number of Housing Choice Vouchers (HCVs) <u>8,150</u> Total Combined Units/Vouchers <u>10,072</u></p> <p>PHA Plan Submission Type: <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" style="width: 20%;">Participating PHAs</th> <th rowspan="2" style="width: 10%;">PHA Code</th> <th rowspan="2" style="width: 20%;">Program(s) in the Consortia</th> <th rowspan="2" style="width: 20%;">Program(s) not in the Consortia</th> <th colspan="2" style="width: 30%;">No. of Units in Each Program</th> </tr> <tr> <th style="width: 15%;">PH</th> <th style="width: 15%;">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> </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                                   |  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Statement of Housing Needs and Strategy for Addressing Housing Needs                   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Financial Resources.   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Rent Determination.  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Operation and Management.  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Grievance Procedures.  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Homeownership Programs.  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Community Service and Self-Sufficiency Programs.                                       |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Safety and Crime Prevention.   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Pet Policy.  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Asset Management.  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Substantial Deviation.   |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | 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. HAKC receives an average of 350 pre-applications per month. As of the end of July 2017, there were over 3,238 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
58%	24%	7%	7%	4%

As of the end of June 2017, there were nearly 7,601 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. One replacement housing site is currently under construction and will be completed in fall 2017. Three new sites in the Paseo Gateway target district are in development and will be completed in fall 2018. These are more fully described under B.2. An extensive search is underway 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.

**Operation and Management**  
 The Administrative Plan and the Admissions and Continued Occupancy Plan have been updated in 2017 following comments from the PHRC and a comment period for the general public.

(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.

<p><b>B.2</b></p>	<p><b>New Activities.</b></p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Hope VI or Choice Neighborhoods.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Mixed Finance Modernization or Development.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Demolition and/or Disposition.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Designated Housing for Elderly and/or Disabled Families.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Conversion of Public Housing to Tenant-Based Assistance.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Conversion of Public Housing to Project-Based Assistance under RAD.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Occupancy by Over-Income Families.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Occupancy by Police Officers.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Non-Smoking Policies.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Project-Based Vouchers.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Units with Approved Vacancies for Modernization.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).</p> <p>(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.</p> <p>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.</p> <p>Mixed Finance Modernization or Development Updated activities include: As part of the CNI grant, Chouteau Court replacement units will be developed using Mixed Finance Development. Applications will be submitted throughout the 5-year term of the CNI grant. . The 33-unit Rose Hill Townhomes was completed and fully occupied in December 2016 as part of the Chouteau Courts Replacement Housing Plan. The primary financing source was Low Income Housing Tax Credit (LIHTC) equity. The 30-unit Pendleton Flats is currently rehabilitation in the Paseo Gateway CNI target district and will include 10 Chouteau Courts replacement units. The next three phases of Chouteau Courts replacement housing have all received an award of LIHTC and are currently in development. 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 achieve construction closing in the fall of 2017 and completion in the fall of 2018. All phases since Rose Hill Townhomes have been co-developed with Brinshore Development, the master developer for the Paseo Gateway CNI program.</p> <p>Demolition and/or Disposition Updated activities include: The disposition of 4505 E 18<sup>th</sup> Street, 313 Bellaire, 428 Monroe, 1705 Elmwood and 3915 Elmwood, scattered site units in Scattered Sites-Central (MO002000338) were completed. HAKC will be submitting an application for the disposition of Chouteau Courts as part of the CNI implementation grant.</p> <p>Conversion of Public Housing to Project-Based Assistance under RAD Updated activities include: The Housing Authority continues to review the feasibility of using RAD. HAKC is also reviewing the feasibility of a conversion to RAD for Brush Creek Towers, Pemberton Heights, Villa del Sol and the Cardinal Ridge senior building.</p> <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.</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>
<p><b>B.3</b></p>	<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>

<p><b>B.4</b></p>	<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 2015-001 – The auditor found that the Authority did not perform certain inspections in the time frame required by the Administrative Plan and HUD regulations. 1 out of 61 files did not have documentation to show an annual inspection occurred and 2 out of 61 files did not have documentation to show a rent reasonable analysis was performed before a rent increase was approved.  Auditor Recommendations – Management should review Authority’s policy on annual inspections and HQS failed inspection procedures. The Authority should review checklists used by staff when completing rent changes to ensure completeness. The Authority should provide additional training to staff.  Actions planned and taken – The Authority implemented a new electronic scheduling system. Additional checks and balances have been implemented. Checklists have been reviewed and updated and staff has been provided extensive training on program requirements, the Authority’s procedures and the use of the checklists. Additional quality control measures have been implemented.</p> <p>2. Finding 2014-001 – The auditor found that the Authority did not perform certain inspections in the time frame required by the Administrative Plan and HUD regulations.  Auditor Recommendations – This finding was noted in Finding 2014-001.  Actions planned and taken – See Finding 2014-001 above.</p>
<p><b>B.5</b></p>	<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>
<p><b>B.6</b></p>	<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</b></p>
<p><b>B.7</b></p>	<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>
<p><b>B.8</b></p>	<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>	<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).
<b>C.1</b>	<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.  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 submitted to HUD on July 31, 2017.

**B.5 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.</p>	<p>1. a. HAKC has completed the first phase of Chouteau Courts replacement housing – Rose Hill Townhomes, under the CNI Implementation Grant. The second phase – the 30-unit Pendleton Flats is under construction and will provide 10 replacement units. Phases 3, 4, and 5 (Pendleton ArtsBlock and Quinlan Place and Row) have all been awarded LIHTC. They will begin construction in the fall of 2017 with completion in 2018. All phases in development will utilize PBV for replacement housing.</p> <p>b. HAKC received 78 tenant protection vouchers.</p> <p>2. This is completed as HAKC was awarded a CNI Implementation grant.</p> <p>3. These are on-going activities</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. 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. In addition, HAKC is actively involvement 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. 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; and New Life Church.</p>

**Goal #3: Financial - HAKC's Statement of Financial Resources changes annually for the LIPH and HCV programs. As is 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. No Update</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.</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.</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 Employee 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> </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 PH 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 residents to address these issues and concerns</li> <li>4. This is an ongoing goal and HAKC has implemented procedures to address conflicts between residents before they escalate to a point of requiring lease enforcement action.</li> <li>5. HAKC applies annually for HUD funded Safety and Security grants to address lighting, fencing and upgrading security systems.</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.</li> <li>2. The revised ACOP, lease grievance policy and Administrative Plan will be 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 being updated and will be 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 FY2016. Funding is a significant impediment to achieving high performer status.</li> <li>6. This goal is progressing on schedule.</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. (NEW) 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 residents who are ready for employment. HAKC’s YouthBuild Program continues to train participants and the participants are eligible for Section 3 employment opportunities.</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> </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> </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 included, voice mail and phone equipment upgrades. Over the next 1-2 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.</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 (HSC), 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. The HAKC will continue to seek funding for the Public Housing and Housing Choice Voucher Family Self-Sufficiency Program by applying for HUD grants.</li> <li>2. 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>3. The HAKC intends to focus services to residents on three primary categories: employment, education and health.</li> <li>4. HAKC will continue to identify and address the unique needs of the elderly and near elderly residents and persons with disabilities.</li> <li>5. 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 Foundation for services to be provided at Pemberton Park. The HAKC continues its partnerships with a variety of entities in Kansas City to ensure services are available to residents. HAKC's FSS continues to be successful. Assessments of over 500 individuals, current or former Chouteau Courts residents, will be completed in 2017. CNI case management will have a 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. HAKC and the United Way have opened the 555 Olive Opportunity Center to provide supportive services with the above partners for relocated Chouteau Courts families.</li> <li>2. HAKC has a working relationship and MOU with the Missouri Division of Family; Samuel U. Rodgers Health Center; the Full Employment Council; YMCA's Head Start Program; United Services Community Action Center; and Children's' Mercy Hospital are a few of the partner agencies providing services to the families that we serve.</li> <li>3. This is Ongoing</li> <li>4. HAKC employs a licensed Social Services Case Manager who assist with Medicare/Medicare assistance, mobile food pantries, coordination of medical (License)</li> <li>5. Program is successful and ongoing.</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. The City approved its AFFH plan without HAKC as a partner. HAKC did participate in the development of the City's Plan and provisions of the plan will require participation by HAKC.</li> <li>2. AFFH goals and objectives submitted to RAB for review and comment as part of the Annual Plan process. The Goals and objectives are included herein as Addendum A to this Attachment.</li> <li>3. AFFH goals and objectives of HAKC were approved by the Board of Commissioners.</li> </ol>