

5-Year PHA Plan (for All PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 02/29/2016
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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.

A.	PHA Information.																																				
A.1	<p>PHA Name: _____ Lorain Metropolitan Housing Authority _____ PHA Code: _____ OH012 _____</p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): _____ 07/2017 _____</p> <p>PHA Plan Submission Type: <input checked="" type="checkbox"/> 5-Year Plan Submission <input type="checkbox"/> Revised 5-Year Plan Submission</p> <p>Availability of Information. 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><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)</p> <table border="1" data-bbox="191 1308 1446 1940"> <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> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></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.	5-Year Plan. Required for <u>all</u> PHAs completing this form.
B.1	<p>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.</p> <p>The mission of the Lorain MHA is to provide decent, safe, affordable housing free from discrimination to qualifying individuals.</p>
B.2	<p>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.</p> <p><u>Goal #1: Expand the supply of affordable housing</u></p> <ul style="list-style-type: none"> • 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) <p><u>Goal #2: Improve the quality of affordable housing</u></p> <ul style="list-style-type: none"> • 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 • Continue to strictly enforce HQS for landlords and restrict participation of landlords who are consistently in noncompliance with HQS • Transfer to AMPs vacant property, which is 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.) • Implement smoke free housing at all LMHA owned and managed properties by May 1, 2018 • 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 2017, procure the services of an Architectural and Engineering firm to design the prototype at Wilkes Villa • In Fiscal Year 2018, 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. <p><u>Goal #3: Enhance the provision of services to residents, applicants, and the public</u></p> <ul style="list-style-type: none"> • 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 <p><u>Goal #4: Increase the supply of accessible housing</u></p> <ul style="list-style-type: none"> • 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

B.2

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 2016 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 home closings on Housing Choice Voucher Home Ownership Option Program by 5% to meet the goal of seven (7) new homeowners in Calendar Year 2017
- 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%
- Increase participation in Striving Toward Achieving Real Success (STARS) program by 10% at all LMHA properties through marketing and outreach initiatives

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, and retail stores
- 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
- Continue refinement of the online application system to streamline the process
- 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

B.2

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
- Evaluate feasibility of direct pay cards for tenant URPs to reduce the amount of paper, checks and postage costs
- Reduce the amount of paper consumed through enhanced online applications and use of TenDocs digital files
- Continue the implementation of electronic files and a paperless initiative
- Continue the implementation of electronic online employee requests for leave and supervisor approval
- Increase productivity and efficiency through utilization of technology
- Purchase only Energy Star appliances
- Install LED fixtures
- 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
- Plan the transition to the use of debit cards for Utility Reimbursement Payments (URP) to residents/participants

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 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 implementing the job pilot program STARS (Striving Toward Achieving Real Success) 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)
- Through LMHA’s FSS and STARS 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

B.3

Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.

Expand the supply of affordable housing

- LMHA's total voucher count reached 3091
- LMHA obtained 47 VASH vouchers in 2014 and 20 in 2015, and now has a total of 117 VASH Vouchers
- LMHA has 175 vouchers for persons who are non-elderly disabled (NED)
- In 2014, LMHA received 9 opt out vouchers for Arlington Square; in 2015, 18 for Foster Gardens apartments
- 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 2016, \$16,398 was disbursed to assist 35 families.
- Promoted communities throughout Lorain County to encourage deconcentration of low-income housing from traditional areas of poverty

Improve the quality of affordable housing

- LMHA successfully completed more than \$3,064,510 of capital improvements in various properties in calendar year 2016 (CFP2013 - \$375,562; CFP2014 - \$1,264,464; CFP2015 - \$1,318,512; CFP2016 - \$105,972). 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 perfect FY16 SEMAP score of 96%.
- 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
- 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 explored options of smoke-free housing and determined to implement smoke free policies at all LMHA owned and managed properties by May 1, 2018.
- 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

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. At least 101 employees participated in 76 training programs on HTVN, webinars, or in-person trainings, including:

- Fair Housing and Reasonable Accommodation Certification; 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
- Public Housing Management (PHM) Certification; Property Manager Basics & Intermediate; Responding to Resident Complaints; Tenant Complaints Against Employees; What Constitutes Non-Compliance; MOR Training; 8823 Guide; HUD Waiting List Mgmt; Tax Credit Compliance; Ohio Housing Conference
- Procurement Training; Practical Procurement for Managers; Capital Fund Program (OHAC); Environmental Review (OHAC)
- Nuts and Bolts of Accounting, Budgeting, and Finance Seminar
- Housing Choice Voucher (HCV) Specialist Certification
- Customer Service Basics; Customer Service Certification; Dispute Resolution
- Effective Resident Advisory Boards
- Grievance Hearings and Protecting Due Process; Evictions of Public Housing Tenants
- Healthy Homes in Housing; Hoarding and Smoking Risks
- Housing Quality Standards (HQS) Certification
- Preventing Fraud in Housing; Effective Interviewing for Program Integrity
- Human Resources Risk Management; Legal and Effective Employment Practices; Sexual Harassment: Education and Prevention; Social Media - Introduction to Social Media; Practical Workers Comp Approaches for Leaves of Absence; Workers Comp Seminar;
- Professional Service Coordinator Program; Lorain County Agency Cross Training; Working Together Across Systems; GradNation Summit; Skills for working with Smokers; Bed Bug Webinar;
- Family Self-Sufficiency (FSS); Preparing Housing Counselors for the HUD Certification Exam; FSS Update (OHAC)
- IT Security Awareness - Social Engineering; Cyber Risk; e-Discovery - The Collection of Electronic Evidence; Tenmast User Conference
- Navigating the HUD Streamlining Rule Informative Short
- Personal Management - Informative Short
- Proper Record Retention and Public Records; Certified Records Training
- BOSCO HMIIS New User Training; Homeless Program Standards; Chronically Homeless; Continuum of Care - Day to Day Implementers Seminar; Mental Health First Aid;
- Certified Manager of Maintenance; Removing the Myth and Mystery Around REAC Inspections; REAC Unit Scoring; REAC Updates (OHAC); Appliance Repair (OHAC); HVAC (OHAC); Residential Wiring (OHAC); Advanced Plumbing (OHAC)
- RAD Overview - Informative Short
- Rent Calculation for Public Housing and Housing Choice Voucher (HCV) Certification
- Risk Management Culture; Risk Prevention for Mold and Moisture-Related Damages

Enhance the provision of services to residents, applicants, and the public (continued)

- 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.
- Horizons Day Care has enrolled 47 school aged children and 26 preschool children, 53 of whom are residents of the property
- 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
- Resident Services sent Customer Satisfaction surveys to 1551 currently housed families to better understand our customers' needs, concerns, questions; 258 responses received (16.6%)

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 processed 365 requests for reasonable accommodations in 2016
- 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

Encourage and support self-sufficiency and homeownership

- LMHA has provided 149 Housing Choice Voucher Home Ownership Option Program (HCVHOP) participants with homeownership through December 31, 2016.
 - 10 participants became new homeowners in 2016, exceeding the goal of seven (7)
 - 72 active participants are enrolled
 - 6 HCVHOP participants went over-income and off assistance
- 54 Public Housing Residents participated in the STARS program in 2015-2016
- 11 STARS graduates have found new employment following graduation from the STARS Program
- 3 STARS graduates have signed up for GED classes
- 13 STARS participants were enrolled in both the STARS Program and the Family Self-Sufficiency Program
- 4 public housing residents received assistance through Financial Assistance for Education in fiscal year 2015-2016, which assists residents to improve work skills and achieve individual and educational goals
- 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.
- Through a grant from HUD, LMHA is able to provide enhanced direct one-on-one services utilizing the service coordination grant
- LMHA provides free tax preparation services through collaborations with the IRS and the Free Tax Prep Coalition at two LMHA public housing properties
- 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, Habitat for Humanity, El Centro, Horizon Day Care, Lorain County Community College, Northwest Savings Bank, and LMHA Resident.

B.3

LMHA's Public Housing FSS program statistics for January 1, 2016 thru December 31, 2016:

- 87 PH FSS participants receiving case management
- 31 PH FSS new participants were added
- 6 PH FSS participants graduated from the program with final disbursements totaling: \$18,656
- 34 PH FSS participants have positive escrow accounts totaling \$58,900
- 18 PH FSS participants started new escrow accounts
- 12 PH FSS participants had an increase in their monthly escrow deposit amounts
- 2 PH FSS participants received interim disbursements totaling \$1,199 i.e. car repair, further education
- 21 PH FSS participants started new job
- 34 PH FSS participants received a promotion/increase wages
- 29 PH FSS participants maintained 1+ years of continuous employment
- 25 PH FSS participants were eligible for benefits through their employers
- 21 PH FSS participants took part in job prep activities
- 1 PH FSS participant has a BA, 5 have Associate's degrees
- 14 PH FSS have professional certificates
- 7 PH FSS participants are pursuing their Associate's degrees or Bachelors degree
- 61 PH FSS participants received adult basic education (GED), 1 earned their GED
- 13 PH FSS participants were referred to mental health/substance abuse services
- 9 PH FSS participants attended Financial Literacy training through LMHA or another source
- 2 PH FSS participants moved from the PH FSS Program to the HCV FSS Program
- 62% PH FSS of participants are employed
- 17% PH FSS of participants are enrolled in higher education or skill training

LMHA's Housing Choice Voucher FSS program statistics for January 1, 2016 thru December 31, 2016:

- 42 current HCVFSS participants
- 7 new participants added
- 10 graduated with final escrow disbursements totaling \$46,294.83
- 5 have gone totally off assistance
- 27 have positive escrow accounts totaling \$65,166.91
- 3 new accounts established this year
- 16 interim disbursements were made totaling \$ 14,594.78 (8-car repairs, 4-clearing debt, 2-college tuition, 2-car purchases)
- 15 increased their escrow deposits due to higher earned income
- 16 are employed
- 14 are employed full-time with benefits
- 13 have been employed more than a year
- 0 participants receive Temporary Assistance to Needy Families (TANF) Cash Assistance
- 1 continues to work on her General Education Diploma (GED)
- 15 are enrolled in college
- 7 have Associate's Degrees
- 2 have Bachelor's Degrees
- 2 on waiting list for Registered Nurse/Licensed Practical Nurse clinical studies

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.

- In order to maintain our HUD Approved status, LMHA must have 30 new clients completing pre-purchase home buyer education each year. LMHA had 98 people attend the 4 sessions held in 2016 (64 were employed; 23 were disabled)
- LMHA promotes the FSS program by posting flyers & distributing flyers to new move-ins and at every annual recertification
- LMHA maintains its HUD Certified Counseling Agency status, enabling a credit report to be obtained without impacting the score, thus facilitating the provision of specific counseling based upon the report.
- Resident Assistance Watch (RAW) membership is active at 5 LMHA properties with a total of 70 members.
- LMHA is a Counselor assisted and Self Serve Ohio Benefit Bank site to enable residents to apply for benefits online, apply for the FAFSA, as well as file taxes.
- Computer labs are available at all LMHA locations giving residents computer and internet access to look for employment, complete online applications, send/receive emails, etc.
- Approximately 450 residents were assisted by the Service Coordinator via referrals, surveys, and rent exemptions
- 61% of the Service Coordinator's open rent exemption cases that were closed in 2016 were closed due to an increase in resident's income

B.3**LMHA partnered with other agencies to host various events and services:**

- United Way: UCAN
- LCCAA: Project Warm coat distribution at 4 family developments for more than 400 children (100 turkeys were distributed to families)
- Salvation Army: Lorain and Elyria residents' assistance with applying for Christmas assistance on site
- Boys and Girls Club: On site at Westview Terrace, Southside Gardens, and Wilkes Villa
- Oberlin Shuttle: City of Oberlin to provide transportation to Oberlin Residents
- El Centro: Collaboration to provide services to teenagers at the 6 bedroom unit at Southside Gardens
- RSVP: Lorain County Office on Aging utilized to assist with the Resident Council and RAB elections
- Horizon Activities Center: Daycare to provide access to quality childcare
- Lorain Public Library: Bookmobile at Westview Terrace and Kennedy Plaza
- Lorain County General Health District collaborative: Smoking cessation
- Lorain County Homeless Task Force
- Lorain County Goodwill: Job Fairs
- United Way: Job Fairs
- Ohio Means Jobs: Employment Opportunities
- Lorain County Board of Education
- Catholic Charities: Resource Fair
- Lorain County Harvest for Hunger: Food distribution
- Lorain County Health and Dentistry is now on-site at Wilkes Villa and also located close to Lakeview Plaza, Kennedy Plaza, and John Frederick Oberlin Homes.
- A food pantry at Westview Terrace is available the 4th Friday of every month in collaboration with Vine of Hope
- 186 residents participated in the Fatherhood Initiative: Spotlight fathers (or father figures) and children being together
- Over 60 families completed applications on site for the Mary Lee Tucker clothing program, in collaboration with the Lorain Morning Journal
- 115 individuals including 61 veterans were served at the Lorain County Homeless Stand Down, where LMHA representatives were on site equipped with computers to assist homeless individuals with applying for housing
- Increased resident awareness through monthly on site presentations and invitation of speakers to address topics such as housekeeping, smoking cessation, Medicare/Medicaid, healthcare, etc.
- Over 1,800 clients were served through another successful Volunteer Income Tax Assistance (VITA) season at various Free Tax sites including Kennedy Plaza and Riverview Plaza.
- Through a partnership with the Free Tax Prep Coalition, LMHA was able to provide free tax services and advised families on how to receive the EITC
- Ongoing participation on the Domestic Violence task force with a very poignant display of Silent Witnesses at the Main Office
- Over 60 high rise residents were served food boxes through a partnership with Salvation Army
- Over 21 children participated when LMHA, in partnership with the Lorain County Boys and Girls Clubs, participated in the National Fire Safety poster contest with Housing Authority Insurance, in which each child received a certificate of participation with prizes for 1st -\$50, 2nd-\$30, and 3rd-\$20 gift cards awarded to three different age groups
- Over 300 children participated in the Junior Olympics, in which LMHA partnered with the Boys and Girls Club of Lorain County to host a special gaming event for the children
- Over 400 backpacks filled with school supplies were distributed at the Back to School Kickoff: Partnered with the Boys and Girls Club of Lorain County to provide free school supplies at Wilkes Villa, Leavitt Homes, Westview Terrace, Southside Gardens, and Oberlin Homes
- 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

Promote and market LMHA's owned and managed affordable housing in Lorain County

- Computer monitors are maintained in the LMHA COCC lobby to provide information regarding LMHA programs and application procedures.
- Online housing application process continues to be refined which promotes LMHA's housing programs to more people
- LMHA spent over \$5000 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 \$5000 to market its Public Housing units thru advertisements in Morning Journal, Chronicle Telegram, Oberlin News Tribune, Senior Years, North Coast Magazine, LaPrensa, radio ads (WOBL/WEOL).
- Overall in 2016, LMHA spent approximately \$58,000 for marketing all its programs and employment solicitations in print, online, over the radio, plus a significant updating of the website (this cost includes the PH and LCEHC advertising and rental incentive coupons)
- 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, and 100 Men
- 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 such as El Centro's Block Party, Lorain National Night Out, Lorain International Parade, Light Up Lorain Parade, Cinco de Mayo parade, Warm Up for Winter, Lorain Pride Day, Urban League's Community Education event, etc. to promote housing to the community

B.3

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 24th 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
- New interior security doors were installed in Kennedy Plaza to control access to the apartments
- LMHA trained its staff at the high rises to implement procedures at controlling access to the buildings
- Private security patrols were increased to provide enhanced monitoring of high rise lobbies at Riverview Plaza and International Plaza during historically active nights and weekends
- 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.
- Local police department's drug dog patrols were increased in the high rises in the city of Lorain on sporadic bases
- 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, 9% of the 8381 cases occurred among the 948 housing units at Leavitt Homes, Westview Terrace, Westgate Apartments, Kennedy Plaza, Lakeview Plaza, International Plaza and Southside Gardens.
- Statistics from the Elyria Police Department show that of all the police reports and criminal violations in the city of Elyria, 2% of the 6177 cases occurred among the 452 housing units at Wilkes Villa, Riverview Plaza and Harr Plaza.
- Seven (7) households were evicted from public housing in calendar year 2016 due to criminal or drug related activities
- 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 2016, there were only 22 Hot Spot cards submitted, but reports were also issued by personal letters, emails, and voice mail messages.
- A new "Fraud Complaint" hotline was established on the LMHA website
- Fire departments and LMHA staff provided training to staff and residents in how to respond to emergencies and disasters

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.
- The Housing Research and Advocacy Center conducted annual Fair Housing training for all LMHA staff March 10, 2016
- Employees participated in online courses and attended training in Fair Housing and Reasonable Accommodation Certification; 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)

Green Initiatives

- Paper consumption was reduced by implementing online housing applications thus reducing the amount of paper used for copying and printing documents
- HCVP landlords have access to online portals to view inspection results, take training courses, and contact staff
- Employees have access to online portals to view attendance records, income, available leave, personnel policies
- 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. Participation increased in 2016 to more than 70 individuals agency wide. Four families at Leavitt Homes created raised garden beds.
- 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

<p>B.4</p>	<p>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.</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>El Centro de Servicios Sociales Inc. 2800 Pearl Avenue Lorain, Ohio 44055 440.277.8235</td> <td>Genesis House (Lorain County Safe Harbor) PO Box 718 Lorain, OH 44052 24-hour Hotline: 440.244.1853; 440.323.3400</td> <td>Pathways Counseling & Growth Center 312 Third Street Elyria, OH 44035 440.323.5707</td> </tr> <tr> <td>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</td> <td>Nord Center 6140 South Broadway Avenue Lorain, OH 44053 24/7 Emergency/Crisis Hotline: 800.888.6161 Sexual Assault Services Hotline: 440.204.4359</td> <td>Far West Center/Amherst 554 N. Leavitt Road Amherst, OH 44001 440.988.4900</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 & Incest National Network’s National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at https://ohl.rainn.org/online/.</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 https://www.victimsofcrime.org/our-programs/stalking-resource-center.</p>	El Centro de Servicios Sociales Inc. 2800 Pearl Avenue Lorain, Ohio 44055 440.277.8235	Genesis House (Lorain County Safe Harbor) PO Box 718 Lorain, OH 44052 24-hour Hotline: 440.244.1853; 440.323.3400	Pathways Counseling & Growth Center 312 Third Street Elyria, OH 44035 440.323.5707	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	Nord Center 6140 South Broadway Avenue Lorain, OH 44053 24/7 Emergency/Crisis Hotline: 800.888.6161 Sexual Assault Services Hotline: 440.204.4359	Far West Center/Amherst 554 N. Leavitt Road Amherst, OH 44001 440.988.4900
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<p>B.5</p>	<p>Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>The definition of “significant amendment/modification” to the PHA 5-Year and Annual Plan adopted by Lorain Metropolitan Housing Authority is:</p> <ul style="list-style-type: none"> ○ any changes to the rent or admissions policies which require a Board resolution to implement ○ organization of the waiting list ○ additions of non-emergency public housing CFP work items (items not included in the current CFP Annual Statement or CFP 5-Year Action Plan) ○ any change with regard to demolition or disposition, designation, homeownership programs or conversion activities <p>An exception to these definitions will be made for any of the above that are adopted to reflect changes in HUD regulatory requirements; such changes will not be considered significant amendments by HUD.</p>						
<p>B.6</p>	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the 5-Year PHA Plan?</p> <p>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.7</p>	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <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

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](#))

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.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

**RESIDENT ADVISORY BOARD (RAB)
COMMENTS ON THE
LORAIN METROPOLITAN HOUSING AUTHORITY
2017 (FY18) ANNUAL PLAN, FIVE-YEAR PLAN,
and 5-YEAR ACTION PLAN**

The Lorain Metropolitan Housing Authority (LMHA) met with the Resident Advisory Board (RAB) on **January 18, 2017** to discuss the proposed changes to the 2017 Annual Plan, Five-Year Plan, and Five-Year Action Plan. Nineteen RAB members representing Public Housing, Housing Choice Voucher Program, and Section 8 New Construction participated in the meeting. LMHA was represented by 8 employees.

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LMHA sent drafts of all the documents to the RAB members earlier in the month so they had an opportunity to review them prior to the meeting. LMHA reviewed 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.

Q: Do you charge people to cut grass?

A: If a resident lives in a unit that the lease requires the grass be cut by the resident, such as Oberlin Homes or Scattered Sites, they are charged the cost to mow if they do not do so.

Q: Can housing be transferred out of state?

A: Under the HCV program, a voucher is portable. Public housing is not.

Q: [Transfer Policy] If I'm in a 4 bedroom but need a 2, do I have to wait until you need a 4 bedroom for someone else to transfer down to a 2 if I want to now?

A: No, bring it to your Manager's attention. They probably already have you on the transfer list. The transfer list is now centralized in the Admissions Department.

Q: [Admin Plan Review] Don't tenants have to throw their couches out if they have bedbugs?

A: LMHA is responsible for paying for extermination for public housing residents. The resident is responsible for preparing for extermination. The contractor is responsible for exterminating. The contractor may strongly advise the resident that a piece of furniture be removed if it is completely infested and will be extremely difficult to treat. LMHA maintenance staff removes the furniture so that precautions are taken to avoid transfers of infestation. In the voucher program, the responsibility for extermination is determined by the lease agreement between the landlord and the tenant. LMHA updated its Administrative Policy to clarify this and to indicate clear circumstances when the landlord must be responsible for extermination.

Q: [Applicant Screening] If someone is already a tenant and commits a crime and is on probation, can they lose their housing?

A: Yes, it is possible. But every situation is different. For drug-related criminal activity or if someone is convicted of a felony, a Termination of Lease would be issued.

Q: Are the Resident Services activities available to HCVP participants?

A: Yes. Some (but not all) of the services and programs we provide are available to participants, such as FSS, tax programs, Boys and Girls Club, Lorain County Health and Dentistry, daycare, food bank, Mary Lee Tucker. Anything that is open to the public is also available to HCVP participants.

Q: [Website review] Where can you see your status on the Section 8 waiting list?

A: We do not have that available on the website. We hope to enhance the tenant portal in the future, but it is not likely that we would have an applicant portal available on the website. So, at this time, an applicant would have to speak with the Admissions department.

Written documents were presented by two RAB members. One member recommended that LMHA buy a used shuttle bus to take residents on shopping trips. The RAB member was reminded that LMHA contracts with Lorain County Transit to provide such services on a regular schedule. Resident Services will ensure the schedule is provided to her.

Another RAB member who is an HCVP participant sent a letter advising that she could not attend but would carefully review the documents and submit comments to us. LMHA replied that she will have until the end of the public review period and public hearing on March 15, 2017 to submit comments.

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LMHA reviewed the 5-Year Action Plan for capital improvements and form 50075.1 for the 2017 Capital Fund Program. There were no concerns presented. All comments were supportive.