



B.3 Progress Report

B.3 Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.

Expand Assisted Housing Opportunities

- (a) Continue progress on expansion of VASH program, including full utilization of those Vouchers.
- In 2018, the NHA received an Award for an additional 25 VASH Vouchers.
 - Additional efforts to reach full utilization continue to be a struggle because of the high turnover endemic in the VASH program.
 - Awaiting approval from HUD on MOU converting unused VASH ineligible vouchers to another service provider.
- (b) As PBV is consistent with goals of de-concentration of poverty and expanding housing & economic opportunity, the NHA will issue an RFP and apply to HUD for project-basing of vouchers for a VASH project in 2014 in response to PIH 2014-03; the NHA's Administrative Plan contains all relevant policies regarding selection of proposals and is compliant with 24 CFR 983.
- YTD as of March 1, 2020, 111 of our 129 project based vouchers are leased.
 - The NHA is looking to issue 11 PB VASH Vouchers to a New Construction Women's Complex in 2020.
- (c) Continue utilizing Exception Payment Standard to allow voucher holders greater flexibility in the use of their vouchers, and apply for 120% Exception Payment Standard, if justified by need.
- NHA adopted new payment standard for FY20 that increased previously approved decrease based on the FMR's.
 - NHA will continue to review and approve exceptions to the payment standard as needed in accordance to Administrative Plan and HUD regulations.

Improve Quality of Housing

- (a) Utilize Capital Fund grants for upgrades in accord with Physical Needs Assessment.
- A new Green Physical Needs Assessment completed in January of 2019, and 5-Year Action Plan developed in conjunction with completion of Physical Needs Assessment is part of this Plan.
 - Continued progress employing effective maintenance and management policies to minimize the need for of public housing units off-line.
 - Continue making inroads to reduce turnover time of Federal units.
- (b) Collaborate with larger area PHAs to offer Section 8 for homeownership, and self-sufficiency programs.
- Referrals are made to Holyoke and Greenfield HA's for participants interested in FSS, and to Holyoke HA's for participants interested in Home Ownership program.

Improve Cost Efficiency and Resident Satisfaction

- (a) Produce Lease Orientation Video, and HQS video.
- Purchased Nan McKay's PH and S8 Briefing Videos
- (b) Reduce energy and utility costs for agency and residents by utilizing energy efficient appliances and fixtures, and upgrading heating plant with high-efficiency boilers, etc.
- All appliances purchased have been energy star/energy efficient.
 - NHA is currently soliciting additional energy providers that offer additional energy efficient education, audits, and options than our existing provider PowerOptions.



- NHA continues to incorporate and install low-flow aerators, showerheads, and LED lighting in common areas and utilize shutoff sensors/timers when possible.
- (c) Reduce Lease-up time for public housing units.
 - While occupancy rate remains at 100%, further progress can be made in reducing unit turnover time. Action steps include speeding up maintenance start-up of vacancies, making unit offers at time of vacancy, showing units to prospective residents in their turnover condition, and seeking commitments for unit acceptance upon completion of vacancy turnover at that time.
- (d) Continue innovative Resident Benefit Counseling Program to assure all PHA residents are receiving benefits for which they are entitled.
 - Attorney running the program took a leave-of-absence and then ended her contract with NHA.
 - This goal has been removed and updated with new Resident Services funding in the FY18 budget.
- (e) NHA will conduct its Energy Audit in this coming year, along with conducting its PNA once HUD issues its final PNA rule.
 - NHA Conducted Energy Audit and is following all recommendations in the GPNA produced in January of 2019.
- (f) Assess resident satisfaction with NHA functions, as well as gage interest in issues affecting resident life.
 - NHA conducts surveys in conjunction with annual plan yearly, the most recent survey and results were included in the 2019 annual plan.
 - Monthly NHA sends out to 10% of all completed work orders a survey to gauge satisfaction of work completed.

Improve Community Quality of Life

- (a) Continue to utilize CORI and to better screen applicants.
 - All applicants have criminal background checks conducted prior to admission.
- (b) Continue to partner with the Northampton Public Schools for after school enrichment programs at 26-1.
 - Program still occurs annually with help from Gwen Agna School and the Early Childhood coordinator from Northampton Public Schools.
- (c) Continue Policies that Address Non-Smoking in Public Housing.
 - Continue to work with Tenant Association at McDonald House and residents at Florence Heights to address this public health issue by providing: Smoke Free Housing Toolkit for Residents, ongoing smoking cessation programs hosted, flyers regularly distributed on MassHealth free smoking assistance, and annually resident's sign the smoke-free addendum at reexamination are offered information on how to quit smoking.
- (d) Encourage development of Tenant Association at Florence Heights.
 - Resident Survey still show that shows there is very little to no interest in development of a Tenants Association at Florence Heights. The NHA has budgeted for a resident's services coordinator which will make additional efforts to organize one.
- (e) Develop Web Site and Facebook page for Agency to provide residents and the public with information about the NHA.
 - Website has been active since 2019 and is updated monthly. Website is: NorthamptonHousing.org.