



City of Tyler
Housing Agency's
FY 2015- FY 2019 5-Year Plan

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This section defines the quantifiable accomplishments of the goals and objectives outlined in the Public Housing Agency's (PHA) 5 Year Plan for the period FY 2010-FY 2014. It also denotes the goals and objectives for the next 5 Year Period of FY 2015- FY 2019.

In developing the 5-Year FY 2015 – FY 2019 goals and objectives, input was derived from the focus group meetings of the City of Tyler Housing Agency's Resident Advisory Board. We feel this is an important element in going forward toward accomplishment of the mission of the Agency in instilling a sense of community pride and purpose in the City's assisted affordable housing program.

1. HUD Strategic Goal: Increase the Availability of Decent, Safe, and Affordable Housing

PHA's 5 Year Plan – FY 2010-FY 2014 Goal: Expand the supply of assisted housing by accomplishing the following objectives:

Applying for additional rental vouchers. Since the goal was established, the PHA has increased its number of vouchers by seventy-seven (77) additional vouchers. The additional vouchers received were Tenant Protection (52) and Veteran Affairs Supportive Housing (VASH) (25). The PHA has consistently looked for opportunities to increase its voucher allotment from the Department of Housing and Urban Development (HUD).

The current waiting list is an excellent indicator of the need that exists within our jurisdiction. There are currently 455 applicants on the waiting list. There were 1800 that applied when the list opened December 2014. The Housing Agency used a random selection process to choose 500 applicants, hopefully to assist within 24 months.

Leveraging private or other public funds to create additional housing opportunities. The PHA has initiated several areas to leverage other public and private funds to create additional housing during this period. One of the efforts that has provided some leverage is the city of Tyler's Community Development Block Grant (CDBG) and HOME Investment Partnership (HOME) programs. During this five year span, two Housing Choice Voucher Program Participants have utilized funds from Community Development's First Time Homebuyers Program.

Acquire or build units or developments. The Agency partnered with the Community Development Department and their funding was used to assist with infrastructure for a new elderly/disabled rental development and homes for homeownership.

PHA's 5 Year Plan – FY 2010-FY 2014 Goal: Improve the quality of assisted housing by accomplishing the following objectives:

Improve Section Eight Management Assessment Program (SEMAP) score. The Agency reached its goal of continuing to be a high performer rated agency during this time period. Also, the agency added the Family Self Sufficiency Program in 2010 and has maintained the grant for 5 consecutive years. The PHA

currently has a high performance rating from HUD based on our PHA's Plan, meeting or exceeding the three statutory standards of completeness, consistency and compliance.

Increase customer/client satisfaction. Critical to this effectiveness of this program is the continued cross training of staff and personnel in appropriate HUD training programs. During this period, a cross training matrix was created and implemented for all positions. A customer service satisfaction survey was also implemented during this period at each client and landlord briefing to gauge the effectiveness of our services to the population. Feedback from clients helped implement annual landlord briefings. More quality assurance and training has been instituted by management. We hold a commitment to ensure that our clients are knowledgeable about the annual housing inspections, and we want our landlords to continue working with our agency based on the quality of the clients that are housed in their properties. The PHA pays for a website for landlords to list their properties and implemented a section of the PHA website to provide another resource to the landlords.

Concentrate on efforts to improve specific management functions of the PHA. The PHA implemented quality control and streamline procedures to increase SEMAP scores. Management also implemented direct deposit payments for all landlord and tenants to reduce the margin of error. The PHA made changes to the waiting list process to conduct intake of electronic applications only. This helped reduce administrative burdens and allowed clients to access the application anywhere they had internet access.

Provide replacement vouchers. During this period, HUD offered the PHA 52 Opt-Out Vouchers from Henderson, TX and Palestine, TX and the Agency is currently providing assistance to these voucher holders.

PHA's 5 Year Plan – FY 2010-FY 2014 Goal: Increase assisted Housing Choice Vouchers by accomplishing the following objectives:

Provide voucher mobility counseling. The Agency consistently provides voucher mobility counseling to our clients. This is accomplished through a series of meetings, throughout the year, that we make available to our clients so that they may better understand the details and importance of mobility in their housing choices. These counseling sessions have shown increased results in locating tenant in units outside of areas of poverty and minority concentration within our jurisdiction.

Conducting out-reach efforts to potential voucher landlords. The Agency has increased the number of events attended and increased the use of media therefore the number of landlords has increased.

Increasing voucher payment standards. In an effort to stay competitive in the housing rental market, the PHA has and will continue to have an aggressive voucher payment standard with HUD. The Fair Market Rent standard for our jurisdiction is at or above 100% of the HUD FMRs for the area.

In order for the Agency to remain competitive, we need to continue to move toward the 110% of FMR stand for the area. Annually, we review the FMR for all bedroom sizes and reconsider its impact on adequacy in both the success rate and rent burden of assisted families. The Agency has increased its payment standard three times (3x) in the last five year period.

Implementing a voucher homeownership program. The Agency has successfully implemented and maintained the Homeownership Program and has had as many as 20 clients become homeowners, 5 during this period.

2. HUD Strategic Goal: Improve Community Quality of Life and Economic Vitality

PHA Five Year Plan FY 2010-FY 2014 Goal: Promote self-sufficiency and asset development of assisted households, by the following:

Increase the number and percentage of employed persons in assisted families. The Agency has noticed an increased number clients voucher holders with part-time and full-time employment.

Provide and/or attract supportive series to improve assistance recipients' employability. The Agency has partnered with the local Texas Workforce Agency to conduct several job fairs and employment readiness seminars to assist clients with resources for employment. The Agency is continually looking at area non-profits to support and supplement the needs of our Housing Choice Voucher clients.

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

PHA Five Year Plan FY 2010-FY 2014 Goal: Ensure equal opportunity and affirmatively further fair housing.

Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex familiar status, and disability. The Agency is committed to accessing decent affordable housing in all areas of our community. In unison with the counseling of clients on the program, mentioned earlier, the Agency also markets to property owners outside of the areas of poverty and minority concentration.

Undertake affirmative measures to provide a suitable living environment for families living in assisted housing regardless of race, color, religion, national origin, sex, familiar status, and disability. The Agency strives to implement measures that will ensure a suitable living environment for all clients. Annual, quality control and special inspections of residential units if one of our highest priorities of the Administrative Plan activities.

The following Goals/Objectives describes the PHA's 5-Year Plan for FY 2015- FY 2019.

1. HUD Strategic Goal: Increase the Availability of Decent, Safe, and Affordable Housing

PHA's 5 Year Plan – FY 2015- FY 2019 Goal: Expand the supply of assisted housing by accomplishing the following objectives:

Applying for additional rental vouchers. Due to the response of over 1800 citizens to the opening of the City of Tyler's Waiting List in December 2014, the Agency has a goal of applying for at least 500 additional Housing Choice Vouchers during the next five year period. Also, the Agency will apply for 25 more VASH vouchers.

Leveraging private or other public funds to create additional housing opportunities. Coordinate with existing and /or future financial and social service agencies within the community to assist with needed support activities such as deposit assistance for families. The goal for the next five years is to continue to leverage the city of Tyler's Community Development Block Grant (CDBG) and HOME Investment Partnership (HOME) programs for funds via the Community Development's First Time Homebuyers

Program. The plan is to have 10 additional voucher participants to utilize this program to obtain homeownership.

Acquire or build units or developments. The Agency will partner with the Community Development Department to acquire and build housing for elderly and/or disabled families, both rental and homeownership.

PHA's 5 Year Plan – FY 2015- FY 2019 Goal: Improve the quality of assisted housing by accomplishing the following objectives:

Improve Section Eight Management Assessment Program (SEMAP) score. The Agency's goal is to continue to be a high performer agency for the next 5 years.

Increase customer/client satisfaction. Critical to this effectiveness of this program is the continued cross training of staff and personnel in appropriate HUD training programs. During the next five years, the agency will have a goal to increase customer and client satisfaction and continue to monitor via surveys and public hearings. Another goal is to continue to respond to requests from clients and conduct briefings for all voucher holders and landlords.

Concentrate on efforts to improve specific management functions of the PHA. Management has goals to continue to properly utilize HUD programs such as Enterprise Income Verification (EIV), Voucher Management Systems (VMS) and Public and Indian Housing Information Center (PIC) to monitor program compliance. A goal for management is to implement and maintain paperless files to increase agency productivity.

Provide replacement vouchers. If HUD offers Opt-Out Vouchers, then the Tyler PHA will pursue these vouchers.

PHA's 5 Year Plan – FY 2015- FY 2019 Goal: Increase assisted Housing Choice Vouchers by accomplishing the following objectives:

Provide voucher mobility counseling. The Agency will continue to provide voucher mobility counseling to our clients.

Conducting out-reach efforts to potential voucher landlords. The Agency will maintain the frequency of training for landlords on the Housing Choice Voucher Program and implement a newsletter to the current and potential landlords to market the program. Social media will also be utilized for outreach to potential landlords.

Increasing voucher payment standards. In an effort to stay competitive in the housing rental market, the PHA has and will continue to have an aggressive voucher payment standard with HUD. In order for the Agency to remain competitive, we need to continue to move toward the 110% of FMR stand for the area. We review the FMR for all bedroom sizes, annually, and reconsider its impact on adequacy in both the success rate and rent burden of assisted families.

Implementing a voucher homeownership program. The Agency will continue to promote homeownership for all voucher holders with a goal of 5 annually. The Agency will conduct and maintain in house homebuyer education.

2. HUD Strategic Goal: Improve Community Quality of Life and Economic Vitality

PHA Five Year Plan FY 2015- FY 2019 Goal: Promote self-sufficiency and asset development of assisted households, by the following:

Increase the number and percentage of employed persons in assisted families. The Agency will continue to partner with workforce agencies and other nonprofits to assist clients with employment. The PHA will also conduct job fairs and invite all vouchers holders and require all unemployed clients to attend.

Provide and/or attract supportive series to improve assistance recipients' employability. The Family Self-Sufficiency (FSS) program will continue to promote and assist families gain employment via resources in the community. The Agency is continually looking at area non-profits to support and assist the needs of our Housing Choice Voucher unemployed elderly/disabled clients whom desire employment.

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

PHA Five Year Plan FY 2015- FY 2019 Goal: Ensure equal opportunity and affirmatively further fair housing.

Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familiar status, and disability. The Agency will continue to encourage and facilitate promotion of Fair Housing in the community with other CDBG and HOME program activities. Specific tasks will involve coordination in Fair Housing Fairs and updating media campaign information on the Agency's programs.

Undertake affirmative measures to provide a suitable living environment for families living in assisted housing regardless of race, color, religion, national origin, sex, familiar status, and disability. The Agency will conduct special outreach marketing efforts to attract Housing Choice Voucher landlords and housing developers. The Agency will also ensure that clients have access to HUD's Fair Housing complaint process.

Tyler PHA Jurisdiction's Housing Needs

The housing needs of the PHA's waiting lists clearly demonstrates that elderly and/or disabled families make up the majority (70%) of those waiting for housing. Given this factor, there is a need for ADA accessible units for this population.

Future analysis of the current waiting list, in comparison to the FY 2010 Annual Plan's waiting list, shows a significant need for elderly/disabled families seeking housing. The Agency had over 1800 citizens apply during a 15- day period and over 1300 applicants that met the live and/or work in Smith County preference. The PHA's strategy to annually review and maintain an aggressive comparative FMR payment standard has enabled our families to rent throughout the jurisdiction. This strategy has also ensured access to quality affordable housing, for families, regardless of the unit size required, or area location.

Accessibility to adjoining cities and counties surrounding the Smith County area will further expand and increase the supply of availability affordable housing to the PHA's clients. This can be accomplished by developing an area wide marketing strategy for new landlords, particularly in the single family rental housing market segment.

To further accommodate the "Elderly and/or Disabled family" category, the PHA will aggressively seek a nonprofit provider that will work with the City Housing Department in the application of a federally funded 202 Elderly housing development within our city. The PHA will continue to establish a preference on the waiting list for this category.

In summary, the Tyler PHA will continue to evaluate the affordability, supply, quality, and location of housing for our families; through annual administrative programs that review the impact of these criteria on our overall housing needs.