

B.3 Progress Report

PHA PROGRESS IN MEETING GOALS AND OBJECTIVES DESCRIBED IN THE 5 YEAR PLAN

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

1. PHA Goal: Expand the supply of assisted housing.

Objectives:

- **Apply for additional rental vouchers**

Progress: Executive Director and Section 8 Manager monitor the HUD Grants website to review HUD's annual SUPERNOFA for opportunities to apply for additional rental vouchers. There were only special purpose voucher opportunities under the 2018 SUPERNOFA . We current administer FUP voucher and cannot demonstrate a need for additional FUP voucher.

- **Maintain 98% or above occupancy rate in Public Housing**

Progress: In Public Housing, with consideration for MOD exemptions, we had an average adjusted occupancy of 96.98% for FYE 2018. At present for FYE 2019, our adjusted average occupancy rate is 98.28%. The Imboden Development occupancy rate is 99-100%. We continue to strive for reduction of vacancies in our public housing developments. We continue to use CFP funds to improve properties to make them more desirable. We utilize resident input through resident surveys to develop our strategic improvement plan. We continue to market our developments to attract desirable residents. Our website features pictures of our public housing apartments and the playgrounds developed for our residents.

In addition, we have continued exceptional success with EIV in catching fraud and unreported income. The downside to that success is the necessary eviction when the resident fails to sign a repayment agreement or attempt repayment of the back-rent due. Increased evictions and subsequent vacancies make a backlog for maintenance and make meeting our occupancy goals more difficult.

In an effort to modernize our almost 40-year-old apartments and to make our aging units more marketable, JURHA will use CFP funds as needed for improvements. The modernization exemption in PIC will only be used if necessary to allow our maintenance staff and any required professional contractors adequate time to rehabilitate the interiors of our units.

- **Pursue funding to acquire or build units or developments**

Progress: The PHA is continuously looking for funding opportunities to help with building new units or acquiring market rent units.

As of 4/1/18, the PHA is the owner of the Imboden Development in Imboden, AR. This development has 40 public housing 2 and 3 bedroom units.

2. PHA Goal: Improve the quality of assisted housing.

Objectives:

- Continue to maintain a high performance status for public housing PHAS and Section 8 HCV SEMAP

Progress: We have maintained high performer status in Public Housing with a 93% for 2018. Through use of CFP funds, we have modernized numerous aspects of our public housing stock.

Indicator	Max Score	2018	2017	2016	2015	2014	2013	2012	2011 Score	2010 Score	2009 Score
Physical	40	37	37	39	39	39	35	35	35	28	94
Financial	25	24	23	25	25	25	23	25	25	28	100
Management	25	22	21	24	24	24	25	25	25	30	100
Capital Fund	10	10	10	10	10	10	10	10	10		
Resident	10-NA	N/A	N/A	N/A	N/A	N/A	NA	NA	NA	9	N/S
Total	100	93	91	Exempt	Exempt	98	Exempt	95	95	96	99

Progress: We continue to maintained a high performer status in the Section 8 HCV SEMAP JURHA final Section 8 HCV SEMAP score for the fiscal year ending 3/31/2018 is 100% and our overall performance is a high performer.

SEMAP INDICATOR	MAXIUM SCORE	2014 SCORE	2015 SCORE	2016 SCORE	2017 SCORE	2018 SCORE
Selection from Waiting List	15	15	15	15	15	15
Reasonable Rent	20	20	20	20	20	20
Determination of Adjusted Income	20	20	20	20	20	20
Utility Allowance Schedule	5	5	5	5	5	5
HQS Quality Control	5	5	5	5	5	5
HQS Enforcement	10	10	10	10	10	10
Expanding Housing Opportunities	5	5	5	5	0	5
Payment Standards	5	5	5	5	5	5
Timely Annual Reexaminations	10	10	10	10	10	10
Correct Tenant Rent Calculations	5	5	5	5	5	5
5Pre-Contract HQS Inspection	5	5	5	5	5	5
Annual HQS Inspection	10	10	10	10	10	10
Lease-UP	20	20	20	15	20	20
Family Self-Sufficiency	NA	NA	NA	NA	NA	NA
Deconcentration Bonus	NA	NA	NA	NA	NA	NA
TOTAL	135	135	135	130	130	135

- Improve customer satisfaction

Progress: We have frequent staff meetings and customer service is an underlying focus in all the meetings as JURHA strives to provide superior customer service. We have had 4 HCV staff meeting during since the last progress report with the minutes of each staff meeting accessible to employees to review. **FY2019 Annual Plan Work File in HCV Manager's office**

- **Continue to provide high standards in management functions**

Progress: We have frequent staff meetings covering new PIH notices and any changes that are necessary to comply with the notices. Between staff meetings, e-mails are sent to the appropriate staff regarding updates or procedural changes. All required Staff has viewed the mandatory EIV webcasts. Annual Security Training is conducted as a group and then annual each employee must complete [CyberAwareness Challenge Department of Defense version](#). HCV Manager reviews 100% of the new tenancy and the Housing Technician reviews 100% of the annual recertification conducted by our caseworkers. Also, we review 100% of the interim file for new employees. The Public Housing Manager reviews 100% of all annual and interim recertifications, and all move-in files.

3. PHA Goal: Increase assisted housing choices.

Objectives:

- **Conduct outreach efforts to landlords to interest them in the HCV program**

Progress: We publish a quarterly Landlord Newsletter that is mailed out to all current landlords covering program requirements and emphasizing responsibilities under the HCV program. All new Section 8 Landlords get a Nan McKay Landlord Handbook. We frequently update our "Landlord List" by calling landlords to list available units and posting units on a bulletin board for tenant's to view. We also encourage owners to list available units on "GoSection8.com". See **NEA MEETING 4/1/2017 – 3/31/2018 and 4/1/2018 – 3/31/2019 folder in HCV Manager's office.**

- **Promote HCV Program through LL Association**

Progress: We are an associate member of the Northeast Arkansas Landlord Association (NEALA). NEALA meet the 2nd Monday of each month. The HCV Manager attends most meetings and passes out literature for the HCV program and answer questions regarding the program. The Landlord Association started using JURHA's meeting room for their monthly meeting on September 10, 2018. See **NEA MEETING 4/1/2017 – 3/31/2018 and 4/1/2018 – 3/31/2019 folder in HCV Manager's office.**

- **Increase voucher payment standards in accordance with HCV budget**

Progress: The Voucher Payment Standard is reviewed annually.

The VPS was reviewed on September 1, 2107 after HUD published the 2018 Fair Market rents. The 2018 FMR 1-bedroom and 2-bedroom sizes were substantially reduced. The PHA asked for a Reevaluation of the FY 2018 rent which was approved by our board. We submitted a survey to HUD and the 2018 FMR were increased and our VPS was in the basic range and due to our budget the VPSs were not increased. See **Annual VPS Review 3/2/2018 and Fair Market Rent Survey 1/3/2018 in the HCV Manager's office for full review.**

- **Review & Update Rent Reasonableness System to ensure paying appropriate rent**

Progress: The PHA contracted with Nan McKay to use their GoSection8.com website to conduct rent reasonableness determinations beginning April 1, 2015. GoSection 8 incorporates ongoing real-time data mining of open market rental data from hundreds of rental listing websites and newspapers. The comparable database is update daily, thus ensuring a current and accurate rent reasonable database.

- **Maintain and increase the number of families enrolled in the voucher homeownership program**

Progress: We currently have 11 active homeownership vouchers as of September 2018. This is a decrease of 1 voucher participants from the previous fiscal year. Effective September 29, 2015 the Homeownership program was suspended because of insufficient funding and inability to keep trained staff to administer the Housing Choice Voucher Homeownership program.

- **Continue to offer three (3) JURHA owned homes to the general public**

Progress: We continue to offer the three properties owned by JURHA HCDO. Every new move-in is given a brochure with the featured homes for sale and a summary of the requirements for home ownership.

4. PHA Goal: Provide an improved living environment.

Objectives:

- **Implement measures to deconcentrate poverty by bringing higher income public housing households into lower income complexes**

Progress: Public Housing continues to utilize a working income preference for selection for the waiting list. Utilization of the working income preference helps to ensure that we are moving incomes into our low income public housing properties.

- **Continue measures to promote income mixing in public housing by assuring access for lower income families into higher income complexes**

Progress: Public Housing continues to evaluate income mixes in public housing and offering accordingly to promote income mixing within the complexes. Since all developments are within a five mile radius in north Jonesboro, all developments are now considered one development within the PIC system, and all developments are within the extremely low income level, with considerations authorized in Step 4 of the Final Rule to Deconcentrate Poverty and Promote Integration in Public Housing, all JURHA developments fall within the Established Income Range. **See documentation in Income Deconcentration File in Public Housing Vault.**

Progress:

Continue to share information with JPD as outlined in our Safety & Welfare Agreement to address criminal activity in Section 8 and Public Housing properties

Progress: We have an excellent relationship with Jonesboro Police Department. The PHA can request reports or other information regarding arrests, or convictions that involves an Applicant or HCV participant. An officer attends all informal hearings where JPD incidents were used as evidence by the PHA.

5. PHA Goal: Ensure accurate reporting of public housing tenant information in HUD's on-line Public & Indian Housing Information Center (PIC)

Objective: Maintain an accuracy rate of reporting at 95% or better to PIC

Progress: JURHA Public Housing has 100% reporting rate.

6. PHA Goal: Promote self-sufficiency and asset development of assisted households.

- **Increase the number and percentage of employed persons in assisted families; provide or attract supportive services to improve assisted recipients' employability; continue the HCV FSS Program as long as HUD funding is sufficient for said program**

Progress: We achieved the above goal by securing HCV Family Self-Sufficiency grants as follows:

• 2004-2005	\$40,000
• 2005-2006	\$40,400
• 2006-2007	\$40,804
• 2007-2008	\$41,212
• 2008-2009	\$41,624
• 2009-2010	\$52,550
• 2010-2011	\$42,460
• 2011-2012	\$42,460
• 2012-2013	\$42,460
• 2013-2014	\$42,460
• 2014-2015	\$42,460
• 2016-2017	\$42,460
• 2017-2018	43,161

We currently have 27 families enrolled with 12 receiving escrow, 6 attending school, and 3 waiting to sign paperwork for enrollment. We had 4 graduates this year from the FSS Program. Monthly contact is mandatory through workshops and/or office visit. The following new PCC members were added in 2018, Division of Youth Services, Sulcer Rentals, Jonesboro Pre-K, UofA Extension, City of Jonesboro Volunteer Program, ASUN Jonesboro, City Youth Ministries, City Council, NLEDC, Helping Neighbors Food Pantry, Legal Aid, AR Early Learning, Fisher Street Church of God, Craighead County Public Library, CRDC, Goodwill, MSHS Family Support, Better Life Counseling, United Way, City of Jonesboro Community Development, Familie Tiez, AR Department of Workforce Services. See Annual Report (FSS) and Grant Folders in FSS Coordinator office.

7. PHA Goal: Ensure equal opportunity and affirmatively further fair housing.

Objectives:

- **Keep residents and applicants informed of their rights**

Progress: Each JURHA employee has a Fair Housing Folder stocked with HUD Form 903.1 and HUD Form 903 to give visitors, applicants or tenants upon request. Also, Fair housing and discrimination is covered in the HCV Briefings where HUD-903 Housing Discrimination Complaint Form is part of the packet received by each new voucher holder. If a Fair Housing complaint is logged; a notice is sent to the Complainant on how to complete and file a Fair Housing Complaint, the owner is notified that a family has alleged a fair housing violation. The PHA Lobby has a display with Fair Housing Material. **See HCV Fair Housing Discrimination file and Fair Housing Materials file in the HCV Manager's office.**

- **Staff training will be required annually**

Progress: JURHA staff participated in Fair Housing training conducted by Jason Auer, Legal Aid on August 10, 2018. The PHA has partnered with Legal Aid of Arkansas to “affirmatively further fair housing” and to conduct annual fair housing training for JURHA staff.

HCV Briefing sessions discuss Fair Housing tenant rights and provide them with Fair Housing Complaint forms Form HUD-903.1 “Are you a victim of Housing Discrimination?”, and HUD-1686-1 FHEO “Fair Housing Equal Opportunity for All”. Each Tenant also watches a video called “voucher family Briefing” by Nan Mckay which covers Fair Housing. The PHA also has Fair Housing Material in the Lobby available to anyone who comes into the office.

8. PHA Goal: Continue to enhance the marketability of JURHA’s Public Housing Units.

Objectives:

- **Continue to encourage customer service for all residents with a friendly staff and a genuinely caring atmosphere. .**

Progress: JURHA continues to encourage customer service for all residents with a friendly staff and a genuinely caring atmosphere. We utilize our social interaction with Facebook and maintain a quick response rate to questions

- **Maintain curb appeal to improve with development wide clean-up, lawn maintenance, landscaping, playground maintenance and careful modernization evaluation and monitoring performance through CFP monies**

Progress: Curb appeal continues to improve with routine lawn maintenance, landscaping, playground maintenance and careful modernization evaluation and monitoring performance through CFP monies. The PHA hopes to update playground equipment to improve overall appeal of the developments.

9. PHA Goal: Maintain resident safety and community perception of safety and security in the JURHA’s Public Housing complexes.

Objectives:

- **JURHA shall continue our cooperation with local law enforcement to continually assess and monitor resident activities, quickly investigate any reports of crime and take appropriate actions to insure a safe neighborhood.**

Progress: JURHA continues our cooperation with local law enforcement to continually assess and monitor resident activities, promptly investigate any reports of crime and take appropriate actions to insure a safe neighborhood. The new police administration is not utilizing the same crime tracking reports, however we receive reports provided by our Quality of Life Officer. Based on a review of the reports, crime in the developments continues to diminish.

10. PHA Goal: Expand the range and quality of housing choices available to participants in the JURHA’s tenant-based assistance program.

Objectives:

- **JURHA shall achieve and sustain a utilization rate of no less than 98% in its tenant-based program**

Progress: SEMAP INDICATOR # 13 - LEASE UP FOR CY 1/1/2017 - 12/31/2017

# Baseline units	# Units Leased	Difference	Lease-Up %
16,104	15,680	-424	97.8%

ACC Budget/NRA/HHR	HAP Expenses	Difference	Funding Used %
7,897,678	7,797,647	-100,031.00	98.9%

- **JURHA shall continue outreach programs that interest and attracts new landlords to participate in its program**

Progress: We encourage new briefing holder to advise their current landlord to participate in the Section 8 HCV program by contacting our agency to be added to our landlord list; we send them a “Section 8 Landlord Handbook” and a list of PHA-210 Summary of HQS Standards. We use GoSection8.com to determine Rent Reasonable which has more up-to-date data on rents in the private market. It also has a feature where owners can list available properties. The HCV Manager is attending landlord monthly meetings which is now hosted at the JURHA office.

- **Review units by census track annually to determine if it’s feasible to establish more than one payment standard**

Progress: The 2019 FMR was just published on September 1, 2018. The PHA proposes to raise the VPS on the four, five, and size bedroom to 95% of the FMR to comply with the basic range of 90% - 110% and this should allow a much greater housing choice for families who are looking for larger size units. Our data does not demonstrate that more than one payment standard should apply.

11. PHA Goal: Deliver timely and high quality maintenance service that meet or exceed HUD guidelines to the Residents of JURHA’s Public Housing.

Objectives:

- **JURHA shall continue to maintain an average response time of less than 3 days in responding to routine work orders**

Progress: JURHA has continued to maintain an average response time of less than 3 days in responding to routine resident work orders. The current completion time for resident requested routine maintenance is 1.63 days. Since we replaced one maintenance member, the response time has greatly improved during the last two months, response time has averaged .48 days for routine work orders. **See report in FYE 2018 Annual Plan File in Public Housing Vault.**

- **JURHA shall maintain our appealing modern environment in Public Housing**

Progress: Our maintenance staff continues to meet or exceed HUD guidelines in response to routine work orders. All emergency work orders have been abated within 24 hours of notification. Through careful management and utilization of our Capital Fund Program (CFP) funds, JURHA has been able to maintain an appealing modern environment in each complex. In order to protect our high PHAS scores, JURHA will strive to strike a balance

with occupancy and modernization. The Undergoing Modernization exemption in PIC will only be used when necessary.

12. PHA Goal: JURHA shall ensure equal treatment of all applicants, residents, tenant-based participants, employees, and vendors.

Objectives:

- **JURHA shall continue to mix its populations as much as possible with respect to ethnicity, race and income within the Public Housing and HCV programs**

Progress:

The HCV department distribute maps showing the high poverty areas within Craighead county and neighboring jurisdictions in the briefing packets and go over the benefits of living in an area that does not have a high-poverty concentration. We also display maps showing the high poverty areas within Craighead County in the office. We also give new voucher holder a resource sheet showing services, job opportunities and school rates in our jurisdiction and in our neighboring jurisdictions. We are working on adding high opportunity areas to our current maps. The Nan McKay video also has a portion on the advantages of renting outside of poverty areas and all new voucher holders are required to view the video and are given copies of a map of Craighead County and its neighboring jurisdiction and the poverty areas of each county. These maps are available to everyone who is issued a voucher. We also refer families to a website that gives characteristic of an address they are considering selecting (<https://geomap.ffiec.gov/FFIECGeocMap/GeocodeMap1.aspx>)

- **JURHA shall give all applicants equal consideration for employment opportunities including any residents that meet the qualification for the job.**

Progress:

- **Continue to implement Section 3 requirements in hiring and contract bidding and awards**

Progress: JURHA has continued to implement Section 3 requirements in hiring and contract bidding and awards.

13. PHA Goal: Ensure full compliance with all applicable standards and regulations including government generally accepted accounting practices.

Objectives:

- **The JURHA shall operate so that income (including subsidy) exceeds expenses every year.**

Progress: JURHA has been successful in operating in a manner so that income (including subsidy) exceeds expenses every year. The past year has been difficult with the decrease in funding in both public housing and housing choice voucher program, specifically administrative fee funding only being prorated at 75-77% requiring the PHA to use admin reserves. However, in the HAP program we have been able to increase leasing using HHR and NRA which increases our funding the following year.

14. PHA Goal: Enhance the image of public housing in our community.

Objectives:

- **JURHA shall ensure that there is a minimum of two (2) positive stories a year in the local media about the Housing Authority, JURHA staff or JURHA residents; JURHA shall continue to encourage staff participation and partnering with local service and support agencies.**

Progress: JURHA employees was mentioned in the Jonesboro Sun on March 10, 2018. The article announced that Jan Hopkins and Carol Crawford would be guest speakers at the Northeast Arkansas landlord association to discuss service and emotional support animals in housing as related to persons with a disability. Amanda Lewis was a recent successful FSS graduate.

JURHA has received the following positive media coverage:

NEWSPAPER ARTICLE:

DATE: March 10, 2018 -Jonesboro Sun) Newspaper article “Landlord Association meeting to discuss support animals.

NEWSPAPER ARTICLE:

DATE: -Jonesboro Sun) “Disable woman faces housing woes.” Assistant Executive director discusses the PHAs lack of emergency funding along with the lack of housing in the community for low-to-moderate income.

NEWSLETTER:

DATE: April 2018- FSS Success Story-Amanda Lewis recently graduated from the PHA’s FSS program with her escrow money by accomplishing her goals.

15. PHA Goal: Improve economic opportunity (self-sufficiency) for the families and individuals that are assisted in our housing programs.

Objectives:

- **The JURHA will continue partnerships with local agencies in order to enhance self-sufficiency services to our program participants.**

Progress: : JURHA retains partnerships with Arkansas State University, Craighead County Jonesboro Public Library, Arkansas State University-Newport Career Pathways Initiative, Jonesboro Economical Transportation System, AR Better Chance Home Instruction for Parents of Pre-School Youngsters, ASUN Technical Center, Better Life Counseling, City Youth Ministries, Craighead County Cooperative Extension Service, First Security Bank, Jonesboro Police Department, Legal Aid of Arkansas, Inc., Mid-South Health Systems, Northeast Arkansas Regional Aids Network, United Way of Northeast Arkansas, Bancorp South, Wesley on the Ridge, and ASU Small Business and Technology Development Center. First National Bank of Wynne was added this year as a provider of financial counseling and as a PCC member. We also added the Department of Human Service as a PCC member and we share data on service provided for mutual clients. **See MOU folder in the FSS Coordinator’s office.**

- **The JURHA will more effectively utilize its community centers to provide resident services as measured by increasing their utilization.**

Progress: The above goal was achieved by recruiting and maintaining a successful Program Coordinating Committee (PCC). Members of this committee are representatives of the various agencies that provide services to meet the needs of our clients. This committee meets on a quarterly basis to receive reports, plan future workshops, and to network with updates as the new services they are providing. The following new PCC members were added in 2017, First National Bank of Wynne who will provide financial counseling and the Department of Human Service who provides data sharing information on our mutual clients. **See PCC Meetings 2017 which includes a copy of the PCC Membership Roster.**

- **The JURHA will continue to work diligently on case management to aid participants in successfully reaching their goals to become self-sufficient.**

Progress: Case management includes an Initial Intake Needs Assessment. When this has been completed, the case manager and the client develop a five year plan of goals and objectives which must include goals to become self-sufficient and welfare free for 12 months. There is a mandatory goal for Employee and at least one other goal depending on the family circumstance. List below are common goal needed to achieve self-sufficiency.

- Employment
- Education
- Financial Management (budgeting, credit and debt counseling)
- Transportation

Monthly contact is maintained between case manager and client which include bi-monthly workshops and/or office contacts. See FSS Workshop folder records and FSS Participant files for progress notes for each office visit, record of service referrals, verification of educational goals, monthly spending plans, credit reports and action plans to improve credit scores and lower outstanding debt.

16. PHA Goal: Ensure applicants and tenants are fully informed of their protections and rights under the Violence Against Women Act, including their right to confidentially.

Objectives:

- **Applicants are given an Applicant Information and Appointment Packet containing information regarding domestic abuse and how to receive help**

Progress: All current Section 8 participants and Public Housing Residents were mailed copies of the “Notice of Occupancy Rights under the Violence against Women Act HUD-5380 and “Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation HUD-5382” on June 23, 2017. All new voucher holders will receive these same notices in their briefing packet. Public Housing began issuing the 5380 & 5382 documents at recertification appointments July 1, 2017. Each new move-in to Public Housing is given the VAWA packet. These forms will also be given out at a participants’ annual reexamination appointment starting in August, 2017. All applicants will be given these notices as part of the application packet when they apply for rental assistance and during their update appointment prior to being issued a voucher. We also make available the VAWA resource packet to all applicants and existing tenants on the HCV program. The VAWA Resource Packet includes the “Notice of Occupancy Rights under the Violence against Women Act HUD-5380 and “Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation HUD-5382”, list of Arkansas Domestic Violence Shelters, Domestic Violence overview, and how to file for an order of protection or other legal remedies. **See VAWA Resource Packet in FY2019 Annual Plan Work File.**

- **HCV Briefings will verbally inform clients of their protections and rights under VAWA and have VAWA resource kits available**

Progress: We verbally go over the client’s right under VAWA in each briefing session where the briefing packet includes “Notice of Occupancy Rights under the Violence against Women Act HUD-5380 and “Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation HUD-5382”. The VAWA Resource Packet includes the HUD forms mentioned above, list of Arkansas Domestic Violence Shelters, Domestic Violence overview, and how to file for an order of protection or other legal remedies and are made available to every applicant, participant or visitor who requests information regarding VAWA.

- **JURHA will prominently display notice 16-1 and 16-2 and the Local and National Domestic Violence Hot line phone numbers**

Progress: The JURHA lobby displays notice 16-1, 16-2 and the local and National Domestic Violence Hot line phone numbers.

17. PHA Goal: Ensure owners and managers are fully informed of their rights and responsibilities under the Violence Against Women Act.

Objectives:

- **Conduct quarterly owner (landlord) workshops which inform landlord of their responsibility under VAWA**

Progress: Attendance for quarterly owner workshops were discontinued in lieu of attending the Northeast Arkansas Landlord Association (NEALA) monthly meetings. NEALA has many landlords who participant in the HCV program and was found to be a better avenue to distribute and discuss VAWA, Fair Housing, and to distribute information. The meeting location was change to the JURHA office in September, 2018.

- **Quarterly distribute Newsletters' to HCV Landlords which inform landlords of their responsibility under VAWA**

Progress: All Newsletters beginning in May 2010 cover a variety of topics informing landlords of their responsibilities. At least annually we have an article covering "VAWA Protections" and each newsletter lists phone numbers of Legal Aide of North East Arkansas, Women's Crisis Center of NEA and the National Domestic Violence Hotline. The November 1, 2017 included an article on "Notice to Housing Choice Voucher Owners and Managers Regarding the Violence Against Women Act (VAWA)". Public Housing mails quarterly newsletters to all public housing residents with an notice about VAWA and Domestic Violence Hotline numbers.

18. PHA Goal: To reduce operational costs due to funding cuts.

Objectives:

- **Review rent reasonableness system to ensure PHA is not overpaying rent for units**

Progress: Effective April 1, 2015 we entered into a contract with GoSection8 which is a leader in rent reasonable comparison for PHAs. GoSection 8 incorporates ongoing real-time data mining of open market rental data from hundreds of rental listing websites and newspapers. The comparable database is update daily, thus ensuring a current and accurate rent reasonable database.

- **Utilize PHA website with links for landlord and tenant to obtain information regarding assistance**

Progress: Our website is www.jurha.org which has limited information as it is time consuming for staff to update. We are exploring the costs and benefits of out-sourcing the website but it not likely in the current funding environment.

- **Collect e-mail addresses for communication with owners and clients where possible**

Progress: We are collecting the Owner emails on the RTFA and utilize it during the inspection process and other points of contact. We began collecting email for clients in 2016 during the annual reexamination process. We commonly use email as one of our means of communication with individual owners or tenants. However, since not everyone has an email we have not use this means of communication for mass notifications.

Additional Priorities and Goal from AFH which was approved on March 29, 2017. Jonesboro Housing Authority participated with the City of Jonesboro, Arkansas to complete the mandatory AFH Plan. Since the AFH Plan states that it must be included in the PHA Annual Plan, we have listed contributing factors and goals specific to the PHA.

Goal

Determine the need to expand public transportation (JET) which may include operating after 6:00 p.m. and/or introduce weekend routes around Publicly Supported Housing and in R/ECAP.

Contributing Factors

Lack of public investment in specific neighborhoods, including services and amenities - Transportation.
Disability and Access
The availability, type, frequency, and reliability of public transportation

Fair Housing Issues

Disparities in Access to Opportunity
Publicly Supported Housing Location and Occupancy
Disability and Access Issues

Metrics, Milestones, and Timeframe for Achievement

Request that a staff member from the Jonesboro Housing Authority be added to the City of Jonesboro's Transportation Committee to promote additional routes and expanded hours to meet the needs for elderly, minority and disabled families in Publicly assisted housing within 12 months of approval of the AFFH.

October - December 2017: City will host a series of public hearing in the R/ECAP to discuss the transportation needs (See Diversity and expand affordable means of transportation and affordable housing)

March 2018: Establish partnership and/or committees to review feasibility and possible implementation of recommendations

June: 2018: Team proceed with those recommendations that were determined feasible.

Responsible Program Participant(s)

Jonesboro, AR
Jonesboro Urban Renewal Housing Authority, AR

Discussion

The Jonesboro Housing Authority is unfamiliar with the challenges facing the city in providing transportation for more routes and extending hours to weekends. The PHA is requesting a representative from the Housing Authority be added to the committee to promote the needs of Publicly Assisted Housing residents who rely on JET for transportation. The limited schedule impacts their ability to access opportunity including jobs in the

service industries, third-shift jobs, and other community amenities. Many residents who are impacted include the elderly, disabled and minorities.

PROGRESS:

An employee from JURHA was appointed to the Transportation Committee in October 2018 and was reappointment for a three-year term expiring February 28, 2018. Since being appointed to the JET board Saturday service has been added and they are working on extend hours and routes. **See JET Meeting folder in the Housing Technicians office.**

Goal

Through the previously discussed outreach efforts of the CFHB, increase knowledge and understanding of fair housing among landlords and residents and affirmatively furthering fair housing, international property maintenance codes, and revised state landlord/tenant laws.

Contributing Factors

Fair Housing Enforcement, Outreach Capacity, and Resources

Lack of local private fair housing outreach and enforcement

Fair Housing Issues

Segregation

R/ECAPs

Access to Opportunity

Disproportionate Housing Needs

Publicly Supported Housing Location and Occupancy

Disability and Access

Fair Housing Enforcement/Outreach

Metrics, Milestones, and Timeframe for Achievement

- Immediately and ongoing - Schedule and facilitate workshops for consumers as well as providers of housing (Quarterly)
- Immediately and ongoing - Prominently display posters, flyers, and educational materials on City property. Utilize bus panels, pamphlets, Channel 24 and city website (Ongoing)
- June and October of each year (2017-2022) - Coordinate regular workshops, seminars, or training sessions on fair housing laws (biannual)
- June and October of each year (2017-2022) Partner with Hispanic Community Services and Arkansas United Coalition to coordinate translated fair housing presentations (in conjunction with all training for the general community.)
- JURHA will display fair housing material in their main lobby within 12 months of approval of AFH
- JURHA will display in lobby the HUD Channel for fair housing running a loop of videos on fair housing within 24 months of approval of AFH

- JURHA will update materials annually after set up.

Responsible Program Participant(s)

Jonesboro, AR

Jonesboro Urban Renewal Housing Authority, AR

Discussion

This addresses the issues because education of the public regarding their rights and responsibilities with regards to the fair housing law is an essential component of fair housing enforcement. This includes the education of landlords and tenants, housing and financial providers, as well as citizens. Potential victims of housing and/or lending discrimination law should be aware of fair housing issues, know what constitutes a violation, and what they can do in the event they believe they have been discriminated against. Likewise, it is important for lenders, housing providers, and their agents to know what their responsibilities are and when they may be violating fair housing law. The Community Development Office is responsible for conducting public education, training and outreach of fair housing rights and remedies in Jonesboro.

People are often unaware of their fair housing rights. Housing discrimination tends to be more subtle these days than it was in the past. Instead of saying no children are allowed, unreasonable occupancy standards may exclude families with children. Rather than saying, "We do not rent to Hispanics," a rental agent may say they have no vacancies, when, in fact, they have vacancies. In addition, a person who believes he/she may have been discriminated against will probably do nothing if he/she does not realize a telephone call can initiate intervention and a resolution, without expenditure of funds or excessive time.

JURHA already provided fair housing material during briefing sessions and upon request. Voucher holder are required to come into the office every year for their annual reexamination. Providing materials on fair housing in the lobby will provide on-going exposure to voucher holders as well as applicants.

PROGRESS:

On August 13, 2017 JURHA purchased a smart television and is using their wireless internet to display the HUD fair housing channel during working hours. JURHA also has a display set up in the lobby with the following material available: Fair Housing Brochure – English and Spanish, Are You a Victim of Fair Housing – complaint form – English and Spanish, Notice of Occupancy Rights Under the Violence Against Women Act & Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking and Alternate Documentation, Legal Aid of Arkansas Brochures – English and Spanish A Fair Housing Guide for: Persons with Disabilities, Sex Discrimination, Domestic Violence Religious Discrimination

A JURHA employee has been assigned to ensure that the material is available and will review annual after our annual Fair Housing Training to ensure that the information is up-to-date.

Goal

Increasing awareness and enforcement of fair housing laws among publicly assisted families.

Contributing Factors

Lack of knowledge of Fair Housing among residents, landlords, real estate agents, and banker/lenders as well as the lack of agencies and/or organizations devoted to fair housing enforcement.

Fair Housing Issues

Segregation/Integration

R/ECAPs

Disparities in Access to Opportunity

Disproportionate Housing Needs

Publicly Supported Housing Location and Occupancy

Disability and Access Issues

Fair Housing Enforcement, Outreach Capacity, and Resources

Metrics, Milestones, and Timeframe for Achievement

Annually conducted Fair Housing training for JURHA Staff.

Annually provided Fair Housing materials at local landlord association meetings.

Develop a list of local, regional and state agencies that might serve as effective partners to educate residents of publicly supported housing and landlords within 12 - 18 months.

Partner with two local organizations to promote fair housing including education opportunities and enforcement of fair housing within 24-36 months.

Responsible Program Participant(s)

Jonesboro Urban Renewal Housing Authority, AR

Discussion

Jonesboro is one of the fastest growing cities in the State of Arkansas, with a population of over 68,000, an increase of 23.5% from 2000 per Jonesboro Regional Chamber of Commerce website. Surveys from the HCV and Public Housing Programs indicated that lack of knowledge amount residents, landlord, real estate agencies and bankers were a serious barrier. It also indicated that our area had a limited capacity of a local organization devoted to fair housing investigation/testing.

PROGRESS:

JURHA partnered with Legal Aid of Arkansas to provide Fair Housing Training for the JURHA staff to promote fair housing by educating staff on discriminatory practices and to provide clarification of meaningful actions that combat discrimination.

Legal Aid of Arkansas provided Fair Housing Training on August 10, 2018 and made material available for display in the lobby. All staff was required to attend the training.

The HCV Manager attends all Northeast Arkansas landlord Association meeting and makes fair housing material available during the meeting. JURHA started hosting the meeting on Monday, September 10, 2018.

Goal

Increase the number of property owners willing to accept Housing Choice Vouchers to open up available housing throughout the community due to the lack of affordable housing for Publicly assisted families in the Housing Choice Voucher Program.

Contributing Factors

Location and type of affordable housing

Fair Housing Issues

Disparities in access to opportunity
Segregation/integration
R/ECAPs
Publicly Supported Housing Location and Occupancy.

Metrics, Milestones, and Timeframe for Achievement

JURHA representative will attend monthly meeting with property owners to promote and educate property managers especially owners with properties in high opportunity areas to participant in the Housing Choice Voucher Program.

Enlist 10 new owners annually.

Responsible Program Participant(s)

Jonesboro Urban Renewal Housing Authority, AR

Discussion

Jonesboro is one of the fastest growing cities in the State of Arkansas with an increase of 23.5% from 2000 per Jonesboro Regional Chamber of Commerce with an annual growth rate of 2%. It is a challenge to enlist owners who willing to participate in the HCV program because it is a "sellers' market" where there are more renters looking for units than there are rentals available.

PROGRESS:

The Section 8 Active Owners report has 28 verified new owners in 2018. With a total of 90 new owners since March 29, 2017 when the AFFH was approved by HUD.