

2025 Annual Plan – Attachment #5 – B.3 Progress Report

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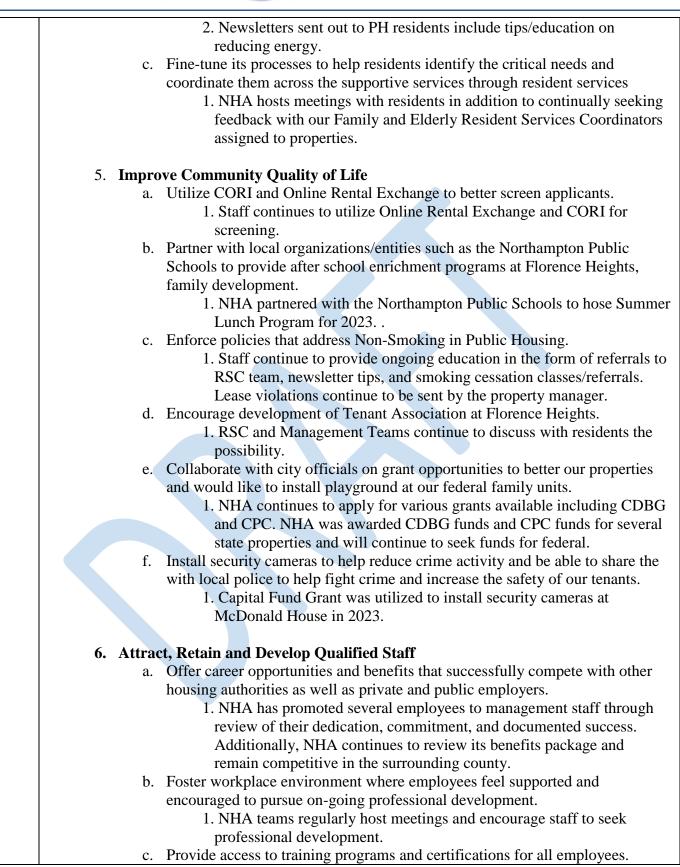
B.3	Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.
	 Expand Assisted Housing Opportunities Apply for additional rental vouchers, as they are available.
	 2. Improve Quality of Assisted Housing a. Utilize Capital Fund and grants to upgrade the 110 public housing units in accordance with Physical Needs Assessment and/or modernize. 1. 5-Year Action Plan developed in conjunction with completion of Physical Needs Assessment is part of this Plan. b. Explore opportunity for RAD Conversion. 1.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. 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). 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.
	 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. 1. 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. 1. NHA continues to seek additional ways to reduce energy.





HOUSING AUTHORITY

NORTHAMPTON



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1. Staff have been offered HAI trainings, Nelrod Calculation Trainings, and one-on-one training from manager and compliance senior manager. Staff also completed a 9 week Lunch and Learn Series focusing on Racism,

7. Increase Public Awareness of Agency and Affordable Housing

- a. Promote housing programs through quarterly new landlord trainings.
 1. NHA is finalizing presentation and is working on hosting trainings.
- b. Promote initiatives through comprehensive communications program.
 - 1. 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.
 - 1. 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.
 - 2.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.

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.
 - 1. Both of our Florence Heights and McDonald House properties have dedicated office and maintenance coverage in onsite offices.
- b. Provide quarterly educational opportunities for all staff to improve HUD compliance at Public Housing developments and for the Section 8 program.
 - 1. Staff have been offered HAI trainings, Nelrod Calculation Trainings, and one-on-one training from manager and compliance senior manager.

9. Excellence in the Administration of Programs

- a. Maintain 95% or better occupancy/utilization rate for each NHA housing program.
 - 1. NHA achieved above 95% utilization of its VASH ineligibles in 2023.
- b. Earn a High Performer designation through the Public Housing Assessment System (PHAS) and the Section 8 Management Assessment Program (SEMAP).
 - 1. PHAS FY22rating received: High Performer
 - 2. Standard Performer for SEMAP for FY23

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- c. Ensure that the capital fund grants are being used for the public housing moderation based on the current updated GPNA.
 - 1. 5-Year Action Plan developed in conjunction with completion of Physical Needs Assessment is part of this Plan.
- d. Explore opportunity for RAD Conversion.
 - 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

