

ATTACHMENT L ADDRESSING ANNUAL PLAN ITEM 5.2

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: We have monitored the HUD website seeking to increase the number of families assisted by applying for additional rental vouchers. At this time, the VASH vouchers were considered; however, after analysis, it was determined that we did not have an adequate percentage of waiting list applicants who would be eligible to receive the VASH voucher, so we were unable to apply.

Reduce public housing vacancies

Progress: 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.

Leverage Private or other public funds to create additional housing opportunities

Progress: Due to the funding constraints, JURHA was unable to initiate any progress toward this goal.

Acquire or build units or developments

Progress: Public Housing was unable to acquire or build additional units in the past five years. We will continue to pursue funding in the future for expansion of existing public housing stock.

2. PHA Goal: Implement policies to follow HUD regulations

Objectives: Serve the needs of child and adult victims of domestic violence, dating violence, and stalking

Progress: When the Violence Against Women Act (VAWA) was implemented, we compiled a mass mail out to all tenants, applicants, and landlords to make them aware of this new legislation. Public Housing lease addendum has been revised to include VAWA. The Section 8 HCV Model Lease has also been revised to include VAWA. All Landlords who use their own lease must sign a lease addendum that includes VAWA.

We hand out a VAWA information sheet and reporting form to all new applicants. In addition, the VAWA information sheet and reporting form began being mailed to any tenant being terminated or applicant being denied assistance. Documentation of this narrative attached and includes: Copy of mail out to tenants, copy of mail out to Landlords, and VAWA information sheet and reporting form.

3. PHA Goal: Improve the quality of assisted housing

Objectives: Improve public housing management: (PHAS score)

Progress: We have maintained high performer status in public housing. Through use of CFP funds, we have modernized numerous aspects of our public housing stock. Due to our high performer status, we were exempt from PHAS for 2004, 2006, and 2008. HUD is in the process of changing PHAS scoring, therefore, with the exception of the Physical Indicator, we self scored for 2009. The physical score for 2009 was actually assessed by HUD/REAC based on our REACH Uniform Physical Condition

Indicator	Max Score	2009	2008 Score Self Scored	2007 Score	2006 Score	2005 Score	2004 Score	2003 Score	2002 Score
Physical	30	94	85	28	Exempt	26	Exempt	28	28
Financial	30	100	95	29	Exempt	27	Exempt	30	30
Management	30	100	95	29	Exempt	29	Exempt	29	29
Resident	10	N/S	95	9	Exempt	9	Exempt	7	9
Total	100	99	94.33	96	Exempt	91	Exempt	94	96

Standards Scoring from independent inspection conducted on May 4, 2009. Public Housing staff completes 100% uniform physical conditions standards inspections on all units annually.

Improve voucher management: (SEMAP score)

SEMAP INDICATOR	Maximum Score	2009 Score	2008 Score	2007 Score	2006 Score	2005 Score
1. Selection from Waiting List	15	15	15	15	15	15
2. Reasonable Rent	20	20	20	20	20	20
3. Determination of Adjusted Income	20	20	20	20	20	20
4. Utility Allowance Schedule	5	5	5	5	5	5
5. HQS Quality Control Inspections	5	5	5	5	5	5
6. HQS Enforcement	10	10	10	10	10	10
7. Expanding Housing Opportunities	5	5	5	5	5	5
8. FMR Limit & Payment Standards	5	5	5	5	5	5
9. Annual Reexaminations	10	10	10	10	10	10
10. Correct Tenant Rent Calculations	5	5	5	5	5	5
11. Pre-contract HQS Inspections	5	5	0	5	5	5
12. Annual HQS Inspections	10	10	10	10	10	10
13. Lease-Up	20	20	20	20	20	20
14a. Family Self-Sufficiency Enrollment	5	5	5	5	5	5
14b. Percent of FSS Part.w/Escrow	5	5	5	5	5	5
TOTAL	145	145	140	145	145	145
OVERALL RATING	HIGH PERFORMER	HIGH PERFORMER	HIGH PERFORMER	HIGH PERFORMER	HIGH PERFORMER	HIGH PERFORMER

Progress: The PHA has strived for the past 5 years to maintain full lease-up. For additional information, please refer to SEMAP documentation.

Increase customer satisfaction

Progress: March 2, 2007 – Following a Customer Complaint, we obtained a Customer Service CD “GIVE THEM A PICKLE”, which all staff were required to watch. The video was very good Customer Service Training.

During every staff meeting Customer Service is discussed, employees are given proper instruction for greeting clients and ensuring that their needs are met each time they visit the office or call.

On February 9, 2009 a telephone receptionist was hired to personally answer the phone and direct calls according to need. Her orientation training consisted of the proper way to answer the phone and respond to the client’s request or needs. We have received very positive feedback on adding this position to our staff.

Other Staff Meeting addressing Customer Service Issues:

September 7, 2007 – Customer Service
September 28, 2007 – Phone Etiquette
October 12, 2007 – Customer Service & Complaints
January 3, 2009 – Phone Etiquette & transfer procedures
April 3, 2009 – Customer Service

Concentrate on efforts to improve specific management functions

Progress: Developed spreadsheet to better micro-manage staff time spent in fraud collection.

Progress: The Section 8 Manager works closely with Administration to obtain and maintain 100% lease-up.

Renovate or modernize public housing units

Progress: With the 2005- 2009 CFP funds the following renovations and modernization have been completed in JURHA public housing.

We removed trees, graded and sodded the area at 1109 Citizen and installed a retaining wall to stop erosion. We removed the existing parking lot which had trip hazards and was not 504 compliant and replaced it with a new parking lot at 500 Cherry. With permission of the city of Jonesboro we closed off Cherry Street to thru traffic creating a safer environment for our residents. We also poured a new sidewalk located at 500 Cherry.

We poured new concrete in and at all entry ways or breezeways in all Woodland buildings. By removing the unsightly plants and weeds we created a clean outdoor entrance for our residents.

We corrected the drainage issues at Cayman Villa by installing a swale. We poured concrete at the entries, fronts and rear of all buildings at Cayman Villa. We purchased 27 new ranges and 50 refrigerators. We installed 18 sets of new kitchen cabinets and 15 new bathroom vanities. We paved 3 parking lots removing unsightly potholes and water ponding. We installed 80 energy star rated bathroom exhaust fans and energy star rated vanity lights. Replaced roofs at Cayman, Woodland & Marshall apartments.

We removed at least 30 trees and graded, sodded and seeded many areas decreasing the erosion. We completed a total rehab including doors, hardware, cabinets & floors of 603B Alpine and 704 Marshall. We installed new energy efficient windows and security screens at Marshall Melrose Apartments. Also installed new energy efficient windows and retrofitted existing screens at Goff Courts Apartments. We installed new security screens at all scattered site houses. We poured concrete at front and rear of entrance of each unit at Goff Courts. Once again creating an outdoor space for our tenants and decreasing the erosion from around the dwelling units.

4. PHA Goal: Increase assisted Housing Choices

Objectives: Conduct outreach efforts to potential voucher landlords

Progress: Conducted quarterly Landlord meetings to discuss concerns, questions, etc.

We mailed Newsletters quarterly to all Landlords with timely and valuable information regarding housing. Documentation of this narrative attached and includes: Copy of Newsletter and Landlord Meeting minutes.

Increase voucher payment standards

Progress: Currently our voucher payment standard is greater than 100% of FMR, but less than 110%. Copies of the VPS can be found in the supporting documents on file at JURHA.

Implement voucher homeownership program

Section 8 Program: The Homeownership program has been implemented and has enabled twenty-one residents to successfully become first time homeowners. Of those twenty-one, seventeen are still active participants. As a result, currently there are four new participants in the closing process. Each of these participants received a minimum of 16-20 hours of Homebuyer Education and Counseling. Documentation of this narrative attached and includes: Homeownership participant forms, newspaper articles, and pictures of homes.

Continue public housing or other homeownership programs

Progress: Public Housing Program: In June 2000 we sold our first public housing unit, and we continue to market our homeownership program. Credit counseling offers financial assistance for down payment and closing costs for first time home buyers. Section 8 clients can benefit from both the Public Housing and Section 8 Homeownership programs by purchasing one of the Public Housing Homeownership homes.

HUD Strategic Goal: Improve community quality of life and economic vitality

5. PHA Goal: Provide an improved living environment

Objectives: Implement measures to deconcentrate poverty by bringing higher income public housing households into lower income developments;

Implement measures to promote income mixing in public housing by assuring access for lower income families into higher income developments

Progress: JURHA has successfully implemented our policy for income deconcentration. The waiting list preference for families with working income is one of the steps that help us to insure that we are compliant with the policy.

Implement public housing security improvements

Progress: Over this past year we have moved from Tenant Patrol to Neighborhood Watch. Many of the successful Tenant Patrol members of the rent past have moved on to home ownership or Section 8 HCV program. Sgt. Steve McDaniel, previous trainer of our Tenant Patrol has been promoted to more job responsibilities at Jonesboro Police Department. It has been more difficult to schedule training sessions for new tenant patrol members. The very term "Tenant Patrol" has started to take on a more powerful security officer feel and has led to some social issues in the developments. Since the Tenant Patrol Guidebook stresses "Passive Surveillance" and Neighborhood Watch Activities" we wish to dismount the "Tenant Patrol" and stress Neighborhood Watch.

In our Community Events at Cayman Villa on June 9, 2009 and at Marshall Computer Lab on August 10, 2009 Residents came together to get to know one another and formally plan the JURHA Neighborhood Watch. All Residents should be observant members of the complex neighborhood watch. Observe and report any suspicious activity to the proper authorities.

Our Resident Services Coordinator obtains a copy of Jonesboro Police Reports each month for the immediate areas surrounding our developments and including our developments. As part of the monthly PHAS tracking tool, we actually count the number of crimes on the police reports for the northern portion of Jonesboro where our developments are located. In August less than 1% of the reported crimes occurred on Public Housing Property. We have never had crimes of more than 1%. We have had no incidents of violent crimes. Police Tracking documentation can be found in the Public Housing Manager's Office and in all PHAS Documentation files for previous years.

HUD Strategic Goal: Promote self-sufficiency and asset development of families and individuals

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

Objectives: Increase the number and percentage of employed persons in assisted families; Provide or attract supportive services to improve assisted recipients' employability

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

Utilization of these funds allowed case management that resulted in successfully graduated 22 participants. We have productively reduced our 30 mandatory slots to zero. We continue to operate our program with 30 voluntary slots. All of these graduates experienced an increase in earned income in order to graduate from this program. Documentation of this narrative is attached and includes FSS Logic Models and Annual Escrow Records.

Jonesboro Public Housing successfully administered an FSS Program from 1999 until March, 2007 when we graduated our final successful candidate. This program was funded through low-rent public housing operating funding subsidy rather than grant funds. This program offered triumphant services through active members of the Program Coordinating Committee which included professionals from local employment agencies, child care providers, Department of Human Services, Workforce Center, Arkansas State University and other educational venues offering supportive services. Though the low-rent public housing FSS program concluded in 2007, public housing residents are still offered access to all FSS programs offered through the Jonesboro Housing Authority HCV FSS grant. In addition, our Public Housing Resident Services Coordinator offers opportunities through partnerships with local services.

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

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

Objectives: Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status, and disability;

Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion, national origin, sex, familial status and disability;

Undertake affirmative measures to ensure accessible housing to person with varieties of disabilities regardless of unit size required

Progress: Staff training on Fair Housing is conducted annually. During HCV Briefing session and Homebuyer Education classes, the Fair Housing laws are discussed and all potential tenants are provided a Fair Housing Complaint form within their packets. Public Housing staff continues to follow our Admissions and Continued Occupancy Policy regarding Fair Housing.

Other PHA Goals and Objectives:

8. PHA Goal: Manage the JURHA's existing Public Housing program in an efficient manner thereby qualifying as at least a standard performer

Objectives: Our ultimate goal is to continue to provide compassionate, resourceful and cost-effective service to maintain our high performer status;

Staff is encouraged to operate in a client friendly manner. We will continue to partner with agencies to further self-sufficiency and self-improvement goals

Progress: Jonesboro Public Housing, a consistent PHAS High Performer, has continued to staff a full time Resident Services Coordinator to organize activities and services to our residents and ensure compliance with the Public Housing Community Service Requirement. We have offered a money management class presented by a local bank professional. The participants left the class with a better understanding of how to successfully budget and reduce expenses. A weekly summer class was conducted by a nutrition expert with our County Extension Office. The class met during lunch time and offered nutritional, tasty recipes that could be prepared on a limited budget. All recipes were served as lunch which was extremely satisfying to the participants. The residents learned the risks and the benefits of eating certain foods and graduated with a cookbook of healthy, satisfying meals that could stretch their food dollars. Parenting Classes were taught by an RN. The young, at-risk parents learned that through case management offered by PACES, one of our partner organizations and peer group meetings, the challenges of parenting can be met with sanity. Our vision is to continually support our resident families, youth, elderly, and persons with disabilities in housing situations through leadership, education, training, networking, and other member services. Our objective is to act as a conduit for information with their constituents and provide advisement to residents to make needed services accessible to all. We partner with the Craighead County Public Library to provide family literacy programs such as story time, and speech classes for youth ages 4 to 16 years of age. Parents may enjoy the interaction with their children and reading together is encouraged. The children are awarded with coupons for hamburgers and ice cream cones from local restaurants for successful completion of the reading material. Jonesboro's local Girl Scouts Membership Director continues to offer a program implemented to reach out to underprivileged at-risk girls. The girls often endure a lack of parental involvement and this program assists them to focus on positive future decisions.

9. PHA Goal: Enhance the marketability of JURHA's Public Housing Units

Objectives: JURHA continues to encourage customer service for all residents with a friendly staff and a genuinely caring atmosphere;

Progress: Curb appeal continues to improve with development wide clean-up, lawn maintenance, landscaping, playground maintenance and careful modernization evaluation and monitoring performance through CFP monies.

We also improved our marketability by installing new attractive energy efficient windows and security screens at Marshall Melrose Apartments. These windows not only improved the looks for the apartments they also increased the security. We poured concrete at front and rear of entrance of each unit at Goff Courts. Once again creating an outdoor space for our tenants and decreasing the erosion from around the dwelling units. This also added to the attractiveness of the units.

We also purchased and installed 27 new ranges and 50 refrigerators in the development. We installed 18 sets of new kitchen cabinets and 15 new bathroom vanities. We paved 3 parking lots removing unsightly potholes and ponding. We installed 80 energy star rated bathroom exhaust fans and energy star rated vanity lights. We replaced roofs at Cayman, Woodland & Marshall Apartments. All of these improvements added to the marketability of the units.

In 2009 we also successfully submitted applications for additional money for improvements to our units. We applied for over \$400,000 in improvements to become compliant with 504 regulations. We also applied for another \$400,000 in green improvements.

10. PHA Goal: Maintain resident safety and community perception of safety and security in the JURHA's Public Housing Developments

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: Jonesboro Public Housing continues to support a COPPS substation on our Marshall Melrose Site. The COPPS substation located at the corner of Marshall and Belt also provides coverage for many of our Scattered Sites and the Oakrun Complex. A COPPS substation located at Parker Park is only 1 block from our Cayman Villa and Goff Courts complexes. The Parker Park substation is also located very near five of our Scattered Site homes. We had no evictions due to criminal violations

in FYE 2007, three in FYE 2008, and one in FYE 2009. This supports success of our resident/security managers lease enforcement activity. We continue to aggressively screen all applicants and keep vigilant watch through resident security management and neighborhood watch in an effort to maintain our family friendly atmosphere.

11. 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 97% in its tenant-based program;

Progress: JURHA has obtained 97% or above on SEMAP scores (see Improve voucher management: (SEMAP score) above)
JURHA shall continue an aggressive outreach program to attract new landlords to participate in its program;

JURHA has compiled a Landlord List of all landlords willing to participate in the HCV Program. To be added to this list, the landlord contacts our office and provides their name and telephone number where they may be reached by prospective tenants. This list is updated monthly by the Receptionist and a copy is provided to anyone receiving a Housing Choice Voucher. Also, JURHA has provided a bulletin board within the HCV Department where landlords may post units they have available for rent. The prospective tenants are given the Landlord List and access to this bulletin board and encouraged to utilize these during their search for a home.

12. PHA Goal: Deliver timely and high quality maintenance service to the residents of JURHA Public Housing Developments.

Objectives: JURHA shall continue to maintain an average response time of less than 3 days in responding to routine work orders;

JURHA shall maintain our appealing modern environment in each Public Housing Development.

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.

13. PHA Goal: JURHA shall ensure equal treatment of all applicants, residents, tenant-based participants, employee 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 Developments;

All eligible families that apply for public housing are placed on a waiting list. When a unit becomes available, the PHA must select families from the waiting list in accordance with HUD requirements and PHA policies as stated in its Admissions and Continued Occupancy Policy (ACOP) and its annual plan. JURHA has adopted a clear approach to accepting applications, placing families on the waiting list, and selecting families from the waiting list, and follows this approach consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or the PHA to receive preferential treatment, such as working income preference or a need for income deconcentration in one of the complexes. HUD regulations require that JURHA comply with all equal opportunity requirements and it must affirmatively further fair housing goals in the administration of the program [24 CFR 960.103, PH Occ GB p. 13]. Adherence to the selection policies described in the Public Housing ACOP ensures that the JURHA will be in compliance with all relevant fair housing requirements.

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

Progress: All employment openings are advertised according to Policy and the following language is included in each advertisement.

“Equal Opportunity Employer and Drug Free Workplace. All qualified applicants will receive due consideration for employment without regard to race, age, religion, sex, color, national origin, disabled status, familial status, or sexual orientation. Qualified disabled person shall not, on the basis of their disability, be subjected to discrimination in employment.”

14. 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 exceeds expense in all monthly, quarterly and yearly financial statements FYE 3/31/2006 through and FYE 3/31/2009 all programs will be able to operate in this manner.

15. 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 has met or exceeded our goal to have at least two (2) positive stories a year in the local media about the Housing Authority, JURHA staff, or JURHA residents. The JURHA staff continues to participate and partner with local service and support agencies; thereby, remaining active in community projects.

JURHA has received the following positive media coverage:

NEWSPAPER ARTICLE: Annual Plan 2010 # 1

DATE (September 8, 2009-Jonesboro Sun) Newspaper article on a community opportunities and resource fair held 11 a.m.-3 p.m. Saturday at Parker Park Community Center, 1560 North Church St. JURHA was part of the local resources featured.

TELEVISION COVERAGE: Annual Plan 2010 #2

DATE (August 15, 2009-KAIT) KAIT did a live weather broadcast at 6:00 p.m. from a community back-to-school block party hosted by JURHA and Deliverance Family Worship Center at the Marshall/Melrose playground. The event included a 3-on-3 basketball tournament, entertainment, refreshments, cook-out, and other play activities.

NEWSPAPER ARTICLE: Annual Plan 2009 #1

DATE (August 15, 2008-Jonesboro Sun) Newspaper article about a community back-to-school block party hosted by JURHA and Deliverance Family Worship Center at the Marshall/Melrose playground. The event included a 3-on-3 basketball tournament, entertainment, refreshments, cook-out, and other play activities.

NEWSPAPER ARTICLE: Annual Plan 2009 #2

DATE (June 13, 2008-Jonesboro Sun) Newspaper article on Affordable Housing Fair, Sheila Reddig, Home Ownership Counselor for JURHA, explains aid for home ownership.

NEWSPAPER ARTICLE: Annual Plan 2009 # 3

DATE (June 20, 2008-Jonesboro Sun) Newspaper article on Affordable Housing Fair, Sheila Reddig, Home Ownership Counselor, showcase seven homes on the tour.

TELEVISION COVERAGE: Annual Plan 2009

DATE (June 30, 2008 – KAIT-8) Local television station filmed and showed clips from the Community Involvement Program (J.U.R.H.A. – Join United Residents Help Area)

NEWSPAPER ARTICLE: Annual Plan 2008

DATE (August 18, 2007-Jonesboro Sun) On Saturday, August 28, 2007 a community back-to-school block party was hosted by JURHA, City Youth Ministries and Deliverance Family Worship Center at the Marshall and Melrose playground. The event included a 3-on-3 basketball tournament, entertainment, refreshments, cook-out, and other play activity.

NEWSPAPER ARTICLE: Annual Plan 2008

DATE (August 19, 2007-Jonesboro Sun) Newspaper caption under picture of children playing on the inflatable obstacle course at Back-To-School Bash, co-hosted by Jonesboro Housing Authority.

NEWSPAPER ARTICLE: Annual Plan 2008

DATE (August 20, 2007-Jonesboro Sun) Newspaper caption under picture of Linda Chalk, Resident Security Manager at Cayman Villa making a snow cone for guests at the Community Block Party co-hosted by JURHA.

TELEVISION COVERAGE: Annual Plan 2008

DATE (August 18, 2007-KAIT-8) Local television station filmed and showed clips from the Community Block Party on the 10:00 p.m. news.

NEWSPAPER ARTICLE: Annual Plan 2007 #1

DATE (August 2006 – The Jonesboro Sun) On Saturday August 12, 2006, a community back-to-school block party was hosted by the Jonesboro Housing Authority at the park located between Marshall and Melrose streets. The event is a partnership among several groups in the community and is led by Deliverance Family Worship Center and the Jonesboro Housing Authority. The event included a 3-on-3 basketball tournament, entertainment, refreshments and dinner.

NEWSPAPER ARTICLE: Annual Plan 2007 # 2

DATE (March, 2006 – The Jonesboro Sun) Janice Grissum, Assistant Executive Director, attended a seminar concerning employer liability laws. The presentation was on Consolidated Omnibus Budget Act (COBRA), which identifies insurance coverage when an employee leaves a business. Also discussed Health Insurance Portability and Accountability Act (HIPAA) to improve the health insurance coverage.

NEWSPAPER ARTICLE: Annual Plan 2006 # 1

DATE (August 18, 2005 – The Jonesboro Sun) On Saturday August 20, 2005, a community Summer Block Party will be hosted by the Jonesboro Housing Authority at the park located between Marshall and Melrose streets. The event is a partnership among several groups in the community and is led by Deliverance Family Worship Center and the Jonesboro Housing Authority. The event will include a 3-on-3 basketball tournament, entertainment, refreshments and dinner will be provided at 5:30 p.m. Linda Chalk, employee of the Jonesboro Housing Authority and an organizer of the event anticipates that over 300 people will attend.

NEWSPAPER ARTICLE: Annual Plan 2006 # 2

DATE (July 20, 2005 – The Jonesboro Sun) Several community members including representatives from the Jonesboro Housing Authority, the HIPPY program, Christian Ministries and elementary school teachers and administration attended training to prevent behavioral issues in first- and second-graders before the issues have a chance to grow into problems. This program gave the attendees the tools to help children understand their feelings and develop the ability to label emotions and develop social and emotional skills.

NEWSPAPER ARTICLE: Annual Plan 2006 #3

DATE (January 28, 2005 – The Jonesboro Sun) A new program administered by the Jonesboro Housing Authority has enabled Chris Hall to become a homeowner. Mr. Hall is the first client to become a homeowner through this program. This Homeownership program is for persons who have been enrolled in Section 8 for one year and that meet the normal qualifications for buying a home. Once those requirements are met, the clients must attend several hours of training related to homeownership including home maintenance and budgeting. Area realtors, banks and home appraisal services have partnered with the Jonesboro Housing Authority to make this possible.

NEWSPAPER ARTICLE: Annual Plan 2006 #4

DATE (September 10, 2005 – The Jonesboro Sun) JURHA will be assisting victims of Hurricane Katrina with housing. First priority will be given to assisting existing public housing and voucher program participants. Once the participants in the program have been assisted, assistance will be given to all other qualified hurricane victims.

16. 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;

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. Documentation includes a sample of PCC minutes and the current 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 include the following areas:

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

Monthly contact is maintained between case manager and client. Monthly workshops are offered and attendance is required. Documentation includes a list of FSS Workshops and FSS Participant form.