

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing

PHA Plans

5 Year Plan for Fiscal Years 2000 - 2004
Annual Plan for Fiscal Year 2000

**NOTE: THIS PHA PLANS TEMPLATE (HUD 50075) IS TO BE COMPLETED IN ACCORDANCE WITH
INSTRUCTIONS LOCATED IN APPLICABLE PIH NOTICES**

PHA Plan Agency Identification

PHA Name: The Housing Authority of the City of Providence

PHA Number: RI001

PHA Fiscal Year Beginning: 07/2000

Public Access to Information

Information regarding any activities outlined in this plan can be obtained by contacting:
(select all that apply)

- Main administrative office of the PHA
- PHA development management offices
- PHA local offices

Display Locations For PHA Plans and Supporting Documents

The PHA Plans (including attachments) are available for public inspection at: (select all that apply)

- Main administrative office of the PHA
- PHA development management offices
- PHA local offices
- Main administrative office of the local government
- Main administrative office of the County government
- Main administrative office of the State government
- Public library
- PHA website
- Other (list below)

PHA Plan Supporting Documents are available for inspection at: (select all that apply)

- Main business office of the PHA
- PHA development management offices
- Other (list below)

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5-YEAR PLAN PHA FISCAL YEARS 2000 - 2004

[24 CFR Part 903.5]

A. 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. (select one of the choices below)

- The mission of the PHA is the same as that of the Department of Housing and Urban Development: To promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination.
- The PHA's mission is:

The Providence Housing Authority exists to develop and maintain decent, safe and sanitary housing and to address the economic and social needs of residents. The Providence Housing Authority is committed to high standards of public accountability and continuous improvement through management excellence, professional development and customer satisfaction.

Elements of the Mission:

- To develop and maintain decent, safe and sanitary housing
- To address the economic and social needs of residents
- To ensure the adequacy and vitality of the city's affordable housing supply
- To maintain public confidence in the Authority's operations
- To assess and improve agency, program and employee performance

B. Goals

The goals and objectives listed below are derived from HUD's strategic Goals and Objectives and those emphasized in recent legislation. PHAs may select any of these goals and objectives as their own, or identify other goals and/or objectives. Whether selecting the HUD-suggested objectives or their own, **PHAS ARE STRONGLY ENCOURAGED TO IDENTIFY QUANTIFIABLE MEASURES OF SUCCESS IN REACHING THEIR OBJECTIVES OVER THE COURSE OF THE 5 YEARS.** (Quantifiable measures would include targets such as: numbers of families served or PHAS scores achieved.) PHAs should identify these measures in the spaces to the right of or below the stated objectives.

HUD Strategic Goal: Increase the availability of decent, safe, and affordable housing.

- PHA Goal: Expand the supply of assisted housing
Objectives:
- Apply for additional rental vouchers: (As available)
- Reduce public housing vacancies: (See additional PHA goals and objectives)

- Leverage private or other public funds to create additional housing opportunities: (See additional PHA goals and objectives)
 - Acquire or build units or developments (The PHA has developed of 252 scattered site units, also see additional PHA goals and objectives)
 - Other (list below)
- PHA Goal: Improve the quality of assisted housing
- Objectives:
- Improve public housing management: (PHAS score) (See additional PHA goals and objectives)
 - Improve voucher management: (SEMAP score) (See additional PHA goals and objectives)
 - Increase customer satisfaction: (See additional PHA goals and objectives)
 - Concentrate on efforts to improve specific management functions: (list; e.g., public housing finance; voucher unit inspections) (See additional PHA goals and objectives)
 - Renovate or modernize public housing units: (See additional PHA goals and objectives and Annual and Five year Capital Improvement Plans).
 - Demolish or dispose of obsolete public housing: (32 Units at Hartford Park, currently held up by lawsuit)
 - Provide replacement public housing: (completed with the additional of 252 units of Public Housing)
 - Provide replacement vouchers:
 - Other: (list below)
- PHA Goal: Increase assisted housing choices
- Objectives:
- Provide voucher mobility counseling:
 - Conduct outreach efforts to potential voucher landlords
 - Increase voucher payment standards
 - Implement voucher homeownership program:
 - Implement public housing or other homeownership programs: (In progress, 5 homes sold, eventual goal is to sell 10)
 - Implement public housing site-based waiting lists:
 - Convert public housing to vouchers:
 - Other: (list below)

HUD Strategic Goal: Improve community quality of life and economic vitality

- PHA Goal: Provide an improved living environment
- Objectives:
- Implement measures to deconcentrate poverty by bringing higher income public housing households into lower income developments:
 - Implement measures to promote income mixing in public housing by assuring access for lower income families into higher income developments:
 - Implement public housing security improvements: (See additional PHA goals and objectives)
 - Designate developments or buildings for particular resident groups (elderly, persons with disabilities) (Completed with the designation of Dominica Manor and Carroll Tower as elderly-only).
 - Other: (list below)

HUD Strategic Goal: Promote self-sufficiency and asset development of families and individuals

- PHA Goal: Promote self-sufficiency and asset development of assisted households
- Objectives:
- Increase the number and percentage of employed persons in assisted families:
 - Provide or attract supportive services to improve assistance recipients' employability: (See additional PHA goals and objectives)
 - Provide or attract supportive services to increase independence for the elderly or families with disabilities. (See additional PHA goals and objectives)
 - Other: (list below)

HUD Strategic Goal: Ensure Equal Opportunity in Housing for all Americans

- PHA Goal: Ensure equal opportunity and affirmatively further fair housing
- Objectives:
- Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability:
 - Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability:
 - Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required:
 - Other: (list below)

Other PHA Goals and Objectives: (list below)

**PROVIDENCE HOUSING AUTHORITY
GOALS & OBJECTIVES
Office the Executive Director**

BOARD OPERATIONS & DEVELOPMENT

GOAL 1: IMPROVE THE CAPACITY AND CAPABILITY OF THE BOARD OF COMMISSIONERS TO BETTER FULFILL THEIR ROLE AS COMMISSIONERS

- Objective 1: Develop a formal procedure for developing board agenda by July 1, 2000
- Objective 2: Development and schedule a monthly presentation to the board on PHA operations by July 1, 2000
- Objective 3: Redesign board-meeting minutes July 1, 2000
- Objective 5: Review board policies, procedures and by-laws annually by July 1, 2001
- Objective 6: Develop board committee Work Plans and schedules by December 2000
- Objective 7: Create a database on board attendance July1, 2000
- Objective 8: Create an informational database on board resolutions July 1, 2000
- Objective 9: Update Board orientation package September 2000
- Objective 10: Develop board Fund-raising Plan by November 2000
- Objective 11: Conduct annual board self-assessment by April of each year
- Objective 12: Develop annual board training plan by July of each year
- Objective 13: Plan and conduct annual board development training sessions by March of each year
- Objective 14: Develop annual assessment/performance evaluation of Executive Director March of each year

Resident Participation

GOAL 2: INCREASE RESIDENT PARTICIPATION IN PHA AFFAIRS:

- Objective 1: Create a Resident Advisory Board (RAB) by February 2000
- Objective 2: Conduct briefings for the RAB quarterly (J/A/J/O)
- Objective 3: Increase the number of certified resident associations by 50% by December 2000
- Objective 4: Ensure there are certified resident associations at all developments by December 2001
- Objective 5: Sponsor informational briefings and/or social events to encourage resident participation in a certified resident association every other month starting July 2000
- Objective 6: Conduct an annual resident association development program by June 2001
- Objective 7: Conduct training sessions for resident associations quarterly (or when requested)
- Objective 8: Establish a database to track the number of meetings and issues raised by residents at monthly Resident/Management meetings by July 2000
- Objective 9: Conduct semi-annual Resident/Senior staff meetings at all developments starting April 2000

HUMAN RESOURCES:

GOAL 3: DEVELOP AND IMPROVE THE GENERAL PERSONNEL FUNCTION AT THE PHA

- Objective 1: Conduct a review and issue a report forecasting retirements by June 2000
- Objective 2: Review and address personnel requirements of the PHA by June 2000
- Objective 4: Explore and develop options for a merit pay system and issue findings by December 2000
- Objective 5: Develop a formal career-path program for employees throughout the PHA by September 2000
- Objective 6: Attempt to correct the career-path obstacles in the Housing Management Department by September 2000
- Objective 7: Conduct a annual salary/benefit comparability study (due December 2000)
- Objective 8: Examine and create a personnel records retention policy by May 2000
- Objective 9: Revamp and redesign employee evaluation forms by May 2000
- Objective 10: Improve interdepartmental communication by establishing site work teams by May 2000
- Objective 11: Develop an Electronic Workplace Policy by April 2000
- Objective 12: Review and recommend changes to how Workers Compensation/Federal Medical Leave Act are treated by June 2000
- Objective 13: Improve reporting time (within 24-hours) of Workers Compensation and other accidents by May 2000
- Objective 14: Research, create and conduct pre-employment skills assessment and testing for identified positions by June 2000
- Objective 15: Establish and/or redesign Employee Recognition Programs by June 2000
- Employee of the Quarter
 - Employee of the Year
 - Time in Service Luncheons
 - Employee Suggestions (Resulting in cost-savings)
- Objective 16: Create a new Personnel Policies and Procedures Manual by September 2000
- Objective 17: Update Human Resources Manual by August 2000
- Objective 18: Develop new policies to reduce sick leave abuse by September 2000
- Objective 19: Determine feasibility of instituting non-traditional work hours (part-time, home work, job sharing, "flex" time) for employees September 2000
- Objective 20: Develop a database of all grievances and arbitrations by April 2000
- Objective 21: Conduct an annual Survey of Organizational Excellence by July

Salaries and Wages:

Goal 4: Provide a competitive wage and salary package to maintain quality personnel

- Objective 1: Research and develop options to implement a merit pay plan by September 2000
- Objective 2: Research feasibility of "team" bonuses for outstanding performance by October 2000
- Objective 3: Study cost savings/feasibility of changing pay period from each to every other week April 2000

Benefits:

Healthcare**GOAL 5: PROVIDE THE MOST ATTRACTIVE BUT AFFORDABLE BENEFIT PACKAGE TO MAINTAIN QUALITY EMPLOYEES**

- Objective 1: Conduct a study to determine the feasibility of offering a "cafeteria-style" health plan the PHA by August 2000
- Objective 2: Study the feasibility of a "flexible" healthcare plan by August 2000
- Objective 3: Conduct an employee healthcare satisfaction survey every two years starting in June 2000
- Objective 4: Provide employees with an annual statement/summary of their compensation package

Pension/Retirement**Goal 6: Ensure that employee's long-term retirement needs are adequate**

- Objective 1: Conduct a review of our current pension and retirement system by August 2000
- Objective 2: Conduct a review to determine if there are (is) better retirement options for PHA employees by December 2000

Holidays and Vacations**GOAL 7: ENSURE THAT EMPLOYEES ARE PROVIDED ADEQUATE TIME FOR REST AND RECREATION AT LEVELS AT LEAST EQUAL TO THE GENERAL WORKFORCE**

- Objective 1: Review existing vacation and holiday policy at PHA by June 2000
- Objective 2: Establish an employee advisory committee to review and determine whether there are better holiday and vacation options to offer to employees by December 2000

UNION/MANAGEMENT RELATIONS**GOAL 8: IMPROVE AND DEVELOP BETTER MANAGEMENT / UNION RELATIONS**

- Objective 1: Conduct monthly meetings with union stewards representing PHA employees
- Objective 2: Conduct quarterly with union business agents representing PHA employees
- Objective 3: Produce an annual report on salaries and benefits to provide to unions representing the PHA employees

RISK MANAGEMENT**GOAL 9: MAINTAIN OR LOWER INSURANCE PREMIUMS BY MAKING THE PHA A SAFER PLACE TO LIVE AND WORK**

- Objective 1: Reorganize the existing PHA Safety Committee by May 2000
- Objective 2: Develop an annual meeting agenda and meeting work plan for the Safety Committee by June 2000
- Objective 3: Create a PHA Safety Plan August 2000
- Objective 4: Review all insurance policies for adequacy by May annually
- Objective 5: Establish a formal "back-to-work" policy by June 2000
- Objective 6: Produce a quarterly Workers Compensation and Liability Report (J/A/J/O)

TRAINING:**GOAL 10: ASSESS THE NEEDS OF AND ESTABLISH, ARRANGE AND CONDUCT TRAINING PROGRAMS TO IMPROVE PHA OPERATIONS AND CAREER DEVELOPMENT FOR EMPLOYEES**

- Objective 1: Conduct an annual Training Needs Assessment in April
- Objective 2: Create an Annual Training Plan by July of each year
- Objective 3: Create a Computer-based Training (CBT) program by June 2000
- Objective 4: Redesign the layout and features of the PHA Training Room by August 2000
- Objective 5: Revamp method of employee evaluation of training by June 2000
- Objective 6: Continuously track (by database) employee-training hours
- Objective 7: Conduct an annual training cost-effectiveness analysis by August 2000
- Objective 8: Schedule and utilize HTVN in the training program annually
- Objective 9: Revamp and offer the PHA Management Course annually
- Objective 10: Develop and offer to employees a Home-based Training (Self-help/Self-based) Program by December 2000
- Objective 11: Determine type, then create and offer certification programs for employees by December 2000

IMPROVE COMMUNICATIONS WITH STAKEHOLDERS**GOAL 11: ESTABLISH METHODS, TECHNIQUES AND INSTRUMENTS TO INCREASE STAKEHOLDER AWARENESS OF PHA OPERATIONS AND ACTIVITIES****Internal**

- Objective 1: Produce an employee newsletter (quarterly-J/A/J/O)
- Objective 2: Update and/or create a new employee orientation program by April 2000
- Objective 3: Conduct an "Employee Information Day" event annually
- Objective 4: Redesign PHA Bulletin Boards at all locations by July 2000
- Objective 5: Determine the appropriateness of establishing an E-mail "message of the day" by July 2000

External

- Objective 6: Schedule a minimum of three public relations appearances to improve the image of the PHA annually
- Objective 7: Issue press releases for PHA events monthly
- Objective 8: Develop a semi-annual newsletter for key (non-resident) stakeholders by July 2000
- Objective 9: Develop three informational brochures concerning PHA operations by September 2000
- Objective 10: Update and add new features to the PHA's website semi-annually
- Objective 11: Develop educational materials to distribute to Congressional delegation and other elected officials by March annually

Reorganization for Better Service Delivery**GOAL 12: REVIEW ORGANIZATIONAL STRUCTURE TO ASSESS, DETERMINE AND DEVELOP MOST EFFICIENT STRUCTURE TO ACCOMPLISH THE PHA'S MISSION IN THE NEXT DECADE**

- Objective 1: Review existing organizational structure to determine if further department consolidation is practical by July 2001
- Objective 2: Review all existing personnel positions to determine need by 2001
- Objective 3: Determine feasibility of reducing the number of job classifications to enhance position flexibility by July 2001.

CREATE A RESOURCE DEVELOPMENT CAPACITY

GOAL 13: ENSURE THAT ADEQUATE RESOURCES ARE AVAILABLE TO CONDUCT PHA BUSINESS TO FULFILL ITS ORGANIZATIONAL MISSION

- Objective 1: Develop an up-to-date database of appropriate foundations and philanthropies by August 2000
- Objective 2: Create an electronic method of distributing grant information to appropriate PHA departments by July 2000
- Objective 3: Conduct a daily review of HUD's website for new Request for Proposals, regulations and HUD Notices and distribute to appropriate PHA personnel by July 1, 2000
- Objective 4: Establish a system to handle requests for research projects from other PHA departments by July 2000

EXPLORE AND TAKE ADVANTAGE OF AFFORDABLE HOUSING DEVELOPMENT OPPORTUNITIES

GOAL 14: ENSURE THAT AFFORDABLE HOUSING OPPORTUNITIES ARE EXPLOITED

- Objective 1: Develop at least 50 units of affordable housing at the Roger Williams site by December 2001
- Objective 2: Coordinate and seek through HUD any attractive foreclosure properties in the City of Providence (or elsewhere) by July 2000.

GOALS & PERFORMANCE MANAGEMENT

Administration

GOAL 15: CONDUCT COMPREHENSIVE STRATEGIC PLANNING OPERATIONS AND ESTABLISH AND MONITOR PHA GOALS AND OBJECTIVES.

- Objective 1: Develop a comprehensive strategic plan including analysis of the PHA's mandates, mission, internal and external environmental scanning, stakeholder analysis (including resident surveys and focus groups), strategic issue analysis and strategy development by May 2000.
- Objective 2: Develop a Goals Management Plan and monitoring system for the implementation of strategies developed under the strategic plan by April 2000.
- Objective 3: Produce a written goals management monitoring report semi-annually. (July, January)

GOAL 16: ENSURE EFFECTIVE AND EFFICIENT OPERATIONS THROUGH PERFORMANCE MEASUREMENT ACTIVITIES.

- Objective 1: Develop a system of performance measures by June 2000.
- Objective 2: Monitor Performance Measurements monthly and prepare a written report semiannually (March and September)

GOAL 17: CONDUCT SURVEYS TO DETERMINE RESIDENT NEEDS AND MEASURE THE EFFECTIVENESS OF PHA OPERATIONS .

- Objective 1: Conduct a needs assessment survey of family, elderly and elderly/disabled development heads of household and youth in the summers of 2001, 2003 and 2005. (Reports to be completed by December of each year).
- Objective 2: Conduct a customer service survey of Section 8 residents and landlords in 2002 and 2004. (Reports to be completed by October of each year).
- Objective 3: Conduct a survey of scattered site residents and their neighbors in the summers of 2002 and 2004. (Reports to be completed by November of each year).
- Objective 4: Develop a brief, annual resident survey instrument to measure the PHA's success in meeting outcome measures and implement annually starting in January 2001

GOAL 18: MEASURE THE EFFECTIVENESS OF PHA OPERATIONS THROUGH PROGRAM EVALUATIONS .

- Objective 1: Conduct an evaluation of the PHA's Modernization program by August 2001.
- Objective 2: Assist the Department of Community Services in developing a comprehensive program evaluation instrument by August 2002.
- Objective 3: Conduct one program evaluation concerning an aspect of the PHA's operations to be determined by the Executive Director each year, to be completed by December.
- Objective 4: Monitor PHA overtime expenditures and prepare a report to the executive director annually by September.

GOAL 19: COMPLY WITH HUD REQUIREMENTS FOR PLANNING AND ANALYZE POLICY OPTIONS AVAILABLE UNDER HUD REGULATION.

- Objective 1: Examine HUD policies concerning Housing Management and other functions and prepare a report detailing options available to the PHA by May 2001.
- Objective 2: Monitor changes in federal regulations governing public housing for possible policy choices. (Quarterly)
- Objective 3: Prepare and monitor HUD Annual and Five Year Plans annually as required. (Annually)

GOAL 20: ENSURE TIMELY REPORTING OF REPORTS DETAILING PHA OPERATIONS .

- Objective 1: Compile and Format the PHA's Annual report by the end of September each year.
- Objective 2: Update chart display in the PHA's conference room detailing key aspects of PHA operations by October 21st annually.
- Objective 3: Compile and print the PHA's Monthly Management Report four days prior to each monthly board of commissioners meeting.

GOAL 21: CONDUCT RELEVANT PLANNING STUDIES TO ASSIST THE PHA IN MAXIMIZING RESOURCE UTILIZATION.

- Objective 1: Conduct a space needs assessment for PHA administrative areas by October 2002.
- Objective 2: Conduct a housing design study by September 2001.

GOAL 22: IMPLEMENT EFFECTIVE RETENTION SYSTEM FOR PHYSICAL DOCUMENTS

- Objective 1: Develop a database of existing records by department and determine proper date for disposal by January 2001.
- Objective 2: Track disposal dates and notify PHA departments of outdated materials on an annual basis each January

**PROVIDENCE HOUSING AUTHORITY
GOALS & OBJECTIVES
MANAGEMENT INFORMATION SERVICES**

GOAL 1: ENSURE THAT ALL PHA COMPUTER HARDWARE IS UPDATED TO PROVIDE MAXIMUM UTILIZATION AND STAFF EFFICIENCY WITHIN BUDGETARY CONSTRAINTS

- Objective 1: Ensure that all PHA personal computers are Y2K compliant by December 1999
- Objective 2: Upgrade 40 workstations to Celeron 400 processors and 64 Meg of RAM by May 2000
- Objective 3: Purchase 18 additional computers to be used by Senior Staff and power users by November 1999
- Objective 4: Research and purchase 11 new printers to replace existing H.P. 4P's at development offices and one new printer for the MIS dept., task to be completed 4/00.
- Objective 5: Sell H.P. 4P's through PHA's property disposition procedures by April 2000.
- Objective 6: Remove the server located at Facilities Management and upgrade the hardware so it can be used at 100 Broad Street by August 2000
- Objective 7: Install Windows 2K Server on the upgraded Server by October 2000
- Objective 8: Upgrade hardware on the original MIS Server by October 2000
- Objective 9: Purchase additional PC's to replace older PC's in the main administrative office September 2000
- Objective 10: Purchase 17" monitors to replace 15" monitors by August 2000.
- Objective 11: Upgrade hardware on PC's located at development offices and foremen offices by December 2000
- Objective 12: Conduct product research and purchase eight new printers to be used at the foremen offices, task to be completed October 2000.
- Objective 13: Purchase LAN station to organize network servers by September 2000

GOAL 2: ENSURE THAT ALL PHA COMPUTER SOFTWARE IS REPLACED AND/OR UPGRADED TO ENSURE MAXIMUM EFFICIENCY WITHIN ACCEPTABLE BUDGETARY CONSTRAINTS

- Objective 1: Ensure that all PHA Software is Y2K compatible by December 1999
- Objective 2: Review all PHA software to ensure licensing is correct by April 2000
- Objective 3: Obtain cost of upgrading Operating Systems on PC's from Windows 98 to Microsoft 2000 Professional and schedule upgrades by April 2000
- Objective 4: Purchase and install Office 2000 Suite in all PHA PC's by December 1999.
- Objective 5: Obtain cost and upgrade server at 100 Broad Street from Windows NT to Server 2000 by April 2000
- Objective 6: Update software applications for compatibility (ongoing).

GOAL 3: INCREASE AND/OR UPDATE THE FUNCTIONS OF THE EXISTING NETWORK

- Objective 1: Install COX Cable Internet Access by November 1999
- Objective 2: Work with Advanced Telesystems Inc. to increase the current 56K frame relay data speeds at all family sites and Academy Ave to Point-to-Point T1's by April 2000.
- Objective 3: Setup the server so select users have access to the network from home by January 2000

- Objective 4: Setup the server so users have the ability to fax to/from their PC's by August 2000
- Objective 5: Research software on Server for tighter restrictions on Internet Access by may 2000
- Objective 6: Purchase U.P.S. (back-up system) for routers at remote sites by April 2000
- Objective 7: Research adding switches to the network to increase speed by June 2000.
- Objective 8: Update Network Configuration Database annually (June)
- Objective 9: Purchase data/media safe by July 2000

GOAL 4: SUBMIT AND/OR PRODUCE REQUIRED COMPUTER-PRODUCED REPORTS IN A TIMELY MANNER

- Objective 1: Submit M.T.C.S. (resident socioeconomic data) forms to HUD monthly for both Section 8 and Public Housing
- Objective 2: Submit 1099 forms to individuals and/or firms, as well as IRS annually by February
- Objective 3: Print and forward W-2 forms by January of every year
- Objective 4: Submit electronically transferred data to RI Department of Health monthly to cross-reference Section 8 addresses to the list of child elevated blood levels

GOAL 5: CREATE A SYSTEM/PROCEDURES WHERE STAFF CAN SWIFTLY RECEIVE COMPUTER-RELATED ASSISTANCE

- Objective 1: Research and install a PHA Helpdesk system to track troubleshooting calls by June 2000

GOAL 6: CONDUCT RESEARCH AND RECOMMEND COMPUTER-BASED PRODUCTS THAT WILL ASSIST PHA STAFF IN COMPLETING THEIR DUTIES/RESPONSIBILITIES MORE EFFICIENTLY

- Objective 1: Conduct product research and testing to determine the most practical, handheld Inspection Units for use by the Facilities Management and Rental Housing Departments to conduct HQS inspections by June 2000
- Objective 2: Setup an AS/400 Print Server by June 2000.
- Objective 3: With the assistance of MST or DPS, setup Direct Deposit for Section 8 Landlords and Account Payable Vendors by October 2000.
- Objective 4: Research cost effectiveness and feasibility to setup Document Scanning on the AS/400 by June 2000
- Objective 5: Research and determine cost of installing a barcode system for the Inventory module by June 2000.
- Objective 6: Conduct product research and purchase new printer for Facilities Management dispatch office
- Objective 7: Research the cost of and the practicability of self-sealing rent mailers and by October 2000.
- Objective 8: Create the ability to electronically submit W2's and 1099's by October 2000

GOAL 7: ENSURE THAT EACH STAFF MEMBER IS SUFFICIENTLY KNOWLEDGEABLE ABOUT PHA COMPUTER EQUIPMENT AND SOFTWARE APPLICATIONS

- Objective 1: Determine need and establish annual training review with Data Processing Solutions (fall each year)
- Objective 2: Have the MIS staff trained regularly on new software, task ongoing.

- Objective 3: Create a course of instruction and conduct computer training for Facilities Management foreman by April 2000
- Objective 4: Conduct specific group computer training as determined by training needs assessment survey and PHA Training Plan
- Objective 5: Upgrade the training room computer-based training (CBT's) computers with Office 2000 by March 2000.
- Objective 6: Update staff computer training requirements by July 2000
- Objective 7: Create a computer literacy "test-out" test to certify that staff can meet the minimum requirements by July 2000

GOAL 7: ENSURE THAT ALL PHA COMPUTER APPLICATIONS REMAIN VIRUS-FREE

- Objective 1: Update virus software on all PHA PC's at least quarterly

GOAL 8: ENSURE WORK SPACE IS CONDUCIVE TO COMPUTER OPERATIONS

- Objective 1: Redesign MIS office by November 2000

Providence Housing Authority GOALS & OBJECTIVES SECURITY

ENHANCE SECURITY AT ALL PHA DEVELOPMENTS

GOAL 1: ASSESS MANPOWER REQUIREMENTS FOR THE PHU/PHA SECURITY FORCE:

- Objective 1: Conduct manpower assessment review by July 1, 2000
- Objective 2: Review and determine the feasibility of having the PPD increase the number of patrolmen assigned to the Public Housing Unit by December 2000
- Objective 3: Seek additional funding to increase (3 hours) the daily tour of PHU officers
- Objective 4: Seek additional funding to extend the hours (2 additional hours) of PHA Security Officers (high-rise)
- Objective 5: Increase the number of foot patrols at both family and elderly/disabled developments by May 2000

GOAL 2: ADDRESS CRIME IN PUBLIC HOUSING

- Objective 1: Conduct criminal background checks of all prospective PHA applicants daily for Resident Selection Office
- Objective 2: Identify type and location of crime in the elderly/disabled developments annually commencing July 2000
- Objective 3: Identify type and location of crimes involving youths in the development by July 1, 2000
- Objective 4: Identify type and location of crime in the family developments annually commencing July 2000
- Objective 5: Research and produce a PHA Security Operations Plan for all developments by July 2000

GOAL 3: INCREASE POLICE VISIBILITY AND OPERATIONS IN A PROBLEM AREA/DEVELOPMENT

- Objective 1: Adopt a "Zero Tolerance" stand in the targeted development/area effective immediately
- Objective 2: Reallocate manpower to deal with increased crime to act as needed by December 2000
- Objective 3: Evaluate PHU patrol practices and the areas being patrolled annually beginning July 2000
- Objective 4: Conduct Police Reserve monthly meeting at different developments each month effective next month

TIMELY INFORMATION SENT TO DECISION MAKERS

GOAL 4: PROVIDE INFORMATION ABOUT CRIMINAL ACTIVITY TO KEY DECISION MAKERS

- Objective 1: Meet (Security Operations Manager) with Executive Director at least once a week to discuss security issues
- Objective 2: Attend at least four resident-management meetings per development annually

- Objective 3: Attend Housing Management and Facilities Management Departments staff meetings at least once a month
- Objective 3: Review and determine the best method for Housing management and Facilities Management personnel to provide information about crime-related activities to the PHU by July 2000
- Objective 4: E-mail arrests at PHA developments to site managers daily by May 2000

GOAL 5: CONDUCT OR COMMISSION TIMELY REPORTS/STUDIES TO ASSIST IN ASSESSING CRIME AND PERFORMANCE

- Objective 1: Conduct security/victimization survey of residents in relation to security issues annually by November 2000
- Objective 2: Produce a weekly police/security activity report effective immediately
- Objective 3: Produce a monthly police/security activity report effective immediately
- Objective 4: Produce an annual Security Operations Report (both calendar and fiscal years) effective immediately
- Objective 5: Seek HUD technical assistance funds to contract with a professional security analyst to a security assessment of all developments by September 2001
- Objective 6: Conduct an annual Equipment Needs Assessment annually
- Objective 7: Conduct a Vehicle Needs Assessment annually
- Objective 8: Conduct a security analysis including crime prevention through environmental design by 2002
- Objective 9: Identify Primary and Repeat Offenders by July 2000
- Objective 10: Identify and map crime locations in PHA family developments July 2000

IMPROVE IMAGE OF SECURITY PERSONNEL

GOAL 6: IMPROVE COMMUNITY RELATIONS

- Objective 1: Sponsor Hot Dog Roast at all family developments annually beginning June 2000
- Objective 2: Sponsor 150 Turkey baskets for residents annually
- Objective 3: Sponsor a Toy Drive for the children of the developments annually
- Objective 4: Sponsor a law enforcement careers workshop for PHA residents by June 2001

CRIME PREVENTION INFORMATION

GOAL 7: INFORM RESIDENTS AND STAFF ON CRIME PREVENTION

- Objective 1: Conduct two crime prevention workshops annually for site staff by July 2000
- Objective 2: Conduct one crime prevention workshop for administrative staff annually beginning November 2000
- Objective 3: Conduct at least one crime prevention workshop annually at each high-rise development with PHA security personnel
- Objective 4: Conduct two crime prevention workshops annually at each high-rise development with third-party Law Enforcement Agencies
- Objective 5: Research, develop and produce a security brochure for distribution to all PHA residents by July 2001
- Objective 6: Conduct a crime prevention presentation at each Preparation for Community Living class for prospective residents
- Objective 7: Write a security-related article for the PHA resident newsletter at least twice a year

**PROVIDENCE HOUSING AUTHORITY
GOALS & OBJECTIVES
SPECIAL PROJECTS**

GOAL 1: ENSURE A CUSTOMER FOCUS AND FISCAL RESPONSIBILITY IN PROGRAM ADMINISTRATION

- Objective 1: Measure customer satisfaction in each programmatic element annually and revise goals and objectives starting May 2000
- Objective 2: Establish interdepartmental team to address and track issues that cross departmental lines by July 2000 to meet monthly.
- Objective 3: Identify and secure funding sufficient to provide ABE/GED/ESL, case management and skill specific programs for at least 150 adults/families annually
- Objective 4: Maintain monthly draw down of third party funds and timely submittal of all required program and fiscal reports.
- Objective 5: Ensure that customer needs are represented at federal, state and local education and training policy making levels.
- Objective 6: Ensure continued access to low cost program space by negotiating longer term access to Academy Avenue or identifying equivalent alternative by January 2001 and by maintaining existing site-based presence.

GOAL 2: ESTABLISH AND MAINTAIN A DEPARTMENT LEVEL MIS SUFFICIENT TO MEASURE PROGRAM INPUTS, PROCESSES AND OUTCOMES

- Objective 1: Establish department task force to research system requirements and cost and develop scope of system capabilities. Established May 2000. Reports July 2000.
- Objective 2: Develop funding plan for new system acquisition, training and maintenance by September 2000

GOAL 3: CREATE AN ENVIRONMENT CONDUCTIVE TO EFFECTIVE SELF SUFFICIENCY PROGRAM ADMINISTRATION BY ADDRESSING PARTICIPANT SAFETY AND SOCIAL SERVICE SUPPORT NEEDS

- Objective 1: Create training plans for DV, crisis mgmt, health care, and substance abuse – all case managers. Plan complete by January 2001
- Objective 2: Staff training plan fully executed by June 2002
- Objective 3: Create case management strategies for clients with low level, persistent substance abuse issues. Assessments/and or action plans in FSS contracts by June 2001
- Objective 3: Establish effective communication system with Providence police and follow up protocols specific to DV by September 2000
- Objective 4: Establish program to assist FSS participants to deal with problem teenagers by September 2000

GOAL 4: ADMINISTER PROGRAMS LEADING TO PERMANENT ECONOMIC GAINS AND QUALITY OF LIFE IMPROVEMENTS FOR RESIDENTS WHO ENTER THE PROGRAMS UNEMPLOYED

- Objective 1: Serve minimum of 150 unemployed adults per year in FSS, ed training and work experience programs

- Objective 2: Ensure that all ABE/GED/ESL students in 20-hour programs who attend at least 75% meet performance standards adopted by RIDE
- Objective 3: Ensure that 100% of all enrolled participants have written "work readiness" skills development plan and a personal goal plan
- Objective 4: Ensure that all FSS participant case records reflect quarterly case management meetings, updated contracts and accurate escrow account calculations

GOAL 5: ADMINISTER PROGRAMS LEADING TO PERMANENT ECONOMIC GAINS AND QUALITY OF LIFE IMPROVEMENTS FOR RESIDENTS WHO ENTER THE PROGRAMS EMPLOYED

- Objective 1: Serve minimum 75 under employed residents per year
- Objective 2: Complete program entry assessments of 100% participants to measure/document basic skills and resource needs
- Objective 3: Increase department/staff capacity for quality referrals by developing and maintaining an up to date community resource "consumers guide" by June 2001
- Objective 4: Establish scattered site based tenant association, enhanced orientation and mentoring program by June 2002
- Objective 5: Provide minimum of three "skills upgrade" courses in house annually
- Objective 6: Ensure that all FSS participant case records reflect quarterly case management meetings, updated contracts and accurate escrow account calculations

GOAL 6: Administer US DOL Welfare to Work Program in accordance with contract defined benchmarks

- Objective 1: Outreach to 345 public housing and Section 8 residents by June 2002
- Objective 2: Incorporate PHA welfare to work program into FIP plans of 175 residents by June 2002
- Objective 3: Provide/monitor work experience activities for 100 participants by June 2002
- Objective 4: Provide small group and tutorial ESL and GED services to 100 participants by June 2002

**PROVIDENCE HOUSING AUTHORITY
GOALS & OBJECTIVES
FINANCE & ACCOUNTING**

DEPARTMENT - WIDE**GOAL 1: IMPLEMENT GENERALLY ACCEPTED ACCOUNTING PRINCIPLES (GAAP)**

- Objective 1: Review the REAC website for information regarding implementation by April 30, 2000
- Objective 2: Monitor progression of supplies inventory system to ensure that a beginning balance is available by June 30, 2000
- Objective 3: Set up new general ledger accounts for accrued sick time, vacation time and allowance for doubtful accounts by June 30, 2000.

GOAL 2: MAXIMIZE CASH RESERVE

- Objective 1: Reduce collection period for monthly rents on an ongoing basis
- Objective 2: Seek alternative sources of income (space rentals, vending, etc.) on an ongoing basis.

GOAL 3: DEVELOP A DEFINITIVE POLICY ON RECORDS RETENTION PROCEDURES.

- Objective 1: Set up schedule and locations for respective department records storage by September 30, 2000.
- Objective 2: Establish a procedure for disposal of old records by September 30, 2000.
- Objective 3: Communicate policy to all department directors by October 31, 2000.

Goal 4: Develop an internal audit function for the organization.

- Objective 1: Set up a series of meetings with the Planning department to explore the steps involved in creating internal audit procedures by Dec.31, 2000.

GOAL 5: IMPROVE TELEPHONY.

- Objective 1: Hold a series of meetings with the vendor of the new telecommunications system to monitor progress and seek improvements (by Sept.30, 2000).
- Objective 2: Appoint employee in each department to act as a liaison for the new phone system regarding problems and suggestions (by Sept.30, 2000).

GOAL 6: ESTABLISH A STRATEGIC PLANNING TEAM WITHIN THE DEPARTMENT .

- Objective 1: Set up quarterly meetings with team members to review goals (by June 30, 2000.
- Objective 2: Update and adjust goals and timetables on an ongoing basis.

GOAL 7: MEET WITH DEPARTMENTS TO DISCUSS PROBLEMS WITH NEW AS400 SYSTEM.

- Objective 1: Determine responsibilities concerning information input and updates by April 30, 2000.

Objective 2: Establish a schedule for the distribution of month-end reports to departments and developments (by April 30, 2000).

Goal 8: Establish cross-training program on new AS400 system.

Objective 1: Train department employee to perform day-to-day functions of Program Analyst (maternity leave) by April 30, 2000.

Objective 2: Set up monthly schedule for intra-departmental cross-training by September 30, 2000.

FIXED ASSET MANAGEMENT

GOAL 9: IMPROVE ACCOUNTING PROCEDURES FOR FIXED ASSETS.

Objective 1: Develop and establish fixed asset reporting on new AS400 system by May 31, 2000.

Objective 2: Complete data entry adjustments on new system by April 30, 2000.

Objective 3: Research bar-coding systems for furniture and equipment by March 31, 2001.

SECTION 8 ACCOUNTING

GOAL 10: MERGE CERTIFICATE AND VOUCHER PROGRAMS INTO ONE VOUCHER PROGRAM

Objective 1: Monitor and adjust accounting and budgeting records on an ongoing basis until merger complete in September 2001.

GOAL 11: INCREASE ADMINISTRATIVE FEES ON PORTABILITY BILLINGS

Objective 1: Apply increased fee rate to portability billings for tenants in new "merged" Voucher program (by July 2000 billing).

GOAL 12: CONVERT PORTABILITY BILLING AND PAYMENTS TO NEW AS400 SYSTEM.

Objective 1: Develop automated portability billing function on new system by December 31, 2000.

Objective 2: Process portability payments on new system by June 30, 2000.

GOAL 13: EXPLORE THE POSSIBILITY OF DIRECT DEPOSIT PAYMENTS TO LANDLORDS

Objective 1: Organize a series of meetings with Section 8 Department director to determine feasibility of direct deposit payments (by March 31, 2001).

ACCOUNTS RECEIVABLE

Goal 14: Maximize monthly rental income.

Objective 1: Work with Facilities Management and Housing Management to decrease unit turnaround time between vacancy and re-occupancy (ongoing)

Objective 2: Secure a broader-based tenant population with a higher percentage of employed tenants (ongoing with Housing Management).

PAYROLL

Goal 15: Explore the ramifications of a bi-weekly payroll cycle.

Objective 1: Meet with administration and the various union representatives to arrive at a workable proposal for a 9-day workweek and bi-weekly payroll (by June 30, 2000).

PURCHASING**Goal 16: Improve and Streamline the Purchasing System and Procedures**

- Objective 1: Develop Blanket Purchase Order for Plumbing supplies by April 30, 2000.
Objective 2: Develop Blanket Purchase Order for Electrical Supplies by June 30, 2000.
Objective 3: Develop Blanket Purchase Order for Carpentry Supplies by August 30, 2000.
- Objective 4: Develop Blanket Purchase Order for heating Supplies by October 30, 2000.
Objective 5: Streamline procurement and distribution of Office Supplies by June 30, 2000.
Objective 6: Develop Access Database for Blanket Purchase Orders and Contracts by September 30, 2000
Objective 7: Work with Inventory Control Specialist to implement the new Inventory System on the AS400 by June 30, 2000.
Objective 8: Work with Foremen and Directors to improve receipt of packing slips from on site deliveries by April 30, 2000.
Objective 9: Research possibilities of increasing number of Minority vendors by October 30, 2000.

Accounts Payable**GOAL 17: IMPROVE THE PAYMENT PROCESS**

- Objective 1: Research possibilities of direct deposits on payments to vendors on AS400 by July 30, 2000.
Objective 2: Increase number of discounts taken
Objective 3: Meet with Purchasing and Directors to improve receipt of packing slips from on site deliveries by April 30, 2000.
Objective 4: Meet with Directors to discuss flow of original invoices to Accounts Payable.

**PROVIDENCE HOUSING AUTHORITY
GOALS & OBJECTIVES
HOUSING MANAGEMENT**

GOAL 1: DETERMINE THE FEASIBILITY OF MAINTAINING AN "OPEN" WAITING LIST

Objective 1: Examine and determine the mechanics and feasibility of keeping the waiting list constantly open through a pre-application process by June 2000

GOAL 2: ENSURE THAT ALL APPLICANTS TO PUBLIC HOUSING ARE PROPERLY SCREENED FOR QUALIFICATIONS AND ACCEPTABILITY

Objective 1: Conduct a criminal background check on all applicants to public housing prior to office appointment

Objective 2: Conduct a "home visit" of each prospective resident to family public housing

Objective 3: Examine the feasibility and/or need of conducting home visits for prospective residents of Elderly/disabled and elderly-only housing developments by September 2000

Objective 4: Conduct at least two landlord references for every prospective resident to public housing

GOAL 3: ENSURE THAT EACH APPLICANT THAT IS DENIED ADMISSION TO PUBLIC HOUSING FOR CAUSE HAS AN OPPORTUNITY TO APPEAL THE DECISION

Objective 1: Conduct "informal" conferences for applicants that are denied admission within 30 days of request a request for a hearing

Objective 2: Conduct a "formal" hearing for each applicant denied admission after the informal conference within 30 days of denial

Objective 3: Attend and present reasons for denying applicants admission at each formal hearing

Objective 4: Create a database of persons denied admission due to non-economic reasons by July 2000

GOAL 4: PROVIDE IMPROVED CUSTOMER SERVICE BY MAINTAINING NON-TRADITIONAL HOURS FOR THE RESIDENT SELECTION OFFICE

Objective 1: Research and determine if non-traditional hours should be scheduled to better serve the families on the public housing waiting list by June 2000

Objective 2: Conduct an outreach campaign to inform applicants of appointments during non-traditional hours

GOAL 5: MAINTAIN HUD BUDGET-APPROVED OCCUPANCY LEVELS

Objective 1: Maintain an adjusted occupancy level of at least 97% each month

Objective 2: Maintain a two-to-one applicant folder-to-unit ratio for each vacancy at each development by July 2000

Objective 3: Review and evaluate the impact of the PHA's Transfer Policy on turnover rates by December

GOAL 6: MARKET PHA PROPERTIES TO THE ELIGIBLE PUBLIC

- Objective 1: Review and update the Marketing Plan semi-annually (April/October)
- Objective 2: Attend third-party functions to market PHA properties at least once per quarter.
- Objective 3: Update marketing contact list semi-annually (January/July)
- Objective 4: Prepare and distribute a promotional brochure at least once per year and distribute according to the Marketing Plan

GOAL 7: ACHIEVE ESTABLISHED COLLECTION OBJECTIVES FOR ALL RESIDENT CHARGES

- Objective 1: Collect at least 92% of resident charged rent each month at each family developments
- Objective 2: Collect at least 94% of resident charged rent each month at each elderly/disabled and elderly-only developments
- Objective 3: Achieve an overall resident-charged rent collection rate of 93% per month for all developments
- Objective 4: Achieve or exceed the *Public Housing Assessment System* cumulative receivable rate each year
- Objective 5: Appoint department team to identify obstacles to achieving high levels of rent collection by July 2000
- Objective 6: Explore the feasibility of installing Electronic Benefit Transfer EBT) terminals at each development to assist residents in paying their rent by August 2000

GOAL 8: CONDUCT INSPECTIONS OF ALL PHA PROPERTY ANNUALLY

- Objective 1: Conduct a Housing Quality Inspection of each unit annually
- Objective 2: Prepare a unit inspection schedule for each unit at each development by July of each year

GOAL 9: ENSURE HIGH LEVELS OF CUSTOMER SERVICE AT ALL DEVELOPMENTS

- Objective 1: Revise Resident Complaint Forms by July 2000
- Objective 2: Develop an Access database at each development to track customer complaints by December 2000
- Objective 3: Respond to customer complaints within 48 hours of receipt of the complaint
- Objective 4: Conduct resident-management meetings each month at each development
- Objective 5: Prepare resident-management meeting minutes and forward to the Executive Director for review within three days of meeting

GOAL 10: SHARE INFORMATION AND COMMON CONCERNS

- Objective 1: Conduct a staff meeting with key Housing Management Department personnel bi-weekly
- Objective 2: Prepare minutes of staff meeting and forward to Executive Director for review within three days of meeting

GOAL 11: DETECT RESIDENT FRAUD THAT AFFECTS RENTAL INCOME

- Objective 1: Determine the need to hire a fraud investigator by July 2000
- Objective 2: Cross-reference HUD-provided data with resident data monthly

GOAL 12: IMPROVE ADMINISTRATIVE FUNCTION FOR THE DEPARTMENT

- Objective 1: Update Administrative Plan semi-annually (July/January)
- Objective 2: Research the legality and practicality of maintaining electronic resident files by July 2001

GOAL 13: CREATE A MONITORING AND QUALITY CONTROL PROCESS FOR THE DEPARTMENT

- Objective 1: Revise existing "spot-check" audit of developments by July 2000
- Objective 2: Create a comprehensive auditing procedure manual by December 2000
- Objective 3: Conduct "spot-check" audits at each development twice annually
- Objective 4: Conduct one comprehensive audit at each development annually commencing January 2001

GOAL 14: ENSURE ADEQUATE ORGANIZATIONAL DEVELOPMENT FOR STAFF

- Objective 1: Ensure that all senior and mid-management housing management staff are Public Housing Manager certified by an accredited professional organization within 12 months of assuming management role
- Objective 2: Conduct an in-house training session for all management staff that solely relates to the department's functions at least semi-annually

GOAL 15: EXAMINE AND REVISE, WHEN APPROPRIATE, POLICIES CONCERNING THE DEPARTMENT'S VARIOUS RESPONSIBILITIES AND ADVISE/RECOMMEND TO EXECUTIVE DIRECTOR FOR CONSIDERATION/ACTION(AT LEAST SEMI-ANNUALLY)

- Objective 1: Review and improve the PHA's current pet policy by July 2000
- Objective 2: Research income inclusion policies implemented at other housing authorities for impact and applicability at the PHA by December 2000
- Objective 3: Working in cooperation with the Special Projects and Community Services Departments, determine if there are any additional local preferences that may be implemented to encourage employment and/or a broad range of incomes at our developments by December 2000

GOAL 16: ENSURE THE HEALTH AND SAFETY OF STAFF AND RESIDENTS

- Objective 1: Determine improved method of communication (two-way voice) for office personnel conducting inspections at their developments by September 2000
- Objective 2: Working with the PHA's Safety Liaison and safety Committee, review and recommend methods to improve site office security by April 2001

GOAL 17: CREATE NEW METHODS OF TRACKING DAILY UNIT STATUS

- Objective 1: Install "Unit Status Boards" at each management office by July 2001

GOAL 18: PREPARE DEPARTMENT FOR LOSS OF PERSONNEL THROUGH RETIREMENTS

- Objective 1: Examine existing staff allocations to determine future organizational structure of the department by July 2000

GOAL 19: PROMOTE THE "SELF-MANAGEMENT" OF SCATTERED-SITE UNITS BY RESIDENTS

- Objective 1: Create a "self-help" guide for scattered site residents by July 2001

Objective 2: Create and produce "How to be a Good Neighbor" brochure for distribution to scattered-site families by December 2000

GOAL 20: IMPROVE OVERSIGHT MANAGEMENT OF SCATTERED-SITE DEVELOPMENTS

Objective 1: Conduct outreach to scattered-site non-public housing neighbors annually

Objective 2: Create a "windshield" inspection checklist for scattered site developments by July 2000

Objective 3: Create and distribute a scattered-site newsletter for distribution semi-annually

**Providence Housing Authority
GOALS & OBJECTIVES
FACILITIES MANAGEMENT**

GOAL 1: INSURE THAT ALL WORK ACCOMPLISHED BY FM MAINTENANCE EMPLOYEES IS OF A HIGH QUALITY, DONE RIGHT THE FIRST TIME.

- Objective 1: Perform a systematic review of quality control policies for all maintenance services by November 2000
- Objective 2: Create an independent position within the department responsible for insuring that quality control standards are met on all jobs and tasks by December 2000
- Objective 3: Institute an internal quality control program for all maintenance employees by March 2001

GOAL 2: ESTABLISH A DEPARTMENTAL MIS INFORMATION SYSTEMS FOR IMPROVED EFFICIENCY AND PHA-WIDE NETWORKING.

- Objective 1: Develop system queries, which provide timely information to FM supervisory personnel by May 2000
- Objective 2: Develop and implement a departmental leave tracking system, which allows for timely staff scheduling and task planning by May 2000
- Objective 3: Create a stand alone database to track information related to bidding and contracts in conjunction with Capital Fund expenditures August 2000
- Objective 4: Complete the conversion of work order, and inventory control systems to the AS400 system by December 2000
- Objective 5: Create one central ACCESS database which contains physical needs data, capital projects information, major systems inventory and warranty information by April 2000

GOAL 3: REVIEW AND REVISE MAINTENANCE POLICIES AND PROCEDURES AND DEVELOP WRITTEN PROTOCOLS SPECIFIC TO EACH SITE, FOR BOTH THE OPERATION & MAINTENANCE OF PHA PROPERTY AND EQUIPMENT .

- Objective 1: Identify the major building systems and equipment, which should be inspected and/or maintained by contract by May 2000
- Objective 2: Develop detailed maintenance protocol for grounds by July 2000
- Objective 3: Develop detailed maintenance protocol for all Authority equipment by November 2000
- Objective 4: Develop detailed maintenance protocol for all structures and building envelopes by February 2001
- Objective 5: Develop detailed maintenance protocol for all major building systems by April 2000
- Objective 6: Develop detailed maintenance protocol for all janitorial and custodial duties by May 2000
- Objective 7: Develop detailed maintenance protocol for all unit preventative maintenance and frequently used tenant service work orders by August 2001

GOAL 4: DEVELOP AN ATMOSPHERE WITHIN THE DEPARTMENT THAT INSURES EACH EMPLOYEE WORKS AT PEAK EFFICIENCY AND EFFECTIVENESS.

- Objective 1: Develop entry-level aptitude, general education and specific skills standards, which all new FM employees must meet by August 2000
- Objective 2: Review job requirements for all non-skilled staff and develop a list of competencies for each position by October 2000
- Objective 3: Develop reoccurring employee training programs that address competency shortcomings, increase needed skills and improve productivity by December 2000

GOAL 5: INSTITUTE POLICIES AND PROCEDURE TO REDUCE STAFFING SHORTFALLS CAUSED BY EXCESSIVE ABSENTEEISM, VACATIONS, AND A SHORTAGE OF PERMANENT 2ND AND 3RD SHIFT EMPLOYEES.

- Objective 1: Prepare a comprehensive analysis of the department's seasonal workload including recurring tasks; who is likely to perform such tasks; the impact of vacations and absenteeism on the timely completion of such tasks; and an evaluation of which of these tasks might be more efficiently and effectively accomplished by contracting out by May 2000
- Objective 2: Develop a new staffing model for covering Dispatch and the 2nd and 3rd shifts within the FM Department by June 2000
- Objective 3: Develop and implement written staff scheduling protocols, which address vacations, emergency absences, union contracts and seniority issues by July 2000
- Objective 4: Reduce the number of individuals identified as sick leave abusers by 25% by December 2000 and 50% by June 2001

GOAL 6: DEVELOP AND IMPLEMENT A COMPREHENSIVE SAFETY PROGRAM FOR EMPLOYEES, WHICH ADDRESS ALL CURRENT REGULATORY REQUIREMENTS.

- Objective 1: Develop a Bloodborne Pathogens Plan including monitoring and any required training to insure PHA compliance with all regulatory requirements by April 2000
- Objective 2: Develop and implement a Fire Extinguisher Safety Program for all extinguishers in PHA facilities including required testing, inspections and tagging to insure compliance with all regulatory requirements by April 2000
- Objective 3: Develop and implement a Respirator Program for PHA employees including monitoring and any required training to insure PHA compliance with all regulatory requirements by May 2000
- Objective 4: Develop a written plan including a monitoring and training plan to insure PHA compliance with regulatory requirements concerning Material Safety Data Sheets (MSDS), HAZMAT issues and worker Right To Know laws by June 2000
- Objective 5: Develop and implement a Lock Out, Tag Out Program for all mechanical, pneumatic, hydraulic, and electric energy including monitoring and any required training to insure PHA compliance with all regulatory requirements by August 2000
- Objective 6: Conduct, with PHA personnel, an annual OSHA type inspection of FM work centers using as a guideline the formal OSHA inspection protocol used by RIDOL personnel in 1999 with the first inspection to be completed by November 2000

GOAL 7: ENSURE THAT SAFETY SYSTEMS REQUIRED IN ALL PHA FACILITIES ARE STATE OF THE ART, AND IN COMPLIANCE WITH ALL REGULATORY REQUIREMENTS.

- Objective 1: Conduct all appropriate testing and inspections on the PHA's natural gas master meter systems at Chad Brown, Admiral Terrace, Manton Heights and Hartford Park Housing Developments with the first inspection conducted by May 2000
- Objective 2: Develop a protocol to insure that elevator inspections are conducted on time and in accordance with all applicable Federal, State and local requirements by July 2000
- Objective 3: Upgrade all building fire alarm systems to current fire code standards by December 2000

GOAL 8: ENHANCE THE PHYSICAL SECURITY OF RESIDENTS IN PHA PROPERTIES.

- Objective 1: Conduct a comprehensive exterior lighting survey of each Elderly/Handicapped Building and recommend lighting improvements to enhance security by August 2000
- Objective 2: Install intercom systems from apartment to entrance door at Sr. Dominica Manor and Dexter Manor by August 2000
- Objective 3: Install card access systems in all PHA high-rise buildings by October 2000
- Objective 4: Conduct a comprehensive exterior lighting survey of each Family Development and recommend lighting improvements to enhance security by December 2000
- Objective 5: Install video systems in PHA high rise buildings which would allow residents to monitor visitors seeking entry into the building using the intercom system by March 2000

GOAL 9: IMPROVE FACILITIES MANAGEMENT UNIT TURN AROUND TIMES.

- Objective 1: Reduce unit turn around times for modernization units to 75 days or less by June 2001
- Objective 2: Reduce unit turn around times for non-modernization units to twenty-five days or less by June 2001

GOAL 10: DEVELOP POLICIES AND PROGRAMS TO EXPAND RESIDENT AWARENESS OF MAINTENANCE REQUIREMENTS AND IDENTIFY AREAS WHERE RESIDENT'S WOULD PARTICIPATE IN COMMON AREA MAINTENANCE.

- Objective 1: Develop a plan with the Management Department to involve residents in the maintenance of common spaces in their buildings by September 2000
- Objective 2: Create a mechanism to periodically inform residents of maintenance issues and update them on site specific problems needing their attention by December 2000

GOAL 11: INSURE THAT ALL MODERNIZATION REPORTS ARE SUBMITTED WITHIN THE TIME FRAMES ESTABLISHED BY HUD

- Objective 1: Prepare the Annual Capital Plan and submit it to HUD no later than July
- Objective 2: Prepare the Annual Performance & Evaluation Report and submit it to HUD by October

PROVIDENCE HOUSING AUTHORITY
Goals and Objectives
Department of Community Services

ENHANCE ADMINISTRATIVE CAPACITY/CAPABILITIES

GOAL 1: ENSURE THE CONTINUITY OF THE DEPARTMENT'S PROGRAMS AND STAFF OVER NEXT FIVE YEARS

- Objective 1: Seek alternative funding for programs and services over and above base line services provided by the Resident Services Coordinators and Program Coordinators, beginning July 2000.
- Objective 2: Develop a transition plan to prepare for the anticipated loss of staff in department over the next two years by September 2000.
- Objective 3: Raise the standards for full-time staff through training of current employees and additional employment requirements for prospective full-time employees by September 2000.
- Objective 4: Assemble a consortium of third party providers to meet quarterly for exchange of information, coordination of services and capacity building, beginning January 2001.
- Objective 5: Research and develop a plan that encompasses the renovation, repair, and/or replacement, of existing facilities and equipment as well as the addition of new facilities and equipment, to be completed July 2001

MEASURE EFFECTIVENESS OF PROGRAM OUTCOMES AND CUSTOMER SATISFACTION

GOAL 2: PROVIDE INCREASINGLY APPROPRIATE PROGRAMMING AS A RESULT OF A CLEARER UNDERSTANDING OF RESIDENT NEED AND AN EFFECTIVE MEANS OF RECRUITMENT

- Objective 1: Conduct an annual customer satisfaction survey to individual program and service participants starting August 2000.
- Objective 2: Determine and implement new methods of increasing resident awareness of programs and services, commencing November 2000.
- Objective 3: Develop more effective ways of recruiting program participants by November 2000.
- Objective 4: Develop precise, performance-based measures of evaluation for staff, programs and services June 2000

PROVIDE QUALITY OF LIFE ENHANCING SUPPORTIVE SERVICES TO RESIDENTS

LIVING SKILLS UNIT

GOAL 3: OFFER EDUCATIONAL PROGRAMS THAT ENCOURAGE PERSONAL GROWTH AND POSITIVE COMMUNITY INVOLVEMENT

- Objective 1: Study the feasibility of requiring mandatory pre-occupancy *Preparation for Community Living* classes for elderly/disabled residents by July 2001.
- Objective 2: Develop a *Preparation for Community Living* class for the elderly and disabled applicants (residents) effective January 2002.
- Objective 3: Educate 100% of high-rise residents about fire safety through fire safety training/activities and distribution of printed materials commencing January 2000.

Objective 4: Provide three eight-week sessions of health and safety activities, at each site, annually, for the youth at Hartford Park, Manton Heights and Chad Brown, effective October 2002.

Objective 5: Research and develop a family-strengthening workshop to be presented at Hartford Park, Manton Heights and Chad Brown, annually, commencing January 2001.

GOAL 4: OFFER INTERVENTION PROGRAMS AND SERVICES THAT HELP AT RISK RESIDENTS IMPROVE THEIR LIFESTYLE AND THEREBY MAINTAIN THEIR TENANCY

Objective 1: Decrease resident recidivism in the *Housekeeping Support Program* by 5% annually, commencing July 2001.

Objective 2: Research and develop a Budgeting Class program that will decrease the number of evictions for non-payment of rent by 5% annually, commencing July 2002.

Objective 3: Increase the number of hours of housekeeping services available to the elderly and disabled residents by 25% annually, effective July 2001.

ADULT UNIT

GOAL 5: TO IMPROVE THE HEALTH STATUS OF RESIDENTS THROUGH THE REMOVAL OF BARRIERS TO AND THE DIRECT PROVISION OF HEALTH SERVICES AND PROGRAMS

Objective 1: Increase access to on-site primary health care to include the uninsured and non-elderly disabled, by July 2003.

Objective 2: Increase resident utilization of individual and group health education services by 10% annually, beginning July 2000.

Objective 3: Increase utilization of health screenings/assessments by 10% annually, beginning July 2000.

Objective 4: Increase residents' use of medical van to attain an 85% utilization rate by June 2001.

GOAL 6: ENHANCE THE SENSE OF COMMUNITY AT EACH DEVELOPMENT THROUGH THE PROMOTION OF TENANT INVOLVEMENT

Objective 1: Work with resident associations or representatives, at each site, to sponsor two joint recreational activities, annually, commencing July 2000.

Objective 2: Provide two coffee hours at each site, per month, to discuss issues of interest to residents commencing July 2000.

Objective 3: Twice annually, conduct door-to-door outreach to 100% of occupied units, with a positive contact rate of 80%, commencing July 2000.

Objective 4: Increase on-site meal site participation by 10% annually, Beginning July 2000.

GOAL 7: MODEL, PROMOTE AND PROVIDE EDUCATION AND LIFE SKILLS PROGRAMS AND SERVICES THAT ENHANCE GREATER INDEPENDENCE FOR RESIDENTS

Objective 1: Research and develop a program to offer on-site literacy and ESL programs for residents, commencing July 2001.

Objective 2: Identify, refer, document and track 100% of residents with special needs (blind, deaf, retarded, at-risk elderly) not currently receiving on-going services from appropriate providers, commencing September 2000.

Objective 3: Research and develop a program to offer an on-site series of workshops related to the topics of: self esteem, communication skills, assertiveness, coping skills, and self-image, commencing July 2001.

FAMILY UNIT

GOAL 8: IMPROVE THE HEALTH STATUS OF RESIDENTS, BOTH YOUTH AND ADULTS, THROUGH THE PROVISION OF HEALTH EDUCATION PROGRAMS AND SERVICES

Objective 1: Conduct weekly, age-appropriate, substance abuse prevention education (SAPE) and health education (WISE-UP) workshops for all youth enrolled in the after-school *Youth Program* for 24 weeks, annually, October through May, effective July 2000

Objective 2: Maintain an average attendance rate of 75% annually, for youth SAPE/health education workshops, effective July 2000.

Objective 3: Increase by 10% annually the number of public housing adult residents utilizing on-site counseling and crisis intervention services, effective July 2000.

Objective 4: Offer one *Health Education Workshop* each month, at Manton Heights, Hartford Park and Chad Brown, to the adult residents, effective October 2000.

GOAL 9: ENHANCE THE SENSE OF COMMUNITY, IN THE FAMILY DEVELOPMENTS, BY INCREASING TENANT INVOLVEMENT.

Objective 1: Sponsor, through the *Family Advisory Council*, a minimum of 2 community-building events each semester, effective October 2000.

Objective 2: Ninety percent of parents with children enrolled in the after-school and/or summer *Youth Program* will comply with the *Parent Volunteer Program* requirement of four hours of community service per month, effective July 2000.

Objective 3: Engage 50 adult residents at each site in one monthly social or recreational event for 8 months, October through May, effective October 2000.

Objective 4: Sponsor, through the *Youth Service Council*, a minimum of two community service projects per semester, commencing in October, effective October 2000.

Objective 5: Enroll 75 per cent of *Youth Program* participants in one or more organized *Sports Program* activities, annually, commencing October 2000.

GOAL 10: IMPROVE ACADEMIC ACHIEVEMENT AND INCREASE COLLEGE ENROLLMENT OF RESIDENT YOUTH

Objective 1: Offer academic assistance (*Homework Help*) to youth enrolled in the after-school *Youth Program*, 3 times a week, at Hartford Park, Manton Heights and Chad Brown, October through May, effective October 2000.

Objective 2: Achieve an 80% graduation rate among high school seniors enrolled in the *After-School Youth Program*, effective June 2001.

Objective 3: Develop a standardized, age appropriate, computer literacy program for youth enrolled in the after-school *Youth Program* by September, 2000.

Objective 4: Conduct weekly, age appropriate, computer literacy classes for youth enrolled in the after-school *Youth Program*, for 24 weeks, October through May, commencing October 2000.

Objective 5: Research and develop an academic enrichment program, for committed parents and children, to help prepare a core group of PHA youth for college, by January 2001.

GOAL 11: INCREASE SELF-RELIANCE AND RESPONSIBILITY AMONG PUBLIC HOUSING YOUTH

- Objective 1: Offer one *Career Exploration* workshop a month for all teens enrolled in the after-school *Youth Program*, October through May, commencing October 2000.
- Objective 2: Offer weekly, age appropriate, life skills and values clarification workshops for all youth enrolled in the after-school *Youth Program* for 24 weeks, October through May, commencing October 2001.

**Providence Housing Authority
GOALS & OBJECTIVES
DEPARTMENT OF RENTAL HOUSING**

GOAL 1: REVIEW ALL PLANS AND MANUALS.

Objective 1: Review and update administrative plans annually (January).

GOAL 2: REVIEW EXISTING STAFFING PLAN TO DETERMINE IF ADDITIONAL STAFF OR A STAFF REORGANIZATION IS NECESSARY.

Objective 1: Review existing staff plan to determine if additional staff is required to accomplish the department's responsibilities by October 2000.

Objective 2: Review existing job responsibilities and workflow to determine if a re-organization is necessary for the department to accomplish its responsibilities by December 2000.

GOAL 3: MAINTAIN A HIGH ADJUSTED LEASE RATE TO MAXIMIZE PROGRAM IMPACT AND TO EARN MAXIMUM ADMINISTRATIVE FEES

Objective 1: Maintain a lease rate of 97% or higher each month

Objective 2: Update waiting list monthly to maximize the number of units under lease.

Objective 3: Conduct applicant briefings at least monthly if there are subsidies available.

Objective 4: Absorb incoming transfers if lease rate is below 97%.

Objective 5: Perform Housing Quality Standards (HQS) Inspection within 20 days of request.

Objective 6: Track the number of days needed to locate a unit quarterly.

Objective 7: Prepare direct marketing campaign to property owners by March 2001.

GOAL 4: PROVIDE TIMELY COMPLETION OF ANNUAL RECERTIFICATIONS

Objective 1: Initiate 100% of re-certifications 120 days prior to lease expiration and complete process no later than 30 days prior to lease expiration.

Objective 2: Revise and incorporate new regulations in the re-certification tracking system by October 2000.

GOAL 5: PROVIDE TIMELY RE-INSPECTIONS OF PROPERTIES FOR RENTAL

Objective 1: Complete request for re-inspections within 3 days of request.

Objective 2: Establish computerized tracking system for re-inspections by September 2001.

GOAL 6: ESTABLISH QUALITY CONTROL PROCEDURES TO MONITOR LEASING, RECERTIFICATIONS, AND (RE)INSPECTIONS

Objective 1: Review 10% monthly of all leasing, and re-certifications, and 5% of inspections to ensure satisfactory compliance with administrative procedures.

GOAL 7: MAXIMIZE INCOME TO THE PHA THROUGH ACCEPTABLE ADMINISTRATIVE PROCEDURES

Objective 1: Submit a report to HUD seeking fees for "Hard-to-House" families annually.

GOAL 8: LESSEN THE ADMINISTRATIVE BURDEN DUE TO PORTABILITY

Objective 1: Review listings of portables quarterly.

Objective 2: Identify any participants that can be swapped/absorbed (to alleviate billing) with other housing authorities quarterly.

GOAL 9: STREAMLINE ADMINISTRATIVE PROCEDURE FOR "SPECIAL" SECTION 8 PROGRAMS

Objective 1: Review existing procedures in order to streamline "special" Section 8 programs such as the Project-based by May 2001.

GOAL 10: REDUCE THE HIGH MOBILITY RATES OF SECTION 8 RESIDENTS.

Objective 1: Conduct an annual review to determine the reasons for high move rates

GOAL 11: MEASURE THE IMPACT OF THE SECTION 8 PROGRAM ON THE CITY'S HOUSING MARKET

Objective 1: Conduct an economic and rental impact analysis of the Section 8 Program by July 2001.

GOAL 12: ASSURE THAT ALL CONTRACTED RENTS MEET RENT REASONABLE STANDARD

Objective 1: Conduct an annual rental survey of non-assisted rental units in the city of Providence.

Objective 2: Ensure that rent reasonableness standard is utilized at all leaseings.

GOAL 13: TRACK LOCATION OF ALL SECTION 8 RECIPIENTS IN THE CITY OF PROVIDENCE

Objective 1: Track the location of all Section 8 recipients in the city of Providence monthly.

Objective 2: Determine mobility patterns of Section 8 recipients

GOAL 14: DETERMINE REASONS FOR SELECTING TYPE OF NEIGHBORHOOD AND HOME OF SECTION 8 RECIPIENTS

Objective 1: Conduct a longitudinal study of Section 8 locational choices by December 2002 with interim reports produced each September

GOAL 15: PREVENT OR MINIMIZE FRAUD IN THE SECTION 8 PROGRAM

Objective 1: Hire a new fraud investigator by July 1, 2000.

Objective 2: Establish a policy to collect money owed due to fraud for those who have been terminated from the program by February 2001.

Objective 3: Conduct a review as to the feasibility of establishing a fraud hotline number by June 2000.

GOAL 16: DEVELOP AN EDUCATIONAL PROGRAM FOR PROPERTY OWNERS AND RENTAL AGENTS

- Objective 1: Create a newsletter for landlords concerning regulation changes and common problems by October 2000.
- Objective 2: Conduct a review of landlord interest in quarterly orientation sessions by January 2001.
- Objective 3: Design and conduct an informational program for landlords, including speakers on housing law, lead policies, and available funding by September 2000

GOAL 17: DEVELOP CRITERIA FOR BARRING PARTICIPATION OF PROPERTY OWNERS THAT FAIL TO COMPLY WITH SECTION 8 REGULATIONS /RULES/POLICY

- Objective 1: Review regulations and problematic practices by September 2000.
- Objective 2; Notify property owners of committee's findings by March 2001.
- Objective 3: Implement policy as of April 2001.

GOAL 18: DEVELOP DEPARTMENTAL POLICIES CONCERNING LEAD POISONING

- Objective 1: Review and develop a policy concerning the criteria for no longer tracking a child with an elevated blood level (EBL) by April 2001.
- Objective 2: Review who (landlord or PHA) should pay for the annual renewal of the lead safe certificate by September 2001.

GOAL 19: DEVELOP A DECONCENTRATION PROGRAM POLICY

- Objective 1: Review new regulations concerning deconcentration and develop a local policy by June 2000.

GOAL 19: DEVELOP AN INNOVATIVE METHOD TO REOPEN THE WAITING LIST

- Objective 1: Determine a method to reopen waiting list without requiring long lines and special events by March 2003.

Annual PHA Plan PHA Fiscal Year 2000

[24 CFR Part 903.7]

i. Annual Plan Type:

Select which type of Annual Plan the PHA will submit.

Standard Plan

Streamlined Plan:

- High Performing PHA**
 Small Agency (<250 Public Housing Units)
 Administering Section 8 Only

Troubled Agency Plan

ii. Executive Summary of the Annual PHA Plan

[24 CFR Part 903.7 9 (r)]

Provide a brief overview of the information in the Annual Plan, including highlights of major initiatives and discretionary policies the PHA has included in the Annual Plan.

The following Annual Plan for The Housing Authority of the City of Providence outlines policies and procedures covered in several PHA handbooks and manuals. The following pages along with these supporting documents comprise this plan. The Providence Housing Authority is also in the process of developing an additional comprehensive strategic plan. The needs assessment phase of this plan included focus groups with residents from each of our developments as well as the Section 8 program; survey responses from approximately 975 conventional public housing development heads of household, 180 youth, 650 Section 8 residents and landlords, 90 scattered site residents and 110 neighbors of scattered sites as well surveys of external and internal stakeholders, all PHA employees, commissioners, and extensive environmental scanning activities. These activities assisted the PHA in preparing its HUD mandated Annual and Five Year plans. These plans were developed in consultation with a Resident Advisory Board that is comprised of both public housing and Section 8 residents.

This Annual plan addresses policies concerning housing needs for the city and those on our waiting lists; strategies to address these needs; PHA financial resources; policies governing eligibility, selection, admissions, occupancy, rent determination and grievance procedures in public and Section 8 housing as well as overall policies and procedures governing these programs. One example of these policies concerns admissions. In an effort to attract working families to help stabilize PHA communities the PHA has instituted a working

preference whereby 25 percent of new residents admitted into family developments will be working or participating in a training activity.

Also addressed in this plan are capital improvements for the following year covering a wide range of improvements to PHA sites and dwelling structures such as landscaping activities, the development of a new community center at Coddington Court, renovations and/or upgrades in furnishings in community rooms and community centers, modernization efforts in kitchens and bathrooms and a great many additional items. (For greater detail and additional information please see the Capital Improvements section of this report. Also included in this plan are lead based paint and asbestos testing and abatement, Section 504 handicapped accessibility modifications, security items such as the installation of security lighting or security cameras and funding for security guards and overtime hours for police officers and energy conservation measures.

Services addressed in this plan include a homeownership program that has already resulted in five former public housing residents owning their own homes; an ambitious Family Investment Center program that houses the Family Self-Sufficiency, World of Work, General Equivalency Diploma, English as a Second Language, Office Skills, and Providence Housing Authority Summer Enrichment programs. Other programs available to residents in our family developments include the Public Housing Drug Elimination Program that includes youth substance abuse prevention education, youth health and pregnancy prevention education, academic assistance, computer resource centers, enrichment classes (art, music, dance etc.), a Youth Service Council for teens, organized sports, a Family Advisory Council and a parent volunteer program.

For those living in the PHA's elderly and elderly/disabled developments the PHA offers health & wellness centers at three developments, clinical practicum for nursing students, a congregate nutrition lunch program, certified resident service coordinators, supportive services for frail residents, housekeeping assistance, transportation services, bus trips and various on-site recreational activities.

The PHA also hopes to demolish 32 vacant units of housing in its Hartford Park development. These units were replaced in a previous modernization and development plan and are rapidly deteriorating. Further, these buildings create a situation of highly dense housing with little open space or parking available. Currently a court order prevents the PHA from disposing of these buildings. The PHA also hopes to develop 50 units of low income housing at the Roger Williams development site.

All of these separate elements are brought together in this Annual Plan that illustrates the Providence Housing Authority's commitment to providing the highest level of services in the most efficient and effect manner possible. The values behind the development of this plan are expressed in the PHA's newly revised mission statement that is included below:

Mission Statement of the Housing Authority of the City of Providence:

The Providence Housing Authority exists to develop and maintain decent, safe and sanitary housing and to address the economic and social needs of residents. The Providence Housing Authority is committed to high standards of public accountability and continuous improvement through management excellence, professional development and customer satisfaction.

Elements of the Mission:

1. *To develop and maintain decent, safe and sanitary housing*
2. *To address the economic and social needs of residents*
3. *To ensure the adequacy and vitality of the city's affordable housing supply*
4. *To maintain public confidence in the Authority's operations*
5. *To assess and improve agency, program and employee performance*

iii. Annual Plan Table of Contents

[24 CFR Part 903.79 (r)]

Provide a table of contents for the Annual Plan, including attachments, and a list of supporting documents available for public inspection.

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Attachments

Indicate which attachments are provided by selecting all that apply. Provide the attachment’s name (A, B, etc.) in the space to the left of the name of the attachment. Note: If the attachment is provided as a **SEPARATE** file submission from the PHA Plans file, provide the file name in parentheses in the space to the right of the title.

Required Attachments:

- Admissions Policy for De-concentration (attached)
- FY 2000 Capital Fund Program Annual Statement (attached in main body of report)
- Most recent board-approved operating budget (Required Attachment for PHAs that are troubled or at risk of being designated troubled ONLY)

Optional Attachments:

- PHA Management Organizational Chart (attached)
- FY 2000 Capital Fund Program 5-Year Action Plan (**RI001b01**)
- Public Housing Drug Elimination Program (PHDEP) Plan (**RI001a01**)
- Comments of Resident Advisory Board or Boards (must be attached if not included in PHA Plan text)
- Other (List below, providing each attachment name)

Supporting Documents Available for Review

Indicate which documents are available for public review by placing a mark in the “Applicable & On Display” column in the appropriate rows. All listed documents must be on display if applicable to the program activities conducted by the PHA.

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
X	PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations	5 Year and Annual Plans
X	State/Local Government Certification of Consistency with the Consolidated Plan	5 Year and Annual Plans
X	Fair Housing Documentation: Records reflecting that the PHA has examined its programs or proposed programs, identified any impediments to fair housing choice in those programs, addressed or is addressing those impediments in a reasonable fashion in view of the resources available, and worked or is working with local jurisdictions to implement any of the jurisdictions’ initiatives to affirmatively further fair housing that require the PHA’s involvement.	5 Year and Annual Plans
X	Consolidated Plan for the jurisdiction/s in which the PHA is located (which includes the Analysis of Impediments to Fair Housing Choice (AI)) and any additional backup data to support statement of housing needs in the jurisdiction	Annual Plan: Housing Needs

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
X	Most recent board-approved operating budget for the public housing program	Annual Plan: Financial Resources;
X	Public Housing Admissions and (Continued) Occupancy Policy (A&O), which includes the Tenant Selection and Assignment Plan [TSAP]	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Public Housing Deconcentration and Income Mixing Documentation: 1. PHA board certifications of compliance with deconcentration requirements (section 16(a) of the US Housing Act of 1937, as implemented in the 2/18/99 <i>Quality Housing and Work Responsibility Act Initial Guidance; Notice</i> and any further HUD guidance) and 2. Documentation of the required deconcentration and income mixing analysis	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Public housing rent determination policies, including the methodology for setting public housing flat rents <input type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
In development stage	Schedule of flat rents offered at each public housing development <input type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
X	Section 8 rent determination (payment standard) policies <input checked="" type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination
X	Public housing management and maintenance policy documents, including policies for the prevention or eradication of pest infestation (including cockroach infestation)	Annual Plan: Operations and Maintenance
X	Public housing grievance procedures <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Grievance Procedures
X	Section 8 informal review and hearing procedures <input checked="" type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures
X	The HUD-approved Capital Fund/Comprehensive Grant Program Annual Statement (HUD 52837) for the active grant year	Annual Plan: Capital Needs
N/A	Most recent CIAP Budget/Progress Report (HUD 52825) for any active CIAP grant	Annual Plan: Capital Needs
X	Most recent, approved 5 Year Action Plan for the Capital	Annual Plan: Capital Needs

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
	Fund/Comprehensive Grant Program, if not included as an attachment (provided at PHA option)	
N/A	Approved HOPE VI applications or, if more recent, approved or submitted HOPE VI Revitalization Plans or any other approved proposal for development of public housing	Annual Plan: Capital Needs
N/A	Approved or submitted applications for demolition and/or disposition of public housing	Annual Plan: Demolition and Disposition
X	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing
	Approved or submitted assessments of reasonable revitalization of public housing and approved or submitted conversion plans prepared pursuant to section 202 of the 1996 HUD Appropriations Act	Annual Plan: Conversion of Public Housing
X	Approved or submitted public housing homeownership programs/plans	Annual Plan: Homeownership
N/A	Policies governing any Section 8 Homeownership program <input type="checkbox"/> check here if included in the Section 8 Administrative Plan	Annual Plan: Homeownership
X	Any cooperative agreement between the PHA and the TANF agency	Annual Plan: Community Service & Self-Sufficiency
X	FSS Action Plan/s for public housing and/or Section 8	Annual Plan: Community Service & Self-Sufficiency
X	Most recent self-sufficiency (ED/SS, TOP or ROSS or other resident services grant) grant program reports	Annual Plan: Community Service & Self-Sufficiency
X	The most recent Public Housing Drug Elimination Program (PHEDEP) semi-annual performance report for any open grant and most recently submitted PHDEP application (PHDEP Plan)	Annual Plan: Safety and Crime Prevention
X	The most recent fiscal year audit of the PHA conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U.S.C. 1437c(h)), the results of that audit and the PHA's response to any findings	Annual Plan: Annual Audit
N/A	Troubled PHAs: MOA/Recovery Plan	Troubled PHAs
	Other supporting documents (optional) (list individually; use as many lines as necessary)	(specify as needed)

1. Statement of Housing Needs

[24 CFR Part 903.7 9 (a)]

A. Housing Needs of Families in the Jurisdiction/s Served by the PHA

Based upon the information contained in the Consolidated Plan/s applicable to the jurisdiction, and/or other data available to the PHA, provide a statement of the housing needs in the jurisdiction by completing the following table. In the "Overall" Needs column, provide the estimated number of renter families that have housing needs. For the remaining characteristics, rate the impact of that factor on the housing needs for each family type, from 1 to 5, with 1 being "no impact" and 5 being "severe impact." Use N/A to indicate that no information is available upon which the PHA can make this assessment.

Housing Needs of Families in the Jurisdiction by Family Type							
Family Type	Overall	Affordability	Supply	Quality	Access-ibility	Size	Loca-tion
Income <= 30% of AMI	26,819	5	4	4	3	4	4
Income >30% but <=50% of AMI	16,694	4	4	4	3	3	3
Income >50% but <80% of AMI	12,972	4	3	2-3	3	3	3
Elderly	18,094	4	2	2	2	2	2
Families with Disabilities	9,349	3	3	2	2	2	2
White	26,880	4	3-4	3	2	2	3
African American	5,745	4	3-4	3	2	2	3
Native American	341	4	3-4	3	2	2	3
Asian	1,585	4	3-4	3	2	2	3
Hispanic	5,504	4	3-4	3	2	2	3

What sources of information did the PHA use to conduct this analysis? (Check all that apply; all materials must be made available for public inspection.)

- Consolidated Plan of the Jurisdiction/s
Indicate year: 1995
- U.S. Census data: the Comprehensive Housing Affordability Strategy ("CHAS") dataset (1990, 1993)
- American Housing Survey data
Indicate year:
- Other housing market study
Indicate year:
- Other sources: (list and indicate year of information)

Providence Department of Planning and Development
 Housing Database: RI Dept. of Administration, Division of Planning. Feb 1996.

**B. Housing Needs of Families on the Public Housing and Section 8
 Tenant- Based Assistance Waiting Lists**

State the housing needs of the families on the PHA’s waiting list/s. **Complete one table for each type of PHA-wide waiting list administered by the PHA.** PHAs may provide separate tables for site-based or sub-jurisdictional public housing waiting lists at their option.

Housing Needs of Families on the Waiting List			
Waiting list type: (select one)			
<input type="checkbox"/>	Section 8 tenant-based assistance		
<input checked="" type="checkbox"/>	Public Housing		
<input type="checkbox"/>	Combined Section 8 and Public Housing		
<input type="checkbox"/>	Public Housing Site-Based or sub-jurisdictional waiting list (optional)		
If used, identify which development/sub jurisdiction:			
	# of families	% of total families	Annual Turnover
Waiting list total	837		658
Extremely low income <=30% AMI	67	8%	
Very low income (>30% but <=50% AMI)	753	90%	
Low income (>50% but <80% AMI)	17	2%	
Families with children	590	70.5%	
Elderly families	83	10%	
Families with Disabilities	152	18.2%	
White	154	17.1%	
African American	158	17.6%	
Hispanic	545	60.6%	
Native American	20	2.2%	
Asian	10	1.1%	
Other	13	1.4%	
Characteristics by			

Housing Needs of Families on the Waiting List			
Bedroom Size (Public Housing Only)			
O BR	152	18.2%	76%
1BR	73	8.8%	41%
2 BR	312	37.3%	50%
3 BR	208	24.95	37%
4 BR	86	10.3%	13%
5 BR	6	0.8%	.08%
5+ BR	0	0.0%	N/A
Is the waiting list closed (select one)? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes If yes: How long has it been closed? 15 months (for families only, elderly is open.) Does the PHA expect to reopen the list in the PHA Plan year? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (2 bedrooms and disabled)			

Housing Needs of Families on the Waiting List			
Waiting list type: (select one) <input checked="" type="checkbox"/> Section 8 tenant-based assistance <input type="checkbox"/> Public Housing <input type="checkbox"/> Combined Section 8 and Public Housing <input type="checkbox"/> Public Housing Site-Based or sub-jurisdictional waiting list (optional) If used, identify which development/sub-jurisdiction:			
	# of families	% of total families	Annual Turnover
Waiting list total	492 (There are also 2,518 on a pre-application list)		32.7%
Extremely low income <=30% AMI	384 (Not including pre-application list)	78%	
Very low income (>30% but <=50% AMI)	108 (Not including pre-application list)	22%	
Low income (>50% but <80% AMI)	0 (Not including pre-application list)	0%	

Housing Needs of Families on the Waiting List			
Families with children	482 (Not including pre-application list)	98%	
Elderly families	10 (Not including pre-application list)	2%	
Families with Disabilities	26 (Not including pre-application list)	5%	
White	40	7%	
African American	175	33%	
Hispanic	277	52%	
Native American	15	3%	
Asian	3	1%	
Unknown	24	4%	
Characteristics by Bedroom Size (Public Housing Only)			
1BR	N/A	N/A	N/A
2 BR	N/A	N/A	N/A
3 BR	N/A	N/A	N/A
4 BR	N/A	N/A	N/A
5 BR	N/A	N/A	N/A
5+ BR	N/A	N/A	N/A
Is the waiting list closed (select one)? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes			
If yes:			
How long has it been closed? 15 months.			
Does the PHA expect to reopen the list in the PHA Plan year? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes			
Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes			

C. Strategy for Addressing Needs

Provide a brief description of the PHA’s strategy for addressing the housing needs of families in the jurisdiction and on the waiting list **IN THE UPCOMING YEAR**, and the Agency’s reasons for choosing this strategy.

As illustrated in the following section of this plan the PHA seeks to address the housing needs of the City of Providence through the implementation of efficient and effective management. To this end we have implemented an aggressive five-year goals management

plan. The PHA will also participate in the revision of the City's Consolidated Planning process, which is currently in progress. Further, the PHA has implemented many social programs to assist our existing residents in their efforts to become employed and has instituted an employment preference to assist the working poor.

Those with disabilities will be served through efforts to modernize units based on the Section 504 needs assessment for public housing. These efforts have been built into our annual and five-year capital improvement plans.

Elderly residents have been served through the designation two high-rise developments, Dominica Manor and Carroll Tower as elderly only. The result has been a significant increase in the average age of residents at those developments.

The PHA also plans to take advantage of additional resources that may become available such as new Section 8 vouchers and will strive to ensure that our policies result in consistently high Section 8 lease up rates.

The PHA also hopes to expand the supply of affordable housing units through the development of 50 new low-income housing units at the Roger Williams development site located in the South Providence neighborhood.

The PHA's housing strategies were selected with an understanding of the realities surrounding the low-income housing industry at this time. The PHA is aware that activities are necessarily constrained by funding levels and the availability of other resources. Further, the City has been fortunate to have thirteen Community Development Corporations and agencies such as the Department of Planning and Development and the Rhode Island Housing and Mortgage and Finance Corporation which also address the housing needs of our community.

The PHA developed its current strategies as part of a larger strategic planning process. The needs assessment phase of this strategic plan included focus groups with members of each of our developments as well as Section 8 residents; survey responses of approximately 975 conventional public housing development heads of household, 180 youth, 650 Section 8 residents and landlords, 90 scattered site residents and 110 neighbors of scattered sites as well as surveys of external and internal stakeholders, all PHA employees, commissioners, and extensive environmental scanning activities. These activities assisted the PHA in preparing its HUD mandated Annual and Five Year plans. The annual and five-year HUD plans were developed in consultation with a Resident Advisory Board that is comprised of both public housing and Section 8 residents.

(1) Strategies

Need: Shortage of affordable housing for all eligible populations**Strategy 1. Maximize the number of affordable units available to the PHA within its current resources by:**

Select all that apply

- Employ effective maintenance and management policies to minimize the number of public housing units off-line
- Reduce turnover time for vacated public housing units
- Reduce time to renovate public housing units
- Seek replacement of public housing units lost to the inventory through mixed finance development
- Seek replacement of public housing units lost to the inventory through section 8 replacement housing resources
- Maintain or increase section 8 lease-up rates by establishing payment standards that will enable families to rent throughout the jurisdiction
- Undertake measures to ensure access to affordable housing among families assisted by the PHA, regardless of unit size required
- Maintain or increase section 8 lease-up rates by marketing the program to owners, particularly those outside of areas of minority and poverty concentration
- Maintain or increase section 8 lease-up rates by effectively screening Section 8 applicants to increase owner acceptance of program
- Participate in the Consolidated Plan development process to ensure coordination with broader community strategies
- Other (list below)

Strategy 2: Increase the number of affordable housing units by:

Select all that apply

- Apply for additional section 8 units should they become available
- Leverage affordable housing resources in the community through the creation of mixed - finance housing
- Pursue housing resources other than public housing or Section 8 tenant-based assistance.
- Other: (list below)

Need: Specific Family Types: Families at or below 30% of median**Strategy 1: Target available assistance to families at or below 30 % of AMI**

Select all that apply

- Exceed HUD federal targeting requirements for families at or below 30% of AMI in public housing

- Exceed HUD federal targeting requirements for families at or below 30% of AMI in tenant-based section 8 assistance
- Employ admissions preferences aimed at families with economic hardships
- Adopt rent policies to support and encourage work
- Other: (list below)

Need: Specific Family Types: Families at or below 50% of median

Strategy 1: Target available assistance to families at or below 50% of AMI

Select all that apply

- Employ admissions preferences aimed at families who are working
- Adopt rent policies to support and encourage work
- Other: (list below)

Need: Specific Family Types: The Elderly

Strategy 1: Target available assistance to the elderly:

Select all that apply

- Seek designation of public housing for the elderly (Completed: Dominica Manor and Carroll Tower)
- Apply for special-purpose vouchers targeted to the elderly, should they become available
- Other: (list below)

Need: Specific Family Types: Families with Disabilities

Strategy 1: Target available assistance to Families with Disabilities:

Select all that apply

- Seek designation of public housing for families with disabilities
- Carry out the modifications needed in public housing based on the section 504 Needs Assessment for Public Housing
- Apply for special-purpose vouchers targeted to families with disabilities, should they become available
- Affirmatively market to local non-profit agencies that assist families with disabilities
- Other: (list below)

Need: Specific Family Types: Races or ethnicities with disproportionate housing needs

Strategy 1: Increase awareness of PHA resources among families of races and ethnicities with disproportionate needs:

Select if applicable

- Affirmatively market to races/ethnicities shown to have disproportionate housing needs
- Other: (list below)

Strategy 2: Conduct activities to affirmatively further fair housing

Select all that apply

- Counsel section 8 tenants as to location of units outside of areas of poverty or minority concentration and assist them to locate those units
- Market the section 8 program to owners outside of areas of poverty /minority concentrations
- Other: (list below)

Other Housing Needs & Strategies: (list needs and strategies below)**(2) Reasons for Selecting Strategies**

Of the factors listed below, select all that influenced the PHA's selection of the strategies it will pursue:

- Funding constraints
- Staffing constraints
- Limited availability of sites for assisted housing
- Extent to which particular housing needs are met by other organizations in the community (13 Community Development Corporations, Rhode Island Housing and Mortgage Finance Corporation, City of Providence Department of Planning and Development, etc.)
- Evidence of housing needs as demonstrated in the Consolidated Plan and other information available to the PHA
- Influence of the housing market on PHA programs
- Community priorities regarding housing assistance
- Results of consultation with local or state government
- Results of consultation with residents and the Resident Advisory Board
- Results of consultation with advocacy groups
- Other: (list below)

Separate comprehensive strategic planning process.

2. Statement of Financial Resources

[24 CFR Part 903.7 9 (b)]

List the financial resources that are anticipated to be available to the PHA for the support of Federal public housing and tenant-based Section 8 assistance programs administered by the PHA during the Plan year. Note: the table assumes that Federal public housing or tenant based Section 8 assistance grant funds are expended on eligible purposes; therefore, uses of these funds need not be stated. For other funds, indicate the use for those funds as one of the following categories: public housing operations, public housing capital improvements, public housing safety/security, public housing supportive services, Section 8 tenant-based assistance, Section 8 supportive services or other.

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
1. Federal Grants (FY 2000 grants)		
a) Public Housing Operating Fund	5,476,864	
b) Public Housing Capital Fund-CGP	5,241,144	
c) HOPE VI Revitalization	-	
d) HOPE VI Demolition	-	
e) Annual Contributions for Section 8 Tenant-Based Assistance	17,816,381	
f) Public Housing Drug Elimination Program (including any Technical Assistance funds)	680,160	
g) Resident Opportunity and Self-Sufficiency Grants	-	
h) Community Development Block Grant	-	
i) HOME	-	
Other Federal Grants (list below)		
RI 43 ESC 00100598	302,371	
2. Prior Year Federal Grants (unobligated funds only) (list below)		
RI 43 DEP0010197	110,960	Drug Prevention
RI 43 EDS50010296	140,000	Economic Supportive Services
RI 43 FiR0010194	397,500	Family Investment Center
RI 43 POO1 98	1,633,987	Comp. Grant
3. Public Housing Dwelling Rental Income	5,248,109	Operation
4. Other income (list below)		
Interest Income	70,818	Operations
Other Operating Receipts	355,905	Operations
Dept. of Justice JUMP Grant	30,000	Juvenile Mentoring Program
5. Non-federal sources (list below)		
Welfare to Work	812,579	Welfare to work
Wise-Up	13,858	Teen Pregnancy Prevention
RIOSAs	23,730	Elderly Social Services
Total resources	38,354,366	

3. PHA Policies Governing Eligibility, Selection, and Admissions

[24 CFR Part 903.7 9 (c)]

A. Public Housing

Exemptions: PHAs that do not administer public housing are not required to complete subcomponent 3A.

(1) Eligibility

a. When does the PHA verify eligibility for admission to public housing? (select all that apply)

- When families are within a certain number of being offered a unit: (state number)
- When families are within a certain time of being offered a unit: (within 6 months)
- Other: (describe)

b. Which non-income (screening) factors does the PHA use to establish eligibility for admission to public housing (select all that apply)?

- Criminal or Drug-related activity
- Rental history
- Housekeeping
- Other (describe)

Prospective tenants must participate in a day long Preparation for Community Living/ Living Skills workshop prior to admission into public housing.

c. Yes No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?

d. Yes No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?

e. Yes No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)

(2)Waiting List Organization

a. Which methods does the PHA plan to use to organize its public housing waiting list (select all that apply)

- Community-wide list
- Sub-jurisdictional lists
- Site-based waiting lists
- Other (describe)

b. Where may interested persons apply for admission to public housing?

- PHA main administrative office
- PHA development site management office
- Other (list below)

c. If the PHA plans to operate one or more site-based waiting lists in the coming year, answer each of the following questions; if not, skip to subsection **(3) Assignment**

1. How many site-based waiting lists will the PHA operate in the coming year? **N/A**

2. Yes No: Are any or all of the PHA’s site-based waiting lists new for the upcoming year (that is, they are not part of a previously-HUD-approved site based waiting list plan)?
If yes, how many lists? **N/A**

3. Yes No: May families be on more than one list simultaneously
If yes, how many lists? **N/A**

4. Where can interested persons obtain more information about and sign up to be on the site-based waiting lists (select all that apply)? **N/A**

- PHA main administrative office
- All PHA development management offices
- Management offices at developments with site-based waiting lists
- At the development to which they would like to apply
- Other (list below)

(3) Assignment

a. How many vacant unit choices are applicants ordinarily given before they fall to the bottom of or are removed from the waiting list? (select one)

- One
- Two
- Three or More

b. Yes No: Is this policy consistent across all waiting list types?

c. If answer to b is no, list variations for any other than the primary public housing waiting list/s for the PHA:

(4) Admissions Preferences

a. Income targeting:

- Yes No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 40% of all new admissions to public housing to families at or below 30% of median area income?

b. Transfer policies:

In what circumstances will transfers take precedence over new admissions? (list below)

- Emergencies
 Overhoused
 Underhoused
 Medical justification
 Administrative reasons determined by the PHA (e.g., to permit modernization work)
 Resident choice: (state circumstances below)
 Other: (list below)
 Ratio of 5:1 when occupancy is below 97% and 1:1 when it is above 97%

c. Preferences

1. Yes No: Has the PHA established preferences for admission to public housing (other than date and time of application)? (If "no" is selected, skip to subsection **(5) Occupancy**)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences:

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
 Victims of domestic violence
 Substandard housing
 Homelessness
 High rent burden (rent is > 50 percent of income)

Other preferences: (select below)

- Working families and those unable to work because of age or disability (4:1 ratio)
 Veterans and veterans' families
 Residents who live and/or work in the jurisdiction

- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

1 Date and Time

Former Federal preferences:

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden

Other preferences (select all that apply)

- (2) Working families and those unable to work because of age or disability (4:1 ratio)
- Veterans and veterans' families
- Residents who live and/or work in the jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

4. Relationship of preferences to income targeting requirements:

- The PHA applies preferences within income tiers
- Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

(5) Occupancy

a. What reference materials can applicants and residents use to obtain information about the rules of occupancy of public housing (select all that apply)

- The PHA-resident lease
 The PHA's Admissions and (Continued) Occupancy policy
 PHA briefing seminars or written materials
 Other source (list)

b. How often must residents notify the PHA of changes in family composition? (select all that apply)

- At an annual reexamination and lease renewal
 Any time family composition changes
 At family request for revision
 Other (list)

(6) Deconcentration and Income Mixing

a. Yes No: Did the PHA's analysis of its family (general occupancy) developments to determine concentrations of poverty indicate the need for measures to promote deconcentration of poverty or income mixing?

b. Yes No: Did the PHA adopt any changes to its **admissions policies** based on the results of the required analysis of the need to promote deconcentration of poverty or to assure income mixing?

c. If the answer to b was yes, what changes were adopted? (select all that apply)

- Adoption of site-based waiting lists
 If selected, list targeted developments below:
- Employing waiting list "skipping" to achieve deconcentration of poverty or income mixing goals at targeted developments
 If selected, list targeted developments below:
- Employing new admission preferences at targeted developments

If selected, list targeted developments below:

Other (list policies and developments targeted below)

d. Yes No: Did the PHA adopt any changes to **other** policies based on the results of the required analysis of the need for deconcentration of poverty and income mixing?

e. If the answer to d was yes, how would you describe these changes? (select all that apply)

- Additional affirmative marketing
 Actions to improve the marketability of certain developments
 Adoption or adjustment of ceiling rents for certain developments
 Adoption of rent incentives to encourage deconcentration of poverty and income-mixing
 Other (list below)

f. Based on the results of the required analysis, in which developments will the PHA make special efforts to attract or retain higher-income families? (select all that apply)

- Not applicable: results of analysis did not indicate a need for such efforts
 List (any applicable) developments below:

g. Based on the results of the required analysis, in which developments will the PHA make special efforts to assure access for lower-income families? (select all that apply)

- Not applicable: results of analysis did not indicate a need for such efforts
 List (any applicable) developments below:

B. Section 8

Exemptions: PHAs that do not administer section 8 are not required to complete sub-component 3B. **Unless otherwise specified, all questions in this section apply only to the tenant-based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).**

(1) Eligibility

a. What is the extent of screening conducted by the PHA? (select all that apply)

- Criminal or drug-related activity only to the extent required by law or regulation
 Criminal and drug-related activity, more extensively than required by law or regulation
 More general screening than criminal and drug-related activity (list factors below)
 Other (list below)

Previous public housing evictions or money owed to this and other housing authorities.

- b. Yes No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?
- c. Yes No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?
- d. Yes No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)
- e. Indicate what kinds of information you share with prospective landlords? (select all that apply)
- Criminal or drug-related activity
- Other (describe below)

Previous owner's names & addresses, prior damage claims paid, eviction notices.

(2) Waiting List Organization

- a. With which of the following program waiting lists is the section 8 tenant-based assistance waiting list merged? (select all that apply)
- None
- Federal public housing
- Federal moderate rehabilitation
- Federal project-based certificate program
- Other federal or local program (list below)
- b. Where may interested persons apply for admission to section 8 tenant-based assistance? (select all that apply)
- PHA main administrative office (when the list is open)
- Other (list below)

(3) Search Time

- a. Yes No: Does the PHA give extensions on standard 60-day period to search for a unit?

If yes, state circumstances below:

New participants from the waiting list or as a reasonable accommodation for a family with a disabled person.

(4) Admissions Preferences

- a. Income targeting

- Yes No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 75% of all new admissions to the section 8 program to families at or below 30% of median area income?

- b. Preferences

1. Yes No: Has the PHA established preferences for admission to section 8 tenant-based assistance? (other than date and time of application) (if no, skip to subcomponent **(5) Special purpose section 8 assistance programs**)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden (rent is > 50 percent of income)

Other preferences (select all that apply)

- (2) Working families and those unable to work because of age or disability (ratio of 4:1)
- Veterans and veterans' families
- Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs

- Victims of reprisals or hate crimes
 Other preference(s) (list below)

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

1 Date and Time

Former Federal preferences

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability 1:4
- Veterans and veterans' families
- Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

4. Among applicants on the waiting list with equal preference status, how are applicants selected? (select one)

- Date and time of application
- Drawing (lottery) or other random choice technique

5. If the PHA plans to employ preferences for "residents who live and/or work in the jurisdiction" (select one)

- This preference has previously been reviewed and approved by HUD
- The PHA requests approval for this preference through this PHA Plan

6. Relationship of preferences to income targeting requirements: (select one)

- The PHA applies preferences within income tiers
- Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

(5) Special Purpose Section 8 Assistance Programs

a. In which documents or other reference materials are the policies governing eligibility, selection, and admissions to any special-purpose section 8 program administered by the PHA contained? (select all that apply)

- The Section 8 Administrative Plan
- Briefing sessions and written materials
- Other (list below)

b. How does the PHA announce the availability of any special-purpose section 8 programs to the public?

- Through published notices
- Other (list below)

Direct mailings to participants and applicants

4. PHA Rent Determination Policies

[24 CFR Part 903.7 9 (d)]

A. Public Housing

Exemptions: PHAs that do not administer public housing are not required to complete sub-component 4A.

(1) Income Based Rent Policies

Describe the PHA's income based rent setting policy/ies for public housing using, including discretionary (that is, not required by statute or regulation) income disregards and exclusions, in the appropriate spaces below.

a. Use of discretionary policies: (select one)

- The PHA will not employ any discretionary rent-setting policies for income based rent in public housing. Income-based rents are set at the higher of 30% of adjusted monthly income, 10% of unadjusted monthly income, the welfare rent, or minimum rent (less HUD mandatory deductions and exclusions). (If selected, skip to sub-component (2))

---or---

- The PHA employs discretionary policies for determining income based rent (If selected, continue to question b.)

b. Minimum Rent

1. What amount best reflects the PHA's minimum rent? (select one)

- \$0
 \$1-\$25
 \$26-\$50

2. Yes No: Has the PHA adopted any discretionary minimum rent hardship exemption policies?

2. If yes to question 2, list these policies below:

Families seeking work, elderly families (62 years and over) and disabled families without income.

c. Rents set at less than 30% than adjusted income

1. Yes No: Does the PHA plan to charge rents at a fixed amount or percentage less than 30% of adjusted income?

2. If yes to above, list the amounts or percentages charged and the circumstances under which these will be used below:

Flat Rents

d. Which of the discretionary (optional) deductions and/or exclusions policies does the PHA plan to employ (select all that apply)

For the earned income of a previously unemployed household member

For increases in earned income

Fixed amount (other than general rent-setting policy)
If yes, state amount/s and circumstances below:

Fixed percentage (other than general rent-setting policy)
If yes, state percentage/s and circumstances below:

For household heads

For other family members

For transportation expenses

For the non-reimbursed medical expenses of non-disabled or non-elderly families

Other (describe below)

e. Ceiling rents

1. Do you have ceiling rents? (rents set at a level lower than 30% of adjusted income) (select one)

Yes for all developments

Yes but only for some developments

No

2. For which kinds of developments are ceiling rents in place? (select all that apply)

For all developments

- For all general occupancy developments (not elderly or disabled or elderly only)
- For specified general occupancy developments
- For certain parts of developments; e.g., the high-rise portion
- For certain size units; e.g., larger bedroom sizes
- Other (list below)

3. Select the space or spaces that best describe how you arrive at ceiling rents (select all that apply)

- Market comparability study
- Fair market rents (FMR)
- 95th percentile rents
- 75 percent of operating costs
- 100 percent of operating costs for general occupancy (family) developments
- Operating costs plus debt service
- The "rental value" of the unit
- Other (list below)

f. Rent re-determinations:

1. Between income reexaminations, how often must tenants report changes in income or family composition to the PHA such that the changes result in an adjustment to rent? (select all that apply)

- Never
- At family option
- Any time the family experiences an income increase
- Any time a family experiences an income increase above a threshold amount or percentage: (if selected, specify threshold)_____
- Other (list below)

g. Yes No: Does the PHA plan to implement individual savings accounts for residents (ISAs) as an alternative to the required 12 month disallowance of earned income and phasing in of rent increases in the next year?

(2) Flat Rents

1. In setting the market-based flat rents, what sources of information did the PHA use to establish comparability? (select all that apply.) (Not yet set)

- The section 8 rent reasonableness study of comparable housing

- Survey of rents listed in local newspaper
 Survey of similar unassisted units in the neighborhood
 Other (list/describe below)

95th percentile of 3 bedroom rents at PHA.

B. Section 8 Tenant-Based Assistance

Exemptions: PHAs that do not administer Section 8 tenant-based assistance are not required to complete sub-component 4B. **Unless otherwise specified, all questions in this section apply only to the tenant-based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).**

(1) Payment Standards

Describe the voucher payment standards and policies.

a. What is the PHA's payment standard? (select the category that best describes your standard)

- At or above 90% but below 100% of FMR
 100% of FMR
 Above 100% but at or below 110% of FMR
 Above 110% of FMR (if HUD approved; describe circumstances below)

b. If the payment standard is lower than FMR, why has the PHA selected this standard? (select all that apply)

- FMRs are adequate to ensure success among assisted families in the PHA's segment of the FMR area
 The PHA has chosen to serve additional families by lowering the payment standard
 Reflects market or submarket
 Other (list below)

c. If the payment standard is higher than FMR, why has the PHA chosen this level? (select all that apply)

- FMRs are not adequate to ensure success among assisted families in the PHA's segment of the FMR area
 Reflects market or submarket
 To increase housing options for families
 Other (list below)

d. How often are payment standards reevaluated for adequacy? (select one)

- Annually (unless families begin to have difficulty locating units within appropriate range.
- Other (list below)

e. What factors will the PHA consider in its assessment of the adequacy of its payment standard? (select all that apply)

- Success rates of assisted families
- Rent burdens of assisted families
- Other (list below)

Rent reasonableness standards.

(2) Minimum Rent

a. What amount best reflects the PHA's minimum rent? (select one)

- \$0
- \$1-\$25
- \$26-\$50

b. Yes No: Has the PHA adopted any discretionary minimum rent hardship exemption policies? (if yes, list below)

5. Operations and Management

[24 CFR Part 903.7 9 (e)]

Exemptions from Component 5: High performing and small PHAs are not required to complete this section. Section 8 only PHAs must complete parts A, B, and C(2)

A. PHA Management Structure

Describe the PHA’s management structure and organization.

(select one)

- An organization chart showing the PHA’s management structure and organization is attached. (Included as an attachment at the end of this report.)
- A brief description of the management structure and organization of the PHA follows:

The Providence Housing Authority is Governed by an eleven member Board of Commissioners that includes two city councilmen and three resident positions.

Administratively, the PHA is managed by an Executive Director whose office includes the Deputy Director, Legal Council, Security, the Office of Management Information Systems and the Office of Policy, Planning & Resource Development. Under the Executive Director are six functional departments: Housing Management, Facilities Management, Finance & Accounting, Community Services, Special Projects and Rental Housing.

B. HUD Programs Under PHA Management

List Federal programs administered by the PHA, number of families served at the beginning of the upcoming fiscal year, and expected turnover in each. (Use “NA” to indicate that the PHA does not operate any of the programs listed below.)

Program Name	Units or Families Served at Year Beginning	Expected Turnover
Public Housing	2,510 (families)	300
Section 8 Vouchers	694 (families)	150
Section 8 Certificates	1,170 (families)	150
Section 8 Mod Rehab	308 (families)	145
Special Purpose Section 8 Certificates/Vouchers (list individually)	N/A	N/A
Public Housing Drug Elimination Program (PHDEP)	225 youth also undetermined number of un-enrolled adults	Approximately 50 annually

Other Federal Programs (list individually)		
Elderly Service Coordinators	500	Open to all elderly and elderly/disabled development residents.
EDSS/Elderly Disabled	150	Open to all elderly and elderly/disabled development residents.
World of Work Plus	100	Multiyear program
FSS	150	Multiyear program
GED/ESL	50-80	90%
Office Skills	50-80	100%
ESL/GED	25	As needed
PHASE	12	100%

C. Management and Maintenance Policies

List the PHA’s public housing management and maintenance policy documents, manuals and handbooks that contain the Agency’s rules, standards, and policies that govern maintenance and management of public housing, including a description of any measures necessary for the prevention or eradication of pest infestation (which includes cockroach infestation) and the policies governing Section 8 management.

(1) Public Housing Maintenance and Management: (list below)

Facilities Management Operations Manual

Chapter 1: Introduction

- Introduction
- Mission Statement
- Function Statement

Chapter 2: Facilities Management And Planning

- Organizational Structure And Staffing
- PHMAP Performance Standards
- Annual Goals Management Plan
- Annual Facilities Management Plan

Chapter 3: Dispatch

- Dispatch
- Rovers

Call Back Policy
Building Control And Monitoring System

Chapter 4: Work Orders

The Work Order System
Generating Work Orders
Assigning Work Orders
Completing Work

Chapter 5: Inspection

Unit Preventative Maintenance Inspections
Building And Grounds Inspections
Vacant Unit Inspections
Occupancy Inspections
Major Systems Inspections
Quality Control Inspections
Snow Removal Inspections

Chapter 6: Unit Turn-Around

Unit Turnaround
Quality Control Standards
Procedure
Anticipating Vacancies

Chapter 7: Inventory Control System

Inventory Control System
Maintenance Inventory Model
Reports
Warehousing
Tools And Equipment

Chapter 8: Vehicles

Motor Vehicle Preventive Maintenance
Vehicle Inspections
Vehicle Trip Log
Gasoline Purchasing Procedure
Accidents
Motor Vehicle Replacement Policy

Chapter 9: Energy Management

Energy Management
Annual Energy Conservation

Annual Utility Review
Energy Management Strategies

Appendices**Appendix A: Job Descriptions****Appendix B: Goals Management Plan****Appendix C: Snow Removal Plan****Appendix D: Landscape Plan****Appendix E: Development Inventory****Appendix F: Tenant Charges****Appendix G: Quality Control Standards****Appendix H: Planned Maintenance Schedules****Appendix I: Forms****Inspection Forms**

FM-Ins1 Annual Apartment Inspection Checklist (UPM Inspection)
FM-Ins2 Building And Grounds Inspection
FM-Ins2a Roof Inspection
FM-Ins3 Life Safety Systems Log
FM-Ins4 Major Systems Inspections
FM-Ins5 Quality Control Inspection Report
FM-Ins6 Snow Removal Inspection
FM-Ins7 Unit Turnaround: Final Apartment Inspection
FM-Ins8 Unit Turnaround Update Form
FM-Ins9 Vacant Unit Inspection

Vehicle Forms

FM-Veh1 In-Shop Vehicle Maintenance
FM-Veh2 Monthly Vehicle Fuel Log
FM-Veh3 Motor Vehicle Accident Report (DMV)
FM-Veh4 Vehicle Accident Report
FM-Veh5 Vehicle Checklist
FM-Veh6 Vehicle Trip Log

Inventory/Purchases Forms

FM-Inv1 Employee's Equipment Receipt/Agreement and Custody Form
FM-Inv2 Request Slip for Supplies and Equipment
FM-Inv3 Temporary Equipment Custody Form

Logs

FM-Log1 Call Back Log
FM-Log2 Dispatch Office Radio Check-out Log

FM-Log3 Elevator Log
FM-Log4 Employee Sick Log
FM-Log5 Key Log

Appendix J: Employee Performance Evaluation Forms

Housing Management Administrative Handbook

Forward

Chapter 1: History/Organization

History of Public Housing
Public Housing Occupancy
Department of Housing Management
General Responsibilities
Organization of Department
Function Statement

Chapter 2: Introduction to Admissions & Continued Occupancy Plan

Overview
Fair Housing
Reasonable Accommodation
Communication
Questions to Ask In Granting Accommodation
Non-English Speaking Applicants and Residents
Family Outreach
Right to Privacy
Required Postings

Chapter 3: Eligibility for Admission

Policy Statement
Eligibility Criteria
Family
Income Limits for Admission
Citizenship and Eligible Immigration Status
Suitability
Grounds for Denial
Posting of Admissions Policy

Chapter 4: Application Processing

Pre-Application
Processing of Pre-Application
Pre-Application Data Entry
Application
Processing of Application
File Maintenance
Establishing Applicant File
Applicant Updates
Quality Control Checks

Chapter 5: Waiting List

Establishing and Maintaining a Waiting List
Overview
Opening and Closing of Waiting List
Waiting List Preferences
Updating the Waiting List

Chapter 6: Verification Process

Overview
Types of Verification
Third Party Verification
Verbal Verification
Original Documents
Applicant Certification
Information Subject to Change
Sources of Verification
Applicant Information Release Waiver
Verification Steps
Obtaining Third Party Verification
Verification of Family Composition and Income
Familial Identification
Eligible Immigration Status
Dependent Information
Family's Annual Income
Adjusted Income
Net Family Assets
Verifying Non-Economic Selection Criteria
History of Criminal Activity
Landlord Verification

Utility Service
Home Visit
Home Visit Form
Shelter or Other Transitory Housing
Medical Facilities
Living with Families
Re-inspections
Interview
Interview Forms
Office Interview Form
Fraud
Verification Time Limits

Chapter 7: Reviewing Verified Information

Overview
Office Interview Report
Residency Verifications
Property Damage, Housekeeping, and Disturbances
Acceptable Documentation
Primary Indicators
Secondary Indicators
Income/Asset/Local Preference Verification
Criminal Record Verification
Impact of Criminal Activity on the Community
Other Factors and Considerations
Verification of Mitigating Circumstances
Other Documentation
Home Visits
Location Preference

Chapter 8: Final Determination

Overview
Final Determination
Landlord Responses
Criminal Activity
Responses from Shelters
Evictions
Home Visits
Interview
Participation in Preparation for Community Living

Outstanding Balance on PHA Account
Mitigating Circumstances
Misrepresentation and Fraud
Application Activity Record
Eligibility Determination
Preference Determination
Mandatory and Permanent Ineligibility
Admission of Applicants with Disabilities
Waiting Period
Record keeping

Chapter 9: Income, Exclusions and Deductions

Annual Income
Convert to Annual Income
Income of Dependents
Income of Temporarily Absent Family Members
Income of Confined Family Members
Income from Assets 9-6
Regular Contributions and Gifts
Alimony or Child Support
Income from a Business
Social Security Overpayment Withholding
Lump Sum Payments
Lump Sum Payments Involving Attorney Fees
Relocation Payments
Reimbursement for Program Related Expenses
Treatment of Income from Training Programs
Title V
Adjusted Income
Dependent
Elderly/Disabled Deduction
Child Care Expenses
Medical Expenses
Allowance for Disability Expenses
Specialized Calculation for Households Eligible for Handicapped Assistance and Medical Expenses
Excess Utility Expenses—Medical Equipment
Income Exclusions

Chapter 10: Rent Calculation

Family Choice in Rent
Formula Based Rent
Minimum Rent
Flat Rent
Rent for Families under the Non-citizen Rule
Rent Changes for Families Receiving Public Assistance
Utility Allowance
Calculation of Total Tenant Payment

Chapter 11: Tenant Assignment

Occupancy Standards
Development Type
Unit Type
Single Pregnant Women
Foster Children or Foster Adults
Child Custody
Same Gender Adults
Live-in Aides
Accessible Units
Nondiscriminatory Interaction with Disabled Applicants
Local Preferences and Broad Range of Incomes
De-concentration Policy
De-concentration Incentives
Targeting
Limitation of Non-Very Low Income Families
Placement Procedures
Record keeping

Chapter 12: Reporting

Chapter 13: Marketing

Overview
Identifying Obstacles
Marketing Plan
Measure Success of Performance

Chapter 14: Leasing

Overview
Receiving Units from Maintenance

Sending Application Folders to Developments
Showing Units
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6. PHA Grievance Procedures

[24 CFR Part 903.7 9 (f)]

Exemptions from component 6: High performing PHAs are not required to complete component 6. Section 8-Only PHAs are exempt from sub-component 6A.

A. Public Housing

1. Yes No: Has the PHA established any written grievance procedures in addition to federal requirements found at 24 CFR Part 966, Subpart B, for residents of public housing?

If yes, list additions to federal requirements below:

2. Which PHA office should residents or applicants to public housing contact to initiate the PHA grievance process? (select all that apply)
- PHA main administrative office
 - PHA development management offices
 - Other (list below)

Grievance Procedures

Overview

The PHA grievance procedure was developed to provide applicants and residents with a standardized and prompt process for resolving disputes with the PHA. The grievance procedure has been designed in accordance with the Order of the court in CA NO. 82-0169S, U.S. District Court, District of Rhode Island - Johnson et al v. Housing Authority of the City of Providence.

Additionally, the QHWRA requires the PHA to change its grievance procedure to comply with the following:

- ↑ Residents do not have the protection of the grievance procedure if they are engaged in violent or drug related activities.
- ↑ The PHA must allow the grievance procedure to cover disputes over refusals to renew a public housing lease due to lack of compliance with the community service requirement and disputes over an agency's refusal to lower a rent payment after public assistance payments are reduced due to noncompliance with the public assistance program.

If a hearing is not required, the PHA must notify the Tenant.

Applicability

The PHA may exclude any grievance concerning an eviction or termination of tenancy based upon a resident's creation or maintenance of a serious threat to the health or safety of other residents or of PHA employees from grievance procedure requirement. In these cases, the PHA shall proceed in accordance with the Rhode Island "twenty day" summons and complaint procedures in the Sixth Division District Court.

The Grievance Procedure is not a forum for initiating or negotiating policy changes between a group or groups of residents and the PHA Board of Commissioners or Executive Director, nor is it a forum for disputes between residents or class grievances. However, an individual resident may challenge a PHA policy, as applied to that resident, as being in conflict with the rules or laws listed in the definition of a grievance below.

Definitions

Grievance: a grievance is any dispute that a resident or applicant may have with respect to a PHA action or failure to act in accordance with the individual resident's lease or federal statute.

Resident: a resident of the PHA is any lessee or the remaining head of household of any resident family residing in housing owned and managed by the PHA, or any applicant for public housing.

Filing a Grievance

It is the purpose of this procedure to allow Tenants to bring complaints to the attention of the PHA and obtain immediate resolution, maintenance, or correction without the requirement of initiating a grievance. Not every complaint triggers a grievance. Any Tenant may initiate a grievance by obtaining a Grievance Request (Figure 25-1) to be completed at either the Housing Manager's office or the PHA's central office.

A grievance is filed when the Grievance Request is completed, signed, and dated (top portion). In compliance with 24 CFR 966.55, the Grievance Request shall specify the reasons for the grievance and the action or relief sought.

Adequate forms shall be provided by the PHA and available in each Management Office and at the PHA's central offices.

The Grievance Procedure will remain on file in each management office at all times. A notice of the availability of the procedure will be posted at all times.

Grievance Process

The Housing Manager shall respond to the grievance within five (5) working days of the filing of a grievance. The response shall be in writing, signed and dated and the grievant shall sign and date the receipt of the Housing Manager's written response on the *Grievance Request* form. If, by the end of the fifth business day, the Housing Manager has not obtained the signed receipt from the resident, the Housing Manager shall deliver or mail (first class regular U.S. mail) a copy of the response to the resident, and the day after such delivery or mailing date shall be deemed the date of receipt.

Review

No later than the fifth business day after the grievant's receipt of the response, the grievant may request a review by the Executive Director by signing and dating the appropriate line on the *Grievance Request* form. The request for review shall be immediately forwarded to the Executive Director, by the PHA, and the Executive Director shall record a decision and communicate it to the grievant in the same procedure as set forth in Section 25.5.1 above.

Within five days of the grievant's receipt of the Executive Director's decision, the grievant may request the convening of the full grievance hearing by signing and dating the appropriate line on the *Grievance Request* form. The request for a grievance hearing shall be immediately forwarded to the Grievance Procedure secretary at the PHA's central offices.

The grievance shall be held within twenty (20) working days of the date of the request. The hearing shall be held at the local housing development of the grievant, or at the central office in the case of an applicant, or at any other location if mutually agreeable to the PHA and the grievant.

Postponements

The date of the hearing may be postponed by the decision of at least two of the three grievance panel members. The Grievance Procedure secretary shall immediately notify the grievant and the PHA personnel involved of any postponements. Only one postponement of the hearing will be allowed, without the grievant's consent, and the rescheduled hearing shall be held within twenty (20) working days of the originally scheduled date. The same panel shall conduct the postponed hearing. Best efforts shall be made to hold the hearing at a time and place reasonably convenient to both grievant and the PHA. The grievant may also postpone the hearing once.

Notification and Document Review

The grievant must receive written notice of the hearing at least two weeks prior to the hearing. The PHA shall use Figure 25-2 for all such notices. Proof of grievant receipt of the notice shall be by signed receipt or by notation of mailing to the grievant's address. Mailing must occur no later than fifteen days prior to the hearing.

Any documents, records, or regulations not made available may not be relied upon by the PHA at the grievance hearing.

Conducting a Hearing

Private Hearing

The grievant has a right to a private hearing (i.e., only the panel, grievant, grievant representative, PHA representative, and witnesses). However, the hearing may be public if the grievant so requests.

Conducting a Hearing

The following guidelines should be adhered to when conducting a grievance hearing.

- ↑ The third, or neutral, panel member shall chair the panel and rule on points of order and procedure. The strict rules of evidence and procedure shall not apply unless specifically stated in this procedure.
- ↑ Each side has the right to present evidence, documents, witnesses, and arguments to challenge evidence relied upon by the opposing side, and to confront and cross-examine witnesses upon whose testimony the other side relies.
- ↑ The panel shall require all persons present to conduct themselves in an orderly fashion.
- ↑ The panel may allow a party to submit any document after the hearing as long as a copy is provided to the opposing side, with opportunity to respond. If absolutely necessary, the panel may continue and reconvene the hearing for further testimony or argument, subject to the same timetable as that used for postponements.
- ↑ Either party may arrange for a transcript of the hearing. Arrangements to be made in advance and, at the requesting party's expense.
- ↑ The order of presentation of evidence and arguments, and the appropriateness of panel members asking their own questions shall be left to sound discretion of the panel.
- ↑ The panel shall allow each side a reasonable time for presentation of its case but may conclude the hearing when the panel feels no new evidence or arguments are being offered.
- ↑ In exceptional circumstances, the panel may exclude any person for failure to comply with the directions of the panel chairperson or may, with advance warning, conclude the hearing with a decision against a party being disruptive, disorderly or repeatedly failing to comply with the panel's directions.

Panel Decision

No later than ten (10) working days after the conclusion of the hearing, the panel will issue a written decision and mail or deliver it to the grievant and the Grievance Secretary. The Grievance Secretary will deliver it to the Executive Director of the PHA. The decision will explain the reasons for the panel's conclusions. The decision will specifically explain the result, relief, or remedy if any, which was reached including, where appropriate, precise

dates, dollar figures, and conditions, which any party must adhere to as part of the relief. The decision will note whether it is unanimous and shall identify any dissenting member of the panel. It may include a written explanation for the dissent. The decision shall be dated and signed by the Chairperson. The decision shall be typewritten, and the Chairperson may use the services of the Grievance Secretary to do so.

Effect of Panel Decision

The decision of the panel shall be binding on the PHA, which shall take all actions, or refrain from any actions, necessary to carry out the decision unless the PHA Board of Commissioners determines within a reasonable time, and promptly notifies the grievant of its determination, that:

- ↑ The grievance does not concern PHA action or failure to act; or
- ↑ The decision of the panel is contrary to applicable federal, state, or local law, HUD regulations, or requirements imposed upon the PHA by the annual contributions contract between HUD and the PHA.

A decision of the panel in favor of the PHA, in whole or part, will neither constitute a waiver of, nor affect in any manner, any rights the grievant may have to a trial de novo or judicial review in any judicial proceedings, which may thereafter be brought in the matter. The decision shall be binding on the resident, however, insofar as any future grievance is concerned, on the same facts, by the same grievant.

Issues of Rent

Where a resident is current in rent and initiates a grievance, the resident must remain current through the date of the request for the hearing at which point the resident may pay rent into the PHA's grievance escrow account in lieu of paying rent to the PHA. In cases involving escrow accounts, the decision of the panel shall address itself to the question of disbursement of such account, in whole or in part, with condition or a timetable attached to such disbursements.

Where a resident is current in rent, and the PHA initiates an eviction action, the resident may request a grievance procedure prior to the state court action as long as the resident:

- ↑ remains current in rent; or
- ↑ follows the same escrow procedure.

Where a resident is in arrears in rent, and the PHA initiates any eviction action, that resident may request a grievance and be entitled to a grievance hearing only if that resident thereafter pays each month's rent as it becomes due at the beginning of the next month following the month in which the PHA initiates the eviction action (i.e., ***no additional arrearages may accrue during the pendency of the grievance***).

Where a resident is in arrears in rent, the rent must be brought current before that resident may initiate his or her own grievance.

The PHA shall be considered to have initiated an eviction action by sending a notice of proposed termination or notice of intent to evict or to terminate a lease. A “warning” or conditional notice shall not be considered such a notice.

Failure on the part of the resident to comply with these requirements shall constitute a forfeiture of the grievance procedure.

Grievance Panel

The grievance panel shall consist of three persons, one from each of the following categories:

- ↑ The PHA pool;
- ↑ The resident pool; and
- ↑ The neutral pool.

The PHA pool shall consist of employees of the PHA, as designated by the Executive Director from time to time; this pool shall have no fewer than four members at all times; no member may remain in the pool for more than six months out of each calendar year.

The resident pool shall consist of all residents who shall volunteer to serve with the Grievance Secretary posting notices twice each year, in every development, seeking volunteers for the grievance pool. No member may remain in the pool for more than six months out of each calendar year.

The neutral pool shall consist of third parties who have no employment, financial, or other conflicting interest in the PHA, and, therefore, serve as neutral arbitrators. This member of the pool shall be the chairperson. The parties to this action shall jointly solicit members for this pool by contacting, in writing, the following agencies and community groups and requesting that each agency or group designate one employee or member to serve:

- ↑ Elmwood Community Center
- ↑ Rhode Island Human Rights Commission
- ↑ PRO - CAP
- ↑ Joslin Center
- ↑ Smith Hill Center
- ↑ John Hope Settlement House
- ↑ Urban League
- ↑ Black Ministerial Alliance
- ↑ Progreso Latino

- ↑ S.R.S.
- ↑ Providence Mental Health
- ↑ Providence Human Relations Commission
- ↑ International House
- ↑ Providence Ambulatory Health Care Facilities
- ↑ D.C.A. Department of Women & Human Resources
- ↑ Sojourner House
- ↑ Women's Development Corporation
- ↑ South Providence Neighborhood Center
- ↑ DaVinci Center
- ↑ Rhode Island Indian Council
- ↑ Federal Hill House Association
- ↑ St. Martin de Porres Center
- ↑ Education Opportunity Center
- ↑ Junior Chamber of Commerce
- ↑ Marathon House
- ↑ Providence Corporation

The neutral pool members shall serve no longer than twelve consecutive months, after which their respective agencies and groups shall be requested to designate another person. It shall be the duty of the neutral member of the panel to exercise independent judgment.

Availability

The PHA will make the grievance procedure available in management offices and at the administrative office. Each resident shall be entitled to one copy upon request.

Grievance Secretary

The Grievance Secretary is ineligible to be in the PHA pool for the grievance panels.

The Grievance Secretary, upon receipt of a request for a grievance panel hearing in accordance with this procedure, shall promptly schedule the hearing by randomly selecting one person from each of the three pools, arranging a date, time and place and shall notify the panel members and the parties. The Grievance Secretary shall advise each panel member of the grievant's name and (if applicable) development to ascertain if a conflict exists for that panel member. The PHA member of the panel shall not be employed at the local management office of the grievant's development.

There shall be no communications between or among any panel members or the grievant prior to the hearing, and the Grievance Secretary shall not advise panel members of any details of the grievance, except insofar as necessary to determine conflicts of interest.

Miscellaneous

Escrow

The PHA's grievance procedure continues and adopts the "escrow" provisions of the settlement reached in Mitchell, et al v. Housing Authority of the City of Providence, C.A. No. 77-0615 (U.S. District Ct., D.R.I.). To the extent of any inconsistencies, this Grievance Procedure shall supersede and control over all prior procedures.

Other

This Grievance Procedure shall be the sole procedure, until modified or replaced, per order of the Court, for all residents and applicants of the PHA, replacing any inconsistent prior procedures or practices.

The U.S. District Court retained jurisdiction to consider future changes in this procedure.

Failure to Request Hearing

Per 24 CFR 966.55, Failure to request a hearing does not constitute a waiver of a Tenant's right to contest an action in court.

B. Section 8 Tenant-Based Assistance

1. Yes No: Has the PHA established informal review procedures for applicants to the Section 8 tenant-based assistance program and informal hearing procedures for families assisted by the Section 8 tenant-based assistance program in addition to federal requirements found at 24 CFR 982?

(Applicants have access to the PHA's grievance procedures, Section 8 program participants are granted informal hearings)

If yes, list additions to federal requirements below:

Please see the grievance procedures included under Public Housing.

2. Which PHA office should applicants or assisted families contact to initiate the informal review and informal hearing processes? (Select all that apply)

- PHA main administrative office
 Other (list below)

7. Capital Improvement Needs

[24 CFR Part 903.79 (g)]

Exemptions from Component 7: Section 8 only PHAs are not required to complete this component and may skip to Component 8.

A. Capital Fund Activities

Exemptions from sub-component 7A: PHAs that will not participate in the Capital Fund Program may skip to component 7B. All other PHAs must complete 7A as instructed.

(1) Capital Fund Program Annual Statement

Using parts I, II, and III of the Annual Statement for the Capital Fund Program (CFP), identify capital activities the PHA is proposing for the upcoming year to ensure long-term physical and social viability of its public housing developments. This statement can be completed by using the CFP Annual Statement tables provided in the table library at the end of the PHA Plan template **OR**, at the PHA's option, by completing and attaching a properly updated HUD-52837.

Select one:

The Capital Fund Program Annual Statement is provided as an attachment to the PHA Plan at Attachment (state name)

-or-

The Capital Fund Program Annual Statement is provided below: (if selected, copy the CFP Annual Statement from the Table Library and insert here)

Please see following pages

**Component 7
Capital Fund Program Annual Statement
Parts I, II, and II**

Annual Statement

Capital Fund Program (CFP) Part I: Summary

Capital Fund Grant Number RI 43 POO1 50100 FFY of Grant Approval: (09/2000)

Original Annual Statement

Line No.	Summary by Development Account	Total Estimated Cost
1	Total Non-CGP Funds	
2	1406 Operations	900,000
3	1408 Management Improvements	232,441
4	1410 Administration	622,766
5	1411 Audit	0
6	1415 Liquidated Damages	0
7	1430 Fees and Costs	241,000
8	1440 Site Acquisition	0
9	1450 Site Improvement	319,750
10	1460 Dwelling Structures	2,036,955
11	1465.1 Dwelling Equipment-Nonexpendable	4,750
12	1470 Nondwelling Structures	123,750
13	1475 Nondwelling Equipment	261,250
14	1485 Demolition	0
15	1490 Replacement Reserve	0
16	1492 Moving to Work Demonstration	0
17	1495.1 Relocation Costs	5,000
18	1498 Mod Used for Development	0
19	1502 Contingency	0
20	Amount of Annual Grant (Sum of lines 2-19)	4,747,662
21	Amount of line 20 Related to LBP Activities	15,000
22	Amount of line 20 Related to Section 504 Compliance	23,000
23	Amount of line 20 Related to Security	58,000
24	Amount of line 20 Related to Energy Conservation Measures	248,800

Annual Statement

Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Chad Brown 001	Site Improvements-Fence/Walks/Paving	1450	10,000
	Landscaping	1450	10,000
	Repair Steam Lines	1450	35,000
	Repoint/Seal Exterior Masonry	1460	60,000
	Replace Interior Doors	1460	1,995
	Kitchens-Cabinets/Countertops	1460	22,500
	Install GFI's in Kitchens	1460	5,000
	Baseboard Upgrade	1460	3,000
	Bathroom Renovations	1460	6,000
	Fire Hoses & Extinguishers	1475	1,000
	Appliance Purchases	1465	<u>12,750</u>
	Development Total		167,245

Annual Statement

Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Admiral Terrace 001A	Site Improvements-Concrete Sidewalks	1450	15,000
	Fence/Pavement/Furniture	1450	10,000
	Landscaping	1450	10,000
	Repair Steam Lines	1450	20,000
	Repoint/Seal Exterior Masonry	1460	50,000
	Replace Interior Doors	1460	4,000
	Kitchens-Cabinets/Countertops	1460	22,500
	Circulating Pump/Condensate Tank	1460	10,000
	Bathroom Renovations	1460	6,000
	Baseboard Upgrade in Bathrooms	1460	3,000
	Appliance Purchases	1465	<u>12,750</u>
			163,250

Annual Statement

Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Roger Williams 002	Site Improvements-Fence/Walks/Paving	1450	10,000
	Landscaping	1450	15,000
	Paving/Seal Coat Parking Lot	1450	20,000
	Exterior Lights	1450	4,000
	Renovate Building Exterior	1460	140,000
	Kitchens-Cabinets/Countertops	1460	21,000
	Install Mortise Locks	1460	3,000
	Replace Interior Doors	1460	5,000
	Common Hallway Lighting	1460	4,000
	Water Conservation Devices	1460	2,800
	Upgrade Domestic Hot Water	1460	5,000
	Replace Water Supply Shutoffs	1460	3,000
	Install Backflow Valves	1460	6,000
	Bathroom Renovations	1460	4,800
	Replace Exterior Vent Covers	1460	1,200
	Refrigerator Replacement	1465	4,000
			<u>248,800</u>

Annual Statement
Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Hartford Park 004/006/019	Repair/Retile Playgrounds	1450	10,000
	Exterior Lighting Replacement	1450	7,500
	Exterior Lighting Security Shields	1450	7,500
	Upgrade Landscaping	1450	22,830
	Paint Phase I Buildings	1460	100,000
	New Entrances to D Building	1460	80,000
	Water Conservation Devices	1460	20,000
	Card Access/Intercom	1460	10,000
	Install Bath Vent Fans	1460	15,600
	Install Backflow Valves	1460	20,000
	Purchase Trash Compactor	1475	15,000
	Community Room Furnishings	1475	5,000
	Instant Oil/Water Separator	1470	10,000
	Renovate Supply Area	1470	50,000

Annual Statement

Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Manton Heights 005	Landscaping	1450	10,000
	New Areaway Covers	1460	20,000
	New Roofs on Wood Buildings	1460	42,000
	Penthouse and Roof Repairs	1460	40,000
	Install Backflow Valves	1460	15,000
	Remove Aristix Ceilings	1460	25,000
	Install Prototype Vent Fan unit	1460	20,000
	Admin/Bldg Com. Ctr. Renovation	1470	<u>20,000</u>

Annual Statement
Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Dexter Manor I 008	Concrete Sidewalks	1450	9,000
	Landscaping	1450	8,000
	Install Railings in Halls	1460	10,000
	Unit Locks	1460	2,000
	Upgrade Kitchens	1460	8,800
	Replace Resilient Floor Tile	1460	14,400
	Install GFI's in Kitchens and Baths	1460	5,100
	Install Energy Efficient Lighting	1460	2,900
	Replace Generator	1460	60,000
	Asbestos Abatement	1460	10,000
	Deferred Painting	1460	10,000
	Replace Kitchen Faucets	1460	3,500
	Replace Water Supply Shutoffs	1460	6,250
	Upgrade Baths on Turnaround	1460	6,000
	Upgrade Ventilation	1460	1,000
	Purchase Trash Compactor	1475	15,000
	Upgrade Common Space	1470	5,000

Annual Statement
Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Dominica Manor 009	Landscaping	1450	4,000
	Refinish/Replace Balcony Railings	1460	10,000
	Refurbish Entrance Lobby	1460	100,000
	Install Energy Efficient Lighting	1460	3,000
	Install GFI's in Kitchens and Baths	1460	5,000
	Water Conservation Devices	1460	12,000
	Asbestos Abatement	1460	8,000
	Replace Floor Tile	1460	12,000
	Replace Kitchen Faucets	1460	2,800
	Replace Water Supply Shutoffs	1460	5,000
	Upgrade Baths on Turnaround	1460	4,000
	Upgrade Ventilation	1460	40,000

Annual Statement
Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Carroll Tower 011	Design Fire Alarm System Upgrade	1430	10,000
	Underground Irrigation System	1450	20,000
	Roof Replacement	1460	250,000
	Kitchens-Cabinets/Countertops	1460	12,000
	New Accordion Doors	1460	7,200
	Water Conservation Devices	1460	14,000
	Asbestos Abatement	1460	10,000
	Replace Kitchen Faucets	1460	2,000
	Replace Water Supply Shutoffs	1460	1,250
	Upgrade Baths on turnaround	1460	8,000
	Repair/Replace Ventilation System	1460	<u>45,000</u>

Annual Statement
Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Kilmartin Plaza 012	Fence/Walks/Paving/Site Improvements	1450	5,000
	Install GFI's in Kitchens and Baths	1460	21,200
	Elevator Controller Upgrades	1460	7,000
	Ceiling Light Fixtures	1460	5,000
	Asbestos Abatement	1460	10,000
	Deferred Painting	1460	10,000
	Replace Water Supply Shutoffs	1460	2,750
	Upgrade Baths on Turnaround	1460	8,000
	Clean Ventilation System	1460	7,000
	Upgrade Ventilation	1460	<u>1,000</u>
			76,950

Annual Statement
Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Parenti Villa 013	Investigation of Building Exterior	1430	10,000
	Repave/Seal Coat Parking Lot	1450	25,000
	Kitchens-Cabinets/Countertops	1460	10,000
	New Accordion Doors	1460	3,000
	Fire Alarm System Upgrade	1460	262,500
	Water Conservation Devices	1460	13,580
	Asbestos Abatement	1460	5,000
	Replace Valves on Risers	1460	2,000
	Replace Water Supply Shutoffs	1460	6,250
	Upgrade Baths on Turnaround	1460	4,000
	Repair/Replace Ventilation System	1460	45,000

Annual Statement
Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Dexter Manor II 014	Upgrade Entrance-Common Space	1460	5,000
	Replace Floor Covering	1460	12,600
	Install Energy Efficient Lighting	1460	2,900
	Upgrade Handicapped Units	1460	17,000
	Retube Boilers	1460	15,000
	Clean Ventilation System	1460	10,000
	Replace Motorized Dampers	1460	7,500
	Appliance Purchases	1465	<u>3,750</u>
			73,750

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Annual Statement
Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Scattered Sites 017/021	Landscaping	1450	10,000
	Paint Buildings (1-17)	1460	20,000
	Paint Buildings (1-21)	1460	20,000
	Install Replacement Windows	1460	10,000
	Rebuild Porches	1460	20,000
	Install Vinyl Siding on Duplexes	1460	150,000
	Vinyl Flooring	1460	15,000

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Annual Statement

Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost
Authority Wide	Operations	1406	900,000
	Computer System Software	1408	20,000
	Economic Development	1408	10,000
	Living Skills Coordinator	1408	49,941
	Police	1408	125,000
	Security Guards	1408	20,000
	FM-Dept. Communication Systems	1408	7,500
	CGP Administrative Costs	1410	474,766
	In-House Design	1410	148,000
	A&E Fees and Costs	1430	120,000
	LBP/Asbestos Testing	1430	10,000
	MOD Inspection Costs	1430	81,000
	Utility Surveys	1430	10,000
	Tree Pruning	1450	8,000

Asbestos Abatement	1460	11,500
Handicapped Unit Modifications	1460	8,000
LBP Abatement	1460	5,000
Appliance Purchases	1465	10,000
Computer Hardware	1475	25,000
Office Furnishings	1475	5,000
Radios/Accessories	1475	5,000
Relocation	1495	5,000
		<u>2,058,707</u>

Annual Statement

Capital Fund Program (CFP) Part III: Implementation Schedule

Development Number/Name HA-Wide Activities	All Funds Obligated (Quarter Ending Date)	All Funds Expended (Quarter Ending Date)
Chad Brown	3/31/02	9/30/03
Admiral Terrace	3/31/02	9/30/03
Roger Williams	3/31/02	9/30/03
Hartford Park	3/31/02	9/30/03
Manton Heights	3/31/02	9/30/03
Dexter Manor I	3/31/02	9/30/03
Dominica Manor	3/31/02	9/30/03
Carroll Tower	3/31/02	9/30/03
Kilmartin Plaza	3/31/02	9/30/03
Parenti Villa	3/31/02	9/30/03
Dexter Manor II	3/31/02	9/30/03
Scattered Sites	3/31/02	9/30/03

Authority Wide	3/31/02	9/30/03
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Note: The Providence Housing Authority will prepare a comprehensive physical needs assessment and five year plan in addition to the materials listed in this section of the Annual Plan.

(2) Optional 5-Year Action Plan

Agencies are encouraged to include a 5-Year Action Plan covering capital work items. This statement can be completed by using the 5 Year Action Plan table provided in the table library at the end of the PHA Plan template **OR** by completing and attaching a properly updated HUD-52834.

a. Yes No: Is the PHA providing an optional 5-Year Action Plan for the Capital Fund? (if no, skip to sub-component 7B)

b. If yes to question a, select one:

The Capital Fund Program 5-Year Action Plan is provided as an attachment to the PHA Plan at Attachment (state name: **RI001b01**)

-or-

The Capital Fund Program 5-Year Action Plan is provided below: (if selected, copy the CFP optional 5 Year Action Plan from the Table Library and insert here)

B. HOPE VI and Public Housing Development and Replacement Activities (Non-Capital Fund)

Applicability of sub-component 7B: All PHAs administering public housing. Identify any approved HOPE VI and/or public housing development or replacement activities not described in the Capital Fund Program Annual Statement.

Yes No: a) Has the PHA received a HOPE VI revitalization grant? (if no, skip to question c; if yes, provide responses to question b for each grant, copying and completing as many times as necessary)
 b) Status of HOPE VI revitalization grant (complete one set of questions for each grant)

- 1. Development name:
- 2. Development (project) number:
- 3. Status of grant: (select the statement that best describes the current status)
 - Revitalization Plan under development
 - Revitalization Plan submitted, pending approval
 - Revitalization Plan approved
 - Activities pursuant to an approved Revitalization Plan underway

Yes No: c) Does the PHA plan to apply for a HOPE VI Revitalization grant in the Plan year?
If yes, list development name/s below:

Yes No: d) Will the PHA be engaging in any mixed-finance development activities for public housing in the Plan year?
If yes, list developments or activities below:

The PHA will utilize tax credits to develop units at the remaining cleared land at the Roger Williams development site.

Yes No: e) Will the PHA be conducting any other public housing development or replacement activities not discussed in the Capital Fund Program Annual Statement?
If yes, list developments or activities below:

8. Demolition and Disposition

[24 CFR Part 903.7 9 (h)]

Applicability of component 8: Section 8 only PHAs are not required to complete this section.

1. Yes No: Does the PHA plan to conduct any demolition or disposition activities (pursuant to section 18 of the U.S. Housing Act of 1937 (42 U.S.C. 1437p)) in the plan Fiscal Year? (If “No”, skip to component 9; if “yes”, complete one activity description for each development.)

2. Activity Description

Yes No: Has the PHA provided the activities description information in the **optional** Public Housing Asset Management Table? (If “yes”, skip to component 9. If “No”, complete the Activity Description table below.)

Demolition/Disposition Activity Description	
1a. Development name:	Hartford Park
1b. Development (project) number:	RI 43P001004
2. Activity type:	Demolition <input checked="" type="checkbox"/> Disposition <input type="checkbox"/>
3. Application status (select one)	Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/> (Planned demolition of vacant units pending change in status of Court decision.)
4. Date application approved, submitted, or planned for submission:	<u>(DD/MM/YY) NA,</u> <u>Plan has yet to be prepared.</u>
5. Number of units affected:	32
6. Coverage of action (select one)	<input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity:	a. Actual or projected start date of activity: Fall 2000 b. Projected end date of activity: Fall 2000

9. Designation of Public Housing for Occupancy by Elderly Families or Families with Disabilities or Elderly Families and Families with Disabilities

[24 CFR Part 903.7 9 (i)]

Exemptions from Component 9; Section 8 only PHAs are not required to complete this section.

1. Yes No: Has the PHA designated or applied for approval to designate or does the PHA plan to apply to designate any public housing for occupancy only by the elderly families or only by families with disabilities, or by elderly families and families with disabilities or will apply for designation for occupancy by only elderly families or only families with disabilities, or by elderly families and families with disabilities as provided by section 7 of the U.S. Housing Act of 1937 (42 U.S.C. 1437e) in the upcoming fiscal year? (If “No”, skip to component 10. If “yes”, complete one activity description for each development, unless the PHA is eligible to complete a streamlined submission; PHAs completing streamlined submissions may skip to component 10.)

2. Activity Description
 Yes No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? If “yes”, skip to component 10. If “No”, complete the Activity Description table below.

Designation of Public Housing Activity Description	
1a. Development name: <u>Dominica Manor and Carroll Tower</u>	
1b. Development (project) number: <u>RI 43 P009 (Dominica Manor), RI 43 P0011 (Carroll Tower)</u>	
2. Designation type:	
Occupancy by only the elderly <input checked="" type="checkbox"/>	
Occupancy by families with disabilities <input type="checkbox"/>	
Occupancy by only elderly families and families with disabilities <input type="checkbox"/>	
3. Application status (select one)	
Approved; included in the PHA’s Designation Plan <input checked="" type="checkbox"/>	
Submitted, pending approval <input type="checkbox"/>	
Planned application <input type="checkbox"/>	
4. Date this designation approved, submitted, or planned for submission: <u>(February 1995)</u>	

(Approved 90 days after PHA submission of Allocation Plan)
5. If approved, will this designation constitute a (select one) <input type="checkbox"/> New Designation Plan (NA, previously approved) <input type="checkbox"/> Revision of a previously-approved Designation Plan? (NA, plan has been approved)
6. Number of units affected: 398
7. Coverage of action (select one) <input type="checkbox"/> Part of the development <input checked="" type="checkbox"/> Total development

10. Conversion of Public Housing to Tenant-Based Assistance

[24 CFR Part 903.7 9 (j)]

Exemptions from Component 10; Section 8 only PHAs are not required to complete this section.

A. Assessments of Reasonable Revitalization Pursuant to section 202 of the HUD FY 1996 HUD Appropriations Act

1. Yes No: Have any of the PHA’s developments or portions of developments been identified by HUD or the PHA as covered under section 202 of the HUD FY 1996 HUD Appropriations Act? (If “No”, skip to component 11; if “yes”, complete one activity description for each identified development, unless eligible to complete a streamlined submission. PHAs completing streamlined submissions may skip to component 11.)

2. Activity Description

Yes No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? If “yes”, skip to component 11. If “No”, complete the Activity Description table below.

Conversion of Public Housing Activity Description (N/A)	
1a. Development name:	
1b. Development (project) number:	
2. What is the status of the required assessment?	<input type="checkbox"/> Assessment underway <input type="checkbox"/> Assessment results submitted to HUD <input type="checkbox"/> Assessment results approved by HUD (if marked, proceed to next question) <input type="checkbox"/> Other (explain below)
3. <input type="checkbox"/> Yes <input type="checkbox"/> No: Is a Conversion Plan required? (If yes, go to block 4; if no, go to block 5.)	
4. Status of Conversion Plan (select the statement that best describes the current status)	<input type="checkbox"/> Conversion Plan in development <input type="checkbox"/> Conversion Plan submitted to HUD on: (DD/MM/YYYY) <input type="checkbox"/> Conversion Plan approved by HUD on: (DD/MM/YYYY) <input type="checkbox"/> Activities pursuant to HUD-approved Conversion Plan underway
5. Description of how requirements of Section 202 are being satisfied by means other than conversion (select one)	<input type="checkbox"/> Units addressed in a pending or approved demolition application (date

submitted or approved:

- Units addressed in a pending or approved HOPE VI demolition application
(date submitted or approved:)
- Units addressed in a pending or approved HOPE VI Revitalization Plan (date
submitted or approved:)
- Requirements no longer applicable: vacancy rates are less than 10 percent
- Requirements no longer applicable: site now has less than 300 units
- Other: (describe below)

B. Reserved for Conversions pursuant to Section 22 of the U.S. Housing Act of 1937

C. Reserved for Conversions pursuant to Section 33 of the U.S. Housing Act of 1937

11. Homeownership Programs Administered by the PHA

[24 CFR Part 903.7 9 (k)]

A. Public Housing

Exemptions from Component 11A: Section 8 only PHAs are not required to complete 11A.

1. Yes No: Does the PHA administer any homeownership programs administered by the PHA under an approved section 5(h) homeownership program (42 U.S.C. 1437c(h)), or an approved HOPE I program (42 U.S.C. 1437aaa) or has the PHA applied or plan to apply to administer any homeownership programs under section 5(h), the HOPE I program, or section 32 of the U.S. Housing Act of 1937 (42 U.S.C. 1437z-4). (If “No”, skip to component 11B; if “yes”, complete one activity description for each applicable program/plan, unless eligible to complete a streamlined submission due to **small PHA** or **high performing PHA** status. PHAs completing streamlined submissions may skip to component 11B.)

2. Activity Description

Yes No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? (If “yes”, skip to component 12. If “No”, complete the Activity Description table below.)

Public Housing Homeownership Activity Description (Complete one for each development affected)	
1a. Development name: Scattered Sites	
1b. Development (project) number: RI 43-POO1-040, RI 43-POO1-039, RI 43-POO1-017, RI 43-POO1-043, RI 43-POO1-036, RI 43- POO1-040 RI 43-POO1-030	
2. Federal Program authority:	
<input type="checkbox"/>	HOPE I
<input checked="" type="checkbox"/>	5(h)
<input type="checkbox"/>	Turnkey III
<input type="checkbox"/>	Section 32 of the USHA of 1937 (effective 10/1/99)
3. Application status: (select one)	
<input checked="" type="checkbox"/>	Approved; included in the PHA’s Homeownership Plan/Program
<input type="checkbox"/>	Submitted, pending approval
<input type="checkbox"/>	Planned application

<p>4. Date Homeownership Plan/Program approved, submitted, or planned for submission: (09/27/1194) <u>Date of Implementing Agreement letter.</u></p>
<p>5. Number of units affected: 10</p> <p>6. Coverage of action: (select one)</p> <p><input checked="" type="checkbox"/> Part of the development</p> <p><input type="checkbox"/> Total development</p>

B. Section 8 Tenant Based Assistance

1. Yes No: Does the PHA plan to administer a Section 8 Homeownership program pursuant to Section 8(y) of the U.S.H.A. of 1937, as implemented by 24 CFR part 982 ? (If “No”, skip to component 12; if “yes”, describe each program using the table below (copy and complete questions for each program identified), unless the PHA is eligible to complete a streamlined submission due to high performer status. **High performing PHAs** may skip to component 12.)

(PHA may conduct a feasibility study of this option)

2. Program Description:

a. Size of Program

- Yes No: Will the PHA limit the number of families participating in the section 8 homeownership option?

If the answer to the question above was yes, which statement best describes the number of participants? (select one)

- 25 or fewer participants
- 26 - 50 participants
- 51 to 100 participants
- more than 100 participants

b. PHA-established eligibility criteria

- Yes No: Will the PHA’s program have eligibility criteria for participation in its Section 8 Homeownership Option program in addition to HUD criteria?
If yes, list criteria below:

12. PHA Community Service and Self-sufficiency Programs

[24 CFR Part 903.7 9 (l)]

Exemptions from Component 12: High performing and small PHAs are not required to complete this component. Section 8-Only PHAs are not required to complete sub-component C.

A. PHA Coordination with the Welfare (TANF) Agency

1. Cooperative agreements:

- Yes No: Has the PHA has entered into a cooperative agreement with the TANF Agency, to share information and/or target supportive services (as contemplated by section 12(d)(7) of the Housing Act of 1937)?

If yes, what was the date that agreement was signed? 04/22/99

2. Other coordination efforts between the PHA and TANF agency (select all that apply)

- Client referrals
- Information sharing regarding mutual clients (for rent determinations and otherwise)
- Coordinate the provision of specific social and self-sufficiency services and programs to eligible families
- Jointly administer programs
- Partner to administer a HUD Welfare-to-Work voucher program
(*We have MOU but didn't get vouchers*)
- Joint administration of other demonstration program
- Other (describe)

B. Services and programs offered to residents and participants

(1) General

a. Self-Sufficiency Policies

Which, if any of the following discretionary policies will the PHA employ to enhance the economic and social self-sufficiency of assisted families in the following areas?

(select all that apply)

- Public housing rent determination policies
- Public housing admissions policies
- Section 8 admissions policies
- Preference in admission to section 8 for certain public housing families
(check on these)
- Preferences for families working or engaging in training or education programs for non-housing programs operated or coordinated by the PHA
- Preference/eligibility for public housing homeownership option participation

- Preference/eligibility for section 8 homeownership option participation
- Other policies (list below)

b. Economic and Social self-sufficiency programs

Yes No: Does the PHA coordinate, promote or provide any programs to enhance the economic and social self-sufficiency of residents? (If “yes”, complete the following table; if “no” skip to sub-component 2, Family Self Sufficiency Programs. The position of the table may be altered to facilitate its use.)

Services and Programs				
Program Name & Description (including location, if appropriate)	Estimated Size	Allocation Method (waiting list/random selection/specific criteria/other)	Access (development office / PHA main office / other provider name)	Eligibility (public housing or section 8 participants or both)
WOW Plus	Contract with JTPA for 100. Completers retained for 6 months. As of 5/02 plan to enroll 175.	Specific criteria	3 family developments	Both
FSS	150	Specific criteria	Employment Support Center (ESC)	Both
GED 20 hour program	25-40 per year	Specific criteria	Employment Support Center (ESC)	Both
ESL 20 hour program	25-40 per year	Specific criteria	Employment Support Center (ESC)	Both
Office skills	25 per year	Specific criteria	Employment Support Center (ESC)	Both
ESL tutorial	40 per year	Specific criteria	3 family developments	Both
GED tutorial	40 per year	Specific criteria	3 family developments	Both
PHASE	12 per year	Specific criteria	3 family developments and Brown University	Both
Substance Abuse Prevention Education	75	Parent must register youth Mandatory participation	Community Centers (Chad Brown, Hartford Park, Manton Heights)	PHA resident youth ages 6-8 enrolled in the PHA <i>Youth Program</i> (Public Housing)
WISE-UP	150	Parent must give permission Mandatory	Community Centers (Chad Brown, Hartford Park, Manton Heights)	PHA resident youth ages 9-17 enrolled in the PHA <i>Youth</i>

		participation		Program (Public Housing)
Academic Assistance 6-12 Teens	150 75	Self-select strongly encouraged Mandated if below C average	Community Centers (Chad Brown, Hartford Park, Manton Heights)	PHA resident youth ages 6 – 17 enrolled in the PHA Youth Program (Public Housing)
Computer Resource Centers	225	Participants self select	Community Centers (Chad Brown, Hartford Park, Manton Heights)	PHA resident youth ages 6 – 17 enrolled in the PHA Youth Program (Public Housing)
Enrichment Classes (art, music, dance, yoga, etc.)	225	Participants self select	Community Centers (Chad Brown, Hartford Park, Manton Heights)	PHA resident youth ages 6 – 17 enrolled in the PHA Youth Program (Public Housing)
Youth Service Council	12	Selected by PHA staff on merit	Volunteer Center of Rhode Island	PHA program participants 13-17 (Public Housing)
Organized Sports (co-ed)	225	Participants self select	Community Centers (Chad Brown, Hartford Park, Manton Heights)	PHA resident youth ages 6 – 17 enrolled in the PHA Youth Program (Public Housing)
Family Advisory Council	14	Members self select	Community Centers (Chad Brown, Hartford Park, Manton Heights)	PHA adult residents in good standing (Public Housing)
Parent Volunteer Program	65	Mandatory	Community Centers (CB, HP, MH)	All parents of program participants (Public Housing)
Health & Wellness Centers at Carroll Tower, Dexter manor, Dominica Manor Geriatric Health Clinic	100	Self / staff Referral Appointments Required	RI Hospital Division of Geriatrics operates at 3 high-rises	Elderly 62+ with health insurance (Public Housing)
Clinical Practicum for Nursing Students	100	Self / Staff Referral Drop-in visits	Various local colleges operate at 3 high-rises	All residents (Public Housing)
Congregate Nutrition Lunch Program	120	Self / Staff Referral Reservations Required	RI Meals on Wheels operates at 3 high- rises	All residents (Public Housing)

Certified Resident Services Coordinators	500	Self / Staff Referral Drop-in visits	On-site office at 7 developments	All residents (Public Housing)
<i>Housing Helps</i> Supportive Services for Frail Residents	150	Self / Staff Referral Scheduled and On-call visits	Home visits at 7 developments by contracted registered nurse	All frail residents as determined by physical and cognitive assessments (Public Housing)
<i>Housekeeping Assistance</i> Supportive Services for Frail Residents	20	<i>Housing Helps & RSC</i> referral Scheduled visits	In-home services at 7 developments by contracted housekeeper	All frail residents as determined by physical and cognitive assessments (Public Housing)
Transportation Services Door to door round-trip transportation to medical appointments.	350	Self / Staff / <i>Housing Helps</i> referral Reservations Required	Central dispatcher coordinates rides	All residents (Public Housing)
Bus Trips	350	Self / staff referral Reservations Recommended	City of Providence Recreation Department – Senior Division Provides transportation to all 7 developments	All residents (Public Housing)
Various On-site Recreation Activities	350	Self / staff referral Drop-in Visits	Local churches, volunteers, community centers, provide weekly or monthly activities at 6 developments	All residents (Public Housing)

(2) Family Self Sufficiency program/s

a. Participation Description

Family Self Sufficiency (FSS) Participation		
Program	Required Number of Participants	Actual Number of Participants

	(start of FY 2000 Estimate)	(As of: 01/01/00)
Public Housing	0	11/30/99 128
Section 8	13 (original program size = 27 minus 14 positive terminations)	11/30/99 16

- b. Yes No: If the PHA is not maintaining the minimum program size required by HUD, does the most recent FSS Action Plan address the steps the PHA plans to take to achieve at least the minimum program size? If no, list steps the PHA will take below:

C. Welfare Benefit Reductions

1. The PHA is complying with the statutory requirements of section 12(d) of the U.S. Housing Act of 1937 (relating to the treatment of income changes resulting from welfare program requirements) by: (select all that apply)

- Adopting appropriate changes to the PHA’s public housing rent determination policies and train staff to carry out those policies
- Informing residents of new policy on admission and reexamination
- Actively notifying residents of new policy at times in addition to admission and reexamination.
- Establishing or pursuing a cooperative agreement with all appropriate TANF agencies regarding the exchange of information and coordination of services
- Establishing a protocol for exchange of information with all appropriate TANF agencies
- Other: (list below)

D. Reserved for Community Service Requirement pursuant to section 12(c) of the U.S. Housing Act of 1937

13. PHA Safety and Crime Prevention Measures

[24 CFR Part 903.7 9 (m)]

Exemptions from Component 13: High performing and small PHAs not participating in PHDEP and Section 8 Only PHAs may skip to component 15. High Performing and small PHAs that are participating in PHDEP and are submitting a PHDEP Plan with this PHA Plan may skip to sub-component D.

A. Need for measures to ensure the safety of public housing residents

1. Describe the need for measures to ensure the safety of public housing residents (select all that apply)

- High incidence of violent and/or drug-related crime in some or all of the PHA's developments
- High incidence of violent and/or drug-related crime in the areas surrounding or adjacent to the PHA's developments
- Residents fearful for their safety and/or the safety of their children
- Observed lower-level crime, vandalism and/or graffiti
- People on waiting list unwilling to move into one or more developments due to perceived and/or actual levels of violent and/or drug-related crime
- Other (describe below)

2. What information or data did the PHA used to determine the need for PHA actions to improve safety of residents (select all that apply).

- Safety and security survey of residents
- Analysis of crime statistics over time for crimes committed "in and around" public housing authority
- Analysis of cost trends over time for repair of vandalism and removal of graffiti
- Resident reports
- PHA employee reports
- Police reports
- Demonstrable, quantifiable success with previous or ongoing anticrime/anti drug programs
- Other (describe below)

3. Which developments are most affected? (list below)

Chad Brown, Admiral Terrace, Manton Heights, Hartford Park, Dexter Manor 1 and 2

B. Crime and Drug Prevention activities the PHA has undertaken or plans to undertake in the next PHA fiscal year

1. List the crime prevention activities the PHA has undertaken or plans to undertake: (select all that apply)

- Contracting with outside and/or resident organizations for the provision of crime- and/or drug-prevention activities
- Crime Prevention Through Environmental Design
- Activities targeted to at-risk youth, adults, or seniors
- Volunteer Resident Patrol/Block Watchers Program
- Other (describe below)

Resident Training Programs

2. Which developments are most affected? (list below)

All Providence Housing Authority Developments

C. Coordination between PHA and the police

1. Describe the coordination between the PHA and the appropriate police precincts for carrying out crime prevention measures and activities: (select all that apply)

- Police involvement in development, implementation, and/or ongoing evaluation of drug-elimination plan
- Police provide crime data to housing authority staff for analysis and action
- Police have established a physical presence on housing authority property (e.g., community policing office, officer in residence)
- Police regularly testify in and otherwise support eviction cases
- Police regularly meet with the PHA management and residents
- Agreement between PHA and local law enforcement agency for provision of above-baseline law enforcement services
- Other activities (list below)

Designation of a special "Public Housing Unit" with a police substation the Hartford Park family development by the Providence Police Department.

2. Which developments are most affected? (list below)

All Providence Housing Authority Developments

D. Additional information as required by PHDEP/PHDEP Plan

PHAs eligible for FY 2000 PHDEP funds must provide a PHDEP Plan meeting specified requirements prior to receipt of PHDEP funds.

Yes No: Is the PHA eligible to participate in the PHDEP in the fiscal year covered by this PHA Plan?

Yes No: Has the PHA included the PHDEP Plan for FY 2000 in this PHA Plan?

Yes No: This PHDEP Plan is an Attachment.

(Attachment Filename: **R1001a01**)

14. RESERVED FOR PET POLICY

[24 CFR Part 903.79 (n)]

22.5 Pets

The Pet Policy is applicable to all resident families who live in PHA housing. Before housing a pet(s) in his/her unit, a resident must acquire PHA authorization by completing a Pet Agreement. A maximum of two (2) pets per unit is allowed, only one of which can be a dog. The PHA will allow only domesticated dogs, cats, birds, and fish. All dogs and cats must be neutered. Any animal deemed to be potentially harmful, including attack or fight-trained dogs, will not be approved. Animals expected to exceed thirty (30) pounds in weight at maturity will not be approved.

A separate deposit of \$300.00, or one month's rent (whichever is less) is required for each pet, except caged birds or fish in a tank of thirty gallons or less. This deposit may be paid in advance or through a payment plan that requires \$50.00 upon approval of the Pet Authorization and \$10.00 per month until the Pet Deposit is paid in full. The deposit will be refunded when the pet has been removed from the household and the Housing Manager inspects the unit for pet damage.

Owners must house pets in their apartments (no outdoor cages may be constructed) and must keep the pets on leashes when outside of the unit. Pets must be maintained in a manner that prevents odors and any other unsanitary conditions in the owner's unit and surrounding areas.

Pet owners will be required to remove pets from their units if the Management Office receives repeated complaints from neighbors or PHA personnel regarding excessive noise, bad odors, animal waste, or other forms of nuisance. Each time a pet owner fails to pick-up waste delivered by his/her pet from surrounding areas, he/she will be assessed a \$5.00 pet-waste-removal charge. Any pet-related insect infestation in the pet owner's unit is the financial responsibility of the pet's owner; when this occurs, the PHA reserves the right to exterminate and charge the resident.

No terms of the pet policy apply to animals that are certified to assist persons with disabilities, however, tenants must ensure that their pets do not disrupt their units or disturb their neighbors.

15. Civil Rights Certifications

[24 CFR Part 903.7 9 (o)]

Civil rights certifications are included in the PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations.

16. Fiscal Audit

[24 CFR Part 903.7 9 (p)]

1. Yes No: Is the PHA required to have an audit conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U.S.C. 1437c(h))?
(If no, skip to component 17.)
2. Yes No: Was the most recent fiscal audit submitted to HUD?
3. Yes No: Were there any findings as the result of that audit?
4. Yes No: If there were any findings, do any remain unresolved?
If yes, how many unresolved findings remain? _____
5. Yes No: Have responses to any unresolved findings been submitted to HUD?
If not, when are they due (state below)?

17. PHA Asset Management

[24 CFR Part 903.7 9 (q)]

Exemptions from component 17: Section 8 Only PHAs are not required to complete this component.
High performing and small PHAs are not required to complete this component.

1. Yes No: Is the PHA engaging in any activities that will contribute to the long-term asset management of its public housing stock , including how the Agency will plan for long-term operating, capital investment, rehabilitation, modernization, disposition, and other needs that have **not** been addressed elsewhere in this PHA Plan?

2. What types of asset management activities will the PHA undertake? (select all that apply)
 - Not applicable
 - Private management
 - Development-based accounting
 - Comprehensive stock assessment
 - Other: (list below)

3. Yes No: Has the PHA included descriptions of asset management activities in the **optional** Public Housing Asset Management Table?

18. Other Information

[24 CFR Part 903.7 9 (r)]

A. Resident Advisory Board Recommendations

1. Yes No: Did the PHA receive any comments on the PHA Plan from the Resident Advisory Board/s?

2. If yes, the comments are: (if comments were received, the PHA **MUST** select one)

Attached at Attachment (File name)

Provided below (RAB comments are included with PHA responses below.)

Resident Comment One:

25 March 2000

Dear Mr. O'Rourke:

Nowhere do I see anything appertaining to fire precautions and the use (or misuse) of fire-doors. Maybe we could invite the local Fire Dept. to our building and have them explain.

Thank you for listening,

Sincerely
Josephine Smith

-Continued Next Page-

PHA Response to resident Comment One

March 30, 2000

Ms. Josephine Smith
243 Smith Street Apt #203
Providence, RI 02908

SUBJECT: Response to Comments on One and Five-Year Plan

Dear Ms. Smith:

Thank you for writing and commenting on the Providence Housing Authority's One- and Five-Year Plan. I would also like to extend my thanks to you for participating in the process as part of the Resident Advisory Board. I address your concerns below.

Comment: Fire Precautions & Fire Doors

You state that you ". . .do not see anything pertaining to fire precautions, and the use (or misuse) of fire doors." you further suggest that we could invite the fire department to the building for presentations.

Response: I direct you attention to several areas in the plan to address your concerns:

1▪ Security Goals and Objectives" (page 14-15)

Goal 7, Objectives 3-7 cite a number of training sessions conducted by our security personnel. While most of the sessions are security related, at least one of the sessions includes the Commissioner of Public Safety, who conducts a presentation on high-rise fire safety with the Providence Fire Department's Fire Marshall's Office.

2 Department of Community Services/Goals and Objectives (page 28-29)

Goal 3, Objectives 1-5 deal with "*Providing Quality of Life Enhancing Supportive Services to Residents.*" All of the objectives involve educational programs for our residents. You are specifically directed to objective #3, which states: Educate 100% of high-rise residents about fire safety through fire safety training/activities and distribution of printed materials commencing January 2000.

I trust I have answered your concerns. If you have any other questions, please contact me.

Sincerely yours,

Stephen J. O'Rourke
Executive Director

cc: Office of Policy, Planning and Resource Development

Resident Comment Two:

3/24/00

Stephen O'Rourke

My opinion on the PHA 5 year plan, first I'm into the issue of security. I think your security part of the 5 year plan is great – but I notice one thing wrong with your security plan – we need more lighting here in Hartford Park. There is very dark places – for example – a police officer is chasing a lawbreaker – let's say. Once they reach the dark area the police officer lose them, plus it would be good for the officer in the long run – at least he could see if someone has a gun pointing at him. Plus tenants don't get shot by mistake, plus the tenants can feel safer seeing who or what is coming their way. Again, this is my opinion.

Thank you.

Gilberta Taylor

PHA Response to Resident Comment Two:

March 30, 2000

Ms. Gilberta J. Taylor
7 Whelan Road #16
Providence, RI 02909

SUBJECT: Response to Comments on One and Five-Year Plan

Dear Ms. Taylor:

Thank you for writing and commenting on the Providence Housing Authority's One- and Five-Year Plan. I would also like to extend my thanks to you for participating in the process as part of the Resident Advisory Board. I address your concerns below.

Comment: Security Lighting

You comment that you are very concerned about lighting at your development and did not see it addressed in the plan.

Response: I direct your attention to page 27 of the Annual and Five-Year Plan, specifically Goal 8 "Enhance the Physical Security of Residents in PHA Properties." Objectives 1-5 address several objectives the PHA will undertake to enhance the physical security at our developments. Objectives #1 & 4 call for a comprehensive exterior lighting survey of the elderly/disabled and family developments. The other objectives deal with other security steps that will prove of interest to you as well.

I trust I have answered your concerns. If you have any other questions, please contact me.

Sincerely yours,

Stephen J. O'Rourke
Executive Director

cc: Office of Policy, Planning and Resource Development

3. In what manner did the PHA address those comments? (select all that apply)

- Considered comments, but determined that no changes to the PHA Plan were necessary. (Resident comments and PHA responses included)
- The PHA changed portions of the PHA Plan in response to comments
List changes below:
- Other: (list below)

B. Description of Election process for Residents on the PHA Board

- 1. Yes No: Does the PHA meet the exemption criteria provided section 2(b)(2) of the U.S. Housing Act of 1937? (If no, continue to question 2; if yes, skip to sub-component C.)
- 2. Yes No: Was the resident who serves on the PHA Board elected by the residents? (If yes, continue to question 3; if no, skip to sub-component C.)

3. Description of Resident Election Process

- a. Nomination of candidates for place on the ballot: (select all that apply)
 - Candidates were nominated by resident and assisted family organizations
 - Candidates could be nominated by any adult recipient of PHA assistance
 - Self-nomination: Candidates registered with the PHA and requested a place on ballot
 - Other: (describe)

- b. Eligible candidates: (select one)
 - Any recipient of PHA assistance

- Any head of household receiving PHA assistance
- Any adult recipient of PHA assistance
- Any adult member of a resident or assisted family organization
- Other (list)

Any resident in "good standing" (not on eviction status).

c. Eligible voters: (select all that apply)

- All adult recipients of PHA assistance (public housing and section 8 tenant-based assistance)
- Representatives of all PHA resident and assisted family organizations
- Other (list)

C. Statement of Consistency with the Consolidated Plan

For each applicable Consolidated Plan, make the following statement (copy questions as many times as necessary).

1. Consolidated Plan jurisdiction: (provide name here) City of Providence, RI
2. The PHA has taken the following steps to ensure consistency of this PHA Plan with the Consolidated Plan for the jurisdiction: (select all that apply)
 - The PHA has based its statement of needs of families in the jurisdiction on the needs expressed in the Consolidated Plan/s.
 - The PHA has participated in any consultation process organized and offered by the Consolidated Plan agency in the development of the Consolidated Plan.
 - The PHA has consulted with the Consolidated Plan agency during the development of this PHA Plan.
 - Activities to be undertaken by the PHA in the coming year are consistent with the initiatives contained in the Consolidated Plan. (list below)
 - Other: (list below)
4. The Consolidated Plan of the jurisdiction supports the PHA Plan with the following actions and commitments: (describe below)

The City of Providence's 1995 Consolidated Plan lists the following housing priorities in its Housing and Community Development Strategic Plan.

1. Rehabilitation of existing residential structures

2. Rental assistance for all low income renters
3. Improve City planning and management
4. Public housing
5. Lead based paint
6. Fair housing
7. Also noted elsewhere in the plan is support for the PHA's homeownership plan and homeownership in general.

The Consolidated plan also includes a section concerning Public Housing in the city including subsections addressing the PHA's Management and Operations and the Resident Living Environment.

D. Other Information Required by HUD

Use this section to provide any additional information requested by HUD.

Definition of "Substantial Deviation" or Significant Amendment".

The Providence Housing Authority has defined a "significant amendment" or a "substantial deviation" as any change in a policy that adversely affects the standing of any resident for admissions to, or continued occupancy in public housing for reasons other than noncompliance with an existing lease. It further means any substantial change in a program's line item amount that is in excess of 20% of the budgeted amount. This definition excludes changes in policy and programming required by Congress, the Department of Housing & Urban Development or any other Local, State or Federal agencies for which the PHA has no discretionary authority.

Attachments

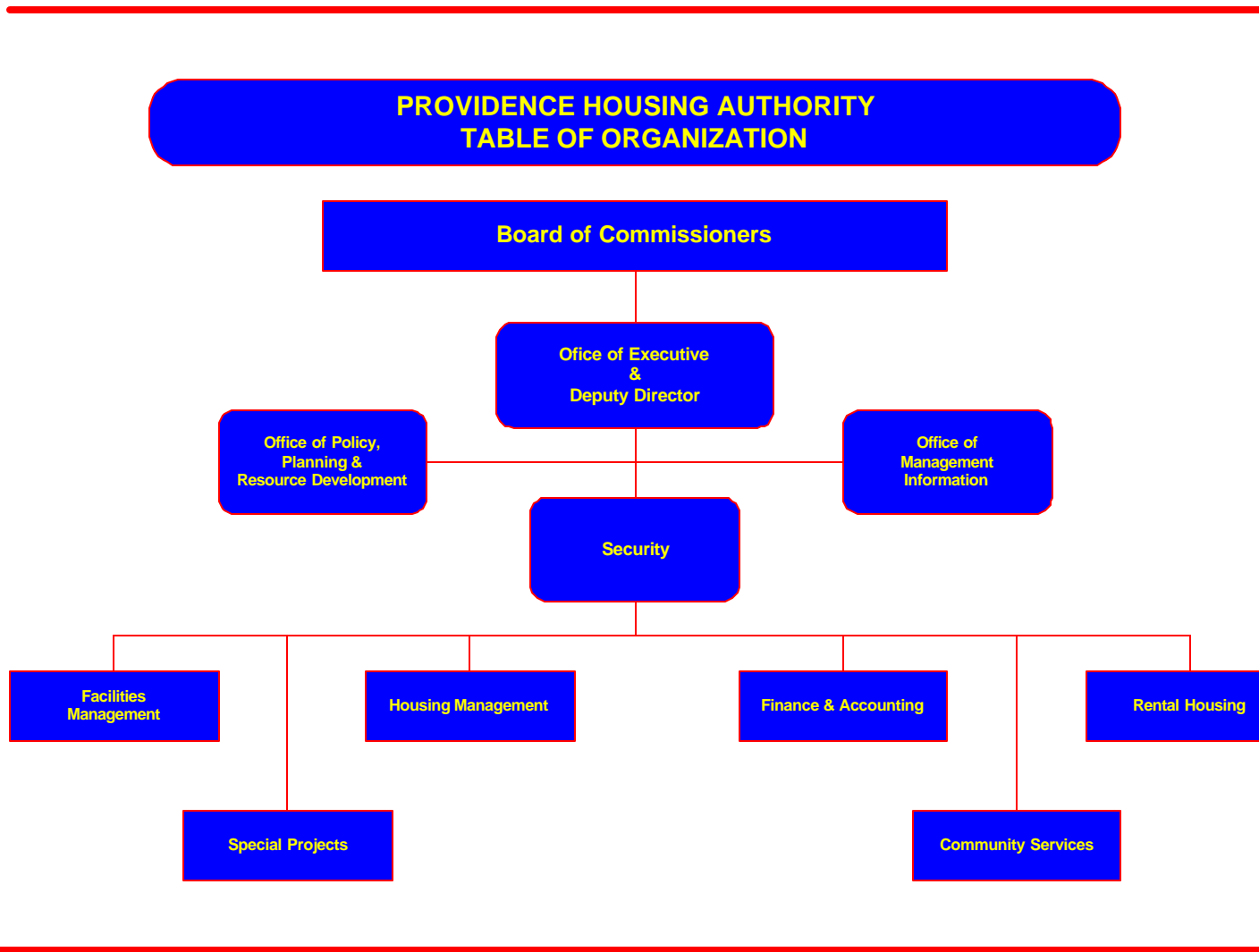
Attachments Included Below

1. PHA Management Organizational Chart
2. De-Concentration Policy

Separate Attachments

3. Public Housing Drug Elimination Program (PHDEP) Plan (**RI001a01**)
4. FY 2000 Capital Fund Program Five Year Statements (**RI001b01**)

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De-concentration Policy

The Providence Housing Authority's Housing Management Administrative Plan

The Providence Housing Authority's Housing Management Administrative Plan currently states:

11.12 De-concentration Policy

It is PHA's policy to provide for the de-concentration of poverty and to encourage income mixing by bringing higher income families into lower income developments and lower income families into higher income developments. The PHA may skip families on the waiting list to reach other families with a lower or higher income. This will be done in a uniform and non-discriminating manner.

The PHA will affirmatively market its housing to all eligible income groups. Lower income residents will not be steered toward lower income developments and higher income people will not be steered toward higher income developments.

Prior to the beginning of each fiscal year, the PHA will analyze the income levels of families residing in each of its developments, the income levels of census tracts in which each development is located, and the income levels of the families on the waiting list. Based on this analysis, the PHA will determine the level of marketing strategies and de-concentration incentives to implement.

11.13 DE-CONCENTRATION INCENTIVES

The PHA may offer one or more incentives to encourage applicant families whose income classification would help meet the de-concentration goals of a particular development.

Various incentives may be used at different times, or under different conditions, but will always be provided in a consistent and nondiscriminatory manner.

Board Resolution 4059

Providence Housing Authority Board Resolution 4059 passed on January 29th, 1998 states:

WHEREAS, The Department of Housing and Urban Development and the Congress are promoting "mixed incomes" in public housing; and

WHEREAS, there is an increasing housing burden placed on low-income working families in this city.

NOW, THEREFORE, The Board of Commissioners implements a local preference for working families equal to twenty-five (25%) percent of new admissions.

Use this section to provide any additional attachments referenced in the Plans.

**PHA Plan
Table Library**

**Component 7
Capital Fund Program Annual Statement
Parts I, II, and II**

Annual Statement

Capital Fund Program (CFP) Part I: Summary

Capital Fund Grant Number FFY of Grant Approval: (MM/YYYY)

Original Annual Statement

Line No.	Summary by Development Account	Total Estimated Cost
1	Total Non-CGP Funds	
2	1406 Operations	
3	1408 Management Improvements	
4	1410 Administration	
5	1411 Audit	
6	1415 Liquidated Damages	
7	1430 Fees and Costs	
8	1440 Site Acquisition	
9	1450 Site Improvement	
10	1460 Dwelling Structures	
11	1465.1 Dwelling Equipment-Nonexpendable	
12	1470 Nondwelling Structures	
13	1475 Nondwelling Equipment	
14	1485 Demolition	
15	1490 Replacement Reserve	
16	1492 Moving to Work Demonstration	
17	1495.1 Relocation Costs	
18	1498 Mod Used for Development	
19	1502 Contingency	
20	Amount of Annual Grant (Sum of lines 2-19)	
21	Amount of line 20 Related to LBP Activities	
22	Amount of line 20 Related to Section 504 Compliance	
23	Amount of line 20 Related to Security	
24	Amount of line 20 Related to Energy Conservation Measures	

Annual Statement

Capital Fund Program (CFP) Part II: Supporting Table

Development Number/Name HA-Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimated Cost

Annual Statement
Capital Fund Program (CFP) Part III: Implementation Schedule

Development Number/Name HA-Wide Activities	All Funds Obligated (Quarter Ending Date)	All Funds Expended (Quarter Ending Date)

Optional Table for 5-Year Action Plan for Capital Fund (Component 7)

Complete one table for each development in which work is planned in the next 5 PHA fiscal years. Complete a table for any PHA-wide physical or management improvements planned in the next 5 PHA fiscal years. Copy this table as many times as necessary. Note: PHAs need not include information from Year One of the 5-Year cycle, because this information is included in the Capital Fund Program Annual Statement.

Optional 5-Year Action Plan Tables				
Development Number	Development Name (or indicate PHA wide)	Number Vacant Units	% Vacancies in Development	
Description of Needed Physical Improvements or Management Improvements			Estimated Cost	Planned Start Date (HA Fiscal Year)
Total estimated cost over next 5 years				

Optional Public Housing Asset Management Table

See Technical Guidance for instructions on the use of this table, including information to be provided.

Public Housing Asset Management

Development Identification		Activity Description						
Name, Number, and Location	Number and Type of units	Capital Fund Program Parts II and III <i>Component 7a</i>	Development Activities <i>Component 7b</i>	Demolition / disposition <i>Component 8</i>	Designated housing <i>Component 9</i>	Conversion <i>Component 10</i>	Home-ownership <i>Component 11a</i>	Other (describe) <i>Component 17</i>

Five-Year Action Plan
Part I: Summary
 Comprehensive Grant Program (CGP)

U.S. Department of Housing
 and Urban Development
 Office of Public and Indian Housing

OMB Approval No. 2577--0157 (exp. 7/31/98)

HA Name: PROVIDENCE HOUSING AUTHORITY Locality: (City/County & State) PROVIDENCE, RI Original Revision No: _____

A. Development Number/Name	Work Stmt. for Year 1 FFY: 2000	Work Statement for Year 2 FFY: 2001	Work Statement for Year 3 FFY: 2002	Work Statement for Year 4 FFY: 2003	Work Statement for Year 5 FFY: 2004
RI 43 P001 001 – Chad Brown	See Annual Statement	769,250	79,250	269,250	174,250
RI 43 P001 01A – Admiral Terrace		153,250	844,250	706,750	681,500
RI 43 P001 002 – Roger Williams		68,800	85,000	5,000	30,000
RI 43 P001 004/6/19 – Hartford Park		125,600	754,430	625,600	395,600
RI 43 P001 005 – Manton Heights		87,000	144,500	90,000	195,000
RI 43 P001 007 – Sunset Village		0	5,000	0	0
B. Physical Improvements Subtotal		2,555,596	2,658,996	2,665,896	2,662,410
C. Management Improvements		233,800	240,400	242,000	242,000
D. HA-Wide Nondwelling Structures & Equipment		30,000	30,000	30,000	30,000
E. Administration		626,766	631,766	635,766	639,266
F. Other	352,500	237,500	225,000	224,986	
G. Operations	949,000	949,000	949,000	949,000	
H. Demolition					
I. Replacement Reserve					
J. Mod Used for Development					
K. Total CGP Funds	4,747,662	4,747,662	4,747,662	4,747,662	
L. Total Non-CGP Funds	0	0	0		
M. Grand Total	4,747,662	4,747,662	4,747,662	4,747,662	

Signature of Executive Director _____ Date: _____ Signature of Public Housing Director/Office of Native American Program Administrator _____ Date: _____

Five-Year Action Plan
Part I: Summary (Continuation)
 Comprehensive Grant Program (CGP)

**U.S. Department of Housing
 and Urban Development**
 Office of Public and Indian Housing

OMB Approval No. 2577--0157 (exp. 7/31/98)

HA Name: PROVIDENCE HOUSING AUTHORITY		Locality: (City/County & State) PROVIDENCE, RI			<input checked="" type="checkbox"/> Original <input type="checkbox"/> Revision No:1	
A.	Development Number/Name	Work Stmt. for Year 1 FFY: 2000	Work Statement for Year 2 FFY: <u>2001</u>	Work Statement for Year 3 FFY: <u>2002</u>	Work Statement for Year 4 FFY: <u>2003</u>	Work Statement for Year 5 FFY: <u>2004</u>

RI 43 P001 008 – Dexter Manor I		178,250	46,500	87,400	134,400
RI 43 P001 009 – Dominica Manor		152,800	43,200	68,880	183,880
RI 43 P001 011 – Carroll Tower	See	350,450	60,450	100,450	67,950
RI 43 P001 012 – Kilmartin Plaza	Annual	118,170	64,150	235,500	161,500
RI 43 P001 013 – Parenti Villa	Statement	300,250	220,250	43,500	95,500
RI 43 P001 014 – Dexter Manor II		19,500	49,500	162,566	113,000
RI 43 P001 017/021 – Scattered Sites		191,330	197,500	230,000	268,830
Authority Wide		40,946	65,016	41,000	161,000

Five-Year Action Plan
Part II: Supporting Pages
Physical Needs Work Statement(s)
 Comprehensive Grant Program (CGP)

**U.S. Department of Housing
 and Urban Development**
 Office of Public and Indian Housing

OMB Approval No. 2577--0157 (exp. 7/31/98)

for Year 1 FFY: <u>2000</u>	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost
See Annual Statement	<u>RI 43 P001 001</u> CHAD BROWN			<u>RI 43 P001 001</u> CHAD BROWN		
	General Site Improvements	N/A	10,000	General Site Improvements	N/A	10,000
	Landscaping	N/A	10,000	Landscaping	N/A	10,000
	Repair Steam Lines	N/A	10,000	Repair Steam Lines	N/A	10,000
	Repoint/Seal Exterior Masonry	10 bldgs.	40,000	Interior Doors	50 doors	5,000
	Interior Doors	19 doors	5,000	Kitchens - Cabinets/Countertops	15 units	22,500
	Kitchens - Cabinets/Countertops	15 units	22,500	Baseboard Upgrade in bath	15 units	3,000
	Heating System Upgrade	1 System	650,000	Upgrade Baths on turnaround	15 units	6,000
	Baseboard Upgrade in bath	15 units	3,000	Appliance Purchase	15 units	<u>12,750</u>
	Upgrade Baths on turnaround	15 units	6,000			79,250
	Appliance Purchase	15 units	<u>12,750</u>			
			769,250			
	<u>RI 43 P001 01A</u> ADMIRAL TERRACE			<u>RI 43 P001 01A</u> ADMIRAL TERRACE		
	Design New Heating System	1 System	20,000	Concrete sidewalks	N/A	15,000
	Concrete sidewalks	N/A	10,000	Landscaping	N/A	10,000
	Fencing	900 lin. ft.	15,000	Repair Steam Line	N/A	20,000
	Landscaping	N/A	10,000	Kitchens - Cabinets/Counters	15 units	22,500
	Repair Steam Line	N/A	20,000	Heating System Upgrade	1 System	700,000
	Repoint/Seal Exterior Masonry	N/A	50,000	Upgrade Baths on turnaround	15 units	6,000
	Interior Doors	20 doors	4,000	Baseboard Upgrade in bathroom	15 units	3,000
	Kitchens - Cabinets/Counters	15 units	22,500	Appliance Purchase	15 units	12,750
	Upgrade Baths on turnaround	15 units	6,000	Construct FM Storage Addition	1 Bldg.	<u>55,000</u>
	Baseboard Upgrade in bathroom	15 units	3,000			844,250
	Appliance Purchase	15 units	<u>12,750</u>			
		173,250				
Subtotal of Estimated Cost			942,500	Subtotal of Estimated Cost		923,500

Five-Year Action Plan
Part II: Supporting Pages
Physical Needs Work Statement(s)
 Comprehensive Grant Program (CGP)

**U.S. Department of Housing
 and Urban Development**
 Office of Public and Indian Housing

OMB Approval No. 2577--0157 (exp. 7/31/98)

Work Statement for Year 1 FFY: <u>2000</u>	Work Statement for Year <u>2</u> FFY: <u>2001</u>			Work Statement for Year <u>3</u> FFY: <u>2002</u>		
	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost
See Annual Statement	<u>RI 43 P001 002</u> ROGER WILLIAMS			<u>RI 43 P001 002</u> ROGER WILLIAMS		
	Renovate Building Exterior	N/A	60,000	Seal Exterior Masonry	N/A	25,000
	Upgrade Baths on turnaround	14 units	4,800	Replace Boilers	1 boiler	<u>60,000</u>
	Refrigerator Replacement	14 units	<u>4,000</u>			85,000
			68,800			
	<u>RI 43 P001 004, 006, 019</u> HARTFORD PARK			<u>RI 43 P001 004, 006, 019</u> HARTFORD PARK		
	Design New Community Center	1 Bldg.	100,000	Replace Gas Lines	1 system	163,830
	Upgrade Landscaping	N/A	10,000	Fence/Walkways/Paving/Furniture	N/A	25,000
	New entrances to D buildings	2 bldgs.	80,000	Vinyl Side 2nd floors	5 buildings	50,000
	Install bath vent fans	52 units	15,600	Install bath vent fans	52 units	15,600
	Install backflow valves	3 locations	<u>20,000</u>	Renovate Community Center	1 center	<u>500,000</u>
			225,600			754,430
<u>RI 43 P001 005</u> MANTON HEIGHTS			<u>RI 43 P001 005</u> MANTON HEIGHTS			
New roofs on wood buildings	2 buildings	42,000	Construct new stairs/railings	1 stair	7,500	
Remove/replace aristic ceilings	35 units	25,000	Site - General	N/A	15,000	
Prototype-brick window/add fan	50 units	<u>20,000</u>	New roofs on wood buildings.	2 buildings	42,000	
		87,000	Water Conservation Devices	N/A	15,000	
			Remove aristic ceilings	25 units	25,000	
			Prototype-brick window/add fan	50 units	20,000	
			Repair/Replace Community Ctr. Roof	1 Roof	<u>20,000</u>	
					144,500	

Subtotal of Estimated Cost

381,400

Subtotal of Estimated Cost

983,930

Five-Year Action Plan
Part II: Supporting Pages
Physical Needs Work Statement(s)
Comprehensive Grant Program (CGP)

**U.S. Department of Housing
and Urban Development**
Office of Public and Indian Housing

OMB Approval No. 2577—0157 (exp.
7/31/98)

Work Statement for Year 1 FFY: <u>2000</u>	Work Statement for Year <u>2</u> FFY: <u>2001</u>			Work Statement for Year <u>3</u> FFY: <u>2002</u>		
	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost

See Annual Statement	<u>RI 43 P001 007</u> SUNSET VILLAGE			<u>RI 43 P001 007</u> SUNSET VILLAGE		
				Water Conservation Devices	N/A	<u>5,000</u> 5,000
	<u>RI 43 P001 008</u> DEXTER MANOR I			<u>RI 43 P001 008</u> DEXTER MANOR I		
		N/A	50,000		12 units	10,000
	Seal Exterior Masonry	N/A	2,000	Upgrade kitchens on turnover	24 units	14,400
	Building Exterior Doors	8 kitchens	10,000	Replace resilient floor tile	51 units	5,100
	Upgrade kitchens on turnover	24 units	14,400	install GFI's in kitchen & bath	24 units	10,000
	Replace resilient floor tile	51 units	5,100	Abate asbestos floor tile	15 units	6,000
	install GFI's in kitchen & bath	17 units	10,000	Upgrade Baths on turnaround	2 motors	<u>1,000</u>
	Abate asbestos floor tile	N/A	70,000	Upgrade Ventilation		46,500
	Reconfigure Handicapped Units	50 units	3,500			
	Replace Kitchen faucets	50 units	6,250			
	Replace Water Supply Shutoffs	15 units	6,000			
	Upgrade Baths on turnaround	2 motors	<u>1,000</u>			
	Upgrade Ventilation		178,250			
	Subtotal of Estimated Cost		483,000	Subtotal of Estimated Cost		149,500

Five-Year Action Plan
Part II: Supporting Pages
Physical Needs Work Statement(s)
 Comprehensive Grant Program (CGP)

**U.S. Department of Housing
 and Urban Development**
 Office of Public and Indian Housing

OMB Approval No. 2577--0157 (exp. 7/31/98)

for Year 1 FFY: <u>2000</u>	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost
See Annual Statement	<u>RI 43 P001 009</u> DOMINICA MANOR			<u>RI 43 P001 009</u> DOMINICA MANOR		
	Install energy efficient lighting	30 units	3,000	Install energy efficient lighting	30 units	3,000
	Install GFI's in kitchen & bath	50 units	5,000	Install GFI's in kitchen & bath	50 units	5,400
	Reconfigure Handicapped Units	N/A	70,000	Abate asbestos floor tile	20 units	8,000
	Deferred Painting	N/A	15,000	Replace Floor Tile	20 units	12,000
	Abate asbestos floor tile	20 units	8,000	Replace Kitchen Faucets	30 faucets	2,800
	Replace Floor Tile	20 units	12,000	Replace Water Supply Shutoffs	40 units	5,000
	Replace Kitchen Faucets	30 faucets	2,800	Upgrade Baths on turnaround	10 units	4,000
	Replace Water Supply Shutoffs	40 units	5,000	Upgrade Ventilation	6 motors	<u>3,000</u>
	Upgrade Baths on turnaround	10 units	4,000			43,200
	Upgrade Ventilation	1 system	3,000			
	Construct Storage Shed	1 Bldg.	<u>25,000</u>			
			152,800			
Subtotal of Estimated Cost			542,630	Subtotal of Estimated Cost		
				195,650		

Comprehensive Grant Program (CGP)

Work Statement for Year 1 FFY: <u>2000</u>	Work Statement for Year <u>2</u> FFY: <u>2001</u>			Work Statement for Year <u>3</u> FFY: <u>2002</u>		
	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost
See Annual Statement	<u>RI 43 P001 011</u> CARROLL TOWER			<u>RI 43 P001 011</u> CARROLL TOWER		
	General Site Improvements	N/A	5,000	Kitchens-Cabinets/Countertops	10 units	12,000
	Landscaping	N/A	5,000	New Accordion Doors	72 doors	7,200
	Kitchens-Cabinets/Countertops	10 units	12,000	Install energy efficient lighting		10,000
	New Accordion Doors	72 doors	7,200	Asbestos Abatement	N/A	10,000
	Fire Alarm System Upgrade	N/A	300,000	Deferred Painting	N/A	10,000
	Asbestos Abatement	N/A	10,000	Replace Kitchen Faucets	50 units	2,000
	Replace Kitchen Faucets	50 units	2,000	Replace Water Supply Shutoffs	10 units	1,250
	Replace Water Supply Shutoffs	10 units	1,250	Upgrade Baths on turnaround	25 units	<u>8,000</u>
	Upgrade Baths on Turnaround	25 units	<u>8,000</u>	Replace/repair ventilation system	2 motors	60,450
			<u>350,450</u>			
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			—			
	<u>RI 43 P001 012</u> KILMARTIN PLAZA			<u>RI 43 P001 012</u> KILMARTIN PLAZA		
	Install Railings in Halls	900 lin ft			N/A	10,000
	Water Conservation Devices	106 units	20,000	Design Fire Alarm System Upgrade	N/A	10,000
	Reconfigure Handicapped Units	N/A	7,420	Asbestos Abatement	106 units	42,400
	Asbestos Abatement	N/A	70,000	Add Heat to Bathrooms	20 units	2,750
	Replace Water Supply Shutoffs	20 units	10,000	Replace Water Supply Shutoffs	20 units	8,000
Upgrade Baths on turnaround	20 units	2,750	Upgrade Baths on turnaround	N/A	<u>1,000</u>	
		<u>8,000</u>	Upgrade Ventilation		74,150	
		118,170				
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Subtotal of Estimated Cost			468,620	Subtotal of Estimated Cost		134,600

Five-Year Action Plan
Part II: Supporting Pages
Physical Needs Work Statement(s)
 Comprehensive Grant Program (CGP)

**U.S. Department of Housing
 and Urban Development**
 Office of Public and Indian Housing

OMB Approval No. 2577--0157 (exp. 7/31/98)

Work Statement for Year 1 FFY: <u>2000</u>	Work Statement for Year <u>2</u> FFY: <u>2001</u>			Work Statement for Year <u>3</u> FFY: <u>2002</u>		
	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost

See Annual Statement	<u>RI 43 P001 017, 021</u> SCATTERED SITES			<u>RI 43 P001 017, 021</u> SCATTERED SITES		
	Landscaping (1-21)	N/A	10,000	Landscaping (1-21)	N/A	10,000
	Tree Pruning/Removal	N/A	5,000	Paint Buildings (Duplex) (1-17)	8 units	15,000
	Paint Buildings (Duplex) (1-17)	8 units	15,000	Paint Buildings (Duplex) (1-21)	8 units	15,000
	Paint Buildings (Duplex) (1-21)	8 units	15,000	Replacement Windows (1-17)	13 units	10,000
	Vinyl Side Structures	N/A	131,330	Vinyl Side Structures	N/A	132,500
	Vinyl Flooring (1-17)	15 units	<u>15,000</u>	Vinyl Flooring (1-17)	15 units	<u>15,000</u>
			191,330			197,500
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	<u>AUTHORITY WIDE</u> PHYSICAL IMPROVEMENTS & NON- DWELLING STRUCTURES/EQUIPMENT			<u>AUTHORITY WIDE</u> PHYSICAL IMPROVEMENTS & NON- DWELLING STRUCTURES/EQUIPMENT		
		N/A	7,946		N/A	8,000
	Tree Pruning	N/A	10,000	Tree Pruning	N/A	10,000
	Asbestos Abatement	N/A	8,000	Asbestos Abatement	N/A	10,000
	Handicapped Unit Modifications	N/A	5,000	Elevator Improvements	N/A	4,016
	LBP Abatement	11 units	10,000	Window Guards	N/A	5,000
	Appliance Purchase	N/A	25,000	Electric/Water Meter Replacement	N/A	8,000
	Computer Hardware	N/A	5,000	Handicapped Unit Modifications	N/A	5,000
	Office Furnishings	N/A	<u>5,000</u>	LBP Abatement	11 units	10,000
	Relocation		75,946	Appliance Purchase	N/A	25,000
			Computer Hardware	N/A	5,000	
			Office Furnishings	N/A	5,000	
			Relocation	N/A	<u>5,000</u>	
			Radios/Accessories		100,016	
Subtotal of Estimated Cost			267,276	Subtotal of Estimated Cost		
				297,516		

Physical Needs Work Statement(s)
Comprehensive Grant Program (CGP)

Office of Public and Indian Housing

Work Statement for Year 1 FFY: <u>2000</u>	Work Statement for Year <u>4</u> FFY: <u>2003</u>			Work Statement for Year <u>5</u> FFY: <u>2004</u>		
	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost
See Annual Statement	<u>RI 43 P001 001</u> CHAD BROWN			<u>RI 43 P001 001</u> CHAD BROWN		
	General Site Improvements	N/A	10,000	General Site Improvements	N/A	10,000
	Tot Lot	N/A	50,000	Redesign Parking/Drainage	N/A	100,000
	Redesign Parking & Drainage	N/A	100,000	Landscaping	N/A	10,000
	Landscaping	N/A	10,000	Interior Doors	50 doors	5,000
	Repair Gas Lines	N/A	50,000	Kitchens - Cabinets/Countertops	15 units	22,500
	Interior Doors	50 doors	5,000	Building Controls	N/A	5,000
	Kitchens - Cabinets/Countertops	15 units	22,500	Baseboard Upgrade in bath	15 units	3,000
	Baseboard Upgrade in bath	15 units	3,000	Upgrade Baths on turnaround	15 units	6,000
	Upgrade Baths on turnaround	15 units	6,000	Appliance Purchase	15 units	<u>12,750</u>
	Appliance Purchase	15 units	<u>12,750</u>			174,250
			269,250			
	<hr/>			<hr/>		
	<u>RI 43 P001 01A</u> ADMIRAL TERRACE			<u>RI 43 P001 01A</u> ADMIRAL TERRACE		
	Concrete sidewalks	N/A	15,000	Concrete sidewalks	N/A	15,000
	General Site Improvements	N/A	15,000	General Site Improvements	N/A	15,000
	Improve Drainage	N/A	72,500	Improve Drainage	N/A	72,500
	Landscaping	N/A	10,000	Landscaping	N/A	10,000
	Repair/Replace Gas Lines	N/A	50,000	Circulating Pumps/Condensate Tank	N/A	5,000
	Kitchens - Cabinets/Counters	15 units	22,500	Retube Boilers	N/A	45,000
Upgrade Baths on turnaround	15 units	6,000	Upgrade Baths on turnaround	15 units	6,000	
Baseboard Upgrade in bathroom	15 units	3,000	Baseboard Upgrade in bathroom	15 units	3,000	
Appliance Purchase	15 units	12,750	Install Energy Efficient Lighting	N/A	10,000	
New Administration Building	1 Bldg.	<u>500,000</u>	Convert Admin. Building to Apartments	1 bldg	<u>500,000</u>	
		706,750			681,500	
Subtotal of Estimated Cost			944,000	Subtotal of Estimated Cost		901,000

Five-Year Action Plan
Part II: Supporting Pages
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 Comprehensive Grant Program (CGP)

**U.S. Department of Housing
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 Office of Public and Indian Housing

OMB Approval No. 2577--0157 (exp. 7/31/98)

Work Statement for Year 1 FFY: <u>2000</u>	Work Statement for Year <u>4</u> FFY: <u>2003</u>			Work Statement for Year <u>5</u> FFY: <u>2004</u>		
	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost

See Annual Statement	<u>RI 43 P001 002</u> ROGER WILLIAMS			<u>RI 43 P001 002</u> ROGER WILLIAMS		
	General Site Improvements	N/A	<u>5,000</u> 5,000	General Site Improvements	N/A	5,000
				Construct maintenance storage out shed	1 shed	<u>25,000</u> 30,000
	<u>RI 43 P001 004, 006, 019</u> HARTFORD PARK			<u>RI 43 P001 004, 006, 019</u> HARTFORD PARK		
	Vinyl side 2 nd floors	5 buildings	50,000		N/A	250,000
	Replace/Upgrade Generators	N/A	60,000	Fence/Walks/Paving/Site Furniture	N/A	40,000
	Install bath vent fans	52 units	15,600	Upgrade landscaping	N/A	5,000
	Renovate Community Center	1center	<u>500,000</u> 625,600	Building Signs	5 buildings	50,000
				Vinyl Side 2 nd Floors	N/A	10,000
				Building Controls	N/A	5,000
				Replace Condensate Pumps	N/A	20,000
				Retube Boilers	50 units	<u>15,600</u> 395,600
				Install bath vent fans		
	<u>RI 43 P001 005</u> MANTON HEIGHTS			<u>RI 43 P001 005</u> MANTON HEIGHTS		
	Landscaping	N/A	10,000		N/A	50,000
	New roofs on wood buildings.	5 buildings	30,000	Replace/Repair Gas Lines	1 building	30,000
	Remove aristix ceilings	35 ceilings	25,000	New roofs on wood buildings.	5 buildings	50,000
	Prototype-brick window/add fan	60 units	<u>25,000</u> 90,000	Seal Exterior Masonry	N/A	5,000
				Building Controls	3 pumps	10,000
				Replace Heat Motors and Pumps	35 units	25,000
				Remove Aristix Ceilings	60 units	<u>25,000</u> 195,000
				Prototype-brick window/add fan		
	Subtotal of Estimated Cost		720,600	Subtotal of Estimated Cost		620,600

Five-Year Action Plan
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U.S. Department of Housing
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 Office of Public and Indian Housing

OMB Approval No. 2577--0157 (exp. 7/31/98)

Work Statement for Year 1 FFY: <u>2000</u>	Work Statement for Year <u>4</u> FFY: <u>2003</u>			Work Statement for Year <u>5</u> FFY: <u>2004</u>		
	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost
See Annual Statement	<u>RI 43 P001 008</u> DEXTER MANOR I			<u>RI 43 P001 008</u> DEXTER MANOR I		
	Fencing	500 lin ft	20,000	Building Exterior Doors	N/A	3,000
	Landscaping	N/A	8,000	Upgrade kitchens on turnover	14 units	10,000
	Upgrade kitchens on turnover	14 units	10,000	Replace resilient floor tile	24 units	14,400
	Replace resilient floor tile	24 units	14,400	Abate asbestos floor tile	24 units	10,000
	Abate asbestos floor tile	24 units	10,000	Reconfigure Handicapped Units	N/A	80,000
	Upgrade baths on turnaround	12 units	6,000	Deferred Painting	N/A	10,000
	Upgrade ventilation	2 motors	1,000	Upgrade baths on turnaround	12 units	6,000
	Upgrade Stairwells	N/A	<u>18,000</u>	Upgrade ventilation	2 motors	<u>1,000</u>
			87,400			134,400
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	<u>RI 43 P001 009</u> DOMINICA MANOR			<u>RI 43 P001 009</u> DOMINICA MANOR		
		N/A	30,000		N/A	5,000
	Fence/Walks/Paving/Site Furniture	30 units	3,300	Landscaping	33 units	3,300
	Install energy efficient lighting	20 units	8,000	Install energy efficient lighting	1 generator	60,000
	Abate asbestos floor tile	20 units	12,000	Upgrade/replace generator	3 units	80,000
	Replace Floor Tile	40 units	3,080	Reconfigure Handicap units	20 units	8,000
	Replace Kitchen Faucets	40 units	5,500	Abate asbestos floor tile	20 units	12,000
	Replace Water Supply Shutoffs	10 units	4,000	Replace Floor Tile	44 units	3,080
Upgrade Baths on turnaround	6 motors	<u>3,000</u>	Replace Kitchen Faucets	44 units	5,500	
Upgrade Ventilation		68,880	Replace Water Supply Shutoffs	40 units	4,000	
			Upgrade Baths on turnaround	6 motors	<u>3,000</u>	
			Upgrade Ventilation		183,880	
Subtotal of Estimated Cost			156,280	Subtotal of Estimated Cost		318,280

Five-Year Action Plan
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 Comprehensive Grant Program (CGP)

**U.S. Department of Housing
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 Office of Public and Indian Housing

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Work Statement for Year 1 FFY: <u>2000</u>	Work Statement for Year <u>4</u> FFY: <u>2003</u>			Work Statement for Year <u>5</u> FFY: <u>2004</u>		
	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost

See Annual Statement	<u>RI 43 P001 011</u> CARROLL TOWER			<u>RI 43 P001 011</u> CARROLL TOWER		
	Kitchens-Cabinets/Countertops	10 units	12,000	Fence/Walks/Paving/Site Furniture	N/A	5,000
	New Accordion Doors	72 doors	7,200	Kitchens-Cabinets/Countertops	10 units	12,000
	Replace Generator	N/A	60,000	New Accordion Doors	72 doors	7,200
	Asbestos Abatement	N/A	10,000	Unit Reconfiguration	N/A	5,000
	Replace Kitchen Faucets	50 units	2,000	Asbestos Abatement	N/A	10,000
	Replace Water Supply Shutoffs	10 units	1,250	Replace Kitchen Faucets	50 units	2,000
	Upgrade baths on turnaround	25 units	<u>8,000</u>	Replace Water Supply Shutoffs	10 units	1,250
			100,450	Upgrade Baths on turnaround	25 units	8,000
				Repair PVI Hot Water Tank	N/A	7,500
				Repair/Replace Ventilation System	N/A	<u>10,000</u>
						67,950
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						-
	<u>RI 43 P001 012</u> KILMARTIN PLAZA			<u>RI 43 P001 012</u> KILMARTIN PLAZA		
		N/A	5,000		N/A	
	Landscaping	N/A	200,000	Fence/Walks/Paving/Site Furniture	1 generator	10,000
	Fire Alarm System Upgrade	N/A	10,000	Upgrade generator	N/A	40,000
	Asbestos Abatement	20 units	10,000	Building Controls	2 units	5,000
	Paint Unit Interiors	20 units	2,500	Reconfigure Handicapped Units	N/A	80,000
	Replace Water Supply Shutoffs	20 units	<u>8,000</u>	Asbestos Abatement	18 units	10,000
Upgrade Baths on turnaround		235,500	Replace Water Supply Shutoffs	20 units	2,500	
			Upgrade Baths on turnaround	N/A	8,000	
			Repair PVI Hot Water Tank		<u>6,000</u>	
					161,500	
Subtotal of Estimated Cost			102,600	Subtotal of Estimated Cost		
				477,350		

Comprehensive Grant Program (CGP)

Work Statement for Year 1 FFY: <u>2000</u>	Work Statement for Year <u>4</u> FFY: <u>2003</u>			Work Statement for Year <u>5</u> FFY: <u>2004</u>		
	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost
See Annual Statement	<u>RI 43 P001 013</u> PARENTI VILLA			<u>RI 43 P001 013</u> PARENTI VILLA		
	Kitchens-Cabinets/Countertops	10 units	10,000	Kitchens-Cabinets/Countertops	10 units	10,000
	New Accordion Doors	30 doors	3,000	New Accordion Doors	30 doors	3,000
	Unit Reconfiguration	N/A	5,000	Replace generator	1 generator	50,000
	Asbestos Abatement	N/A	5,000	Asbestos Abatement	N/A	5,000
	Deferred Painting	N/A	10,000	Replace valves on risers	N/A	2,000
	Replace valves on risers	1 building	2,000	Replace Water Supply Shutoffs	36 units	4,500
	Replace Water Supply Shutoffs	50 units	4,500	Upgrade Baths on turnaround	10 units	4,000
	Upgrade Baths on turnaround	10 units	4,000	Repair PVI Hot Water Tank	N/A	7,000
	Replace/repair ventilation system	2 motors	43,500	Replace/repair ventilation system	4 motors	<u>10,000</u>
						95,500
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	<u>RI 43 P001 014</u> DEXTER MANOR II			<u>RI 43 P001 014</u> DEXTER MANOR II		
		N/A			N/A	
	Repair Roof	20 units	132,566	Building Exterior Doors	20 units	3,000
	Replace Floor Covering	20 units	12,000	Replace vanities	N/A	15,000
	Replace Vanities		<u>15,000</u>	Elevator Repairs	N/A	30,000
			162,566	Retube Boilers	N/A	15,000
				Make Bath Floor Watertight		<u>50,000</u>
						113,000
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	Subtotal of Estimated Cost			Subtotal of Estimated Cost		
			206,066			208,500

Five-Year Action Plan
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 Comprehensive Grant Program (CGP)

**U.S. Department of Housing
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Work Statement for Year 1 FFY: 2000	Work Statement for Year <u>4</u> FFY: 2003			Work Statement for Year <u>5</u> FFY: 2004			
	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	Development Number/Name/General Description of Major Work Categories	Quantity	Estimated Cost	
		<u>RI 43 P001 017. 021</u> SCATTERED SITES			<u>RI 43 P001 017. 021</u> SCATTERED SITES		
See Annual Statement	Landscaping (1-21)	N/A	10,000	Fencing	N/A	5,000	
	Paint Buildings (Duplex) (1-17)	8 units	15,000	Landscaping (1-21)	N/A	5,000	
	Paint Buildings (Duplex) (1-21)	8 units	15,000	Tree Pruning/Removal	N/A	5,000	
	Replacement Windows (1-17)	13 units	25,000	Paint Buildings (Duplex) (1-17)	8 units	15,000	
	Vinyl Siding Prototype (1-17)	13 units	150,000	Paint Buildings (Duplex) (1-21)	8 units	15,000	
	Vinyl Flooring (1-17)	15 units	<u>15,000</u>	Replacement Windows (1-17)	13 units	25,000	
			230,000	Vinyl Siding Prototype (1-17)	13 units	183,830	
				Vinyl Flooring (1-17)	15 units	<u>15,000</u>	
						268,830	
		<u>AUTHORITY WIDE</u> PHYSICAL IMPROVEMENTS & NON-DWELLING STRUCTURES/EQUIPMENT			<u>AUTHORITY WIDE</u> PHYSICAL IMPROVEMENTS & NON-DWELLING STRUCTURES/EQUIPMENT		
		Tree Pruning	N/A	8,000	Identification Signs	N/A	10,000
	Asbestos abatement	N/A	10,000	Tree pruning	N/A	8,000	
	Handicapped Unit Modifications	N/A	8,000	Asbestos Abatement	N/A	10,000	
	LBP Abatement	N/A	5,000	Asbestos Abatement	N/A	100,000	
	Appliance Purchase	11 units	10,000	Elevator Improvements	N/A	8,000	
	Computer Hardware	N/A	25,000	Handicapped Unit Modifications	N/A	5,000	
	Office Furnishings	N/A	5,000	Handicapped Site Improvements	N/A	5,000	
	Relocation	N/A	<u>5,000</u>	LBP Abatement	11 units	10,000	
			76,000	Appliance Purchase	N/A	25,000	
				Computer Hardware	N/A	5,000	
				Office Furnishings	N/A	4,986	
				Relocation	N/A	<u>5,000</u>	
				Radio/Accessories		195,986	
Subtotal of Estimated Cost			306,000	Subtotal of Estimated Cost			
						464,816	

Five-Year Action Plan
Part III: Supporting Pages
Management Needs Work Statement(s)
 Comprehensive Grant Program (CGP)

**U.S. Department of Housing
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 Office of Public and Indian Housing

OMB Approval No. 2577--0157 (exp. 7/31/98)

Work Statement	Work Statement for Year <u>2</u> FFY: <u>2001</u>			Work Statement for Year <u>3</u> FFY: <u>2002</u>		
See Annual Statement	Operations	N/A	949,000	Operations	N/A	949,000
	Computer Software	N/A	20,000	Computer Software	N/A	20,000
	Living Skills Coordinator	1 Position	51,300	Living Skills Coordinator	1 Position	52,900
	Economic Development	N/A	10,000	Economic Development	N/A	10,000
	Police	N/A	125,000	Police	N/A	130,000
	Security Guards	N/A	20,000	Security Guards	N/A	20,000

for Year 1 FFY: <u>2000</u>	General Description of Major Work Categories	Quantity	Estimated Cost	General Description of Major Work Categories	Quantity	Estimated Cost	
Subtotal of Estimated Cost			1,175,300	Subtotal of Estimated Cost			1,181,900

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Five-Year Action Plan
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**U.S. Department of Housing
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Work Statement for Year 1 FFY: <u>2000</u>	Work Statement for Year <u>4</u> FFY: <u>2003</u>			Work Statement for Year <u>5</u> FFY: <u>2004</u>		
	General Description of Major Work Categories	Quantity	Estimated Cost	General Description of Major Work Categories	Quantity	Estimated Cost

See Annual Statement	Operations	N/A	949,000	Operations	N/A	949,000	
	Computer Software	N/A	20,000	Computer Software	N/A	20,000	
	Living Skills Coordinator	1 Position	54,500	Living Skills Coordinator	1 Position	54,500	
	Economic Development	N/A	10,000	Economic Development	N/A	10,000	
	Police	N/A	130,000	Police	N/A	130,000	
	Security Guards	N/A	20,000	Security Guards	N/A	20,000	
Subtotal of Estimated Cost			1,183,500	Subtotal of Estimated Cost			1,183,500