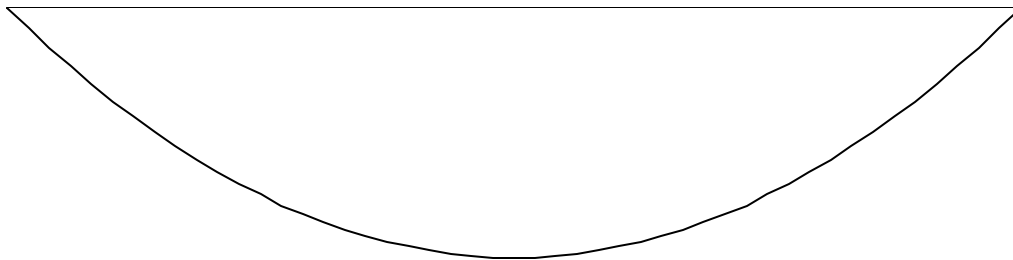


U.S. Department of Housing and Urban Development
Office of Public and Indian Housing



J C Housing and Urban Development Services

Prepared by: J o Carroll

PHA Plan
Agency Identification

PHA Name: Brazos Valley Council of Governments Section 8 Program

PHA Number: TX526

PHA Fiscal Year Beginning: 10/2000

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 located at 201 East 26th, Bryan, Texas
- 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)

5-YEAR PLAN

BVCOG 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: (state mission here)

The BVCOG Mission Statement is: "To benefit the citizens of the Brazos Valley Region by serving as the vehicle for their local governments to cooperatively identify needs, develop resources, implement solutions, eliminate duplication, and promote the efficient and accountable use of public resources, and to improve the quality of life".

The BVCOG Section 8 Housing Mission Statement is: "To assist families in attaining self-sufficiency through the provision of decent, safe, and affordable housing and improved accessibility to other supportive services, with an emphasis on providing assistance with respect, consistency, public trust, and quality customer service".

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 1: Increase the availability of decent, safe, and affordable housing.

BVCOG Goal 1: Expand the supply of assisted housing.

Objectives:

- Apply for additional rental vouchers:
- Reduce public housing vacancies:
- Leverage private or other public funds to create additional housing opportunities:**
- Acquire or build units or developments
- Other (list below)**
 1. **Apply for additional rental vouchers as necessary to meet the identified need.**
 2. **Support the efforts of other entities to acquire, develop, or redevelop affordable housing units.**
 3. **Reduce assisted housing vacancies.**

BVCOG Goal 2: Improve the quality of assisted housing.

Objectives:

- Improve public housing management: (PHAS score)
- Improve voucher management: (SEMAP score)**
- Increase customer satisfaction:**
- Concentrate on efforts to improve specific management functions: (list; e.g., public housing finance; voucher unit inspections)**
- Renovate or modernize public housing units:
- Demolish or dispose of obsolete public housing:
- Provide replacement public housing:
- Provide replacement vouchers:
- Other: (list below)**
 1. **Provide replacement vouchers when necessary to meet identified need.**

BVCOG Goal 3: 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:
- Implement public housing site-based waiting lists:
- Convert public housing to vouchers:

- ☒ **Other: (list below)**
 1. **Research the feasibility of implementing a Voucher Homeownership Program.**
 2. **Create positive public awareness through the expansion of family, owner, and community support of BVCOG's mission.**
 3. **Increase customer satisfaction.**

HUD Strategic Goal 2: Improve community quality of life and economic vitality.

☒ **BVCOG Goal 4: 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:
- Designate developments or buildings for particular resident groups (elderly, persons with disabilities)
- ☒ **Other: (list below)**
 1. **Implement measures to deconcentrate poverty by bringing higher income assisted housing households into lower income developments.**
 2. **Implement measures to promote income mixing in assisted housing by assuring access for lower income families into higher income developments.**
 3. **Implement assisted housing security improvements.**
 4. **Establish and utilize an Advisory Committee.**
 5. **Support the development of units or buildings for special need resident groups.**

HUD Strategic Goal 3: Promote self-sufficiency and asset development of families and individuals.

BVCOG Goal 5: 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 assisted recipients' employability:**
- Provide or attract supportive services to increase independence for the elderly or families with disabilities.
- Other: (list below)**
 1. **Provide or attract supportive services to increase independence for the elderly or families with disabilities, and other special need households.**

HUD Strategic Goal 4: Ensure Equal Opportunity in Housing for all Americans.

BVCOG Goal 6: 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)**
 1. **Commit to and implement affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability.**
 2. **Commit to and implement 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.**

3. Commit to and implement affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required.
4. Create positive public awareness through the expansion of family, owner, and community support of BVCOG's mission.

Other PHA Goals and Objectives: (list below)

Strategic Goal 5 and BVCOG Strategic Goal 7: To attain and maintain a high level of standards and professionalism in the day-to-day management of all program components.

Objectives:

- a. Commit and adhere to a policy of excellent and quality customer service, consistency, and the recognition of diversity in the provision of assistance.
- b. Identify and recognize customers to include tenants, landlords, staff/co-workers, HUD, the community, neighborhoods, and external colleagues.
- c. Provide adequate and effective on-going staff training and education.
- d. Commit and adhere to a policy of family confidentiality and family respect.

See Attachment B for further details regarding BVCOG's 1-year and 5-year goals, including a description of the Strategy, Investment Plan, Potential Resources, Agency/Partner Involvement, Target Population, Projected 1-Year Outcomes, and Projected 5-Year Outcomes.

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 BVCOG 2000 Annual Plan is the one-year action plan that describes how the rental needs of very-low income households in the 7-county Brazos Valley region will be identified and met. The plan was developed in consideration of the U. S. Department of Housing and Urban Development's regulations regarding Section 8 Housing Choice Voucher Program, and the Consolidated Plans of the Cities of Bryan and College Station and the State of Texas. BVCOG has elected to utilize the HUD-supplied template Form 50075. Parts of the template that do not apply to the BVCOG programs have been indicated in red as N/A.

The development process for the plans consisted of a citizen and consultant review of current administrative policies; gathering of information regarding affordable housing needs of low-income households; review of housing market data and statistics; and a one-day focus group meeting. This was followed by a review of the proposed plan by the BVCOG Board on October 11, 2000, prior to the required public hearing and final approval by the Board on November 8, 2000. The focus group consisted of BVCOG Section 8 tenants, landlords, property managers, local non-profit public service organizations, BVCOG staff, and local housing professionals. The group reviewed and gave comment on the proposed goals and objectives for the Section 8 Program, in addition to a review of the current administrative operating policies. The public comments received during this meeting and a participant list are enclosed with this document as *Attachment A*. As a result of the

comments received during the plan development process, the Housing Mission Statement was amended, (*See Attachment B*) and local goals and objectives were developed, with an emphasis being given to 1) the attainment of self-sufficiency; 2) the provision of decent, safe, and affordable housing; and 3) an emphasis on quality customer service. *Attachment C* contains comments regarding the consultant and focus group’s review of the Administrative Plan. *Attachment D* is BVCOG’s management organizational chart. *Attachment E* is the organizational chart for the BVCOG Section 8 Housing Program.

The BVCOG 2000 Annual Plan also contains action plans containing proposed reviews and revisions of existing administrative policies; the formation of an Advisory Committee consisting of tenants, landlords, and other professionals; identification of special need populations and their related housing needs; a marked emphasis on creating a positive public awareness; and expanded efforts to increase the availability of appropriate housing.

iii. Annual Plan Table of Contents

[24 CFR Part 903.7 9 (r)]

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

Table of Contents

	<u>Page #</u>
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ii. Table of Contents	
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3. Policies on Eligibility, Selection and Admissions	24-28
4. Rent Determination Policies	31-32
5. Operations and Management Policies	32-33
6. Grievance Procedures	34
7. Capital Improvement Needs	N/A
8. Demolition and Disposition	N/A
9. Designation of Housing	N/A
10. Conversions of Public Housing	N/A
11. Homeownership	40
12. Community Service Programs	40-44
13. Crime and Safety	N/A
14. Pets (Inactive for January 1 PHAs)	N/A
15. Civil Rights Certifications (included with PHA Plan Certifications)	46
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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 Deconcentration
- FY 2000 Capital Fund Program Annual Statement
- Most recent board-approved operating budget (Required Attachment for PHAs that are troubled or at risk of being designated troubled ONLY)

Optional Attachments:

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

Attachment A: September 15, 2000 Focus Group Comments and Recommendations;

Attachment B: Housing Mission Statement and BVCOG Goals and Objectives;

Attachment C: Focus Group Review of Administrative Policies

Attachment D: Organizational chart for BVCOG

Attachment E: Organizational chart for BVCOG Section 8 Housing Program

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
Yes	PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations	5 Year and Annual Plans
Yes	State/Local Government Certification of Consistency with the Consolidated Plan	5 Year and Annual Plans

List of Supporting Documents Available for Review

Applicable & On Display	Supporting Document	Applicable Plan Component
Yes – in Section 8 Administrative Plan	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
Yes	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
Yes	Most recent board-approved operating budget for the public housing program	Annual Plan: Financial Resources;
Yes-in Section 8 Administrative Plan	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
Yes	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
N/A	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
N/A	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
N/A	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
Yes	Section 8 rent determination (payment standard) policies <input checked="" type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination

List of Supporting Documents Available for Review

Applicable & On Display	Supporting Document	Applicable Plan Component
N/A	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
N/A	Public housing grievance procedures <input type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Grievance Procedures
Yes	Section 8 informal review and hearing procedures <input checked="" type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures
N/A	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
N/A	Most recent, approved 5 Year Action Plan for the Capital Fund/Comprehensive Grant Program, if not included as an attachment (provided at PHA option)	Annual Plan: Capital Needs
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
N/A	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing
N/A	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
N/A	Approved or submitted public housing homeownership programs/plans	Annual Plan: Homeownership
N/A (need for program is being reviewed)	Policies governing any Section 8 Homeownership program <input type="checkbox"/> check here if included in the Section 8 Administrative Plan	Annual Plan: Homeownership
Yes	Any cooperative agreement between the PHA and the TANF agency	Annual Plan: Community Service & Self-Sufficiency
Yes	FSS Action Plan/s for public housing and/or Section 8	Annual Plan: Community Service & Self-Sufficiency
N/A	Most recent self-sufficiency (ED/SS, TOP or ROSS or other resident services grant) grant program reports	Annual Plan: Community Service & Self-Sufficiency
N/A	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

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
Yes	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)]

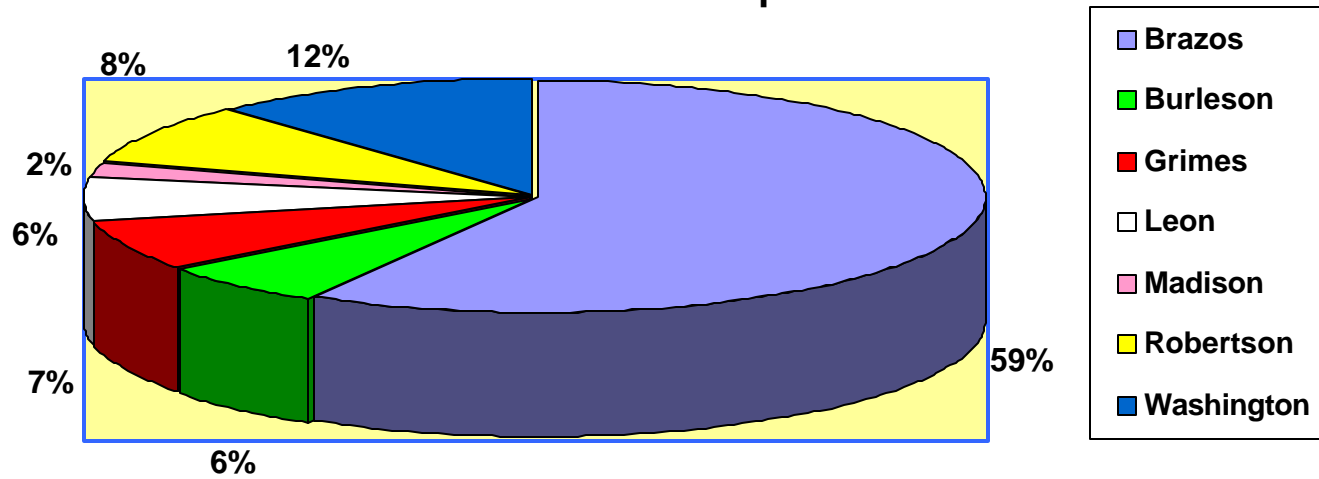
A. Housing Needs of Families in the Jurisdiction/s Served by the PHA

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.

The source of information contained in the following tables is the 1995 CHAS Databook.

Housing Needs of Families in the Jurisdiction by Family Type BVCOG Seven County Region							
Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Income <= 30% of AMI	15,735	5	5	5	4	3	3
Income >30% but <=50% of AMI	10,199	5	5	5	4	3	3
Income >50% but <80% of AMI	12,484	5	5	5	4	3	2
Elderly	2,731	5	5	5	5	2	5
Families with Disabilities	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						

Brazos Valley Region Low-Income Population

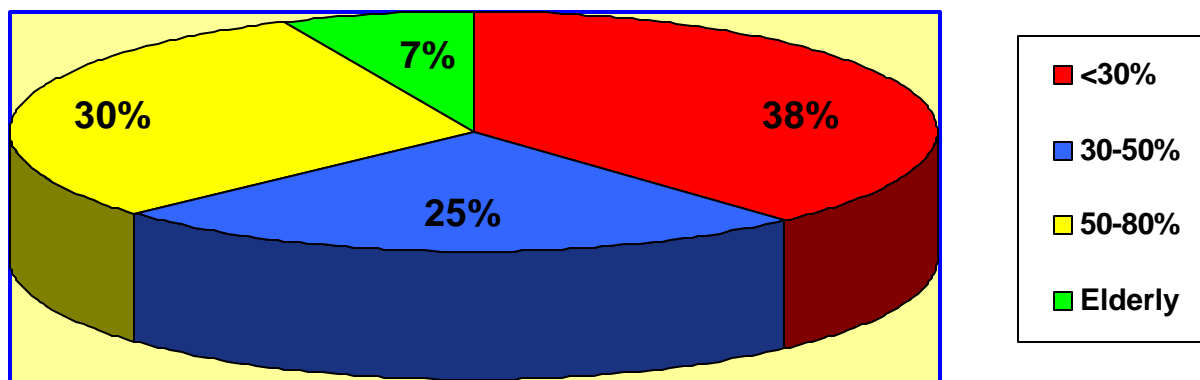


Housing Needs of Families in the Jurisdiction by Family Type BVCOG Seven County Region

Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location

Source: 1995 CHAS Data Tables

Brazos Valley Region by Income Level and Household Type



Housing Needs of Families in the Jurisdiction by Family Type Brazos County							
Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Income <= 30% of AMI	9,573	5	4	4	3	2	3
Income >30% but <=50% of AMI	5,814	5	4	4	3	2	3
Income >50% but <80% of AMI	7,021	5	4	4	2	2	2
Elderly	1,044	5	4	3	5	1	4
Families with Disabilities	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						

Housing Needs of Families in the Jurisdiction by Family Type Burleson County							
Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Income <= 30% of AMI	793	5	5	5	5	3	5
Income >30% but <=50% of AMI	673	5	5	5	5	3	5
Income >50% but <80% of AMI	815	5	5	5	5	3	4
Elderly	178	5	5	5	5	2	5
Families with Disabilities	N/A						

**Housing Needs of Families in the Jurisdiction
by Family Type
Burleson County**

Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						

**Housing Needs of Families in the Jurisdiction
by Family Type
Grimes County**

Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Income <= 30% of AMI	967	5	5	5	5	3	5
Income >30% but <=50% of AMI	801	5	5	5	5	3	5
Income >50% but <80% of AMI	853	5	5	5	5	3	4
Elderly	270	5	5	5	5	2	5
Families with Disabilities	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						

**Housing Needs of Families in the Jurisdiction
by Family Type
Leon County**

Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Income <= 30% of AMI	766	5	5	5	5	3	5
Income >30% but <=50% of AMI	680	5	5	5	5	3	5
Income >50% but <80% of AMI	768	5	5	5	5	3	4
Elderly	210	5	5	5	5	2	5
Families with Disabilities	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						

**Housing Needs of Families in the Jurisdiction
by Family Type
Madison County**

Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Income <= 30% of AMI	677	5	5	5	5	3	5
Income >30% but <=50% of AMI	406	5	5	5	5	3	5
Income >50% but <80% of AMI	529	5	5	5	5	3	4
Elderly	141	5	5	5	5	2	5
Families with Disabilities	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						

**Housing Needs of Families in the Jurisdiction
by Family Type
Robertson County**

Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Income <= 30% of AMI	1,231	5	5	5	5	3	5
Income >30% but <=50% of AMI	817	5	5	5	5	3	5
Income >50% but <80% of AMI	871	5	5	5	5	3	4
Elderly	422	5	5	5	5	2	5
Families with Disabilities	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						

**Housing Needs of Families in the Jurisdiction
by Family Type
Washington County**

Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Income <= 30% of AMI	1,728	5	5	5	5	2	3
Income >30% but <=50% of AMI	1,008	5	5	5	5	2	3
Income >50% but <80% of AMI	1,627	5	4	4	4	2	2
Elderly	466	5	5	5	5	2	5
Families with Disabilities	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						
Race/Ethnicity	N/A						

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: 2000-2004
 City of Bryan
 City of College Station
 State of Texas
- U.S. Census data: the Comprehensive Housing Affordability Strategy (“CHAS”) dataset
- American Housing Survey data
 Indicate year: 1999
- Other housing market study
 Indicate year: 1999
- Other sources: (list and indicate year of information)
 1. Real Estate Trac Apartment Market Supply and Demand Analysis – Fall, 1999, Branson Research Associates, Inc.;
 2. Brazos Valley Needs Assessment – Spring, 2000 – Public Management Associates;
 3. Brazos Valley Council of Governments 1990 Census Demographic Data

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 includes applicants for all seven counties) As of 9-26-2000			
Waiting list type: (select one) <ul style="list-style-type: none"> <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/subjurisdiction: 			
	# of families	% of total families	Annual Turnover
Waiting list total	263		140

Housing Needs of Families on the Waiting List
(waiting list includes applicants for all seven counties)
As of 9-26-2000

Extremely low income <=30% AMI	197	75%	
Very low income (>30% but <=50% AMI)	66	25%	
Low income (>50% but <80% AMI)	0	0	
Families with children	171	65%	
Elderly families	21	8%	
Families with Disabilities	21	7.98%	
Race/ethnicity – White	115	43.72%	
Race/ethnicity – Black	148	56.72%	
Race/ethnicity – Hispanic	54	20.53%	
Race/ethnicity – Non-Hispanic	209	79.46%	
Characteristics by Bedroom Size (Public Housing Only)			
1BR			
2 BR			
3 BR			
4 BR			
5 BR			
5+ BR			
Is the waiting list closed (select one)? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If yes: How long has it been closed (# of months)? Does the PHA expect to reopen the list in the PHA Plan year? <input type="checkbox"/> No <input type="checkbox"/> Yes Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input 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.

(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)**
 - a. **Identify affordable housing needs.**
 - b. **Leverage private or other public funds to create additional affordable housing opportunities.**
 - c. **Mitigate health and safety issues by providing referrals of substandard units needing renovation to appropriate agencies and education regarding lead paint hazards.**
 - d. **Actively participate in Project Unity and Community Partnership Board activities and projects.**
 - e. **Complete marketing events to create positive public awareness.**
 - f. **Establish Advisory Committee consisting of tenants, landlords, and other professionals to increase customer satisfaction.**
 - g. **Conduct two information meetings with participating and prospective landlords.**
 - h. **Increase customer satisfaction.**
 - i. **Improve Voucher Management (SEMAP Score)**
 - j. **Concentrate on efforts to improve specific management functions.**
 - k. **Improve community quality of life and economic vitality.**
 - l. **Attain and maintain a high level of standards and professionalism in the day-to-day management of all program components.**

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)**
 - a. **Leverage private or other public funds to create additional affordable housing opportunities.**
 - b. **Support the efforts of other entities to acquire, develop, or re-develop affordable housing units.**
 - c. **Reduce assisted housing voucher vacancies.**
 - d. **Increase customer satisfaction.**
 - e. **Improve Voucher Management (SEMAP Score).**
 - f. **Provide Replacement Vouchers when necessary to meet identified need.**
 - g. **Provide Voucher mobility counseling.**
 - h. **Conduct outreach efforts to potential voucher landlords.**
 - i. **Increase Voucher Payment Standards.**
 - j. **Research the feasibility of implementing a Voucher Homeownership Program.**
 - k. **Creative positive awareness through the expansion of family, owner, and community support of BVCOG’s mission and Section 8 Housing mission.**
 - l. **Attain and maintain a high level of standards and professionalism in the day-to-day management of all program components.**

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)**
 - 1. **Review and revise as needed the policies and procedures in the Administrative Plan to encourage families to attain self-sufficiency and self-improvement.**
 - 2. **Partner with local non-profit organizations providing workforce services.**

- 3. Support the development of units or buildings for special need resident groups.
- 4. Promote self-sufficiency and asset development of families.

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)**
 - 1. Review and revise as needed the policies and procedures in the Administrative Plan to encourage families to attain self-sufficiency and self-improvement.
 - 2. Partner with local non-profit organizations providing workforce services.
 - 3. Support the development of units or buildings for special need resident groups.
 - 4. Promote self-sufficiency and asset development of families.

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
- Apply for special-purpose vouchers targeted to the elderly, should they become available**
- Other: (list below)**
 - 1. Provide or attract supportive services to increase independence for the elderly or families with disabilities, and other special needs populations.
 - 2. Commit to and implement affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required.
 - 3. Support the development of units or buildings for special need resident groups.

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)**
 - 1. Provide or attract supportive services to increase independence for the elderly or families with disabilities, and other special needs populations.**
 - 2. Commit to and implement affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required.**
 - 3. Support the development of units or buildings for special need resident groups.**

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)**
 - 1. *Revise Administrative Plan to include definition of disproportionate needs to be “a disproportionately greater need exists when the percentage of persons in a category of need who are members of a particular racial or ethnic group is at least 10 percentage points higher than the percentage of persons in the category as a whole”.***

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)**
 - a. Commit to and implement affirmative measures to ensure access to assisted housing, and provide a suitable living environment for families living in assisted housing, regardless of race, color, religion, national origin, sex, familial status, and disability.**
 - b. Commit to and implement affirmative measures to ensure accessible housing to persons with all varieties of disabilities and regardless of unit size.**

- c. **Creative positive awareness through the expansion of family, owner, and community support of BVCOG's mission and Section 8 Housing mission.**

Other Housing Needs & Strategies: (list needs and strategies below)

See Attachment B for complete details regarding 5-year and 1-year goals, objectives, and strategic action plans.

(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**
- 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)**
 - 1) Results of Housing Focus Group meeting on September 15, 2000; and**
 - 2) Local community emphasis on providing services oriented to the attainment of self-sufficiency.**

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)	\$7,769,236	
a) Public Housing Operating Fund	N/A	
b) Public Housing Capital Fund	N/A	
c) HOPE VI Revitalization	N/A	
d) HOPE VI Demolition	N/A	
e) Annual Contributions for Section 8 Tenant-Based Assistance	\$7,769,236	
f) Public Housing Drug Elimination Program (including any Technical Assistance funds)	N/A	
g) Resident Opportunity and Self-Sufficiency Grants	N/A	
h) Community Development Block Grant	N/A	
i) Other Federal Grants (list below)		
2. Prior Year Federal Grants (unobligated funds only) (list below)	\$0	
3. Public Housing Dwelling Rental Income	N/A	
4. Other income (list below)		
5. Non-federal sources (list below)		
Texas One	\$32,103	Section 8 Supportive Services
Project Unity	\$216,000	Section 8 Supportive Services
Brazos Valley Affordable Housing Corporation	\$120,554	Section 8 Supportive Services
Workforce	\$7,337,578	Section 8 Supportive Services

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
Aging	\$1,200,215	Section 8 Supportive Services
Solid Waste	\$161,064	Section 8 Supportive Services
Criminal Justice	\$217,448	Section 8 Supportive Services
Economic Development/CEDAF	\$165,339	Section 8 Supportive Services
County Indigent Health Care	\$132,988	Section 8 Supportive Services
911 Services	\$833,792	Section 8 Supportive Services
Community Development Block Grant	\$1,221,720	Section 8 Supportive Services
Total resources	\$19,408,037	

3. PHA Policies Governing Eligibility, Selection, and Admissions

[24 CFR Part 903.7 9 (c)]

The next section does not apply to BVCOG. Please go to Section 3(B) on Page 24.

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: (state time)
- 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)

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?

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?

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

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

- 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)

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
- 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.

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
- 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)**
 1. **Review and screening of previous Section 8 assistance history to determine previous violations of Family Obligations.**
 2. **Review and determination of unpaid debts owed to BVCOG and any other PHA.**
- Other (list below)**
 1. **BVCOG will utilize a private consultant firm to do a criminal background check of applicants and participating families.**

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)**
 1. **Upon request, BVCOG will provide landlords with a list of previous Section 8 landlords.**

(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**
- Other (list below)**

1. **Applications will be mailed to applicants upon request. Applications may be returned by mailed to BVCOG if desired by applicant.**
2. **Pre-applications are also made available at Workforce Center locations in scattered in the 7-county region, Department of Human Services, local homeless shelters, and other non-profit organizations. These shortened pre-applications may be mailed to BVCOG.**

(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:

BVCOG's Administration Plan, Chapter 8, contains the details regarding extensions. Generally, requests for extensions will be granted as follows:

1. **BVCOG will extend the term up to 120 days for families with disabled members.**
2. **A 60-day extension is permissible in extenuating emergency-type circumstances, if the family has made a reasonable effort to locate a unit, or if the vacancy rate for rental housing in the jurisdiction is less than 25%.**

(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)

The next section does not apply to BVCOG. Please go to Section 3(B)(4)b(5) on Page 28.

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)

- Working families and those unable to work because of age or disability
- 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.

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
- 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)
 1. Family Unification Program
 2. Section 8 Administrative Plan

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

- Through published notices
- Other (list below)
 1. BVCOG will utilize Public Service Announcements offered by radio and television stations, news articles in local newspapers, and announcements/presentation made to non-profit agencies participating in Project Unity’s Community Partnership Board.

4. PHA Rent Determination Policies

[24 CFR Part 903.7 9 (d)]

The next section does not apply to BVCOG. Please go to Section 4(B) on Page 31.

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?

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

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:

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.)

- 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)

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
 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)
1. Availability of standard affordable housing as determined by Housing market surveys and data in local Consolidated Plans;
2. Number/percentage of Housing Voucher vacancies;

(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. See Attachments D and E.
 A brief description of the management structure and organization of the PHA follows:

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	NA	NA
Section 8 Vouchers	1,366	106
Section 8 Certificates	417	27
Section 8 Mod Rehab	10	4
Special Purpose Section 8 Certificates/Vouchers (list individually)	50	3
Public Housing Drug Elimination Program (PHDEP)	NA	NA
Other Federal Programs(list individually)		

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.

The next section does not apply to BVCOG. Please go to C(2) below on Page 33.

- (1) Public Housing Maintenance and Management: (list below)
- (2) **Section 8 Management: (list below)**
 - a. **Section 8 Administrative Plan.**
 - b. **BVCOG Administrative Fiscal and Operating Policies and Procedures.**
 - c. **BVCOG Personnel Policies.**
 - d. **Family Self-Sufficiency Action Plan.**
 - e. **HUD’s Housing Quality Standards Manual**

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.

The next section does not apply to BVCOG. Please go to Section 6(B) below on Page 34.

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)

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?

If yes, list additions to federal requirements below:

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 903.7 9 (g)]

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

The next section does not apply to BVCOG. Please go to Section 11(B) on Page 40.

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)

(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)

-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.

The next section does not apply to BVCOG. Please go to Section 11(B) Page 40.

- 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:

- 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.

The next section does not apply to BVCOG. Please go to Section 11(B) Page 40.

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:	
1b. Development (project) number:	
2. Activity type: Demolition <input type="checkbox"/>	
Disposition <input type="checkbox"/>	
3. Application status (select one)	
Approved <input type="checkbox"/>	
Submitted, pending approval <input type="checkbox"/>	
Planned application <input type="checkbox"/>	
4. Date application approved, submitted, or planned for submission: <u>(DD/MM/YY)</u>	
5. Number of units affected:	
6. Coverage of action (select one)	
<input type="checkbox"/> Part of the development	
<input type="checkbox"/> Total development	
7. Timeline for activity:	
a. Actual or projected start date of activity:	
b. Projected end date of activity:	

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.

The next section does not apply to BVCOG. Please go to Section 11(B) Page 40.

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: 1b. Development (project) number:
2. Designation type: Occupancy by only the elderly <input 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 type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input type="checkbox"/>
4. Date this designation approved, submitted, or planned for submission: <u>(DD/MM/YY)</u>
5. If approved, will this designation constitute a (select one) <input type="checkbox"/> New Designation Plan <input type="checkbox"/> Revision of a previously-approved Designation Plan?
6. Number of units affected: 7. Coverage of action (select one) <input type="checkbox"/> Part of the development <input 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.

The next section does not apply to BVCOG. Please go to Section 11(B) Page 40.

. 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
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: <input type="checkbox"/> Units addressed in a pending or approved HOPE VI demolition application (date submitted or approved:) <input type="checkbox"/> Units addressed in a pending or approved HOPE VI Revitalization Plan (date submitted or approved:) <input type="checkbox"/> Requirements no longer applicable: vacancy rates are less than 10 percent <input type="checkbox"/> Requirements no longer applicable: site now has less than 300 units <input type="checkbox"/> 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)]

The next section does not apply to BVCOG. Please go to Section 11(B) Page 40.

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: 1b. Development (project) number:
2. Federal Program authority: <input type="checkbox"/> HOPE I <input 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 type="checkbox"/> Approved; included in the PHA’s Homeownership Plan/Program <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application
4. Date Homeownership Plan/Program approved, submitted, or planned for submission: (DD/MM/YYYY)

<p>5. Number of units affected:</p> <p>6. Coverage of action: (select one)</p> <p><input 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.)**

During this year, BVCOG will be reviewing the need for this program and will make appropriate adjustments to the Administrative Plan as necessary.

The next section does not apply to BVCOG. Please go below to Section 12 on Page 41.

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

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?

A Cooperative Agreement with the local Texas Department of Human Resources for BVCOG's Family Unification Program was signed on June 28, 1996.

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
- Joint administration of other demonstration program
- Other (describe)
1. Promote self-sufficiency of mutual clients through the integration of training and work development programs and joint planning at the local level.
 2. Coordinate resources and programs for a more streamlined and efficient delivery of services.
 3. Identify and resolve barriers to coordination.
 4. Promote the development of common data systems to track progress.
 5. Engage in joint case management for mutual clients as appropriate.
 6. Participate actively in workgroups, advisory, and/or planning activities.

Other Efforts for Self-Sufficiency:

1. Active participant in Project Unity and the Community Partnership Board, a collaborative group of 80+ social service providers, that focus on a continuum of care approach to helping families attain self-sufficiency;
2. BVCOG is an active participant and member of the Brazos Valley Workforce Development Board.

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
- 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)

a. BVCOG’s 2000 Annual Plan contains plans to conduct and complete a review of the Section 8 Administrative Plan with an emphasis given to policies encouraging self-sufficiency.

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				
<i>Program Name & Description (including location, if appropriate)</i>	<i>Estimated Size</i>	<i>Allocation Method (waiting list/random selection/specific criteria/other)</i>	<i>Access (development office / PHA main office / other provider name)</i>	<i>Eligibility (public housing or section 8 participants or both)</i>
Brazos Valley Workforce Development Board	7 I&R Workforce Center Offices providing comprehensive core services to under/unemployed persons	Specific Criteria	Brazos Valley Workforce Center sites	Both, not limited to housing recipients

Brazos Valley Affordable Housing Corporation	27 low-income homebuyers	Specific Criteria: Low-income homebuyers	BVCOG Main Office, mail	Both, not limited to housing recipients
Cities of Bryan and College Station	100 annually	Specific Criteria: Low-income homebuyers	Community Development offices in both cities; mail	Both, not limited to housing recipients
Project Unity	1,746 unduplicated families; 34,604 duplicated family contacts	Low income and special need individuals and families	Project Unity offices	Both, not limited to housing recipients
Texas One	Not operational yet	Other: I&R services available to public; client tracking/referral to member agencies	Internet access through a member agency	Families and individuals seeking public services

(2) Family Self Sufficiency program/s

a. Participation Description

Family Self Sufficiency (FSS) Participation		
Program	Required Number of Participants (start of FY 2000 Estimate)	Actual Number of Participants (As of: 9-1-2000)
Public Housing	N/A	N/A
Section 8	429	40

- 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

The next section does not apply to BVCOG. Please go to Section 15 on Page 46.

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.

The next section does not apply to BVCOG. Please go to Section 15 on Page 46.

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)

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)

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

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)

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

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: ____)

14. RESERVED FOR PET POLICY

[24 CFR Part 903.7 9 (n)]

The next section does not apply to BVCOG. Please go below to Section 15 on Page 46.

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)]

The next section does not apply to BVCOG. Please go below to Section 18 on Page 47.

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?**

As a part of the development process of these plans, BVCOG proceeded with the formation of a Resident Advisory Board. A housing focus group consisting of tenants, landlords, BVCOG staff, non-profit public service providers, and local housing professionals did provide comment and input during a one-day focus group meeting completed during the development phase of the plans. Additionally, input from residents were solicited and received in January, 2001. Residents were also provided with an opportunity to review and provide comments regarding the goals and objectives contained in these plans. The BVCOG will continue in efforts to create and maintain an effective and active Resident Advisory Board.

Additionally, an Advisory Committee consisting of tenants, landlords, and social service professionals will be formed in 2001 to provide on-going review and comment.

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

- Attached at Attachment A (File name)**
- Provided below:

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.
- The PHA changed portions of the PHA Plan in response to comments**
List changes below:

1. The stated goals and objectives were revised.
2. The stated Mission Statement was revised.



Other: (list below)

1. The 2000 Annual Plan includes a review and possible revisions of the existing Administrative Plan and existing policies to determine consistency with stated goals and objectives.

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

The next section does not apply to BVCOG. Please go below to Section 18(c) on Page 49.

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)

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 Bryan; City of College Station; State of Texas

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)

- a. All activities to be undertaken by BVCOG in the coming year are consistent with and complimentary to the initiatives contained in the Consolidated Plans of the City of Bryan, City of College Station, and the State of Texas. Community Development staff members from both cities participated in the one-day focus group meeting and reviewed the goals and objectives. Additionally, BVCOG supplied information and data regarding rental housing needs during the development phase of the Consolidated Plans in both cities.

Other: (list below)

3. The Consolidated Plan of the jurisdiction supports the PHA Plan with the following actions and commitments: (describe below)

- a. The City of College Station Consolidated Plan includes the following goals and objectives that supports BVCOG's plans:
 - 1. Goal: Ensure adequate affordable rental housing opportunities for lower income individuals and families. Objectives: a) Encourage new construction and rehabilitation of affordable rental units, and the continuation of rental assistance programs as needed; and b) Encourage programs that promote self-sufficiency.
 - 2. Goal: Ensure adequate affordable housing assistance for lower income home owners. Objectives: a) Encourage and facilitate the maintenance, rehabilitation, and continued affordability of owner-occupied residential properties; and b) Encourage and facilitate the removal and replacement of dilapidated residential structures.

3. **Goal:** Retain and expand affordable housing opportunities for lower income first-time homebuyers. **Objectives:** a) Encourage and facilitate home buyer assistance programs helping lower-income, first-time home buyers purchase existing properties; and b) Encourage and facilitate the construction of affordable single-family residential property available to lower income buyers.
4. **Goal:** Ensure adequate affordable housing opportunities for lower income special needs populations. **Objectives:** a) Encourage and facilitate programs that maintain and/or create housing options for special needs populations; and b) Encourage and facilitate organizations that provide social and/or housing services to special needs populations.
5. **Goal:** Ensure affordable, safe, and secure housing opportunities for lower income occupants. **Objectives:** a) Mitigate health and safety issues in residential properties occupied by lower income persons.
6. **Homeless Goals:** a) Help low-income families avoid becoming homeless; b) Reach out to homeless persons and assess their individual needs; c) Address the emergency shelter and transitional housing needs of homeless persons; and d) Help homeless persons make the transition to permanent housing and independent living through established self-sufficiency programs.
7. **Non-Housing Goals:** a) Encourage the delivery of health and human services to assist families in reaching their fullest potential; b) Support public facilities/infrastructure to provide safe, secure, and healthy environments for families; c) Provide economic opportunities for development of strong and diverse economic environment to break cycle of poverty; and d) Revitalize declining neighborhoods in support of well-planned neighborhoods for development of families.

b. The **City of Bryan Consolidated Plan** includes the following goals and objectives that supports BVCOG's plans:

1. **Housing Goal 1:** Provide an adequate and affordable supply of rental residential property through the technical assistance to citizens and through tenant rental assistance.
2. **Housing Goal 2:** Expand the supply of decent, safe, and affordable housing through the development of new single-family residential property.
3. **Housing Goal 3:** Expand the supply of decent, safe, and affordable housing through the rehabilitation of existing residential property.
4. **Housing Goal 5:** Expand home ownership opportunities for very low, low, and moderate-income persons.
5. **Housing Goal 6:** Provide housing and supportive services for special needs populations.
6. **Homeless Goal 1:** Help low-income families avoid becoming homeless.
7. **Homeless Goal 2:** Reach out to homeless persons and assess their individual needs.

8. **Homeless Goal 3:** Address the emergency shelter and transitional housing needs of homeless persons.
 9. **Homeless Goal 4:** Help homeless persons make the transition to permanent housing and independent living through established self-sufficiency programs.
 10. **Special Needs Goal 1:** Assist the elderly and frail elderly with their supportive housing and service needs.
 11. **Special Needs Goal 2:** Assist persons with disabilities with their supportive housing and service needs.
 12. **Special Needs Goal 4:** Assist persons with HIV/AIDS, and their families, with their supportive housing and service needs.
 13. **Special Needs Goal 5:** Assist public housing residents with their supportive housing and service needs to support achieving self-sufficiency to reduce dependency on federally assisted public housing.
 14. **Non-Housing Goal 1:** Expand, improve, and/or add public facilities when and where needed for very low, low, and moderate-income individuals.
 15. **Non-Housing Goal 2:** Expand, improve, and/or add public services when and where needed for very low, low, and moderate-income individuals.
 16. **Non-Housing Goal 3:** Expand economic opportunities for very low, low, and moderate-income individuals.
- c. The **State of Texas Consolidated Plan** includes the following goals and objectives that supports BVCOG's plans:
1. **Goal 1:** To increase and preserve the availability of safe, decent, and affordable housing for very low, low and moderate income persons and families.
 2. **Goal 2:** To better Texas communities by supporting community and economic development and by helping local governments to become more effective.
 3. **Goal 3:** To improve living conditions for the poor and homeless and reduce the cost of home energy for very low income Texans.

D. Other Information Required by HUD

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

Attachments

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

- Attachment A: September 15, 2000 Focus Group Comments and Recommendations
- Attachment B: Housing Mission Statement and BVCOG Goals and Objectives
- Attachment C: Focus Group Review of Administrative Policies
- Attachment D: Organizational chart for BVCOG
- Attachment E: Organizational chart for BVCOG Section 8 Housing Program

Attachment A

BVCOG Housing Focus Group Comments

September 15, 2000

“All families in our community deserve decent affordable housing and accessibility to support services. All families deserve to be treated with respect and with a high quality of customer service.”

Interests and Expectations of Group Participants in Today’s Meeting:

- To learn; advocate for victims of domestic violence; those with brain chemistry disorders.
- Concerned about discrimination; community ignorance of need.
- For independence of families.
- To better serve families in all 7 counties-
- To see how to turn support services into self-sufficiency.
- Senior affordable housing.
- To learn how to qualify more families for Habitat for Humanity-networking-and other affordable homeownership opportunities.
- To learn about more about the Section 8 process in order to help families that come to their offices and need housing assistance.
- To have honest, open, input.
- To better understand Section 8 in order to help families.
- To see lines of communication open up with other agencies to better assist our clients.
- To have better Customer Service.
- To learn process of BVCOG-to assist in getting clients housing in better manner and to assist elderly with resources. Also see need for repair programs.
- Supportive services - understand how to work together for clients.
- A lot of misunderstandings-get rid of misunderstandings.
- Make sure needs of persons with mental illness are represented.

What Group wants the Expectations/Ground Rules for Meeting to be:

- Be a Good Listener.
- Its not what you say, but how the other person perceives what you say.
- Positive Results.
- Commitment to Results.

Family Panel Questions

1. Describe things in the Housing Program (policies, procedures) that work.. (rent is paid, length of waiting period, etc.)
2. Describe things that hurt. (cost of copies, child-care rules, employers not returning verifications, meeting times, number of meetings, hour operation, etc.)
3. Describe your experiences in finding affordable and appropriate housing.
4. Describe a good landlord.
5. What kind of support does your family need to help you find employment or to stay employed?
6. What kind of support does your family need to become self-sufficient?
7. If you could change one thing about the housing program, what would it be????

Family Panel/Comments: Things That Work!!

1. My rent is being paid.
2. I live in a nice house.
3. I'm proud of my home.
4. The program helps me stay in school.
5. BVCOG should emphasize that assistance is temporary.
6. BVCOG should help tenants learn about other services.
7. HUD has worked-CCMS has worked-

Family Panel/Comments: Things That Hurt Families!!

1. Tenants and public does not have enough information about HUD.
2. Tenants and public does not have enough information about other services.
3. There is a need for units for disabled.
4. I'm scared to complain to HUD.
5. I'm scared to complain to my landlord.
6. I'm scared about my neighborhood.
7. I'm scared of the trolleys.
8. Transportation is major problem to go to all of the meetings.
9. Some assisted housing is in bad condition.
10. A lot of assisted or cheaper housing is not safe and secure.
11. Affordable and safe housing is not close to medical care.
12. Housing is not accessible for elderly.
13. BVCOG has rude and unfriendly staff.
14. Some Section 8 landlords are rude and unfriendly.

15. I'm scared of my caseworker at BVCOG. I'm scared that if I complain about them being rude that they will take me off the program or raise my rent.
16. "This is my home. Respect me when you come in". – Statement made to BVCOG staff and landlords.
17. "My time is worth something too". – If the BVCOG staff can't keep an appointment, then they need to let the family know. I take off work to be home for my inspection, and they don't show and they don't call to cancel. I drive to a meeting and the staff doesn't show and they don't call and cancel.
18. I drove 30 miles to a meeting and no one (BVCOG staff) showed up, and no one called to cancel the meeting. I had to pay for my ride to take me.
19. "Have a sympathetic heart." – Statement to BVCOG staff. "Put yourself in my shoes and see how you might would feel if you were in my situation."
20. Hours of operation aren't good for working families. I can't keep taking off work between 8 and 5. It would be good for the office to be open some after 5:00 or Saturday mornings.

Absentee Comments!

1. Hire a full-time Investigator.
2. Find an easy way to explain the program to public.
3. Why do some HUD units need repairs?
4. Need more single-family units.
5. Try a lease-Purchase Program.
6. What barriers do staff face in providing services?
7. Transportation a problem?
8. How long is waiting period?
9. How many meetings do I really have to attend to get help?
10. What specific kind of assistance does HUD give families in order to find units? Can they do more?
11. FMRs are way too low.
12. You need to do a housing survey and find out what the true market rents are.
13. I don't understand how they calculate what kind of annual rent increase an owner can have.
14. I don't understand the policy on visitors in my unit.
15. How come I don't get credit for child-care if my mother keeps my child?
16. It appears the "local controls" present additional barriers for families. Why???? They should be designed to assist families, not create unnecessary hardships.
17. Systems should be in place to ensure that applications are processed quickly and accurately.

18. Verification procedures should ensure that verifications are received back promptly or if not, then that there is adequate follow-up to obtain the information.
19. Don't impose hardships on families-transportation and keeping employed are critical issues.
20. Establish more convenient hours of operation.
21. Provide assistance in completing forms and applications. Other agencies, landlords, and the public are doing this for you (maybe you didn't know that!!)
22. Be an active participant in community partnerships (i.e., Project Unity, CRCG)
23. Be an active partner in an integrated approach to problem solving.
24. Have staff development sessions to help understand the needs and issues of low-income families. Have diversity training sessions.
25. Focus on accountability. Make sure office policies and procedures identify responsibilities of each position.
26. Educate the public and other agencies about the program. We want to help solve problems with you.
27. Why are tenants able to trash a unit, and then stay on the program and just keep moving around town?
28. What can you do about unit inspections prior to moves, or something??? Protect the taxpayers.
29. Tenants who violate the rules should "buy back" right to be on the program. Make them pay damages or unpaid rents owed to landlords.
30. Landlords should file credit reports on bad tenants.
31. I don't understand why tenants do not know how much their rent is the first month or before they move in?????
32. Encourage landlords to become more involved in their property – they should know who lives in their units, etc.
33. Provide some type of positive motivation for tenants to be responsible.

What Do families need?

- To be able to complain-to caseworker to landlord without fear of retaliation - they are afraid to speak up,
- Tenants are even afraid to tell about needed repairs because they fear they will be evicted.
- Elderly are afraid of transit system - wasn't comfortable; wasn't safe; driver drives too fast.
- Tenant is scared to report that she has a decent car. Applied for food stamps and was denied because car was too new (5 years old and worth \$4,200).
- Scared to report repairs in apartment. Heater exploded the first night that she moved in, and it was cold. She didn't have landlord's emergency number, so called gas company. Landlord was upset and fussed at her and said she should have called them first. Tenant was upset because apartment was supposed to be checked first before she moved in.

- When looking for a place to live; tenants experience mixed reactions – “Do you have a 3 bedroom? Yes-Do you accept HUD? Landlord’s tone of voice changes-judgmental-only talking on the phone so they can’t see me.”
- Work four years at TAMU – one paycheck goes for rent; one paycheck goes for car, and what’s left goes for food. Daycare important to stay employed; had to pay \$100.00/wk before CCMS-been nice to me.
- Sometimes caseworkers are rude -“Hello, are you listening to me”-I try to be honest, try to report on time-sometimes caseworkers don’t seem to understand; are judgmental.
- Went to turn in application for elderly person-HUD office was closed for training. Other people were waiting also and said “don’t leave application-they will say they lost it.”
- Other Tenant No.1 complaint-customer service is awful-says he turned in papers from doctor and then the housing office say they didn’t get it; tenant has to go to doctor again.
- Doesn’t understand why some people get housing assistance right away; and other families wait a long time.
- Don’t understand why waiting list is so long?
- Why must a family be living in a shelter to be considered homeless? A lot of families is living with friends or other family and are in danger of being kicked out. In their mind, they are homeless.
- People feel if they have car that is too new; they will be penalized.
- Personal opinion-no discrimination.
- Need to improve communication.
- Don’t feel there is discrimination.
- Inspections are set up and then canceled-no one calls to cancel – delays process.
- Landlords need help in “Being a Good Landlord!” Landlords need to make sure they have name of persons they are leasing to. Tenants need to be responsible and make sure they know how to contact landlords.
- A lot of apartments have quit taking Section 8 tenants because of \$\$ reimbursement too low. They can get a lot more rent on the open market, with a lot less hassle.
- Have tenant packet to give to all tenants: information on who and how to call; some people don’t know how to write a letter to landlord or the Housing Office-give them a sample letter to use. If you just verbally talk about it- and not put it in writing-it may not happen.
- BVCOG is making effort to hire more ethnically diverse staff and maybe this can help the communication issues with some tenants. Some tenants may feel intimidated or have an attitude because they have been abused or hurt in the past. Then, when they come to the Housing Office and when they don’t see someone like them, they may interpret things differently.
- BVCOG staff have been working on addressing a lot of issues, but computer software needs reorganizing. The office will probably have to shut down temporarily and bring the records current, but this will help a lot in the long run.
- BVCOG staff just recently had a retreat to discuss issues and know that the program will essentially lead to the program being rebuilt or reborn.

- Everyone needs to be treated with respect and dignity whether they are clients or professionals.
- Tons of Paperwork-makes us shift focus to dealing with problems; not people with problems.
- We try to do so much with limited budgets-As agency directors,- we need to speak out.
- A lot of paperwork needed-when families get there; paperwork is not there; appointments broke; our job is to teach families to call if canceling appointment.- hate having to tell people we can't help them.
- It's hard when people come in with an attitude and expect you to help them immediately - no matter what you do; they still bite your head off-asking to speak to supervisor landlords cut in front of tenants to take care of their business-they don't respect the tenants either-need cooperation between tenants and landlords.
- Breakdown in communication - clients need accessible information-information needs to be available among agencies-some agencies act like they help-to make the world fluffy and pretty, just to look good in public.
- **Tenants said it would be helpful if when they came to meetings-to add 15 minutes to have agencies come in and talk about what they do.**
- **BVCOG needs to emphasize that housing assistance is temporary-it is not supposed to become a way of life-repeat it over and over to families.**
- **Get verifications as soon as possible-simple piece of paper has a lot of power-we depend on each other. Develop good relationships with agencies that verify information so that they realize the importance of it.**
- **Tenants are scared of mailing things in or receiving things by mail-miss deadlines because mail goes to wrong place-make copies-keep envelopes-have documentation to back things up.**

Family Response to “If you could change one thing about the Housing Program, what would you change?”

- Customer Service - try to be understanding-people have attitudes and it can be hard, but please Listen.
- **#1 problem** - landlords not available for tenants to contact. Need to improve communication process and what information is given to tenants on how to handle problems with units and how to contact landlords for emergencies.
- **#1 problem** – not enough landlords rent to Section 8 because of problems with tenants, late checks, inspection problems. HUD has bad reputation.
- HUD office loses stuff- make sure you document what you give them or what you mail to the office. Loss of documents is a major problem.
- Takes so long to get on program.

Section 8 Process

1. Complete application ~> Waiting list.
2. Verify eligibility (income, citizenship, household size)
3. Voucher issued. (license to hunt)
4. Locate unit (reasonable rent, HQS)
5. Lease and Unit Approval by BVCOG
 6. BVCOG contracts with landlord.
 7. Tenant moves in.
 8. Rent Begins.

HUD Strategic Goal #1: “Increase Availability of decent, safe, affordable housing.”

BVCOG Goal 1 - Expand supply of assisted housing

- Do we want to say Expand or “Meet the need”??
- a) Rehab and revitalize – need \$\$ to do this-needs to be additional \$-assist homebuyers-improve different parts of neighborhoods-Landlords cannot afford. to put property on section 8-not compatible with private business-comparable rents too low. FMRs is \$ 800-landlord gets \$1000 on non-HUD. No assurances-more landlords will drop out because Aggies will rent units for more money. Rental subsidies could create opportunity for rental rehabilitation program.
- Families aren’t going away-What can we do? We could lose more HUD landlords. BVCOG-needs to make attempts to see what it takes-BVCOG will have to prove need to increase HUD’s Fair Market Rents-Also need \$ \$ for rehab.
- Problems-lack of landlords-rents are increasing for non-HUD tenants. Relationships with landlords/HUD have been strained.
- There are fewer units. One apartment complex took everyone off because they could get more rent for non-HUD tenants.
- Training is necessary-education brings clarity. Not all Section 8 tenants are bad tenants, and this needs to be communicated to public.
- Expand BVCOG goal-look at safety aspect-just because we are on HUD- we need to be in better environment-we need to have clients have the opportunity to rent in nice neighborhoods close to good schools-What one family regards as safe, another family may not- It’s relative-Must have choices. For example, a minority family may not feel safe in an all-white neighborhood.
- BVCOG should not build or acquire units – leave that to private sector or other non-profits that do homebuyer programs. BVCOG should support their efforts.
- Is the production or rehabilitation of units BVCOG’s role?-BVCOG developed Affordable Housing Corp.- Section 8’s role is to support separate non-profit.

- Change wording to say “to support” other entities where appropriate.
- Educate-Use Extension Service-about responsibilities from renting to owning a home-
Educate, Educate. Partner with other entities.

Add Separate Goal-BVCOG should initiate efforts to have FMRs increased.

BVCOG Goal #2 - Improve the quality of assisted housing

- Change wording to say “to support” other entities where appropriate.
- It is important for BVCOG to continue to receive funds-so make sure management issues are adequately addressed to keep funds coming in. Discussion about “rebuilding” or “rebirth” of Section 8 Programs being necessary to make changes in **Housing and all other** BVCOG programs. Housing office may close for a week or so to make sure documentation and management systems are in place.
- Voucher Program – HUD scores/ranks PHAs and if critical needs-score low; you are in trouble with HUD.
- Identify who are customers and concentrate on quality customer service.
- Make sure unit inspections are fair and consistent and not over-burdensome for tenants and landlords.
- Clearly define what items truly fail a unit according to HUD regulations - a unit that is not attractive does not fail unit.
- Change goal regarding replacement vouchers to state that BVCOG will support and assist HUD with replacement vouchers, but not supply them out of their existing vouchers.
- Is there any way that section-8 housing can bring pressure for other apartments or houses in the neighborhood to clean up their act? -Yes quality standards inspections must also consider condition of exterior surroundings. If it’s bad, this could fail that unit. BVCOG could make referral of really substandard units to City or Health Department as they come across them. BVCOG has no enforcement right on other properties.
- Some of unit inspection items will no longer be tolerated by BVCOG. Haven’t been doing so in past, now enforcing. Maybe BVCOG has gone too far to extreme on some issues in an effort to really clean up program. Inspectors will continue to work on telling tenants to clean their house up! Some people don’t like that and complain.
- Some letters are extreme in repairs-costly to make repairs. Some landlords know tenants will destroy units, so leave it unsafe and won’t make repairs.
- There are no damage claims payable by HUD now. So is even more costly for landlords to rent to HUD.

BVCOG Goal #3 - Increase assisted housing choices.

- Housing resources have to be there-a lot of competition in the rental marketplace.
- Bryan Housing Authority – he has seen units; doesn't like them; wouldn't live in them.
- Put money into projects all over town-encourage mixed income projects.
- Customer satisfaction = happy landlords-customers
- Agencies have to clean up own programs, acknowledge problems, and correct them.
- Key to success is to have as many people as possible “participate in process”.
- Support other entities who do homebuyer programs, and research possibilities of BVCOG doing a voucher homeownership program in the future – perhaps a lease-purchase program.
- “How to be a Good Landlord” education process would be useful.

HUD Strategic Goal #2: Improve community quality of life and economic vitality

BVCOG Goal #4: Provide an improved living environment.

- Like this goal, but acknowledge that it may be difficult to implement, because a lot of factors are beyond BVCOG's control, because BVCOG does not own units.
- Key to success is to have as many people as possible “participate in process”.
- Provide tenants with identification within the city-what is available.
- How can you make it work? Cedar Crest development for homebuyers-Trouble finding families-Not affordable to families-Need to concentrate on making entire area more attractive to all families.
- Always need to subsidize housing in some areas in order to encourage mixed-income developments.
- Out of 170 homebuyers in BVAHC homebuyers program, only 10 are very low income (eligible for Section 8 also). These families can only be assisted by partnering BVCOG efforts with others.
- Cedar Crest-Bring higher income to low income-for profit builders have to have criteria to meet by the time they meet criteria; their sales price aren't affordable by low income families.
- Tenant/Advisory/Landlords-together a separate –If separate, need representation from both.
- Initiate a tenant advisory committee-include professionals also.
- Do you need separate advisory committees for landlords or tenants?? Maybe BVCOG can do two and have them meet together periodically. Can be touchy situation, so must handle carefully.
- Still a great need for housing for special populations-accessible units for disabled and elderly.
- Habitat can build houses for low income. Sometimes makes other builders or neighborhood unhappy because they think it lowers market value. NIMBY (Not in My Back Yard) is alive and kicking in B-CS. Likes the idea and reasoning behind this goal - -good idea - but how to make it work?
- Creating mixed income neighborhoods - Educate lower income persons how to qualify for higher income neighborhoods.

HUD Strategic #3: Promote self-sufficiency and asset development of families and individuals.

BVCOG Goal #5: Promote self-sufficiency and asset development of assisted households.

- Must make sure that policies do not penalize families every time they accomplish something positive. Get a job and your rent goes up.
- Partner with other agencies and programs that are already doing job/employment counseling and training. Do not recreate the wheel.
- “Award System” for families that move toward self-sufficiency.
- Create goals for families. Award accomplishments.
- Do continuing review of policies to make sure that families aren’t unnecessarily penalized.
- Make sure that any local policies that are added to the federal requirements are consistent with goals and objectives. Review them with goals in mind and emphasis **on 1) safe, affordable housing; 2) attainment of self-sufficiency; and 3) quality customer service.**

HUD Strategic Goal #4: Ensure quality opportunity in housing for all Americans.

BVCOG Goal #6: Ensure opportunity and affirmatively further fair housing.

- Family panel and landlords reported they hadn’t experienced discrimination.
- Family panel reported incidences of being treated differently and rudely over the telephone once the landlord discovered they were on Section 8.
- BVCOG has excellent opportunity in its briefing materials and meetings to educate and emphasize what constitutes discrimination and hand out material on fair housing laws.
- A lot of people don’t know their rights and do not know who to contact if there is a problem.

Strategic Goal #5 and BVCOG Goal #7: To attain and maintain a high level of standards and professionalism in day to day management of all program components.

- A recurring comment has been having an emphasis on Quality Customer Service. BVCOG’s program will be more effective if customers are happier.
- Identify and recognize who BVCOG’s customers are.
- Provide cultural diversity training for all BVCOG staff – across all programs, not just Housing.
- Everyone here today is here because they care about families – confidentiality and respect of families is vital.

General Goal Comments:

- BVCOG headed in right direction. Keep it up. A lot of other agencies will support your efforts. Let them know how.
- BVCOG should work with and through other entities to reach some of the goals. BVCOG's focus should be on Housing and partnering with other for supportive services.
- Legislation – some changes may require changes in legislation and BVCOG should be active and take a lead role in having Housing legislation changes adopted.
- Fair Market Rent issues-conduct surveys and get other information to document need for increases.
- Educate, Educate. *DO NOT UNDERSTAND LAWS.*
- Partner with other entities.

Leave us with Important Comment

- **Make more user friendly (Landlords, Tenants, Agency)**
- **Liked getting landlord feedback.**
- **Solving shortage-attract more landlords that will want to be there-Make the program Landlord friendly too-Give them adequate information as to how much rent they can receive, what to expect for payment, etc.**
- **Education-Landlords/Tenants/Community**
- **Tenants actions are your responsibility.**
- **Landlords need to utilize trackers to screen tenants themselves and not rely on BVCOG staff.**
- **? Is it possible in tenant situation to require participation on the part of tenant-like what Habitat for Humanity does- requires hours of training? *Do you require education on "How to take care of your house?"* **"Linking out into community"** – create partnerships with other agencies/organizations that are already doing this – don't duplicate this yourself.**
- **Finding agencies that can help with basics.**
- **Tool Box- Tool Shed – type programs have been successful in other places.**
- **Large Amount of Issues- BVCOG policies don't always help to solve the problems, sometimes create problems instead.**

FOCUS GROUP PARTICIPANTS
September 15, 2000

Comments were also provided by telephone interviews with tenants, landlords, and other citizens that could not attend the meeting prior to and after the focus group meeting. Those comments are included above.

Name	Organization	Address	Phone	E-mail
Trish Burk	B-CS Habitat for Humanity	119 Lake Street, Bryan, TX 77801	823-7200	Error! Bookmark not defined.
Trisha Gottschalk	Blinn College Workforce Education	P. O. Box 6030 Bryan, TX 77805	779-3743	Error! Bookmark not defined.
Paul Turney	BVAHC	P. O. Drawer 4128, Bryan, TX 77805	775-4244	Error! Bookmark not defined.
Bobbie Gail Jeffries	BVCOG Aging	P. O. Drawer 4128 Bryan, TX 77805	361-0503	
Jason Bienski	BVCOG Economic Development	P. O. Drawer 4128 Bryan, TX 77805	361-0503	
Connie Paul	BVCOG Housing	P. O. Drawer 4128 Bryan, TX 77805	361-0503	
Christina Torres	BVCOG Housing	P. O. Drawer 4128 Bryan, TX 77805	361-0503	
Lenora Kinchloe	BVCOG Housing	P. O. Drawer 4128 Bryan, TX 77805	361-0503	
Tonya Hottell	BVCOG Housing	P. O. Drawer 4128 Bryan, TX 77805	361-0503	
Gloria McGowen	BVCOG Housing	P. O. Drawer 4128 Bryan, TX 77805	361-0503	
Dorothy Munday	BVCOG Housing	P. O. Drawer 4128 Bryan, TX 77805	361-0503	
Mary Lou Lavador	City of Bryan Community Development	405 W. 28 th Street, Bryan, TX 77801	209-5183	

Gregg Lancaster	City of College Station Community Development	P. O. Box 9960 College Station, TX 77840	764-3778	Error! Bookmark not defined.
Leonard Milsap	Landlord	P. O. Box 3281 Bryan, TX	822-5671	
Jo Lastor	Landlord	SHM Corporation, P. O. Box 3189, Bryan, TX 77805	846-8878	
Sherry Suarez	MH-MR	P. O. Box 4880, Bryan, TX 77805	361-9838	
Ruby Harris	MH-MR	P. O. Box 4588, Bryan, TX 77805	821-9422	Error! Bookmark not defined.
Mollie Bridges	Phoebe's Home	P. O. Box 3490, Bryan, TX 77805	823-2471	Error! Bookmark not defined.
Ella McGruder	Project Unity	P. O. Box 2812, Bryan, TX 77805	821-5104	
Jeannie Goss	Project Unity	P. O. Box 2812, Bryan, TX 77805-2812	821-5104	Error! Bookmark not defined.
Marye Oliver	Salvation Army	P. O. Box 73, Bryan, TX 77805	779-3470	
Diana Salinas	Section 8 Tenant			
Colleen Kavanaugh	The Eagle	1729 Briarcrest, Bryan, TX 77801	776-4444	Error! Bookmark not defined.

Resident Advisory Board Participants January 18, 2001

A group of 21 Section 8 residents from all seven counties were invited to participate in the formation of a Resident Advisory Board. This group consisted of 5 Caucasian, 8 African American, and 8 Hispanic families. Comments and input were received from 12 families (2 Caucasian, 6 African American, and 4 Hispanic). The focus was to provide information regarding the development process of the PHA plans, and to receive comments regarding the goals and objectives to be accomplished. Additionally, commitments were sought from

participants regarding their continued participation in a Resident Advisory Board.

Comments received were consistent with prior input from the Focus Group Meeting held in September, 2000, and included:

- * BVCOG Program has saved their lives and been a tremendous help to their family.**
- * It is hard for disabled and elderly families to make all of the meetings. Can you do more by mail?**
- * It would be helpful to have a bulletin board at the office to post information about education, job opportunities, and child care.**
- * It is hard to find places to lease to Section 8, probably because other Section 8 tenants have abused and damaged their properties.**
- * There are an awful lot of meetings.**
- * My unit passed inspection, but things were broken. I had rats, the kitchen sink leaked, and the shower was broken.**
- * I called my landlord about the repairs, but it's been 2 weeks, and they haven't done anything. It would help for BVCOG to talk about how to get things in your unit fixed.**
- * BVCOG should try to handle more things by telephone or mail. Don't always require us to go to the office for one little thing.**
- * When we go to the office, they point to a little phone and tell us the caseworker's extension number, and then all you get is their voice mail. Why do I have to drive to their office and then use their telephone. I could have done that at my house. You wasted my time and my gas.**
- * It would be good to provide more information about other programs in the housing meetings.**
- * Why don't all of the social service programs locate in one building.**
- * Transportation and child-care are major problems.**
- * Can you extend your hours past 5:00 or on Saturdays for those who work. I can't keep taking off my job. I'm going to get fired.**

Attachment B

HUD AND BVCOG HOUSING GOALS AND OBJECTIVES

Note: All services and programs will generally be available to all seven counties within the Brazos Valley COG region (Brazos, Burleson, Grimes, Leon, Madison, Robertson, and Washington Counties) unless otherwise noted.

- BVAHC = Brazos Valley Affordable Housing Corporation (non-profit)
- BVCAA = Brazos Valley Community Action Agency (non-profit)
- THDCA = Texas Department of Housing and Community Affairs
- LIHTC = Low Income Housing Tax Credit Program funds
- CDBG = Community Development Block Grant, federal HUD funds directly available to Bryan and College Station and indirectly to counties through BVCOG
- HOME = HUD Program providing funds for various affordable housing activities
- CHDOs = Community Housing Development Organizations funded through the HOME Program
- Project Unity = Local collaborative organization of non-profit service providers, with 80+ member organizations
- CPB = Community Partnership Board = collaborative partnership of Project Unity member organizations
- I&R = Comprehensive internet-access Information and Referral services offered by United Way of the Brazos Valley
- Texas One = On-line client referral and tracking system of member non-profit organizations formed by BVCOG
- LI = Low Income
- FMR = Fair Market Rents (determined by HUD)

HUD Strategic Goal 1: Increase the availability of decent, safe, and affordable housing.

BVCOG Goal 1: Expand the supply of assisted housing.

Strategy	Investment Plan	Potential Resources	Potential Agency/ Partner Involvement	Target Population	Projected 1-Year Outcomes	Projected 5-Year Outcomes
Apply for additional rental vouchers as necessary to meet the identified need	1) Continued and improved administration of Section 8 Rental Programs; 2) Identify affordable housing needs	HUD Section 8 Housing Choice Voucher Program	BVCOG Brazos Valley Region county governments; Cities of Bryan, College Station, Brenham, TDHCA	Eligible households earning less than 50% of median income	Research and identify affordable housing needs	Annual reevaluation of affordable housing needs

Leverage private or other public funds to create additional affordable housing opportunities	Partner with or provide support to other entities providing affordable housing services	HUD Section 8 Housing Choice Voucher Program, other state/federal and private funds, HOME, LIHTC, CDBG	BVCOG, BVAHC, MH-MR, Twin City Mission, Junction 505, LIHTC properties, Cities of Bryan and College Station, TDHCA, landlords, Habitat, developers, Elder-Aid, other non-profit organizations	Eligible households earning less than 80% of median income	1) Research and identify affordable housing needs; 2) Identify potential resources and partners; 3) Provide or support other entities to provide housing counseling to 1,750 LI households; 4) Partner with other housing providers to coordinate services and management issues	1) 200 affordable housing units developed or redeveloped; 2) Counseling provided to 7,250 LI households
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Support the efforts of other entities to acquire, develop, or redevelop affordable housing units	Partner with or provide support to other entities providing affordable housing activities	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, HOME, LIHTC, CDBG, private funds	Non-profit organizations, MH-MR, Twin City Mission, Junction 505, ElderAid, CHDOs; BVAHC, BVCAA, Habitat, Cities of Bryan and College Station, TDHCA, developers, landlords	Eligible households earning less than 80% of median income	1) Provide referrals of substandard units needing renovation; 2) Provide referrals of potential tenants; 3) Distribute information to 1,750 LI households; 4) Provide data and letters of support as appropriate for developers of LI housing; 5) Actively participate in Project Unity and Community Partnership Board activities to ensure coordination and avoid duplication; 6) Actively participate in Consolidated Plan process to ensure coordination; 7) Partner with other housing providers to coordinate services and management issues	1) 200 affordable housing units developed or redeveloped; 2) Counseling provided to 7,250 LI households; Participate in 15 CPB meetings
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Reduce assisted housing voucher vacancies	1) Continued and improved administration of Section 8 Rental Programs; 2) Increase accessibility to housing programs and housing units; 3) Increase emphasis on fulfilling Family Obligations	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, HOME, LIHTC, CDBG, private funds	Non-profit organizations, landlords, media, tenants, Cities of Bryan and College Station, Project Unity, Community Partnership Board, United Way Information and Referral Services, Texas One	Eligible households earning less than 50% of median income	1) Complete 2 media marketing events; 2) Conduct 2 landlord meetings; 3) Participate in 3 CPB meetings; 4) Complete review of policies to encourage stabilization; 5) Seek funds for utility and security deposits; 6) Initiate efforts to increase accessibility to services; 7) Initiate efforts to raise FMRs; 8) Initiate measures to effectively screen applicants to increase landlord acceptance of program; 9) Implement quarterly newsletter "Connections"; 10) Implement effective computer data entry and client tracking software	1) Conduct 15 media marketing events; 2) Conduct 20 landlord meetings; 3) Participate in 15 CPB meetings; 4) Distribute quarterly newsletter "Connections"; 5) Maintain effective computer data entry and client tracking software
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BVCOG Goal 2: Improve the quality of assisted housing.

Strategy	Investment Plan	Potential Resources	Agency/ Partner Involvement	Target Population	Projected 1-Year Outcomes	Projected 5-Year Outcomes
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<p>Improve Voucher Management (SEMAP Score)</p>	<p>Continued and improved administration of Section 8 Rental Programs</p>	<p>HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources</p>	<p>BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, landlords</p>	<p>Eligible households earning less than 50% of median income</p>	<p>1) Achieve and maintain “Standard” score on SEMAP; 2) Conduct annual internal program audits; 3) Partner with other housing providers to coordinate services and management issues; 4) Implement effective computer data entry and client tracking software; 5) Implement corrective procedures for Form 50058</p>	<p>1) Implement policies and procedures to improve administrative performance; 2) Achieve and Maintain “High Performing” score on SEMAP; 3) Conduct 5 annual internal program audits</p>
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Increase Customer Satisfaction	Continued and improved administration of Section 8 Rental Programs; review policies to increase emphasis on customer service	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	BVCOG Staff, HUD, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, Texas One, United Way I&R, Project Unity; consultants, landlords, tenants, media	Tenants, landlords, HUD, staff, community, neighborhoods, colleagues	1) Complete review of administrative policies; 2) Identify and revise policies that create barriers; 3) Complete quarterly staff education/training; 4) Form Advisory Committee; 5) Conduct public meeting; 6) Design Tenant and Landlord Education programs; 7) Initiate efforts to increase FMRs; 8) Assist families in locating units outside of LI areas; 9) Actively market program to landlords with units outside of LI areas; 10) Research feasibility of increasing accessibility to services by extending hours/day of operation; 11) Review minimum qualifications for BVCOG staff positions; 12) Implement quarterly newsletter "Connections"; 13) Become active Texas One partner; 14) Actively participate in Project Unity and CPB activities; 15) Develop reference library for tenants and landlords;	1) Complete annual reviews of policies; 2) Complete 20 staff trainings; 3) Complete 20 Advisory Committee meetings; 4) Conduct 5 annual public meetings; 5) Distribute quarterly newsletter "Connections"; 6) Maintain effective computer data entry and client tracking software
		Attachment B	Brazos Valley Council of Governments Page 6		16) Partner with other housing providers to coordinate services and management issues; 17) Implement effective computer data entry and client tracking software	HUD 50075 OMB Approval No: 2577-0226 Expires: 03/31/2002

Concentrate on efforts to improve specific management functions	Continued and improved administration of Section 8 Rental Programs	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, Cities of Bryan and College Station, consultants, tenants, landlords	Tenants, landlords, HUD, staff, community, neighborhoods, colleagues	1) Implement revised administrative policies; 2) Initiate and maintain policies to improve consistency in unit inspections; 3) Initiate and maintain process to ensure appropriate administrative expenditure ratios; 4) Conduct annual internal program audits; 5) Partner with other housing providers to coordinate services and management issues; 6) Implement effective computer data entry and client tracking software; 7) Implement corrective procedures for Form 50058	1) Exceed minimum HUD-required administrative standards and achieve "High Performing PHA" ranking; 2) Maintain effective computer data entry and client tracking software
Provide Replacement Vouchers when necessary to meet identified need	Apply to HUD for additional replacement vouchers as needed	Section 8 Housing Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG county governments; Cities of Bryan, Brenham, College Station, TDHCA	Eligible households earning less than 50% of median income	Identify need for replacement vouchers and seek vouchers if necessary	Seek replacement vouchers as needed and when available

BVCOG Goal 3: Increase assisted housing choices.

Strategy	Investment Plan	Potential Resources	Agency/ Partner Involvement	Target Population	Projected 1-Year Outcomes	Projected 5-Year Outcomes
Provide Voucher Mobility Counseling	Continued and improved administration of Section 8 Rental Programs	HUD Section 8 Housing Choice Voucher Programs	BVCOG staff, HUD, landlords, tenants	Eligible households earning less than 50% of median income	1) Conduct 250 applicant briefings; 2) Conduct 1,500 tenant briefings	1) Conduct 1,250 applicant briefings; 2) Conduct 7,500 tenant briefings

Conduct Outreach Efforts to Potential Voucher Landlords	Conduct Outreach Efforts to Potential Voucher Landlords	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG staff, current landlords, media, non-profit organizations, tenants	Single-family and multi-family property owners and managers	1) Complete 2 marketing events; 2) Conduct 2 landlord meetings; 3) Participate in 2 CPB meetings; 4) Implement quarterly newsletter "Connections; 5) Complete review of policies to encourage stabilization; 6) Seek funds for utility & security deposits; 7) Develop reference library for tenants and landlords	1) Complete 15 media marketing events; 2) Conduct 10 landlord meetings; 3) Participate in 15 CPB meetings; 4) Continue quarterly newsletter "Connections; 5) Complete review of policies to encourage stabilization; 6) Seek funds for utility & security deposits
Increase Voucher Payment Standards	1) Continued and improved administration of Section 8 Programs; 2) Gather housing market data to submit to HUD	HUD Section 8 Housing Choice Voucher Programs	HUD, landlords, needs assessments, surveys, housing market statistics, tenants	Eligible households earning less than 50% of median income	1) Gather data regarding the rental housing market and utility costs; 2) Submit data to HUD and request increase in FMRs; 3) Partner with other housing providers to coordinate services and management issues	Annual assessments completed regarding rental housing market and utility costs
Research the feasibility of implementing a Voucher Homeownership Program	Continued and improved administration of Section 8 Rental Programs; Research need and feasibility of program	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources, private funds	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, Habitat, developers	Eligible households earning less than 50% of median income	1) Determine need and feasibility of voucher homeowner-ship program; 2) Identify resources for Downpayment Assistance	Develop and implement Housing Voucher Homeownership Program if need is identified and resources are available

Create Positive Public Awareness through the expansion of family, owner, and community support of BVCOG's mission and Section 8 Housing Mission	1) Continued and improved administration of Section 8 Rental Programs leading to increased customer satisfaction; 2) Increase Marketing efforts	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources, private funds	HUD, BVCOG, non-profit organizations, cities, media, landlords, tenants, Habitat	The Public; Eligible households earning less than 80% of median income	1) Complete 2 media marketing events; 2) Review and revise policies to emphasize quality customer service	Complete 15 media marketing events; 2) Complete annual review of policies to emphasize quality customer service
Increase Customer Satisfaction	SEE ABOVE BVCOG GOAL #2, STRATEGY #2 FOR DETAILS					

HUD Strategic Goal 2: Improve community quality of life and economic vitality.

BVCOG Goal 4: Provide an improved living environment.

Strategy	Investment Plan	Potential Resources	Agency/ Partner Involvement	Target Population	Projected 1-Year Outcomes	Projected 5-Year Outcomes
Implement measures to deconcentrate poverty by bringing higher income assisted housing households into lower income developments	Continued and improved administration of Section 8 Rental Programs; Make alternative areas more attractive	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, Habitat, developers, LIHTC	Eligible households earning less than 80% of median income	1) Identify targeted areas; 2) Support the development or redevelopment of 5 affordable units in targeted areas	1) Conduct annual review of targeted areas; 2) Support the development or redevelopment of 25 affordable units in targeted areas
Implement measures to promote income mixing in assisted housing by assuring access for lower income families into higher income developments	Continued and improved administration of Section 8 Rental Programs; Make alternative areas more attractive	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers	Eligible households earning less than 80% of median income	1) Identify targeted areas; 2) Seek funds for utility and security deposits; 2) Support low-income homebuyer programs	1) Conduct annual review of targeted areas; 2) Seek funds for utility and security deposits; 2) Support low-income homebuyer programs

Implement assisted housing security improvements	Continue unit inspections procedures that emphasize safety and security	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers	Eligible households earning less than 50% of median income	1) Annual supervisory inspections of 5% of units; 2) Provide information regarding health and safety issues to 2,500 LI households	1) Annual supervisory inspections of 10% of units; 2) Review and revise lead paint hazard abatement procedures
Establish and utilize an Advisory Committee	Identify potential participants and designate duties for Advisory Committee	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG staff, tenants, past tenants, landlords, public service professionals, consultant/ facilitator	Eligible households earning less than 80% of median income	1) Form Advisory Committee and identify and define duties; 2) Begin monthly meetings	Continuation of Advisory Committee that meets monthly or quarterly as needed
Support the development of units or buildings for special need resident groups	Identify special need populations and related housing needs	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources, private resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, tenants, developers	Eligible households earning less than 80% of median income	1) Identify special need populations and related housing needs; 2) Initiate revisions of policies as needed; 3) Initiate special marketing aimed at special-need populations	1) Conduct annual reassessment of special need populations; 2) Revise policies as needed

HUD Strategic Goal 3: Promote self-sufficiency and asset development of families and individuals.

BVCOG Goal 5: Promote self-sufficiency and asset development of assisted households.

Strategy	Investment Plan	Potential Resources	Agency/ Partner Involvement	Target Population	Projected 1-Year Outcomes	Projected 5-Year Outcomes
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<p>Increase the number and percentage of employed persons in assisted families.</p>	<p>Continued and improved administration of Section 8 Rental Programs, with an emphasis on self-sufficiency</p>	<p>HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources</p>	<p>HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers, Texas Workforce Commission, Dept. of Human Services; Blinn College; Brazos Valley Workforce Commission; other employment related services</p>	<p>Eligible households earning less than 50% of median income</p>	<p>1) Identify number and percentage of employed persons in current assisted households; 2) Implement policies to encourage self-improvement with minimal negative financial impact; 3) Partner with local non-profits providing workforce and life-skill services; 4) Review and revise policies to encourage employment; 5) Develop measurable results regarding incidence/increase of employment; 6) Increase accessibility to services by extending hours/day of operation</p>	<p>1) Conduct annual assessments to review effect of policies on employment and to ensure positive measurable results</p>
<p>Provide or attract supportive services to improve assisted recipients' employability.</p>	<p>Continued and improved administration of Section 8 Rental Programs, with an emphasis on self-sufficiency</p>	<p>HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources</p>	<p>HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers, Texas Workforce Commission, Dept. of Human Services; Blinn College; Brazos Valley Workforce Development Board; other employment related services and programs</p>	<p>Eligible households earning less than 50% of median income</p>	<p>1) Become an active participant in Project Unity; 2) Provide 1,750 LI families with information regarding supportive services; 3) Implement quarterly newsletter "Connections"</p>	<p>1) Participate in 15 CPB meetings; 2) Provide 8,750 LI families with information regarding supportive services; 3) Continue quarterly newsletter "Connections"</p>

Provide or attract supportive services to increase independence for the elderly or families with disabilities, and other special need households.	Continued and improved administration of Section 8 Rental Programs	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, Elder-Aid, Twin City Mission, MH-MR, BV Rehab Center, Texas Rehabilitation Commission, developers, Texas Workforce Commission, Dept. of Human Services; Blinn College; Brazos Valley Workforce Commission; other employment related services	Eligible households earning less than 80% of median income	1) Identify special need populations; 2) Become an active participant in Project Unity; 3) Provide information regarding supportive services; 4) Initiate special marketing efforts aimed at special need populations; 5) Implement quarterly newsletter "Connections; 6) Initiate special presentations to residents of local homeless shelters and mental health facilities	1) Participate in 15 CPB meetings; 2) Provide 8,750 LI families with information regarding supportive services; 3) Continue quarterly newsletter "Connections
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HUD Strategic Goal 4: Ensure equal opportunity in housing for all Americans.

BVCOG Goal 6: Ensure equal opportunity and affirmatively further fair housing.

Strategy	Investment Plan	Potential Resources	Agency/ Partner Involvement	Target Population	Projected 1-Year Outcomes	Projected 5-Year Outcomes
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<p>Commit to and implement affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status, and disability.</p>	<p>Continued and improved administration of Section 8 Rental Programs</p>	<p>HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources</p>	<p>HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers</p>	<p>Eligible households earning less than 80% of median income</p>	<p>1) Distribute FHEO information to 1,750 LI households; 2) Add FHEO contact information to letterhead, application, and “Connections”; 3) Review Analysis of Impediments and barriers that affect housing choice; 4) Include FHEO article in “Connections”; 5) . Revise Administrative Plan to include definition of disproportionate need; 6) Identify any populations found to have disproportionate needs and develop marketing strategies; 7) Develop reference library for tenants and landlords; 8) Partner with other housing providers to coordinate services and management issues</p>	<p>1) Distribute FHEO information to 8,750 LI households; 2) Complete annual FHEO article in “Connections”; 3) Conduct annual Analysis of Impediments to housing choice; 4) Continue special marketing efforts to appropriate populations as needed</p>
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Commit to and implement 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.	Continued and improved administration of Section 8 Rental Programs	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers	Eligible households earning less than 80% of median income	1) Distribute FHEO information to 1,750 LI households; 2) Add FHEO contact information to letterhead, application, and "Connections"; 3) Identify suitable living environments in initial and annual unit inspections; 4) Include FHEO article in "Connections"	1) Distribute FHEO information to 8,750 LI households; 2) Add FHEO contact information to letterhead, application, and "Connections"; 3) Identify suitable living environments in initial and annual unit inspections; 4) Include annual FHEO article in "Connections"
Commit to and implement affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required.	Continued and improved administration of Section 8 Rental Programs	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers	Eligible households earning less than 50% of median income	1) Distribute FHEO information to 1,750 LI households; 2) Initiate special marketing efforts aimed at special need populations (i.e. MH-MR, elderly, HIV victims, frail elderly)	1) Distribute FHEO information to 8,750 LI households; 2) Continue special marketing efforts aimed at special need populations (i.e. MH-MR, elderly, HIV victims, frail elderly)
Create Positive Public Awareness through the expansion of family, owner, and community support of BVCOG's mission (Also See "Increase Customer Satisfaction" above	1) Continued and improved administration of Section 8 Rental Programs leading to increased customer satisfaction; 2) Increase Marketing efforts	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources, private funds	HUD, BVCOG, non-profit organizations, cities, media, landlords, tenants, Habitat	The Public; Eligible households earning less than 80% of median income	1) Complete 2 media events; 2) Review and revise policies to emphasize quality customer service	1) Complete 15 media events; 2) Continue Advisory Committee; 3) Conduct 10 Landlord meetings; 4) Participate in 15 CPB meetings

Local Strategic Goal 5 and BVCOG Goal 7: To attain and maintain a high level of standards and professionalism in the day-to-day management of all program components.

Strategy	Investment Plan	Potential Resources	Agency/ Partner Involvement	Target Population	Projected 1-Year Outcomes	Projected 5-Year Outcomes
Commit and adhere to a policy of excellent and quality customer service, consistency, and the recognition of diversity in the provision of assistance.	Continued and improved administration of Section 8 Rental Programs	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers	Eligible households earning less than 50% of median income	1) Complete 2 staff diversity trainings; 2) Develop and implement policies with emphasis on customer service; 3) Complete 2 staff trainings on customer service; 3) Complete 2 staff trainings on client sensitivity; 4) Partner with other agencies to cross-train staff; 5) Attend Project Unity Food Day	1) Complete 5 staff diversity trainings; 2) Complete 5 staff trainings on customer service; 3) Complete 5 staff trainings on client sensitivity
Identify and recognize customers to include tenants, landlords, staff/co-workers, HUD, the community, neighborhoods, and external colleagues.	Continued and improved administration of Section 8 Rental Programs	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers	Eligible households earning less than 50% of median income	1) Complete 2 staff diversity trainings; 2) Partner with other agencies to cross-train staff; 3) Actively participate in Project Unity and CPB activities; 4) Develop reference library for tenants and landlords	1) Complete 5 staff diversity trainings; 2) Partner with other agencies to cross-train staff; 3) Actively participate in Project Unity and CPB activities

Provide adequate and effective on-going staff training and education.	Continued and improved administration of Section 8 Rental Programs	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers	Eligible households earning less than 50% of median income	1) Complete 2 staff diversity trainings; 2) Partner with other agencies to cross-train staff; 3) Ensure that all staff complete HUD trainings; 4) Conduct monthly in-house training on federal regulations and local administrative processes; 5) Ensure that appropriate staff seek HUD certifications; 6) Partner with other housing providers to coordinate services and management issues; 7) Implement effective computer data entry and client tracking software	1) Complete 5 staff diversity trainings; 2) Partner with other agencies to cross-train staff; 3) Ensure that all staff attend annual HUD trainings; 4) Ensure that all appropriate staff attain and maintain HUD certifications; 5) Maintain effective computer data entry and client tracking software
Commit and adhere to a policy of family confidentiality and family respect.	Continued and improved administration of Section 8 Rental Programs	HUD Section 8 Housing Choice Voucher Program, other state/federal funds, non-profit resources	HUD, BVCOG Staff, Non-profit organizations, BVAHC, BVCAA, Cities of Bryan and College Station, consultants, landlords, developers	Eligible households earning less than 50% of median income	1) Complete 2 staff diversity trainings; 2) Partner with other agencies to cross-train staff; 3) Attend Project Unity Food Day; 4) Adopt and emphasize a "Family Code of Ethics"	1) Complete 5 staff diversity trainings; 2) Partner with other agencies to cross-train staff

Attachment C

Focus Group Review of BVCOG Administrative Plan

September 15, 2000

Each policy in BVCOG's Administrative Plan was reviewed with the following issues and questions to be addressed for each policy.

1. How does this policy support the BVCOG Vision Statement?
2. How does this policy support the Housing Vision Statement?
3. How does this policy promote self-sufficiency?
4. How does this policy impact the family financially?
5. How does this policy affect BVCOG's ability to meet HUD's regulations?
6. How does this policy improve accessibility to services?
7. How does this policy expand the supply of housing?
8. How does this policy improve the quality of housing?
9. How does this policy increase housing choice
10. How does this policy provide an improved living environment?
11. How does this policy ensure equal opportunity?
12. How does this policy contribute to attaining and maintaining a high level of standards and professionalism in the day-to-day program management?
13. What is the most significant impact of this policy overall?
14. Other suggestions, issues, or concerns:

General Comments:

- Policies should reflect actual operating procedures.
- Accessibility to services needs to be improved.
- BVCOG needs to enforce policies for penalties against families that abuse properties and do not pay their rent.
- Customer service needs to be a priority.
- More training regarding diversity and cultural differences should be required for staff.
- Need to raise professional level and qualifications of staff.
- Housing staff do not know the regulations and are not consistent in how they approach similar situations.
- Most of the policies appear to create consistency, but staff must know and adhere to the policies.

1. Chapter 1: Statement of Policies and Objectives

- a. Proposed revision to the Housing Mission Statement is included in Attachment B.
- b. Proposed revisions to the stated goals and objectives are included in Attachment B.
- c. It is not clear how hearing impaired persons can access BVCOG's services.
- d. Is it necessary for the application to be in the applicant's own handwriting? A lot of people have difficulties in writing – can they receive assistance from staff or others if they initial the

changes or the statements? It was stated that BVCOG staff are not allowed to write on the applications. You can't wait for families to ask for help in filling out the application or other forms- they may be too embarrassed to ask for help.

- e. The office operating hours do not provide adequate accessibility. It is not convenient for most people that work to have the office only open from 8-12 and 1-5. Could the office be open from 12-1 like most public agencies, with staff rotating lunch hours? Also, could some extended hours be available after 5:00 p.m., maybe until 7:00 p.m., with staff doing flex time on those days (i.e., coming in later in the morning and staying after 5:00?)
- f. BVCOG should do more active outreach to tenants and landlords.
- g. Could the application be available on the Internet for those that have that capability? That would also help other agencies with assisting families that they are serving.
- h. Could the Administrative Plan and other policies be made available on the Internet?

2. Chapter 2: Eligibility for Admission

- a. Need to clarify eligibility of students.
- b. BVCOG needs to enforce that families that abuse properties and owe unpaid rent or damages have violated their policies and can not be reassisted until those debts are repaid back to BVCOG and back to the damaged landlord.
- c. Sometimes policies don't work quick enough to allow for family circumstances. What can be done about this? Be reasonable about how to deal with special family circumstances.

3. Chapter 3: Applying for Admission

- a. Make applications and application process easier and simpler. Put on Internet. Extend operating hours to include lunch and after 5.
- b. Encourage tenants to mail documents in. Maintain mail log.
- c. What about utilizing a common application for all local housing programs. Or have operating agreement with agencies to share information.
- d. Application asks about mental health counseling – what is this information used for? Do you really contact the MH-MR caseworker?
- e. Need to work on elimination of duplication of efforts with other agencies, i.e., common application form or process.
- f. Educate other agencies about program eligibility requirements.
- g. Make sure policies are fairly and consistently applied by all staff.
- h. Staff aren't sure of the policies themselves.
- i. Admissions policies do not promote self-sufficiency. Families have to take off work too much to bring in information. Office is closed during lunch.
- j. Policy appears adequate to meet HUD's criteria.
- k. Use information on application to make referrals to other agencies. Have a comprehensive "client intake" process that looks at needs of entire family – helps them attain self-sufficiency if all issues are addressed, not just housing.
- l. Policy appears to support fair housing and equal opportunity in that no one is denied the right to apply for assistance.
- m. Better relationships with other agencies would assist in application process.
- n. Policy does establish procedures that ensure fair and consistent approach.

- o. Home visits for elderly persons or person with disabilities would be good, rather than phone interviews.
- p. Scheduling after-hour appointments for inspections and other appointments would be good.

4. Chapter 4: Preferences and Waiting List

- a. There should be a preference for homeless families and individuals. Families living in unstable and over-crowded situations (i.e., temporary living situations with relatives or friends) should be given “homeless” status.
- b. Alternative to a. above: Give homeless status only when waiting period is truly only 3 months or more (from time of application to time that assistance is provided).
- c. The policy is not clear – On Pages 4-4 – 4-5 there is discussion regarding Involuntary Displacement and Homeless, but it is not clear whether these are preferences. If so, change Homeless definition by removing the word “not” from the statement “Families who are residing with friends or relatives on a temporary basis will not be included in the homeless definition.”

5. Chapter 5: Subsidy Standards

- a. Policy needs to reflect the actual procedures for family moving into a smaller unit if family size decreases. Does the family have to move immediately or wait until annual recertification?

6. Chapter 6: Total Tenant Payment and Family Share Determination

- a. The policy needs to more clearly define “temporarily absent” and “permanently absent” – is it 60 days or 90 days??
- b. The policy is not clear on whether additions to a household have to have prior permission before the person moves in, or just report it afterwards. Does the landlord have to give approval of the new occupant also?
- c. The policy requires certified copies of some documents. Is this federally required? Certified copies are expensive.
- d. The policy does not allow child-care expenses to be an allowable deductible unless the children are being kept by a licensed day-care facility. Why? Is this federal policy? Maybe the family has nearby family members or relatives that can keep the child, maybe their relatives are closer to their home or to the school. Families of all income levels often prefer that their child be cared for in a private home of a relative rather than a licensed home.
- e. Why does the policy state that if an adult member of the household is available for child-care, then the child-care deduction is not allowable. What if my adult sister-aunt-cousin lives with me, but I don’t think they are suitable to care for my child?
- f. Comment: If a family notifies BVCOG prior to being temporarily absent, and the absence is for less than 180 days, then they should not be terminated. A shorter time would be used if the family does not notify BVCOG prior to leaving the unit temporarily, except for emergency situations.
- g. Sometimes private school costs are actually less than day-care costs. Why is this excluded? We should support self-improvement and cost-savings efforts of families, not penalize them.

7. Chapter 7: Verification Procedures

- a. The third-party verification procedure should include a requirement that BVCOG would utilize oral third-party verification in the event that there is no response within 7 days to a request for written third-party verification. For example, some employers would have absolutely no incentive to return verifications for ex-employees, and some do not care even if it is a current employee. The families should not be penalized for this. The procedure could include a system of “ticklers” that would remind the caseworker to verify the change over the phone as needed.
- b. BVCOG should educate routine third-party verifiers (i.e., Attorney General’s Office, DHS, Social Security, etc.) about the importance of the verifications.
- c. Comments again whether staff can assist families in completing or updating applications or information.
- d. Verification procedures do ensure that BVCOG is good steward of public funds.
- e. Policy probably doesn’t assist in identifying family needs, providing solutions, or improving quality of life.
- f. Policy does support self-sufficiency somewhat in that rental assistance is provided, however, procedures hinder accessibility.
- g. Need to improve BVCOG’s efforts at accessibility to other services.
- h. Need more respect for family’s needs and public trust (relationships with other agencies-caseworkers from other organizations are treated rudely).
- i. Policy does encourage families to be more responsible for completing information and getting it back to BVCOG.
- j. Policy is not thorough in identifying client hardships and accessibility issues and how to overcome problems.
- k. This policy adds undue hardships concerning rental assistance and remaining employed. Employment can mean that a family loses housing assistance because they miss a meeting because they can’t take off work.
- l. Policy appears to allow BVCOG to meet HUD regulations very well.
- m. This policy is a barrier to services (some are federally imposed barriers). BVCOG should also take these issues forward to a national level for policy changes.
- n. Childcare costs should be allowable even if children are not cared for at a licensed facility.
- o. Policy needs more orientation toward improving accessibility for ADA, hearing impaired, Spanish-speaking, etc.
- p. This policy needs a more individualized approach for families and more accountability by program management.
- q. Policy doesn’t identify or distinguish true emergency housing needs or individualization by participants. **Empower your staff!!**
- r. Put applications and verifications on-line.
- s. Employment and other verifications should include a postage-paid self-addressed envelope for third-party verifiers to use.
- t. Put more emphasis on customer service – use oral third-party verifications.
- u. Loss of paperwork is a constant complaint – tracking system must be put in place.
- v. Loss of jobs or change in employment situations – need immediate attention and should utilize oral verifications quickly.
- w. Income increases – local policy should not place hardships on family immediately. Reconsider having a longer time before increase in rent, even waiting until annual recertification no matter how much the increase is, unless they exceed 80% of median income. These families are still at very low or low-income levels.

- x. Crisis issues should be observed or more community resources should be utilized to allow individuals to obtain self-sufficiency.
- y. Meetings should be more accommodating to family needs – evenings and Saturday mornings.
- z. If original signatures are needed on documents, why can't it be mailed instead of requiring attendance at meetings.
- aa. A lot of other agencies provide free copies – BVCOG should also.
- bb. BVCOG should compensate for family travel costs if staff fail to show up for meetings without proper notice of cancellation.

8. Chapter 8: Voucher Issuance and Briefings

- a. Be careful about waiting for families to ask for help. They may be scared or embarrassed to say that they don't understand or need help.
- b. Everyone in the assisted housing business needs to really emphasize FHEO laws and rights. A lot of people do not know their true rights or what to do about it when they are treated unfairly. A lot of people are very scared to speak up.
- c. Landlord briefings may need to be held more often than annually, at least now until there are more units available.
- d. BVCOG needs to be much more active in its outreach efforts.
- e. Landlord briefings should be mandatory (may have to do over the telephone or do in writing).
- f. BVCOG needs to seek additional funds to help families pay utility and/or security deposits.

9. Chapter 9: Request for Approval of Tenancy and Contract Execution

- a. All leases should be reviewed for fairness.
- b. BVCOG needs to do as much as they can do to assist landlords with tenant screening.
- c. BVCOG needs to have a landlord packet or forms that inform them of their rights also.
- d. It is essential to quality customer service to have landlord briefings regularly.
- e. BVCOG should enforce the penalties for tenant abuse of the program if they abuse properties or don't pay rent. Tenants should "buy back" the right to be put back on the program.
- f. **Raise the FMRs!! Without landlords, there is no BVCOG housing program. Unfortunately, there will always be tenants.**
- g. This is the worse part, especially if you're a new landlord or tenant. This is confusing and BVCOG staff doesn't return phone calls.
- h. Make sure landlords know that BVCOG can provide tenant screening information and past landlord information.
- i. Need to clarify that if a tenant is leasing in place, and has an existing lease, does a new lease have to be resigned? If yes, why? Wouldn't the HAP begin when the unit passes inspection?

10. Chapter 10: Housing Quality Standards and Inspections

- a. It is good for low-income families for BVCOG to have HQS standards that are above the minimum HQS standards.
- b. The policy does help to define the responsibilities of landlords and tenants.

- c. The policy does promote self-sufficiency by providing for a decent place to live so that families can concentrate on other areas of their life.
- d. If the family does not take care of the units adequately and their actions or inactions result in damage beyond normal wear and tear, it could (and should) impact the families financially.
- e. The policy does appear to exceed HUD's minimum quality standards.
- f. Meeting the time deadlines for inspections is important to accessibility to services.
- g. This policy does not expand the supply of housing; it limits it.
- h. This policy raises the quality of housing and that is good.
- i. This policy does help ensure equal opportunity since it sets the guidelines and timelines for meeting HQS.
- j. Policy on Page 10-2 – who is responsible for having utilities turned on prior to inspection?
- k. Page 10-5 – The 2-day notification of inspection is not sufficient. It should be 10 days.
- l. Policy should allow that written permission of the head of household can allow that another adult of their choice be present for the inspection. This would allow household members who work to remain at work.
- m. If PHA cancels inspection, tenant and owner should be notified by phone and then follow-up in writing.
- n. On Page 10-7, is the date 10-2-95 correct? Should it be 10-2-98???
- o. On Page 10-9, tenants should supply batteries for smoke detectors. This is no different from replacing light bulbs.
- p. On Page 10-11, Emergency list is not inclusive. If utilities are not in service, does the tenant get 24 hours notice or 15 days notice? Not having utilities would also affect hot water and heat. Maybe the policy needs to clarify reason for no utilities – non-payment or if there is a repair needed.
- q. Page 10-12 is blank???
- r. On Page 10-13, BVCOG is supposed to contact the owner and have a broken smoke detector repaired within 24 hours. What if they can't reach the owner within that time frame?
- s. On Page 10-14, is the owner's HAP abated after the first inspection letter or the 2nd letter? Every unit could conceivably fail the first time.
- t. On Page 10-14, policy needs to clarify that the owner is responsible for sending a notification to reinspect.
- u. Policy on Page 10-15 is not clear on how to determine the amount of the reduction of the HAP.
- v. BVCOG needs to be more careful on the inspection letters and make sure that the language in the letter and who is responsible for the repair is correct.
- w. BVCOG should maintain documentation in the file whenever a tenant causes damages to unit that is noted in annual HQS inspections and this should be shared with prospective landlords.
- x. BVCOG should seek funds to help tenants with paying utility and security deposits.
- y. BVCOG should do everything they can do inspection units within 3-5 days of request in order to encourage more landlords.
- z. Tenants should be held responsible for damages and should be removed from the program.

11. Chapter 11: Owner Rents, Rent Reasonableness, and Payment Standards

- a. BVCOG needs to do everything they can do to raise the FMRs. It costs money to rent to HUD tenants.
- b. BVCOG should pay late payments when the HAP checks are not mailed on time.

- c. If there is an increase in the HAP because a tenant has less income, why is the owner penalized by BVCOG's policy to not pay any of the HAP? Why can't BVCOG pay the regular amount due as usual on the first of the month, and then pay the additional amount later in the month? Landlords have bills to pay also.
- d. BVCOG needs to be consistent in the determination of rents. Some families do not feel safe in living outside of their familiar neighborhoods.
- e. Educating the landlords about the rent reasonableness policy might would help. Involve them in the process.

12. Chapter 12: Recertifications

- a. On Page 12-2, if the anniversary data for the recertification doesn't change when the family move to another unit, then do they have to redo their paperwork twice a year????
- b. Can annual recertifications be done primarily by mail, especially with families that have few, if any, changes (i.e., elderly on Social Security)?
- c. Can another adult attend the recertification meeting if they have written permission of the head of household, especially if they work or are disabled?
- d. Not every tenant has been getting a 30-days notice of rent increase. This is a critical issue.
- e. On Page 12-6, if the Tenant Rent decreases, it is effective on the anniversary date. Maybe this policy needs to be clarified about the amount of decrease. What if a tenant loses their job?
- f. On Page 12-7, the policy states that the family must have prior permission of BVCOG to allow new household members, but the policy has stated elsewhere that the family must just report it within 10 days. Shouldn't the landlord also have to approve who can live in the unit and be allowed to screen them also?
- g. In consideration of the goal of self-sufficiency, please consider amending the policy regarding interim recertifications. Families should still be required to report increases in income, but change the policy to allow that no increase will be effective until the annual re-exam date. These families are still low income.
- h. BVCOG should obtain oral verification of income changes within 7-10 days in written verifications are not received. It is not the family's fault.
- i. On Page 12-9, consider changing the policy regarding employment income to be the annual re-exam or 6 months, whichever is longer. And do not limit it to one time.
- j. On Page 12-13, this policy seems to contract other policies regarding when a change in rent will occur. The last statement is too vague.
- k. BVCOG's policies should be more much stronger to encourage employment of families.

13. Chapter 13: Moves with Continued Assistance/Portability

- a. This policy appears consistent with HUD regulations, gives families the flexibility of choice of housing in better neighborhoods, gives families the ability to relocate to other communities and cities, creates employment options, provides a cushion for the family to re-establish when a move is required, and makes quality of housing more competitive.
- b. This policy creates more housing options for families.
- c. This policy allows families to move away from discriminatory practices.
- d. These guidelines appear to create consistency.
- e. BVCOG needs to enforce Family Obligations and not allow tenants to continue to move over and over again after they damage or abuse units or don't pay their share of the rent.

- f. There needs to be very close and effective communication between landlords and BVCOG during moves. Make sure that both parties understand exactly when the tenant is moving and the responsibilities of each.

14. Chapter 14: Contract Terminations

- a. The policy promotes the effective use of public resources, encourages landlord compliance, and develops public trust for the program.
- b. BVCOG must require that tenants also act responsibility and follow their Family Obligations.
- c. This policy requires tenants to live up to their lease requirements, even if HAP is terminated. This promotes self-responsibility, but does impact the family financially.
- d. This policy appears consistent with HUD guidelines.
- e. This policy appears to encourage landlords to become a Section 8 provider.
- f. This policy would appear to encourage landlord with higher quality units to be more willing to take HUD tenants.
- g. This policy may decrease housing choice.
- h. This policy includes equal treatment for tenants who walk out on leases.
- i. This policy provides both tenants and landlords with the parameters of legality.
- j. Policy needs to include what are the landlord's options.

15. Chapter 15: Denial or Termination of Assistance

- a. This policy ensures efficient use of public resources, an improved quality of life, and better customer service and consistency.
- b. This policy contains what the consequences are if tenants are denied assistance. Not sure how that promotes self-sufficiency, but it does encourage responsibility for your actions.
- c. If families are denied assistance, major impact on families financially. What to do?
- d. This policy does appear consistent with HUD regulations.
- e. Are files being properly documented when assistance is terminated so that future applications for assistance can be properly reviewed?
- f. This policy includes equal treatment.
- g. This policy helps to clarify the parameters for management.
- h. This policy "helps the good guys", clarifies the consequences for misconduct, and breeds fiscal responsibility.

16. Chapter 16: Owner Disapproval and Restriction

- a. Why can't families lease from relatives? If this is a federal regulation, then BVCOG should take action with HUD to oppose this. This policy further restricts the availability of housing and limits the rights of families to live where they choose.
- b. On Page 16-3, wouldn't the HAP contract legally terminate immediately upon the transfer of ownership of the property? A new contract with the new owner could be negotiated. This would perhaps lessen the confusion that someone who purchases an assisted unit might have regarding their right to a HAP check.

17. Chapter 17: Claims, Move-Out and Close-Out Inspections

- a. BVCOG should enforce that tenants who violate Family Obligations by damaging a unit or not paying their unit are removed from the program. Families should have to repay their debts before they can be re-assisted. BVCOG needs to “advertise” this and make sure that tenants understand that this will be enforced.
- b. The policy does not state how owners can verify damages to their unit, so that tenants can be held accountable.
- c. The policy does not state how owners can verify that tenants have not paid their rent so that the tenants can be held accountable.
- d. On Page 17-5, why is the security deposit deducted from the vacancy loss payment when the deposit is expressly collected for other purposes (i.e., security for unpaid rent and damages). Is this a violation of state law regarding security deposits?

18. Chapter 18: Owner or Family Debts to the PHA

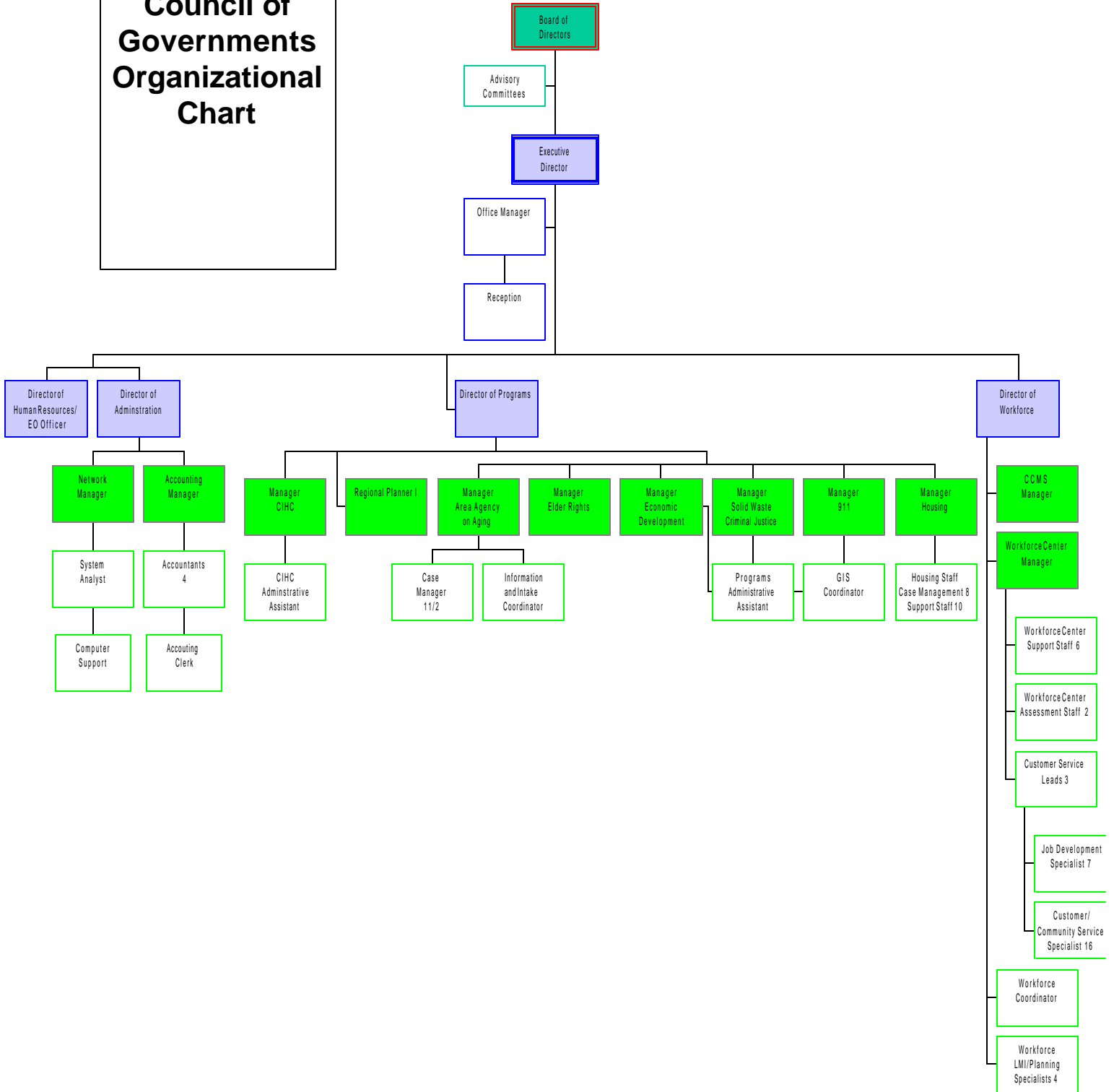
- a. The policy doesn’t address what happens if a family enters into a Payment Agreement, obtains assistance, and then fails to pay on the Payment Agreement. Is their continued assistance conditional on their prompt and regular payment of their debt? On Page 18-4, it isn’t clear as to when their assistance is terminated.
- b. Are the landlords notified that the family is obligated to pay on a Payment Agreement?
- c. Are these policies being enforced? If not, then the policies should reflect the actual procedures and policies that are being used.
- d. Page 18-8 is confusing as to what it means and what it is referring to.
- e. Page 18-9 references hardships including family members no longer working and it was in their control. It is not clear what this means.

19. Chapter 19: Complaints and Appeals

- a. On Page 19-2, the policy refers some complaints being directed to the Supervisor, some to the Assistant Manager, and then some to the Manager. It might be less confusing to tenants, the staff, and the public if there is a better defined or simpler process to handle disputes. Most complaint processes include the complaint first being discussed with the appropriate staff member, then referred to the immediate supervisor, and then to upper management staff (Housing Manager) for final resolution.
- b. What is the appeal process for complaints from owners?

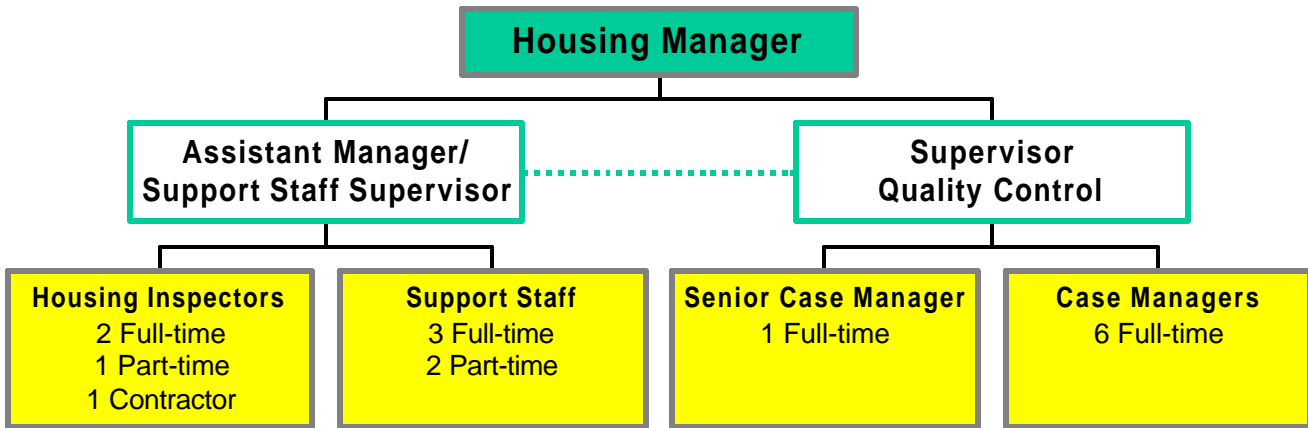
Attachment D

Brazos Valley Council of Governments Organizational Chart



Attachment E

BVCOG Section 8 Housing
Organizational Chart



**PHA Plan
Table Library**

The remaining sections do not apply to BVCOG.

**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	

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 year. 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				

