# 5-Year PHA Plan (for All PHAs)

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

OMB No. 2577-0226 Expires: 03/31/2024

Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. The Form HUD-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

PHA Inform	nation.						
PHA Name: _	North	ampton Housi	ng Authority	PHA Code:MA026			
PHA Plan for Fiscal Year Beginning: (MM/YYYY): _07/2021_ The Five-Year Period of the Plan (i.e. 2019-2023): _2022-2026 PHA Plan Submission Type: ☑ 5-Year Plan Submission ☐ Revised 5-Year Plan Submission							
A PHA must ic and proposed F reasonably obta submissions. A office of the PH each resident c The proposed I the public at th	lentify the september of the Allan and addition at a minimum HA. PHAs ouncil a coperate following on Office –	specific location re available for available for all information arm, PHAs must are strongly erpy of their PHA. PHA Plan Elements locations:	on(s) where the proposed PHA P r inspection by the public. Addit on the PHA policies contained at post PHA Plans, including upon accouraged to post complete PHA A Plans.  ents and all information related  Street, Northampton, MA 01060		formation relevant to formation on how the scluded from their st roject (AMP) and ma PHAs are also encound dates, will be availa	o the public hea e public may reamlined ain office or cer raged to provide	
	шатрюп г	Housing Autho	rity Website – <u>www.northampto</u>	onhousing.org/2023FederalAnnuall	<u>Plan/</u>		
☐ PHA Consc		k box if submi	tting a Joint PHA Plan and com	plete table below.)			
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# **B. Plan Elements.** Required for <u>all PHAs completing this form.</u>

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 for the next five years.

The Northampton Housing Authority's mission is to be a leader in the housing industry by providing exceptional housing opportunities while achieving high levels of customer satisfaction, promoting self-sufficiency and neighborhood stability, and being a long-term asset to the community. We will achieve this by developing public/private partnerships, creating entrepreneurial opportunities and by employees and residents holding themselves to our Gold Standards of Excellence.

**B.2** Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income, very low-income, and extremely low-income families for the next five years.

#### 1. Expand Assisted Housing Opportunities

- (a) Apply for additional rental vouchers, as they are available.
- (b) Target expansion of VASH program, including full utilization of those Vouchers, as well as implementing project-basing of vouchers
- c) Actively review FMR's and two-year tool to provide highest Payment Standard allowable to allow voucher holders greater flexibility in the use of their vouchers and reduce rent burden.

#### 2. Improve Quality of Assisted Housing

- (a) Utilize Capital Fund and grants to upgrade the 110 public housing units in accordance with Physical Needs Assessment and/or modernize.
- (b) Explore opportunity for RAD Conversion.
- 3. **Collaborate** with larger area PHAs to offer programs not currently available to Section 8 Voucher Participants such as Homeownership and Family Self-Sufficiency (FSS).

## 4. Improve Cost Efficiency and Resident Satisfaction

- (a) Produce and/or Utilize Educational Videos for: Initial Briefings, Lease Orientation, HQS, Family Self-Sufficiency, Financial Education, and Lease compliance.
- (b) Utilize Energy Audits/Evaluations to reduce energy and utility consumption/costs for agency and residents by utilizing energy efficient appliances and fixtures and education.
- (c) Fine-tune its processes to help residents identify the critical needs and coordinate them across the supportive services through resident services.

## 5. Improve Community Quality of Life

- (a) Utilize CORI and Online Rental Exchange to better screen applicants.
- (b) Partner with local organizations/entities such as the Northampton Public Schools to provide after school enrichment programs at Florence Heights, family development.
- (c) Enforce policies that address Non-Smoking in Public Housing.
- (d) Encourage development of Tenant Association at Florence Heights.
- (e) Collaborate with city officials on grant opportunities to better our properties and would like to install playground at our federal family units.
- (f) Install security cameras to help reduce crime activity and be able to share with local police to help fight crime and increase the safety of our tenants.

## 6. Attract, Retain and Develop Qualified Staff

- (a) Offer career opportunities and benefits that successfully compete with other housing authorities as well as private and public employers.
- (b) Foster workplace environment where employees feel supported and encouraged to pursue on-going professional development.
- (c) Provide access to training programs and certifications for all employees.

## 7. Increase Public Awareness of Agency and Affordable Housing

- (a) Promote housing programs through quarterly new landlord trainings.
- (b) Promote initiatives through comprehensive communications program.
- (c) Pursue opportunities for collaboration and partnership with local organizations and entities.

## 8. Additional Compliance and Asset Management

- (a) NHA is refining its asset management of Public Housing providing more direct on-site management and maintenance of public housing assets.
- (b) Provide quarterly educational opportunities for all staff to improve HUD compliance at Public Housing developments and for the Section 8 program.

#### 9. Excellence in the Administration of Programs

- (a) Maintain 95% or better occupancy/utilization rate for each NHA housing program.
- (b) Earn a High Performer designation through the Public Housing Assessment System (PHAS) and the Section 8 Management Assessment Program (SEMAP).
- (c) Ensure that the capital fund grants are being used for the public housing moderation based on the current updated GPNA.
- (d) Explore opportunity for RAD Conversion.

#### **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.

#### (e) Expand Assisted Housing Opportunities

- a. Apply for additional rental vouchers, as they are available.
  - i. In November of 2019 we were awarded 15 Mainstream vouchers.
  - ii. In June of 2021 we were awarded 17 Emergency Housing Vouchers.
- b. Target expansion of VASH program, including full utilization of those Vouchers, as well as implementing project-basing of vouchers
  - Additional efforts to reach full utilization continue to be a struggle because of the high turnover endemic in the VASH program.
  - ii. In October of 2019, we hired an additional occupancy specialist whom is assigned only the VASH program which has made significant improvements to the processing of VASH.
  - In August of 2021, we hired an additional occupancy specialist whom is focused on our EHV vouchers and new admissions.
- c. Actively review FMR's and two-year tool to provide highest Payment Standard allowable to allow voucher holders greater flexibility in the use of their vouchers and reduce rent burden.
  - i. In March of 2022 the FMR's were updated.

#### (f) Improve Quality of Assisted Housing

- a. Utilize Capital Fund and grants to upgrade the 110 public housing units in accordance with Physical Needs Assessment and/or modernize.
  - 5-Year Action Plan developed in conjunction with completion of Physical Needs Assessment is part of this Plan.
- b. Explore opportunity for RAD Conversion.
  - i. NHA will seek approval from board in the coming years to send out an RFP for a consultant to analyze whether the benefits to the housing authority and residents.
- (g) Collaborate with larger area PHAs to offer programs not currently available to Section 8 Voucher Participants such as Homeownership and Family Self-Sufficiency (FSS).
  - a. NHA makes referrals to Holyoke and Greenfield HA's for participants interested in FSS, and to Holyoke HA's for participants interested in Home Ownership Program.

# (h) Improve Cost Efficiency and Resident Satisfaction

- a. Produce and/or Utilize Educational Videos for: Initial Briefings, Lease Orientation, HQS, Family Self-Sufficiency, Financial Education, and Lease compliance.
  - Staff utilize a briefing video for HCV in addition to a formal presentation conducted by HCV Property Manager.
- b. Utilize Energy Audits/Evaluations to reduce energy and utility consumption/costs for agency and residents by utilizing energy efficient appliances and fixtures and education.
  - i. NHA continues to seek additional ways to reduce energy.
  - ii. Newsletters sent out to PH residents include tips/education on reducing energy.
- c. Fine-tune its processes to help residents identify the critical needs and coordinate them across the supportive services through resident services
  - NHA hosts monthly meetings with residents in addition to continually seeking feedback with our Family and Elderly Resident Services Coordinators assigned to properties.

#### (i) Improve Community Quality of Life

- a. Utilize CORI and Online Rental Exchange to better screen applicants.
  - i. Staff continues to utilize Online Rental Exchange and CORI for screening.
- b. Partner with local organizations/entities such as the Northampton Public Schools to provide after school enrichment programs at Florence Heights, family development.
  - Grant was renewed in 2019 for Florence Heights and continues to host after school programs two days a week for children/families.
- c. Enforce policies that address Non-Smoking in Public Housing.
  - Staff continue to provide ongoing education in the form of referrals to RSC team, newsletter tips, and smoking cessation classes/referrals. Lease violations continue to be sent by the property manager.
- d. Encourage development of Tenant Association at Florence Heights.
  - i. RSC and Management Teams continue to discuss with residents the possibility.
- e. Develop Website for Agency to provide residents and the public with information about the NHA.
  - . Website has been active since 2019 and is updated monthly.

- f. Collaborate with city officials on grant opportunities to better our properties and would like to install playground at our federal family units.
  - NHA continues to apply for various grants available including CDBG and CPC. NHA was awarded CDBG funds and CPC funds for several state properties and will continue to seek funds for federal.
- g. Install security cameras to help reduce crime activity and be able to share with local police to help fight crime and increase the safety of our tenants.
  - Capital Fund Grant for FY 23 and FY24 contains funding for installation at both federal developments.
- h. Encourage/support tenants at all properties to join/create a neighborhood watch organization.
  - NHA is working with one state property in which the organization has been up and running for just under a year. NHA will utilize the RSC team to connect properties/residents to create at federal properties if desired.
- Resident services coordinator will added to federal property to coordinate communication between tenants and local service providers.
  - i. Both developments were budgeted and had RSC staff since 2019.

## (j) Attract, Retain and Develop Qualified Staff

- a. Offer career opportunities and benefits that successfully compete with other housing authorities as well as private and public employers.
  - NHA has promoted several employees to management staff through review of their dedication, commitment, and documented success. Additionally, NHA continues to review its benefits package and remain competitive in the surrounding county.
- b. Foster workplace environment where employees feel supported and encouraged to pursue on-going professional development.
  - i. NHA teams regularly host meetings and encourage staff to seek professional development.
- c. Provide access to training programs and certifications for all employees.
  - Staff have been offered HAI trainings, and one-on-one training from manager and compliance senior manager.

### (k) Increase Public Awareness of Agency and Affordable Housing

- a. Promote housing programs through quarterly new landlord trainings.
  - i. NHA is finalizing presentation and is working on hosting trainings.
- b. Promote initiatives through comprehensive communications program.
  - NHA has reorganized in-person traffic so that our section 8 reception area only receives HCV
    participants and landlords and our Public Housing Properties have offices. Additionally, NHA
    has started a newsletter for PH properties and is developing a voucher participant and landlord
    newsletter.
- c. Pursue opportunities for collaboration and partnership with local organizations and entities.
  - i. NHA works collaboratively with the Center for Human Development and the Tenancy Preservation Program as well other local organizations to offer or coordinate the delivery of voluntary tenancy support and other services and supports to persons with disabilities.
  - NHA leveraged resources from a partner organizations (Community Action of Pioneer Valley, Catholic Charities, Soldiers On, and Way Finders) to assist with the cost of securing units rent deposit, move-in costs, and/or furniture.

#### (l) Additional Compliance and Asset Management

- a. NHA is refining its asset management of Public Housing providing more direct on-site management and maintenance of public housing assets.
  - i. In July of 2019, we opened offices at our 6 main properties making all 7 of our developments have office and maintenance coverage.
- b. Provide quarterly educational opportunities for all staff to improve HUD compliance at Public Housing developments and for the Section 8 program.
  - Staff have been offered HAI trainings, Nelrod Calculation Trainings, and one-on-one training from manager and compliance senior manager.
- NHA has launched the Landlord Portal and our goal is to have 100% of landlords signed-up and on ACH.
  - i. NHA currently has 98% of landlords signed-up for ACH.

#### (m) Excellence in the Administration of Programs

- a. Maintain 95% or better occupancy/utilization rate for each NHA housing program.
  - 1. NHA achieved 100% utilization of its VASH ineligibles in 2019.

	2. Additional efforts to reach full utilization continue to be a struggle because of the high turnover
	endemic in the VASH program.
	b. Earn a High Performer designation through the Public Housing Assessment System (PHAS) and the
	Section 8 Management Assessment Program (SEMAP).  1. PHAS FY19 rating received: High Performer
	<ol> <li>Section 8 and Finance team members attended a training in 2019 and achieved Standard Performer for SEMAP</li> </ol>
	c. Ensure that the capital fund grants are being used for the public housing moderation based on the current
	updated GPNA 2019.  1. 5-Year Action Plan developed in conjunction with completion of Physical Needs Assessment is
	part of this Plan.
	<ul><li>d. Explore opportunity for RAD Conversion.</li><li>1. NHA will seek approval from board in the coming years to send out an RFP for a consultant to</li></ul>
	analyze whether the benefits to the housing authority and residents
B.4	Violence Against Women Act (VAWA) Goals. Provide a statement of the PHA's goals, activities, objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.
	<ul> <li>NHA will continue to provide training for all staff that manage the properties and whom are part of our Section 8 Department on the legal ratification and compliance on VAWA Rules and Regulations.</li> </ul>
	<ul> <li>NHA has updated its Public Housing Admissions and Continued Occupancy Policy to include required VAWA Regulations.</li> </ul>
	<ul> <li>NHA has updated it Federal Public Housing Lease to include VAWA addendum.</li> </ul>
	NHA will collaborate with local law enforcement, victim service providers, section 8 landlord's, and other housing
	<ul> <li>authority's to ensure the safety and wellbeing of our tenants and voucher participants.</li> <li>NHA will continue to seek opportunities to support and help victims of violence and respond to incidents according to</li> </ul>
	NHA Policy and Procedures, and, HUD, Federal, and local regulations.
	NHA will include a list of service providers in our VAWA Policy and make available service list to the public.
C.	Other Document and/or Certification Requirements.
C. C.1	
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C.1	Other Document and/or Certification Requirements.  Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.  Significant Amendment and Substantial Deviation/Modification" is defined by the NHA as:  1. Any discretionary changes or amendment to the ACOP or Section 8 Administrative Plan-notwithstanding those merely providing NHA staff advice or instruction of a procedural nature—that implements a change in the program rules as a result of a change in Federal Law, Regulation, PIH Notice or NHA Policy, or change that results in an amendment to the NHA's mission, or occupancy standards.  2. Any addition as non-emergency work items to the existing 5-Year Capital Plan that exceeds 20% of an annual grant award.  3. Any changes in plans for demolition, disposition, conversion, mixed financing including use of the Capital Fund as a financing component, or home ownership programs.  4. Any modification resulting from the annual budget process or change in funding for housing assistance payments, updates to utility allowances, or payment standards not requiring HUD approval, or through the issuance of PIH notices, HUD memoranda or Federal Register changes are not considered Significant Amendments and Substantial Deviation/Modifications.  Resident Advisory Board (RAB) Comments.  (a) Did the RAB(s) have comments to the 5-Year PHA Plan?  Y N

C.3	Certification by State or Local Officials.
	Form HUD-50077-SL, Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan, must be submitted by the PHA as an electronic attachment to the PHA Plan.
	The signed form will be included in the final submission of the Annual Plan.
C.4	Required Submission for HUD FO Review.
	(a) Did the public challenge any elements of the Plan?
	Y N
	(b) If yes, include Challenged Elements.
	Any challenges will be included with the final submission.

## D. Affirmatively Furthering Fair Housing (AFFH).

#### **D.1**

Affirmatively Furthering Fair Housing. (Non-qualified PHAs are only required to complete this section on the Annual PHA Plan. All qualified PHAs must complete this section.)

Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR  $\S$  5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR  $\S$  903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.

## **Fair Housing Goal:**

## Describe fair housing strategies and actions to achieve the goal

## Increase access to housing for disadvantaged populations through program offerings:

- (1) HUD VASH program administered by Northampton Housing Authority combines the HCV section 8 rental assistance program for homeless veterans with case management and clinical services provided by the Department of Veteran Affairs (VA).
- (2) Emergency Housing Vouchers (EHVs) provide rental assistance for individuals and families who are homeless, at-risk of homelessness, recently homeless, and survivors of domestic violence, dating violence, sexual assault, stalking and human trafficking.

## **Fair Housing Goal:**

## Describe fair housing strategies and actions to achieve the goal

Increase Fair Housing information on Northampton Housing Website and at physical locations.

Include educational material and resources on our website, promote the use of our website, and have documentation such as booklets, pamphlets, and other resources available at all our physical office locations.

# **Fair Housing Goal:**

### Describe fair housing strategies and actions to achieve the goal

# Create educational opportunities for community

Partner with other agencies in fair housing to host and provide training to landlords, property managers, the general public, and staff to reduce housing discrimination.

# **Instructions for Preparation of Form HUD-50075-5Y - 5-Year PHA Plan for All PHAs**

- A. PHA Information. All PHAs must complete this section. (24 CFR § 903.4)
  - A.1 Include the full PHA Name, PHA Code, PHA Fiscal Year Beginning (MM/YYYY), Five-Year Period that the Plan covers, i.e. 2019-2023, PHA Plan Submission Type, and the Availability of Information, specific location(s) of all information relevant to the hearing and proposed PHA Plan.
    - PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table.

#### B. Plan Elements.

- **B.1 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 for the next five years. (24 CFR § 903.6(a)(1))
- **B.2** Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income, very low-income, and extremely low-income families for the next five years. (24 CFR § 903.6(b)(1))
- **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. (24 CFR § 903.6(b)(2))
- **B.4** Violence Against Women Act (VAWA) Goals. Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. (24 CFR § 903.6(a)(3)).

#### C. Other Document and/or Certification Requirements.

C.1 Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan. For modifications resulting from the Rental Assistance Demonstration (RAD) program, refer to the 'Sample PHA Plan Amendment' found in Notice PIH-2012-32, REV 2.

#### C.2 Resident Advisory Board (RAB) comments.

- (a) Did the public or RAB have comments?
- (b) If yes, submit comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. (24 CFR § 903.17(b), 24 CFR § 903.19)

## C.3 Certification by State or Local Officials.

Form HUD-50077-SL, Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan, must be submitted by the PHA as an electronic attachment to the PHA Plan.

# C.4 Required Submission for HUD FO Review.

Challenged Elements.

- Did the public challenge any elements of the Plan?
- (b) If yes, include such information as an attachment to the Annual PHA Plan or 5-Year PHA Plan with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.

## D. Affirmatively Furthering Fair Housing.

(Non-qualified PHAs are only required to complete this section on the Annual PHA Plan. All qualified PHAs must complete this section.)

**D.1** Affirmatively Furthering Fair Housing. The PHA will use the answer blocks in item D.1 to provide a statement of its strategies and actions to implement each fair housing goal outlined in its accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5) that states, in relevant part: "To implement goals and priorities in an AFH, strategies and actions shall be included in program participants' ... PHA Plans (including any plans incorporated therein) .... Strategies and actions must affirmatively further fair housing ...." Use the chart provided to specify each fair housing goal from the PHA's AFH for which the PHA is the responsible program participant – whether the AFH was prepared solely by the PHA, jointly with one or more other PHAs, or in collaboration with a state or local jurisdiction – and specify the fair housing strategies and actions to be implemented by the PHA during the period covered by this PHA Plan. If there are more than three fair housing goals, add answer blocks as necessary.

Until such time as the PHA is required to submit an AFH, the PHA will not have to complete section D.; nevertheless, the PHA will address its obligation to affirmatively further fair housing in part by fulfilling the requirements at 24 CFR 903.7(o)(3) enacted prior to August 17, 2015, which means that it examines its own programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; and maintain records reflecting these analyses and actions. Furthermore, under Section 5A(d)(15) of the U.S. Housing Act of 1937, as amended, a PHA must submit a civil rights certification with its Annual PHA Plan, which is described at 24 CFR 903.7(o)(1) except for qualified PHAs who submit the Form HUD-50077-CR as a standalone document.

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the 5-Year PHA Plan. The 5-Year PHA Plan provides the PHA's mission, goals and objectives for serving the needs of low-income, very low-income, and extremely low-income families and the progress made in meeting the goals and objectives described in the previous 5-Year Plan.

Public reporting burden for this information collection is estimated to average 1.64 hours per year per response or 8.2 hours per response every five years, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit or to re