

<b>5-Year PHA Plan (for All PHAs)</b>	<b>U.S. Department of Housing and Urban Development Office of Public and Indian Housing</b>	<b>OMB No. 2577-0226 Expires: 02/29/2016</b>
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**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.** Form HUD-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

<b>A.</b>	<b>PHA Information.</b>														
A.1	<p><b>PHA Name:</b> <u>Lorain Metropolitan Housing Authority</u>      <b>PHA Code:</b> <u>OH012</u></p> <p><b>PHA Plan for Fiscal Year Beginning:</b> (MM/YYYY): <u>07/2020</u>  <b>PHA Plan Submission Type:</b>   <input type="checkbox"/> 5-Year Plan Submission      <input checked="" type="checkbox"/> Revised 5-Year Plan Submission</p> <p><b>Availability of Information.</b> In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information on the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p>LMHA posts the Annual PHA plan, the Five Year Plan, and the 5-Year Action Plan elements on its website at <a href="http://www.lmha.org">www.lmha.org</a>. Plans are also available at the LMHA Main Office, 1600 Kansas Avenue, Lorain, OH 44052 and at all administrative and property management offices:</p> <ul style="list-style-type: none"> <li>o LMHA Procurement Office 1604 Kansas Avenue, Lorain, OH 44052</li> <li>o Leavitt Homes 2153 Lorain Drive, Lorain, OH 44052</li> <li>o Kennedy Plaza 1730 Broadway, Lorain, OH 44052</li> <li>o Lakeview Plaza 310 W. 7<sup>th</sup> Street, Lorain, OH 44052</li> <li>o Southside Gardens 3010 Vine Ave., Lorain, OH 44055</li> <li>o Albright Terrace 129 Milan Ave., Amherst, OH 44001</li> <li>o John Frederick Oberlin Homes 138 South Main St., Oberlin, OH 44074</li> <li>o Wilkes Villa 104 Loudon Court, Elyria, OH 44035</li> <li>o Riverview Plaza 310 East Ave., Elyria, OH 44035</li> <li>o Harr Plaza 15 Chestnut Street, Elyria, OH 44035</li> <li>o International Plaza 1825 Homewood Drive, Lorain, OH 44055</li> </ul> <p>LMHA provides the Plans to each of its resident councils.</p> <p>To obtain additional information on the policies contained in the Annual Plan, visit <a href="http://www.lmha.org/about-lmha/">http://www.lmha.org/about-lmha/</a> and select either "Annual Reports and Audits" or "LMHA Policies". For further assistance, call 440.288.1600 or TDD/TTY (800) 750-0750.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)</p> <table border="1" data-bbox="203 1354 1461 1543"> <thead> <tr> <th rowspan="2">Participating PHAs</th> <th rowspan="2">PHA Code</th> <th rowspan="2">Program(s) in the Consortia</th> <th rowspan="2">Program(s) not in the Consortia</th> <th colspan="2">No. of Units in Each Program</th> </tr> <tr> <th>PH</th> <th>HCV</th> </tr> </thead> <tbody> <tr> <td>Lead PHA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program		PH	HCV	Lead PHA:					
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<b>B.</b>	<b>5-Year Plan.</b> Required for <u>all</u> PHAs completing this form.														
B.1	<p><b>Mission.</b> 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.  <b>LMHA is committed to providing safe, decent, and affordable housing to the residents of Lorain County.</b></p>														

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.

**LORAIN METROPOLITAN HOUSING AUTHORITY'S GOALS AND OBJECTIVES**

**Goal #1: Expand the supply of affordable housing**

- Apply for additional vouchers if funds are available and the criteria for the funding can be met
- Strive to maintain or improve upon occupancy rates in public housing and multifamily units
- Leverage private or other public funds to create additional housing opportunities
- Expand the supply of affordable housing in nontraditional areas by deconcentrating vouchers within areas of poverty and encouraging movement to neighborhoods of opportunity
- Continue collaboration with Lorain County in implementation of Tenant Based Rental Assistance (TBRA)
- Work with the cities of Lorain and Elyria to establish a Tenant Based Rental Assistance (TBRA) program
- LMHA intends to operate a project-based voucher program and work with community partners to identify specific target populations to be served through project-based vouchers. The agency will issue RFPs in the coming year to utilize up to 300 vouchers. LMHA may also consider applications outside the RFP process consistent with the LMHA Administrative Plan. Selected projects will comply with the goal of expanding the supply of affordable housing and promoting deconcentration of poverty and generally provide increased housing and economic opportunities
- LMHA may issue project based vouchers to developer(s) who assist homeless persons or who have one or more disabling conditions that complicate their ability to find and maintain housing, and for Permanent Supportive Housing.
- LMHA will solicit for consultant(s) to assist the Housing Authority in researching the possible courses of action and making recommendations for redeveloping two of its public housing properties, Wilkes Villa and Southside Gardens. LMHA also intends to solicit for architects or urban planners to revise its Master Plans for the properties.
- LMHA may submit an application for a Choice Neighborhoods Planning Grant for redevelopment planning for Southside Gardens (OH012-13 and OH012-14) for approximately 105 units and/or Wilkes Villa (OH12-03) for 150 units in future fiscal years.
- LMHA will consider other funding sources for the purposes of redevelopment, such as Mixed Finance Modernization or Development, Capital Fund Financing Program, Choice Neighborhood Planning and Implementation Grants, Conversion of Public Housing to Project-Based Assistance under RAD, HOME, Low Income Housing Tax Credits, Emergency Safety and Security Grants, etc.

**Goal #2: Improve the quality of affordable housing**

- Renovate and modernize public housing interiors, exteriors, common areas, sites/grounds and building systems utilizing Capital Funds and Operating Reserves, when possible
- Redevelop properties which are functionally obsolete, which may include demolition or disposition of units, and examine both private and public funding options for redevelopment
- Implement universal design and visitability features during capital projects
- Strive to achieve and maintain High Performer status under PHAS and SEMAP
- LMHA strives to maintain all public housing properties in REAC-ready condition and maintain scores in the 90s
- Continue to strictly enforce HQS for landlords and restrict participation of landlords who are consistently in noncompliance with HQS
- Transfer to AMPs the vacant properties owned by LMHA, for use as green space, parking lots, common areas or residential new construction (Acquisition Proposals have been submitted to HUD for review.)
- As per the 2013 Master Plans, pursue construction of prototype townhouses at Wilkes Villa to demonstrate the design features and qualities of the units in future redevelopment of the properties
- In Calendar Year 2020, procure the services of an Architectural and Engineering firm to design the prototype at Wilkes Villa
- In Fiscal Year 2021, LMHA may submit Demolition/Disposition Proposals to HUD's Special Application Center (SAC) for the redevelopment of Southside Gardens and Wilkes Villa to implement the Master Plans. This is one of the first steps towards redevelopment.
- In calendar year 2020, issue a Request for Qualifications (RFQ) for architectural and engineering (A/E) firms to provide Indefinite Delivery/Indefinite Quantity (IDIQ) services for Capital Fund Program projects and other needs, such as emergency repairs due to fire, flood, etc.
- LMHA has tentatively determined that up to 300 vouchers could be project-based in the Plan year for PHA-owned units. The project based vouchers would be used to convert two existing public housing developments to project based section 8 to preserve affordable housing in the Cities of Lorain and Elyria. Southside Gardens in Lorain and Wilkes Villa in Elyria are two public housing developments which have become functionally obsolete. It has been determined the properties exceed HUD thresholds for rehabilitation and need to be replaced.

**Goal #2. Improve the quality of affordable housing, continued**

- LMHA may apply for Low Income Housing Tax Credit funding to preserve affordable housing.
- The public housing properties with greatest need of redevelopment are Southside Gardens in Lorain and Wilkes Villa in Elyria. Because of the challenges in financing the demolition and reconstruction of functionally obsolete properties, LMHA is considering all possible avenues to finance the projects. Therefore, LMHA is considering applying for the Rental Assistance Demonstration (RAD) program to assist in funding these projects.
- LMHA will consider other funding sources for the purposes of redevelopment and modernization, such as Mixed Finance Modernization or Development, Capital fund Financing Program, Choice Neighborhood Planning and Implementation Grants, Conversion of Public Housing to Project-Based Assistance under RAD, HOME, Low Income Housing Tax Credits, Emergency Safety and Security Grants, etc.

**Goal #3: Enhance the provision of services to residents, applicants, and the public**

- Continue employee training programs and education to improve the customer service experience, to increase knowledge of HUD regulations and programs, to enhance the provision of maintenance and repairs, and to ensure Fair Housing compliance
- Improve the management of public housing properties by continual staff training
- Increase participation in resident councils in family sites through more outreach and facilitation
- Consider collaborations with providers of on-site mental health services/addiction services for residents
- Evaluate customer satisfaction survey techniques to extract opinions of those least likely to respond
- Promote the use of on-site computer kiosks at LMHA properties within HUD restrictions to decrease the digital divide of the various socioeconomic populations served by LMHA
- Expand the use of social media and electronic communications to applicants, residents, participants and the public
- Translate more documents, forms, and letters into Spanish

**Goal #4: Increase the supply of accessible housing**

- Construct one accessible 1-bedroom unit in the 4-unit townhouse prototype at Wilkes Villa
- Retrofit units with desired accessible features for residents who request accommodations
- Implement universal design and visitability features during capital improvement projects and new construction
- Create accessible units during capital improvement and redevelopment projects

**Goal #5: Promote self-sufficiency, asset development and homeownership**

- Through effective implementation of Family Self Sufficiency and Home Ownership programs, utilization of resources in the Resident Services Department, and collaboration with other agencies throughout Lorain County, empower and equip families to improve their quality of life, achieve economic stability, and reduce their need for government assistance
- Expand marketing strategies of the HCV Home Ownership Program and HCVP/PH Family Self Sufficiency programs with a focus on target marketing; conduct analysis to ensure effectiveness of the marketing campaign
- Establish job creation goals for LMHA residents to increase employment
- Connect residents to services in the community with expanded resident services collaborations and marketing
- Using the Service Coordinator grant, increase the number of cases for residents in need, expand resident training
- Improve outreach to residents regarding the Section 3 program
- Research development of a literacy program for residents who cannot read
- Increase attendance at Resident Services outreach events and presentations
- Increase training to better serve LMHA residents and the community
- Increase awareness of LMHA outreach efforts towards the staff, residents, and the community
- Close out 20% of Resident Service Coordinator's open cases from 2019 as a result of an increase in tenant income
- Increase case load of residents served by Resident Service Coordinator by 10%
- Maintain a combined minimum of 100 participants on the Public Housing and HCVP Family Self-Sufficiency Programs
- Increase employment rates and educational opportunities for FSS participants
- Increase the number of FSS participants who establish escrow accounts and successfully graduate from the program
- Increase or maintain home closings on Housing Choice Voucher Home Ownership Option Program to maintain the goal of seven (7) new homeowners in every calendar year
- Maintain quality training in HUD Approved Pre-Purchase Housing Counseling
- Increase resident participation and meeting attendance on Resident Councils
- Increase RAW volunteers program wide by 10%
- LMHA is in the process of acquiring computers and establishing computer labs at 3 developments

**Goal #6: Promote and market LMHA's owned and managed affordable housing in Lorain County, not only Public Housing and Multifamily properties, but also the HCVP**

- Advertise through a variety of diverse daily and monthly publications and media, such as traditional newspapers, radio advertisements, ethnic publications, transit buses, online, cable TV and coupon programs to ensure residents of Lorain County are aware of the availability of affordable housing without discrimination
- Expand marketing efforts of LMHA programs a social service agencies, collaborative partners, retail stores, festival, & fairs
- Encourage and increase the use of social media outlets (Facebook, Twitter, E-mail blasts) and continue to update LMHA's website to better communicate agency news and events to residents and the community
- When there are excessive vacancies, provide incentives for leasing, such as reduced security deposits, first full month's rent free, and resident referral bonuses
- Continue expansion of collaborations with other agencies to broaden the availability of information regarding LMHA's affordable housing
- Improve online search engine results for LMHA
- Conduct market studies to understand the housing needs of Lorain County to adjust the focus of advertising
- Eliminate the stigma historically placed upon affordable housing
- Encourage residents to take pride in their homes and the property and to participate in elimination of the stigma
- Modernize the LMHA Mission Statement to better reflect current operations and future undertakings
- Continue to collaborate with the Administrations of the cities of Lorain, Elyria, Oberlin and Amherst and with the Lorain County Commissioners to ensure consistency of LMHA's goals with their respective consolidated plans

**Goal #7: Enhance the safety of the living environment for public housing residents**

- Continue to provide protective services at various properties as funds are available
- Continue to provide above baseline police protection services at public housing properties as funds are available
- Install improved camera observation systems at various properties where necessary
- Continue using a police officer K-9 Drug Dog for random patrols at LMHA-owned and managed properties
- Train high rise management staff and receptionists to implement improved building access controls
- Continue to encourage residents to report suspicious or criminal activity observed at their properties
- Implement alternative methods of reporting criminal or suspicious activity, such as text messaging, emailing, voicemail, or online reporting capabilities
- Provide updated training sessions to high rise residents to educate them in how to respond in case of emergencies such as fire alarms, long-term loss of power, and natural disasters, and to advise of best practices to keep themselves and others safe
- In calendar year 2019, LMHA applied for the ESSG for Riverview Plaza. Although the application was deemed complete and acceptable, it was not selected in the lottery. Because the need persists, LMHA moved forward with the project utilizing 2018 Capital Funds.
- In calendar year 2020, LMHA will apply for the ESSG for Kennedy Plaza, Leavitt Homes, Westview Terrace, and Westgate Apartments. If LMHA is not successful, it will move forward with these projects using 2019 Capital Funds.
- Consider methods to reduce false fire alarms in high rises

**Goal #8: Explore and Implement Green Initiatives**

- LMHA intends to incorporate green initiatives in its Capital Fund projects to the extent economically feasible
- Implement economically feasible recommendations from the 2013 Energy Audit
- Reduce the amount of paper consumed through use of TenDocs digital files and Hyland Software's Onbase system
- Continue the implementation of electronic files and a paperless initiative in procurement and Human Resources
- Increase productivity and efficiency through utilization of technology
- Purchase only Energy Star appliances
- Continue to install LED fixtures throughout the Authority
- Utilize low/no-VOC paints and sealants
- Improve insulation of building envelopes whenever the structures are opened for repair or renovations
- During redevelopment or in renovation projects, consider using Energy Star Roofing on a minimum of 75% of the property
- Plan new varieties of trees in key locations to provide shade and retain water
- Utilize bio-retention and rain water filtration systems
- Where practical, utilize water permeable materials for paved areas
- Digitize drawings and specifications for all properties and consolidate into electronic folders

B.2

**Goal #9: Ensure Equal Opportunity and Affirmatively Further Fair Housing**

- Undertake affirmative measures to ensure that fair and equal housing opportunities are granted to all persons, in all housing opportunities and development activities funded by the United States Department of Housing and Urban Development (HUD), regardless of race, color, religion, gender, marital status, familial status as defined in Section 4112.01 of the Ohio Revised Code, national origin, ancestry, military status as defined in that section, or disability as defined in that section
- Continue random Fair Housing testing utilizing third party Fair Housing Testers or “mystery shoppers”
- Conduct Fair Housing Training tailored to specific personnel, such as maintenance staff, receptionists, management, inspectors, case workers, etc.
- Continue annual Fair Housing training of all employees
- Consult with Fair Housing advocacy consultants on the results of the analysis of impediments and ascertain how LMHA can play a role in the resolution process
- Expand training for staff to include cultural sensitivity and social issue awareness (People with disabilities, LGBT, domestic violence, mental health, human trafficking)
- Assist local jurisdictions and the County by providing statistics, information and comments as they conduct their respective Analysis of Impediments (AI)
- After new AI’s are published, review with the respective jurisdiction the impediments which LMHA is able to address
- Engage with local jurisdictions in the development of the Affirmatively Furthering Fair Housing (AFFH) policy for Lorain County
- Conduct annual training in Reasonable Accommodations for the Reasonable Accommodations Review Committee members

**Goal #10: Promote deconcentration**

- Promote deconcentration of areas outside traditional HCVP voucher areas
- During orientations, promote benefits of living in areas of Lorain County outside of the areas of high poverty by highlighting housing opportunities, services, employment opportunities and amenities
- Increase affordable housing choices by assessing low poverty areas and modifying voucher payment standards
- Support portability by allowing families the opportunity to move outside of areas of poverty
- Encourage the use of [www.gosection8.com](http://www.gosection8.com) where families may seek housing via the internet
- Promote community marketing by encouraging landlords to post available rental units in the LMHA lobby
- Meet with landlord organizations to encourage participation in the HCVP in all areas of Lorain County
- Collaborate with Ohio Means Jobs Lorain County, Horizon Day Care, Faith House, and Lorain County Transit to continue focusing on ELI and zero income public housing families to identify skill sets in need of improvement, to assist in obtaining GED, vocational training, etc. with the goal of enhancing employability
- Evaluate methods to promote Public Housing deconcentration and income mixing in developments with average family incomes outside the upper or lower Established Income Range (EIR) as defined in 24 CFR 903.2(c)(1)(iii) (e.g., bringing higher income public housing households into lower income public housing developments)
- LMHA may also target investment and capital improvements toward developments with an average income below the EIR to encourage applicant families whose income is above the Established Income Range (EIR) to accept units in those developments.
- For properties with average incomes below EIR, LMHA has chosen a strategy of working with current households to raise their incomes rather than adjusting admissions policies or criteria. LMHA will target the properties with high percentages of zero-income households and which have an average household income below 85% of the PHA average.
- Through LMHA’s FSS Program, as well as through collaborations with other agencies in Lorain County, raise average annual income of families in public housing properties in which the average household income is below 85% of EIR
- LMHA intends to operate a project-based voucher program and work with community partners to identify specific target populations to be served through project-based vouchers. The agency will issue RFPs in the coming year to utilize up to 300 vouchers. LMHA may also consider applications outside the RFP process consistent with the LMHA Administrative Plan. Selected projects will comply with the goal of expanding the supply of affordable housing and promoting deconcentration of poverty and generally provide increased housing and economic opportunities. In addition, LMHA has tentatively determined that up to 300 vouchers could be project-based in the Plan year for PHA-owned units.

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.

### **LORAIN METROPOLITAN HOUSING AUTHORITY'S PROGRESS REPORT**

#### **Progress Report on Goal #1: Expand the supply of affordable housing**

- LMHA's total voucher count reached 3129
- LMHA now has a total of 117 VASH Vouchers
- LMHA has 175 vouchers for persons who are non-elderly disabled (NED)
- LMHA partnered with Lorain County for funding for Tenant Based Rental Assistance (TBRA) funds to assist HCVP applicants with security deposits, first month's rent and/or utility deposits in areas outside of Lorain, Elyria and N. Ridgeville. In 2019, \$12,070 was disbursed to assist nearly 60 families; in 2016, \$16,398; in 2017, \$1,645; in 2018, \$9,210.
- Promoted communities throughout Lorain County to encourage deconcentration of low-income housing from traditional areas of poverty

#### **Progress Report on Goal #2: Improve the quality of affordable housing**

- LMHA successfully completed more than \$1,291,480 of capital improvements in various properties in calendar year 2019. In calendar year 2017, LMHA invested \$2,647,993 in capital improvement projects agency wide. In 2018, \$862,014. These projects improved the quality of the units, common areas, building systems, building exteriors, and property/sites.
- LMHA continues to be a High Performer under SEMAP by earning a 96% SEMAP score for period ending 6/30/19 and 93% for period ending 6/30/18
- LMHA is a High Performer under the Public Housing Assessment System (PHAS) with a score of 96 for period ending 6/30/2018 and 95 for period ending 6/30/2017
- LMHA strives to maintain all public housing properties in REAC-ready condition and has achieved scores in the 90s at several AMPs
- LMHA submitted to HUD acquisition proposals to transfer to AMPs vacant property, which is owned by LMHA, for use as green space, parking lots, common areas or residential new construction
- Smoke free housing policy was implemented at all LMHA owned and managed properties by May 1, 2018
- In 2013, LMHA completed Master Plans for the redevelopment of Southside Gardens and Wilkes Villa. LMHA submitted redevelopment proposals to HUD for the construction of prototype units at both properties.
- Phase I of the Wilkes Villa redevelopment began with the renovation of the former management office into a medical center which was completed in December 2014. The new management building was completed in 2015.
- Phase I of the Southside Gardens redevelopment began with the construction of the 3-unit townhouse prototype in late 2016.
- LMHA invested over \$1 million in interior renovations at Southside Gardens using Capital Funds
- Technological capacities in residential buildings were enhanced thru the provision of computer labs and internet access for residents in 7 LMHA properties

#### **Progress Report on Goal #3: Enhance the provision of services to residents, applicants, and the public**

- Training of employees is an essential element to ensure compliance to regulations, consistency in the provision of services, and improvement in the quality of program management. Among the 105 employees, more than 80 training programs were provided via HTVN, STAR 12, webinars, and/or in-person trainings, including:
  - AASC Service Coordinator Conference
  - ADA Conference
  - Addiction & OD Response Projects
  - Addressing Poor Hygiene
  - Advanced Safety for Public Employers
  - ASIST Suicide Prevention
  - Assertiveness Skills for Front Desk Workers
  - Assisted Housing Management Certification
  - Avoiding and Defending Discrimination Complaints
  - Avoiding Foreclosure Webinar
  - Backflow Prevention Refresher
  - Becoming a People Person – Dale Carnegie
  - Blended Occupancy Specialist Certification
  - Building better team communication - Training DVD
  - Business Grammar
  - Certified Manager of Maintenance
  - Certified Records Training
  - Child Hunger Summit
  - Cleveland Accounting Show
  - COHHIO Conference
  - Community Action Poverty Simulation
  - Conflict Management Skills
  - Conflict of Interest
  - Coordination of Property Management and Supportive Services
  - Customer Service

B.3

**Progress Report on Goal #3: Enhance the provision of services to residents, applicants, and the public**

**Training, Continued**

- CPIM Training
- CSH Housing Institute
- CY 2017 Subsidy Calculation Boot Camp
- Diversity Inclusion Conference
- Domestic Violence Community Impact
- Drug Free Safety Program
- Expungement Info Session
- Fair Housing Certification
- Fair Housing for Maintenance - DVD
- Fair Housing Training
- Financial Empowerment Forum
- Fraud and Ethics
- FSS Course and Exam
- HCV Homeownership Webinar
- Hearing Officer Training
- Hispanic Leadership Conference
- Homebuyer Education
- Homeownership Counseling for Program Managers
- Housing Help Sessions - Multifamily EIV
- How to Communicate with Tact and Professionalism
- How to Supervise People
- HQS Certification
- HUD Environmental Review Training
- Influence to Impact Conference
- Intro to Entrepreneurship
- Intro to Finding Grants
- Leadership through Change
- Love Should Never Hurt Workshop
- Maintenance Solutions
- Management Skills for First Time Supervisors
- Marijuana in the Workplace seminar
- Mental Health First Aid
- MOR Training
- Multifamily Housing Specialist Training
- NOHRC 2019
- Nuts and Bolts of Accounting
- OCCH - Eviction Prevention
- OCCH M2CON
- OHFA Compliance Training
- Ohio Housing Conference
- Ohio Treasurer's Academy
- OSHA 10 Construction Safety
- PBRA 4350 Training
- Performance evaluation system
- Personal Safety Training
- PH Specialist
- PHOER Certification
- PIC training
- Procurement and Contract Management Refresher
- Professional Service Coordinator Webinar Series
- Project Based Voucher Training
- Service Coordinator 101 Webinar Series
- Sexual Harassment/Hostile Work Environment
- Supervising off-site employees
- Tax Credit Compliance
- Tax Credit Specialist Certification
- Your Money, Your Goals

B.3

**Progress Report on Goal #3: Enhance the provision of services to residents, applicants, and the public**

**Training, Continued**

**From STAR 12 online training:**

- Making the Transition From Staff to Supervisor
  - Action Plan for Resolving Employee Behavior Issues
  - The Top 25 Oddball Interview Questions
  - 5 Free Online Tools to Make Work Easier
  - Management Self-Assessment
  - Handling Personality Clashes in the Workplace
  - Clear and Assertive Communication Skills
  - Working With Difficult & Challenging People
  - Conflict & Confrontation Skills for Women
  - Managing Employees Who Are Stretched to the Max
  - Problem Solving Checklist
  - Project Management Skills for the Accidental Project Manager
  - Problem Definition Questionnaire
  - 7 Magic Words for Dignity, Respect & Power
  - Quick-Start Guide - Classic Site
  - 7 Barriers to Workplace Productivity
  - The Supervisor's Guide to Giving Directions, Feedback and Criticism
  - Top 10 Management Survival Skills for First-time Supervisors
  - Breaking Down Team Communication Barriers
  - 7 Barriers to Employee Productivity
  - Employee Self Evaluation Sample
  - Comprehensive Coaching Plan: Question Guide
  - Constructive Ways to Manage Anger
  - Sample Disciplinary Documentation
  - Training Development Work Plan
  - Excel&reg; Data Analysis: Functions and Formulas
  - Performance Improvement Plan: A Sample Outline
  - Custom Learning Paths
  - Employee Development Plan
  - Promoting Sensitivity and Tolerance in the Workplace
  - Coaching Log
  - Communicating With Tact & Finesse
  - Performance Review Checklist
  - 5 Tips for Motivating Unengaged Employees
  - Boosting Your Productivity with Excel Workbooks
  - Confidence & Assertiveness Skills for Women
- 
- A new UFAS-compliant management and maintenance facility was constructed at Wilkes Villa utilizing Capital Funds
  - A portion of the existing management building at Wilkes Villa was converted to a health center for Lorain County Health and Dentistry to provide medical services to residents of the development and general public.
  - Renovations of the day care at the existing Wilkes Villa management facility were completed, during which restrooms, entrances and office spaces were modernized and made accessible

Through a grant from HUD, LMHA is able to provide enhanced direct one-on-one services utilizing the service coordination grant. Ohio Department of Jobs and Family Services assists TANF recipients in pursuing higher education, provide grant and loan information, career counseling and GED classes. LMHA has partnered with Ohio Means Jobs Lorain County to provide a one-stop location for self-help seminars, training programs, a computer lab and information about employment opportunities.

The FSS Program Coordinating Committee is composed of representatives from Lorain County whose mission is to assist in the proper implementation of the program. Persons and agencies involved are Ohio Means Jobs Lorain County, El Centro, Lorain County Community College, Department of Veteran Affairs, The Child Care Resource Center, Lorain County JVS, Goodwill, and an LMHA Resident.

LMHA complies with the Section 3 requirements by encouraging new families to express interest in being on the list for Section 3 employment opportunities. These lists are provided to contracted service providers.

Following are descriptions of services and amenities offered to assisted families by LMHA:

- Family Self Sufficiency (FSS) programming for LMHA public housing and HCVP residents
- HCVP Home Ownership Option Program
- Resident Service Coordinator on staff to connect the residents with social service agencies to address their needs



B.3

**Progress Report on Goal #3: Enhance the provision of services to residents, applicants, and the public (continued)**

- Public Housing residents were assisted by the Service Coordinator via referrals, surveys, and hardship rent exemptions.
- In 2019, 63% of the Service Coordinator's rent exemption cases that were closed were due to an increase in resident's income. By comparison, in 2016 over 58%, in 2017 over 54%, in 2018 nearly 67%.
- Resident Service Coordinator assists in mediation between Project Managers and residents to address matters of rent payment delinquency, community service, housekeeping, lease violations & minimum rent exemption applications
- Resident Services Department helps to establish and maintain Resident Councils in LMHA public housing properties and Resident Advisory Board consisting of public housing residents and HCVP participants
- Green Thumb flower and garden program has inspired residents to take an interest in the beautification of their homes and gardens, and encourage planting of annual and perennial flowers plus urban vegetable gardens. More than 52 individuals participated in 2019 agency wide. Families also cared for community gardens located at Westview, Wilkes, and Southside.
- Computer labs are available at several LMHA public housing high rises giving residents computer and internet access to look for employment, complete online applications, send/receive emails, etc. Computer kiosks are also available in the LMHA main office lobby.
- Resident Assistance Watch (RAW) programs to engage public housing residents in monitoring their properties. Residents can earn community service hours while participating. RAW membership is active at various LMHA high rises.
- Presentations provided by various speakers to discuss Medicare, Medicaid, the Affordable Care Act, Smoking Cessation, housekeeping, budgeting, home health care, medical equipment and supplies, home delivered meal programs, home delivered medication services, etc.
- LMHA is a Certified Credit Counseling agency
- LMHA conducts Homebuyer's Education Classes which fulfills HUD Approved Pre-Purchase Housing Counseling
- Food pantry is established at Westview Terrace the last Friday of every month in collaboration with Vine of Hope
- Boys and Girls Club: On site at Westview Terrace provides childcare for 37 children, 37 of whom reside with the Housing Authority
- Boys and Girls Club: On-site at Southside Gardens provides childcare for 60 children, 35 of whom reside with the Housing Authority
- Domestic Violence Awareness task force in collaboration with the Genesis House
- LMHA served as a Mary Lee Tucker application center to provide clothing for families
- Lorain County Health and Dentistry operates a medical and dental center in Wilkes Villa for residents and the general public
- Horizon Day Care facility in Wilkes Villa provides day care to residents and employment opportunities. As of December 31, 2019 there were 64 children who reside at Wilkes Villa served by/enrolled at Horizon.
- In partnership with Horizon Education Center and the Boys and Girls Club of Lorain County, the USDA Summer Food Program provides children with breakfast and lunch at Wilkes Villa, Leavitt Homes, Westview Terrace, & Southside Gardens
- Offer Financial Assistance for Education to assist residents to improve work skills and achieve individual & educational goals
- LMHA hosts the annual HUD Strong Families initiative public housing properties, which focuses on both the parents and the guardians to connect families to resources that will aid in improving the families' outcomes and unify the family and providing parents and guardians available resource information from different community organizations who also attend the event. In 2017 the event was held at Southside Garden, in 2018 at Wilkes Villa, in 2019 it was at Leavitt Homes/Westview Terrace, and in 2020 it is anticipated to be held at Southside Gardens. In 2019, 263 residents attended the event at Leavitt/Westview.
- Publishes a bi-monthly newspaper to keep public housing residents informed on available housing and community programs
- Binders with community resource information are accessible to public housing residents through each development's Management office
- Through collaboration with the Lorain County Bridges Out of Poverty, and a transportation shuttle provided by Horizon Day Care, LMHA was able to provide available community resources information such as HEAP, Safe Summer Youth Program, and literacy initiatives for the children and families from Wilkes Villa, Leavitt Homes, Westview Terrace, and throughout the community
- Residents at various LMHA properties are offered twice-monthly shuttle services to local supportive service agencies and shopping locations
- In collaboration with local supportive and faith-based organizations, holiday meals were provided to residents throughout LMHA properties
- LMHA participated in an eviction prevention program in collaboration with United Way and their UCAN Collaborative to assist Public Housing residents who were recently unemployed or under-employed
- LMHA participated in the Tenant Based Rental Assistance (TBRA) program for HCVP participants to assist with security deposits & utilities
- LMHA has partnered up with the Child Care Resource Center to promote and give information about Parent Café's that are held all through Lorain County. Parent Cafés are proven to reduce child abuse and give awareness and education to parents about child development, parent resiliency, concrete supports in times of need, social and emotional competence of children, and social connections.
- Lorain County General Health District collaborative: Smoking cessation
- Lorain County Homeless Task Force

B.3

**Progress Report on Goal #3: Enhance the provision of services to residents, applicants, and the public (continued)**

- Lorain County Goodwill: Job Club
- Ohio Means Jobs: Employment Opportunities
- Catholic Charities: Resources
- Lorain County Harvest for Hunger: Non-perishable food collection
- Lorain County Health and Dentistry is on-site at Wilkes Villa and also located close to Lakeview Plaza, Kennedy Plaza, and John Frederick Oberlin Homes
- Over 130 individuals, including 39 veterans, were served at the Lorain County Homeless Stand Down, where LMHA representatives were on site equipped with computers to assisted approximately 20 homeless individuals with applying for housing
- High rise residents were served holiday food boxes through a partnership with Salvation Army at Riverview and Harr Plaza
- As part of the Little Free Library Initiative, 4 LMHA Public Housing properties have Little Free Libraries on site stocked with books to promote literacy and the love of reading
- Second Harvest provided Housing Authority 87 individuals at Riverview, Kennedy, International, and Harr Plazas with monthly Senior Food Boxes
- Invest Elyria assisted with providing 557 Housing Authority residents, including 224 children, were served in 2018 by the Mobile Market Food Pantries at Wilkes Villa, Riverview, and Harr Plaza
- In 2019 Invest Elyria assisted a total of 346 families which included 30 senior citizens, 457 adults, and 620 children with the food pantry that is located at Wilkes Villa. Also, the Invest Elyria Mobile Market Food Pantry assisted a total of 50 households at Harr and Riverview with cleaning supplies or hygiene products
- 40 turkeys were provided to the residents at Wilkes Villa by Buckeye Healthcare
- In 2016, Resident Services sent Customer Satisfaction surveys to 1551 currently housed families to better understand our customers' needs, concerns, questions; 76 responses received (4.89%)
- In an effort to receive more input from current LMHA residents accurately and efficiently, LMHA has been transitioning from mailing paper Customer Satisfaction surveys to informing residents about new electronic Customer Satisfaction surveys. Using bimonthly newsletters and Facebook postings, LMHA solicited responses to the electronic Customer Satisfaction survey from 1538 Public Housing and Multifamily Housing households and more than 3000 Housing Choice Voucher Program households to better understand our customers' needs, concerns, questions. In 2017 LMHA received 118 electronic survey responses, in 2018, 62 responses, and in 2019 LMHA received 356 electronic responses.

**Progress Report on Goal #4: Increase the supply of accessible housing**

- LMHA has met 39% (28) of its Section 504 goal towards establishing 72 mobility accessible public housing units.
- LMHA has exceeded its Section 504 goal of having 2%, or 29, units for persons with sensory impairments. LMHA now has 396 such units, making more than 27% of its public housing units accessible for persons with sensory impairments.
- LMHA processes more than 650 requests for reasonable accommodations every calendar year.
- LMHA has made modifications to several units to ensure accessibility for persons with disability, such as ramps, hand rails, grab bars, etc.
- Construction of one accessible 3-bedroom unit and a 5-bedroom unit with complete accessibility on the first floor for 2 bedrooms in the 3-unit townhouse prototype at Southside Gardens was completed.

**Progress Report on Goal #5: Promote self-sufficiency, asset development, and homeownership**

- Through December 31, 2018, LMHA has provided 171 Housing Choice Voucher Home Ownership Option Program (HCVHOP) participants with homeownership. 12 participants became new homeowners in 2018, exceeding the goal of seven (7). As of December 31, 2018, 83 active participants were enrolled.
- As of December 31, 2019, the HCVHOP had 85 active participants and had assisted 180 participants in purchasing homes since the program's inception. Nine (9) participants became new homeowners in 2019, exceeding the goal of seven (7). LMHA has a goal of seven (7) new homeowners in 2020.
- LMHA promotes the FSS program by posting flyers, distributing flyers to new move-ins and at every annual recertification, and via the LMHA website and regular Facebook posts. Letters are also sent to residents on Earned Income Disallowance who would particularly benefit from the program.
- FSS Participants are referred to various sites in the community if they should have need for Adult Basic Education or GED preparation. The Lorain County Joint Vocational School (JVS) offers job placement and counseling services, plus many vocational studies to help students to pursue non-traditional careers, remedial training, and concentrated training in a variety of office positions. JVS provides financial assistance through Pell grants, OIG assistance, and Single Parent Financial Assistance Program. Lorain County Community College (LCCC) offers a continuing education program through the Partnership Program, on-site childcare, financial aid, and groups designated to assist students in specific fields educationally and culturally.

B.3

**Progress Report on Goal #5: Promote self-sufficiency, asset development, and homeownership, continued**

**LMHA's Public Housing FSS program statistics for January 1, 2018 thru December 31, 2018:**

- 72 current PH FSS Participants
- 51 participants are currently employed at least part time
- 33 PH FSS new participants were added
- 9 PH FSS participants graduated from the program with final disbursements totaling: \$44,416.67
- 33 PH FSS participants have positive escrow accounts totaling \$78,182.94
- 13 PH FSS participants started new escrow accounts
- 17 PH FSS participants restarted or had an increase in their monthly escrow deposit amounts
- 18 PH FSS participants started new jobs
- 15 PH FSS participants received a promotion/increase wages
- 42 PH FSS participants took part in job prep activities
- 22 PH FSS have a degree and or professional certificates
- 12 PH FSS participants are pursuing their Associate's degrees or Bachelor's degree
- 69% PH FSS of participants were employed on average in 2018
- Highest Disbursement check total \$11,690.67

**LMHA's Public Housing FSS program statistics for January 1, 2019 thru December 31, 2019:**

- 74 current PH FSS Participants
- 58 are currently employed at least part time
- 25 new participants were added
- 13 graduated from the program with final disbursements totaling: \$ 73,110.70
- 41 have positive escrow accounts totaling \$ 66,837.91
- 27 started new escrow accounts
- 8 restarted or had an increase in their monthly escrow deposit amounts
- 18 started new jobs
- 9 received a promotion/increase wages
- 34 took part in job prep activities
- 26 have a degree and or professional certificates
- 11 are pursuing their Associate's degrees or Bachelor's degree
- 75% of PH FSS of participants were employed on average in 2019
- Highest Disbursement check total \$ 10,879.16
- 97 PH FSS Participants received case management in 2019

**LMHA's Housing Choice Voucher FSS program statistics for January 1, 2018 thru December 31, 2018:**

- 46 current HCVFSS participants
- 20 new participants added
- 11 graduated with final escrow disbursements totaling \$48,213.93
- 5 have gone totally off assistance
- 24 have positive escrow accounts totaling \$65,166.91
- 5 new accounts established this year
- 10 increased their escrow deposits due to higher earned income
- 31 are employed
- 16 have been employed more than a year
- 0 participants receive Temporary Assistance to Needy Families (TANF) Cash Assistance
- 4 continues to work on her General Education Diploma (GED)
- 9 are enrolled in college
- 6 have Associate's Degrees
- 1 has a Master's Degree
- Highest Disbursement check total \$15,533.49

B.3

**Progress Report on Goal #5: Promote self-sufficiency, asset development, and homeownership, continued**

**LMHA's Housing Choice Voucher FSS program statistics for January 1, 2019 thru December 31, 2019:**

- 62 current HCV FSS participants
- 29 new participants added
- 8 graduated with final escrow disbursements totaling \$22,871.63
- 4 have gone over-income and are not receiving any HAP
- 32 have positive escrow accounts totaling \$69,121.49
- 20 new accounts established this year
- 5 increased their escrow deposits due to higher earned income
- 48 are employed
- 30 have been employed more than a year
- 0 participants receive Temporary Assistance to Needy Families (TANF) Cash Assistance
- 6 continues to work on her General Education Diploma (GED)
- 17 are enrolled in college
- 11 have Associate's Degrees (2 earned in 2019)
- 1 have a Bachelor's Degree (earned in 2019)
- 1 has a Master's Degree
- Highest Disbursement check total \$8,727.66

**LMHA's Homebuyer's Education classes continue to be the only HUD-Approved Pre-purchase group training classes held on a regular basis in Lorain County.**

- HUD's Housing Counseling program provides counseling to FSS and Homeownership participants on seeking, financing, maintaining, and owning a home. The program also assists homeownership program homeowners in need of foreclosure assistance. Counseling is provided by HUD-approved housing counseling agencies. Counseling sessions include, but are not limited to, money management and budget development, credit counseling, and analysis of individual financial profiles aimed at bring clients closer to achieving their dream of homeownership.
- In order to maintain our HUD approved status, LMHA must have 30 clients participating in housing counseling and education classes each year. In 2019, LMHA had 64 participants attend homebuyer education and 30 clients receiving one-on-one housing counseling. The households served by purpose are as follow; pre-purchase / home buying – 19, non-delinquency post-purchase - 8, resolving or preventing mortgage delinquency – 3.

**Progress Report on Goal #6: Promote and market LMHA's owned and managed affordable housing in Lorain County, not only Public Housing and Multifamily properties, but also the HCVP**

- Computer monitors are maintained in the LMHA COCC lobby to provide information regarding LMHA programs and application procedures.
- LMHA spent over \$6000 to market its LCEHC housing units (Harr and International Plazas) by advertising in the monthly Town Money Saver coupon flier, first month's rent free incentives, and resident referral programs.
- LMHA spent over \$7000 to market its Public Housing and HCVP programs thru advertisements in Morning Journal, Chronicle Telegram, Oberlin News Tribune, Senior Years, North Coast Magazine, LaPrensa, radio ads (WOBL/WEOL).
- Overall in FY 2019, LMHA spent approximately \$42,000 for marketing all its programs, and procurement & employment solicitations and in print, online, over the radio
- LMHA Administrators continued to collaborate with the mayors of the cities of Lorain, Elyria and Amherst and the City Manager of the City of Oberlin to discuss the goals of LMHA, promote the programs and services available to our residents, and to evaluate the consistency of our goals and plans with the consolidated plans of their jurisdictions.
- LMHA employees serve on the boards of agencies in Lorain County, including the Workforce Investment Board, Habitat for Humanity, Mercy Community Hospital, Lorain Public Library, Homeless Task Force, New Sunrise Properties, Genesis House
- LMHA's website was modernized to improve the quality and quantity of information and to provide more intuitive navigation
- Links to the websites of various social service agencies and other collaborative partners are included on LMHA's website
- HCVP Program Manager works closely with the Lake Erie Landlord Association (LELA)
- The ReThink.org website promotes the positive image of affordable housing
- LMHA participated in various events including El Centro's Block Party, Warm Up for Winter, Lorain Pride Day, Oberlin Family Fun Fest, Safe Summer Kickoff, various school events, Lorain County Public Health event, Senior Fairs, Cross-Systems & Homeless Task Force Housing education training etc. to promote housing to the community.

B.3

**Progress Report on Goal #7: Enhance the safety of the living environment for public housing residents**

- LMHA contracts with the cities of Lorain, Elyria and Oberlin to provide above-baseline patrols of Kennedy Plaza, Lakeview Plaza, Leavitt Homes, Westview Terrace, Southside Gardens, Wilkes Villa, Riverview Plaza & JF Oberlin Homes
- The Lorain Police Department (LPD) and LMHA have implemented a Community Policing Team at Leavitt Homes, Westview Terrace and Southside Gardens. LPD believes that they best serve when they understand the needs and expectations of the people, develop effective partnerships, and ultimately provide comprehensive service by building ties and working closely with the community. A CPT substation was established at 2139 West 24<sup>th</sup> Street to improve accessibility to residents of the Lorain public housing family developments.
- Capital projects include improved heavy duty screens and upgraded camera observation systems with high capacity recorders
- LMHA was awarded a \$250,000 Emergency Safety and Security Grant (ESSG) for improvements for safety and security measures at Lakeview Plaza. The project includes installation of:
  - more than 70 interior and exterior cameras to view and record activities where the criminal or illicit behaviors occur most frequently: parking lots, stairwells, laundry rooms, hallways, common areas, entrances;
  - Digital Video Recording systems are capable of 30-days of storage with the ability to easily download for evidence;
  - Interior and exterior lighting to improve camera viewing and recording ability, to enhance safety, and to deter loitering at night;
  - intercom entry systems in the south foyer to connect with each apartment and the management office;
  - replacement of exterior doors and locks.
- New interior security doors were installed in Lakeview and Kennedy Plazas to control access to the apartments
- LMHA trained its staff at the high rises to implement procedures at controlling access to the buildings
- LMHA hired part-time receptionists to work from 9:00 p.m. to 3:00 a.m. on weekends at Lakeview Plaza and Riverview Plaza in an effort to control access to the buildings. Though this helped to some extent, it is difficult to retain employees for these late night shifts.
- LMHA contracted with the Lorain Police Auxiliary to patrol Lakeview Plaza 7 nights per week from 8:00 p.m. to 4:00 a.m. The Auxiliary Officers monitor the entrances to the building, and make periodic patrols of the floors, stairwells, and exterior.
- LMHA's Criminal Investigator corresponds daily with local police and sheriff departments to advise them of any suspicious or potentially criminally related activities within LMHA properties. The Investigator obtains enhanced daily updates from Lorain Police Department.
- LMHA's Criminal Investigator began holding office hours at each property (2 – 4 hours per month) to increase visibility, engage with residents and employees one-on-one, and develop a rapport to encourage open communications and sharing of information.
- Local police department's drug dog patrols were increased in the high rises in the city of Lorain on sporadic basis
- Additional security patrols occur at Lakeview Plaza, Kennedy Plaza, Riverview Plaza, and International Plaza
- Statistics from the Lorain Police Department show that of all the police reports and criminal violations in the city of Lorain, 452, or 6.8%, of the 6626 cases occurred among the 948 housing units at Leavitt Homes, Westview Terrace, Westgate Apartments, Kennedy Plaza, Lakeview Plaza, International Plaza and Southside Gardens in Lorain. (In 2018, these numbers were 356, or 5%, of 7023 reports. In 2017, these numbers were 729, or 10%, of 7287 reports.)
- Statistics from the Elyria Police Department show that of all the police calls for service in the city of Elyria, 988, or 2.7%, of the 36409 calls for service occurred among the 452 housing units in Elyria. (In 2018, the counts were 160, or 3%, of the 5421 reports. In 2017, these numbers were 126, or 2.25%, of 5594 reports. In both 2017 and 2018, these statistics did not include all calls for service as accounted for in 2019, but only police reports and criminal violations were counted.)
- Eighteen (18) households were evicted from public housing in calendar year 2019 due to criminal or drug related activities. In 2018, 11 households were evicted.
- Resident Assistance Watch (RAW) patrols supplement the security and police patrols at high rise properties, inspiring residents to play an active role in the monitoring of the facilities
- Residents were provided Hot Spot cards to facilitate anonymous reporting of suspicious and criminal activity. In 2019, there were 21 Hot Spot cards submitted, but reports were also issued by personal letters, emails, and voice mail messages. In 2018, there were 32 Hot Spot cards.
- A "Fraud Complaint" hotline has been established on the LMHA website
- Fire departments and LMHA staff provided training to staff and residents in how to respond to emergencies and disasters, and how to reduce the risk of fire

B.3

**Progress Report on Goal #8: Explore and Implement Green Initiatives**

- HCVP landlords have access to online portals to view inspection results, take training courses, and contact staff
- Employees have access to online portals to request leave and to view attendance records, income, W-2's, available leave, personnel policies
- LMHA contracted with a new call center to for all work orders to be handled 24/7/365 and for the work orders to be electronically generated by the call center.
- Policies are posted online for viewing by the public
- Energy Audits were completed in calendar year 2013
- GPNA (Physical Needs Assessments) were completed for all LMHA Public Housing Properties
- Green Thumb flower and garden program has inspired residents to take an interest in the beautification of their homes and gardens. More than 32 individuals participated in 2019 agency wide. In 2018, 35 participated. Families also cared for community gardens located at Westview, Wilkes, and Southside.
- Master Plans prepared for Wilkes Villa and Southside Gardens emphasize green initiatives in construction of the units and infrastructure improvements Implemented mandatory direct deposit of HAP checks for HCVP landlords
- LMHA installed LED bulbs throughout all its public housing and multifamily units and common areas
- In early 2020, LMHA implemented direct pay cards for tenant URPs to reduce the amount of paper, checks and postage costs

**Progress Report on Goal #9: Ensure Equal Opportunity and Affirmatively Further Fair Housing**

- LMHA contracted with the Housing Research and Advocacy Center to conduct random Fair Housing testing utilizing third party fair housing testers. There were no findings.
- LMHA contracts with fair housing consultants to conduct Fair Housing training for all LMHA staff every February
- Employees participated in online courses and attended training in Fair Housing and Reasonable Accommodations; Admissions and Occupancy - Section 504 and Fair Housing Compliance; Americans with Disabilities Act in Practice; Fair Housing Training (OHAC); Fair Housing and Sec 504 for Maintenance; Expanding Fair Housing; ADA conference
- 1 employee became certified as a Fair Housing and Reasonable Accommodations Specialist
- A Reasonable Accommodations Review Committee was established in 2015 to review requests for accommodations
- A method for tabulating and tracking all requests for accommodations and the resulting decisions was created to readily demonstrate LMHA's compliance and flexibility
- The Reasonable Accommodations Procedure Manual was updated and continues to be modified as knowledge base expands and practical experience improves
- Reasonable Accommodations Review Committee members receive continual training & updates to improve decision making
- LMHA participated in the Northeast Ohio Sustainable Communities Consortium (NEOSCC) 2013 Regional Analysis of Impediments to Fair Housing Choice and Fair Housing and Equity Assessment
- LMHA's HCVP Manager meets with representatives of Lake Erie Landlords Association (LELA) to advise and train landlords in fair housing matters, such as Reasonable Accommodations.

**Progress Report on Goal #10: Promote Deconcentration**

- During orientations of new HCVP participants, LMHA promotes benefits of living in areas of Lorain County outside of the areas of high poverty by highlighting housing opportunities, services, employment opportunities and amenities
- Annually, LMHA assesses low poverty areas and modifies voucher payment standards to Increase affordable housing choices
- LMHA supports portability by allowing families the opportunity to move outside of areas of poverty
- Encourages the use of [www.gosection8.com](http://www.gosection8.com) where families may seek housing via the internet
- Promotes community marketing by encouraging landlords to post available rental units in the LMHA lobby
- HCVP Program Manager works closely with the Lake Erie Landlord Association (LELA) to encourage participation in the HCVP in all areas of Lorain County
- Collaborates with Ohio Means Jobs Lorain County, Horizon Day Care, Faith House, and Lorain County Transit to continue focusing on ELI and zero income public housing families to identify skill sets in need of improvement, to assist in obtaining GED, vocational training, etc. with the goal of enhancing employability
- Through LMHA's FSS Program, as well as through collaborations with other agencies in Lorain County, raise average annual income of families in public housing properties in which the average household income is below 85% of EIR
- LMHA intends to operate a project-based voucher program and work with community partners to identify specific target populations to be served through project-based vouchers. LMHA will issue RFPs in calendar year 2020 and subsequent years to utilize up to 300 vouchers.
- LMHA may also consider applications outside the RFP process consistent with the LMHA Administrative Plan. Selected projects will comply with the goal of expanding the supply of affordable housing and promoting deconcentration of poverty and generally provide increased housing and economic opportunities.
- LMHA has tentatively determined that up to 300 vouchers could be project-based in the Plan year for PHA-owned units.
- As an incentive to employed individuals, LMHA grants a permissive deduction to working families for medical insurance premiums withheld from the employed applicant's/resident's gross pay.
- LMHA has established flat rent amounts for units based on bedroom size. By offering a Public Housing applicant the choice of paying thirty percent (30%) of adjusted income or a flat rate based upon the size unit needed, LMHA hopes to attract the working families in need of affordable housing.

<p><b>B.4</b></p>	<p><b>Violence Against Women Act (VAWA) Goals.</b> 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.</p> <p>LMHA has adopted an Emergency VAWA Transfer Plan. LMHA is a member of the Domestic Violence Awareness Task Force.</p> <p>LMHA collaborates with local community agencies providing services and programs related to domestic violence, dating violence, sexual assault, or stalking to ensure that current information and all informational community programs are available to applicants, residents and staff. The following local organizations offer assistance to victims:</p> <table border="0"> <tr> <td data-bbox="204 436 597 533"> <p>El Centro de Servicios Sociales Inc. 2800 Pearl Avenue Lorain, Ohio 44055 440.277.8235</p> </td> <td data-bbox="604 436 1036 533"> <p>Genesis House (Lorain County Safe Harbor) PO Box 718 Lorain, OH 44052 24-hour Hotline: 440.244.1853; 440.323.3400</p> </td> <td data-bbox="1042 436 1466 533"> <p>Pathways Counseling &amp; Growth Center 312 Third Street Elyria, OH 44035 440.323.5707</p> </td> </tr> <tr> <td data-bbox="204 558 597 680"> <p>Lorain County Board of Mental Health 1173 North Ridge Road, East Lorain, OH 44055 440.233.2020 24/7 Emergency/Crisis Hotline: 800.888.6161</p> </td> <td data-bbox="604 558 1036 680"> <p>Nord Center 6140 South Broadway Avenue Lorain, OH 44053 24/7 Emergency/Crisis Hotline: 800.888.6161 Sexual Assault Services Hotline: 440.204.4359</p> </td> <td data-bbox="1042 558 1466 680"> <p>Far West Center/Amherst 554 N. Leavitt Road Amherst, OH 44001 440.988.4900</p> </td> </tr> </table> <p>Far West Center/Westlake 29133 Health Campus Drive Westlake, OH 44145 440.835.6212</p> <p>Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).</p> <p>Tenants who have been victims of sexual assault may call the Rape, Abuse &amp; Incest National Network’s National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <a href="https://oh.rainn.org/online/">https://oh.rainn.org/online/</a>.</p> <p>Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime’s Stalking Resource Center at <a href="https://www.victimsofcrime.org/our-programs/stalking-resource-center">https://www.victimsofcrime.org/our-programs/stalking-resource-center</a>.</p>	<p>El Centro de Servicios Sociales Inc. 2800 Pearl Avenue Lorain, Ohio 44055 440.277.8235</p>	<p>Genesis House (Lorain County Safe Harbor) PO Box 718 Lorain, OH 44052 24-hour Hotline: 440.244.1853; 440.323.3400</p>	<p>Pathways Counseling &amp; Growth Center 312 Third Street Elyria, OH 44035 440.323.5707</p>	<p>Lorain County Board of Mental Health 1173 North Ridge Road, East Lorain, OH 44055 440.233.2020 24/7 Emergency/Crisis Hotline: 800.888.6161</p>	<p>Nord Center 6140 South Broadway Avenue Lorain, OH 44053 24/7 Emergency/Crisis Hotline: 800.888.6161 Sexual Assault Services Hotline: 440.204.4359</p>	<p>Far West Center/Amherst 554 N. Leavitt Road Amherst, OH 44001 440.988.4900</p>
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<p><b>B.5</b></p>	<p><b>Significant Amendment or Modification.</b> Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>Lorain Metropolitan Housing Authority’s definition of “significant amendment/modification” to its PHA 5-Year Plan is a change in policy that significantly and materially alters LMHA’s stated mission, goals, objectives, and activities as stated in the 5-Year Plan, unless they are adopted to reflect changes in HUD regulations or requirements.</p>						
<p><b>B.6</b></p>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) provide comments to the 5-Year PHA Plan? Y N <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>						
<p><b>B.7</b></p>	<p><b>Certification by State or Local Officials.</b> <a href="#">Form HUD 50077-SL</a>, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>						

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

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## A. PHA Information [24 CFR §903.23\(4\)\(e\)](#)

A.1 Include the full PHA Name, PHA Code, , PHA Fiscal Year Beginning (MM/YYYY), 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. 5-Year Plan.

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\(b\)\(1\)](#)) For Qualified PHAs only, if at any time a PHA proposes to take units offline for modernization, then that action requires a significant amendment to the PHA's 5-Year Plan.

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\(a\)\(3\)](#))

B.5 **Significant Amendment or Modification.** Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.

### B.6 Resident Advisory Board (RAB) comments.

(a) Did the public or RAB provide 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\(a\)](#), [24 CFR §903.19](#))

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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 .76 hours per response, 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.

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**RESIDENT ADVISORY BOARD (RAB)  
COMMENTS ON THE  
LORAIN METROPOLITAN HOUSING AUTHORITY  
2020 (FY21) ANNUAL PLAN, 5-YEAR PLAN, and 5-YEAR ACTION PLAN  
January 21, 2020**

The Lorain Metropolitan Housing Authority (LMHA) met with the Resident Advisory Board (RAB) on January 21, 2020 to discuss the proposed changes to the 2020 Annual Plan, Five-Year Plan, and Capital Fund Program Five-Year Action Plan. Sixteen (16) RAB members representing Public Housing, Housing Choice Voucher Program, and Section 8 New Construction (multifamily housing) participated in the meeting. LMHA was represented by nine (9) employees.

LMHA sent drafts of the Annual Plan to the RAB members on January 6, 2020 so they had an opportunity to review them prior to the meeting and share them with their Tenant Councils and residents of the properties. LMHA discussed with the RAB each of the documents and encouraged meeting participants to ask questions or make comments at any time throughout the discussion. The summary of questions and comments and LMHA's response and actions follow.

**REVIEW OF ANNUAL PLAN PAGES 1-15 and 27-50**

**Pages 9 and 35: Deconcentration and Other Policies**

**RAB Q:** Deconcentration has been discussed a lot by LMHA today in public housing, Project Based Vouchers, and the HCV Program, so it must be very important to you. Are you very successful? What areas are promoted?

**LMHA A:** Yes, it is very important to LMHA and our Board of Commissioners. Since none LMHA's public housing properties have an average income greater than 115% of the average household income for all our public housing, and because nearly 90% of the public housing families are ELI, it is not possible to encourage lower income families to move into higher income properties. In the HCV Program, the participant has the *choice* of where they want to live. LMHA provides information to new participants and movers regarding other locations in Lorain County that have a lower concentration of voucher holders. And for the PBV program, LMHA strives to have project based voucher properties located in census tracts of no more than 20% poverty rate.

**Page 31: Safety and Crime Prevention**

**RAB Q:** There is a typo in the middle of the page. The Auxiliary Police work from 8:00 p.m. to 4:00 a.m., not 10:00 p.m.

**LMHA A:** Thank you! Change noted and corrected!

**Page 38: Site Acquisition Proposal for Lakeview Plaza**

**RAB Q:** The address for the parcel you have listed is not 701 Sixth Street, but 701 Sixth Court.

**LMHA A:** Thank you! Change noted and corrected!

**REVIEW OF CHANGES TO ACOP, PAGES 16-20 IN ANNUAL PLAN**

There were no questions or comments on the proposed changes to the ACOP.

**REVIEW OF CHANGES TO HCVP ADMINISTRATIVE PLAN, PAGES 21-26 IN ANNUAL PLAN**

**RAB Q:** You have talked a lot about Project Based Vouchers. Does it affect the total number of tenant based vouchers? How many do you plan to issue?

**LMHA A:** LMHA is permitted to allocate up to 20% (or just over 600) of our tenant based vouchers for project based. The majority of them are included in the total count of vouchers, so the number of tenant based vouchers would decrease. Some special types of projects do not impact the tenant-based voucher count. LMHA has stated we will consider up to 300 vouchers for project based programs, and up to 300 for PHA-owned units.

**REVIEW OF CHANGES TO 2020 FIVE-YEAR PLAN**

**Page 13: Progress on the goal of enhancing safety**

**RAB Q:** You've got the same typo in the middle of the page. The Auxiliary Police work from 8:00 p.m. to 4:00 a.m., not 10:00 p.m.

**LMHA A:** Thank you! Change noted and corrected!

## REVIEW OF CHANGES TO 2020 FIVE-YEAR ACTION PLAN

**RAB Q:** At International Plaza, we have a leak in the roof from that wind damage a couple weeks ago. We are still having leaks. Are there plans to fix it?

**LMHA A:** Yes, we have engaged the insurance company to review the damage. We brought in a roofer to protect the roof temporarily. Once the extent of the damage is determined and the nature of the repairs, we'll move forward.

LMHA and the RAB members further discussed the funding differences between public housing and multifamily housing, and that the 5-Year Action Plan and Capital Fund Program are for public housing units, while repairs and capital improvements for multifamily housing properties is funded by the property's reserves which is built up by rents, or that loans or mortgages are taken out similar a homeowner to fund modernization projects.

**RAB Q:** At Lakeview Plaza, are any doors being replaced in the safety and security project?

**LMHA A:** Yes, several exterior doors and the interior doors that provide access to the electrical room, boiler room, and elevators will be replaced. The entrance doors on the north side of the building will be replaced with doors similar to those installed on the south side a few years ago.

**RAB Q:** At Riverview, there are 2 entrances/exits to the parking lot. Is it possible to designate one as the entrance and one as the exit?

**LMHA A:** LMHA will consider that. It used to be like that years ago, but because the stop light is so close to the parking lot entrances/exits, it is often safer to use either one for entering.

**RAB Q:** Regarding these safety and security projects at the high rises, you said that after the new systems of cameras and intercoms are installed then LMHA will not keep receptionists to monitor the doors. But there are concerns about not having a receptionist due to tasks they do like unlocking doors & turning off an alarm.

**LMHA A:** This process is working at other sites where it's been implemented and we will discuss with the Manager to address those specific concerns at each building.

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