

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: <u>Hialeah Housing Authority</u> PHA Code: <u>FL066</u></p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>01/01/2020</u> 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>The specific location where the public may obtain copies of the PHA Plan is at the main administrative office of the Hialeah Housing Authority and at the (8) Asset Management Project (AMP) Offices at the following addresses:</p> <p>Hialeah Housing Authority 75 East 6th Street Hialeah, Florida 33010</p> <p>AMP 01 (FL066-000010) Ashley Plaza, Holland Hall 70 East 7th Street Hialeah, Florida 33010</p> <p>AMP 02 (FL066-000020) Vivian Villas 4650 W 12 Avenue Hialeah, Florida 33012</p>

A.1 Hialeah, Florida 33012 AMP 03 (FL066-000030) Hoffman Gardens
 7650 W 8 Avenue
 Hialeah, Florida 33014

AMP 04 (FL066-000040) Donald F. Scott, Project 21
 425 W 25 Street
 Hialeah, Florida 33010

AMP 05 (FL066-000030) Milander Manor
 815 W 75 Street
 Hialeah, Florida 33014

AMP 06 (FL066-000060) La Esperanza
 1770 W 44 Pl.
 Hialeah, Florida 33012

AMP 07 (FL066-000070) Bright Villas, Dale Bennett, Raul Martinez
 6329 W 24 Avenue
 Hialeah, Florida 33016

AMP 08 (FFL066-000080) Ruth Tinsman
 6546 W 24 Avenue
 Hialeah, Florida 33016

PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)

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:					

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>It is the mission of the Hialeah Housing Authority to provide safe, decent, and sanitary housing to low and very low income families, in an environment that fosters self-sufficiency and community pride.</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: Continue Public Housing Operational Staff Training and Development</u></p> <p>Objective # 1 Provide In-House Monthly training for all public housing operational staff by Public Housing Director.</p> <p>Objective # 2: Provide outside training, education and certification for all public housing operational staff by housing industry trainers such as NAHRO and Nan Mckay in order to in order to improve work proficiency.</p> <p>Objective # 3: Update staff with all new REAC inspection protocols which will allow the Authority to maintain its high performer status.</p> <p><u>Goal # 2 Continue Training to Maintenance Staff Aimed at Job Responsibilities, Daily Activities/Tasks and Safety Measures</u></p> <p>Objective #1 Provide safety training on a quarterly basis, in order to reduce employee accidents throughout the year.</p> <p>Objective #2 Schedule annual HVAC training, for the A/C technicians to maintain all properties A/C’s in good running conditions.</p> <p>Objective #3 Update and/or replace tools, equipment, and vehicles annually or as necessary.</p> <p><u>Goal # 3 Maintain and Improve Tenant Safety in Public Housing Properties</u></p> <p>Objective # 1 Continue to participate in the Police-in-Residence Program as the program continues to increase security for public housing residents, visitors and staff</p>

B.2 Objective # 2 Continue to provide security patrol services in all public housing properties from 10:00 PM to 6:00 AM

Objective # 3 Purchase and Install Cameras in all common areas and building exteriors for all public housing properties in order to deter any criminal activities

Objective # 4 Maintain open communication with Hialeah Housing Authority Public Housing Residents

Goal #4 Maintain Excellent Rental Income Collection in all Public Housing Properties.

Objective #1 Maintain an occupancy rate of at least 99%.

Objective #2 Turn around vacant units in approximately ten (10) days.

Objective #3 Maintain rent collection rate over 99%, by the continued efforts of the public housing managers, assistant managers in enforcing lease agreement and providing proper Non-Payment notices as required.

Objective #4 Maintain active fraud prevention detection and monetary recovery by employing a full time police officer.

Goal # 5 Maintain Excellent Condition of Public Housing Properties through Targeted Management Practices

Objective #1 Conduct monthly property manager meetings to discuss best practices.

Objective # 2 Provide UPCS Inspection training to public housing operational/maintenance staff at least annually.

Objective # 3 Conduct pre-REAC inspections quarterly with internal staff to maintain scores and to identify additional training needs.

Objective # 4 Conduct annual property/unit inspection of each public housing unit by third party contractor.

Objective # 5 Annual analysis of family developments to continue to de-concentrate poverty and assure income-mixing.- Perform annual deconcentration analysis.

Objective # 6 As part of the tenant annual re-examination, the property manager must conduct a unit inspection and then generate a work order if needed.

B.3 Goal # 6 Target Available Resources to Families with Disabilities

Objective #1 Continue to make reasonable on-demand accessible modifications as a reasonable accommodation for resident disabled families.

Objective #2 Complete seventeen (17) designated accessible units in Public Housing Properties, in order to be UFAS compliant as per the Voluntary Compliance Agreement (VCA) that was entered into in 2012.

Objective #3 Reduce the amount of families on the Reasonable Accommodation Transfer List, by transferring these families as soon as appropriate units become available.

Objective #4 Increase amount of CFP Funds use in this area in order to accelerate the number of accessible units completed annually.

Goal # 7 Enhance Disaster Preparedness, Response, and Recovery Measures in Public Housing

Objective #1 Routinely review and update the disaster plan for clarity, understanding, efficiency and the execution in case of an emergency.

Objective #2 Continue partnerships with area disaster response agencies, such as local fire department, law enforcement, and the American Red Cross, etc.

Objective #3 Consistently provide educational information to our employees and residents concerning disaster preparedness measures.

Objective #5 Make sure all tools and equipment used Pre-& Post hurricane are serviced as needed by our maintenance staff.

Goal # 8 Identify and Deploy Technology to Enhance Operational Effectiveness and Efficiency throughout the Agency

Objective # 1 Implement an electronic management system in the Public Housing Department and convert physical tenant files into electronic document file (Paperless), within five (5) years.

Objective # 2 Implement an electronic management system in the Affordable Housing Program and convert physical tenant files into electronic document file (Paperless), within five (5) years.

Objective # 3 Implement automation of the asset management systems on a single unified platform for asset lifecycle and maintenance management

Objective # 4 Integrate more efficient communications with customers via email and sms text notification of appointments, important schedules or alert notifications.

Objective # 5 Build a new second data center.

Objective #6 – Convert all Landlord files to paperless

B.3 Goal # 9 Major Work Items will be Completed through the Capital Fund Program

Objective #1- Major work items that will be completed in 2020 include: Ashley Plaza: Paint Interior Units; Donald F. Scott Villas: Replace Driveways at Donald Scott (Phase 2), Roof Replacement at Donald Scott (Phase 1); Project 21: Accessibility Improvements as Per VCA Compliance Agreement; Bright Villas: Accessibility Improvements as Per VCA Compliance Agreement; Dale Bennett: Accessibility Improvements as Per VCA Compliance Agreement; Milander Manor: Milander Manor: Accessibility Improvements as Per VCA Compliance Agreement; Hoffman Gardens: Replace Roofs at Buildings (860, 870, 880) (Phase 2)

Objective #2- Major work items that will be completed in 2021 include: Donald F. Scott Villas: Replace Damaged Cast Iron Sewer Pipes (Phase 1), Replace Damaged Concrete Driveways (Phase 1), Roof Replacement (Phase 1), Roof Replacement (Phase 2); Dale Bennett: Roof Replacement-All Buildings; Vivian Villas: Paint Exterior; Milander Manor: Replace Emergency Generator; Hoffman Gardens: Replace Roofs (900, 910, 940) (Phase 3)

Objective #3- Major work items that will be completed in 2022 include: Vernon Ashley Plaza: Replace Roof; La Esperanza: Replace All Kitchen and Bathroom Cabinets in All Family Units; Bright Villas: Replace Roofs on All Buildings; Milander Manor: Interior Painting of Units and Common Areas; Hoffman Gardens: Replace Roofs at Buildings (970, 980, 985) (Phase 4); Donald Scott Roof Replacement (Phase 3)

Objective #4- Major work items that will be completed in 2023 include: Vernon Ashley Plaza: Replace All Appliances, Exterior Painting and Elevator Improvements; Donald F. Scott: Roof Replacement (Phase 4); Milander Manor: Exterior Painting; Hoffman Gardens: Exterior Painting, Roof Replacement (975, 955) (Phase 5); La Esperanza: Replace All Kitchen and Bathroom Cabinets at Elderly Building

Objective #5- Yet to be determined until 2020-Comprehensive Grants for Hialeah Housing are on a rolling basis.

Goal #10 – Maintain high performer status with HUD under the Housing Choice Voucher Program.

Objective #1– Monitor the following 15 indicators closely to ensure achievement of the maximum points needed to maintain high performer status.

- Follow written policies in the Administrative Plan for the proper selection of applicants from the housing choice voucher waiting list
- Sound determination of reasonable rent for each unit leased at initial leasing, rent increases or when there is a decrease of 5% in the published FMR
- Accurate verification of adjusted income
- Perform utility allowance study in an annual basis and maintain an up-to-date schedule
- Ensure that the Quality Control Inspections performed during the fiscal year meet the
- Minimum sample size required by HUD
- Enforce HQS by ensuring that any cited life-threatening HQS deficiencies were corrected within 24 hours and all other cited HQS deficiencies were corrected within no more than 30 calendar days from the inspection or any PHA-approved extension, stopping housing

B.2

assistance payments when the deficiencies were not corrected on a timely basis beginning no later than the first of the month

- Increase landlord participation in an effort to better expand housing opportunities outside areas of poverty or minority concentration
- Establish payment standards within the range of the FMR required by HUD
- Perform annual reexaminations in a timely fashion
- Ensure that rent calculation is accurate and errors are kept at a minimum by performing Regular quality control checks
- Ensure that all newly leased unit passed HQS inspection before the beginning date of the assisted lease and HAP contract
- Perform annual HQS inspections of all units under lease on an annual basis
- Maintain Utilization at the highest possible level
- Follow up on the Family Self Sufficiency program to try to increase the number of Families with escrow balances and ensure its success

Goal #11 – Increase the availability of decent, safe and affordable housing by applying for grants as funding becomes available.

Objective #1 – Apply for additional rental vouchers in order to assist a larger amount of needy families.

Goal #12 - Develop Strategies to Optimize Staff Performance and Productivity

Objective #1 – Boost employee morale and help them develop a positive attitude by helping them increase their knowledge and sense of security.

- Provide training and professional development for staff
- Cross train, coach and listen to suggestions
- Communicate clear goals and expectations
- Encourage open communication and feedback
- Create / Maintain team environment

Goal #13 – Promote Family Self Sufficiency (FSS)

Objective #1 – Enhance the FSS Program

- Increase enrollment
- Continue to build partnerships with outside organizations that can benefit our clients
- Develop strategies to increase the number of working families
- Motivate as many families as possible to enroll in GED programs

B.2 Goal #14 – Increase Customer Satisfaction

Objective #1 - The HHA's objective is to ensure the complete satisfaction of its residents, applicants, vendors and employees, while complying with regulations, policies and procedures.

Goal #15 – Increase Fair Housing Awareness Regulations and Policy

Objective #1 – Continue to conduct semiannual Fair Housing Training for new employees and refresher courses for employees who have attended previous training in order to keep them informed of the latest changes in regulations.

Goal #16 - Maintain Communication and Collaboration with Partner Organizations

Objective #1 Conduct quarterly meetings with partner organizations for the implementation of FSS, ROSS, Mainstream and Family Unification grant programs.

Goal #17 Employee Volunteer Opportunities

Objective #1 Encourage all full time employees to participate in agency-related and agency promoted volunteer opportunities in the community and in collaboration with the Hialeah Housing Authority's partners.

Goal #18-Ensure Equal Opportunity and Affirmatively Further Fair Housing

Objective #1-Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability.

Objective #2- Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability.

Objective #3-Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required.

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.

Goal # 1 Reduce Financial Dependency on HUD Public Housing Subsidy by 15%.

Objective #1 Increase other sources of income (i.e.) Laundry Rooms, Vending Machines- **The Authority continues to increase additional sources of revenue (i.e.), laundry rooms, vending machines, other than HUD funds. The Authority has added four (4) additional vending machines, we have also added additional four (4) washers and four (4) dryers at Project 21. In 2017 we have contracted with T mobile to put an antenna on Holland Hall, and the Authority is renting space at Donald Scott to an Adult Day Care.**

Objective #2 Provide In-House Monthly training for all public housing operational staff by Public Housing Director. - **The Director continues to provide In-House monthly training for all public housing operational staff, to continue providing excellent service to the public housing residents and outside organizations. (Provide In-House monthly training for all public housing operational staff by Public Housing Director.)**

Public Housing Monthly Managers Meeting Topics:

- * **Manager must ensure all mandatory documentation are executed before completing a transfer.**
- * **Mandatory Live-In-Aide process.**
- * **Required documentation in tenant files.**
- * **Proper move-out procedures for FSS participants.**
- * **Utilization of all Lindsey program tools.**
- * **Procedures for income verification for new residents after 120 days.**
- * **Required calculations of monetary and nonmonetary incomes.**
- * **How to calculate credit card use.**
- * **Rules and Regulations regarding the process of social security fraud or social security errors.**
- * **New Flat Rents.**
- * **Proper E.I.V. report processing.**
- * **Proper execution of Emotional Support animal's recertification.**
- * **Review Police-In-Residence sample files to ensure proper execution of all required documentations.**
- * **Smoke Free policy.**
- * **Obtaining required income verifications for all public housing residents.**

B.3 **Objective # 3** Public Housing operations staff receive outside training by NAHRO or Nan McKay annually. -**The Authority continues to provide the Public Housing Operations Staff with outside training by Nan McKay and NAHRO annually. 2016 and 2017 training was provided in Excel.**

In 2018 all Public Area Supervisor, Housing Managers, Assistant Mangers and Clerks attended the following training: Program Updates, Eligibility, Income and Rent Calculations conducted by DL Morgan and Associates.

Objective # 4 Deploy effective strategies to reduce zero income households by 4% per year. **The Hialeah Housing Authority has successfully reduced the zero income household by to less than 1% or having 8 negative rents out of 1117 public housing units.**

Objective # 5 Active Fraud Prevention detection by employing a full time police officer. - **The Public Housing Department conducted sixteen (16) fraud investigations for the year 2015, seventeen (17) in year (2016), eighteen (18) in 2017, twelve (12) in year (2018, and currently for his year of (2019) there are (22) fraud investigations, in our continued pursuit to reduce unauthorized tenants, and recover retroactive rents from undisclosed incomes. As a result, from 2015-2019 the Authority has recovered approximately \$111,955.00 from the continued effort in reducing housing fraud.**

2015- 16 Fraud Referral for investigation---Recovery \$10,000

2016- 17 Fraud Referral for investigation---Recovery \$18,088

2017- 18 Fraud Referral for investigation---Recovery \$14,588

2018- 12 Fraud Referral for investigation---Recovery \$55,301

2019- 22 Fraud Referral for Investigation---Recovery \$13,978

Goal # 2 Maintain Excellent Condition of Public Housing Properties through Targeted Management Practices

Objective #1 Conduct monthly property manager meetings to discuss best practices. **Complete and On-Going.**

Objective # 2 Provide UPCS Inspection training to public housing operational/maintenance staff at least annually. **Complete and On-Going.**

Objective # 3 Conduct pre-REAC inspections quarterly with internal staff to maintain scores and to identify additional training needs. **Complete and On-Going.**

Objective # 4 Conduct annual property/unit inspection of each public housing unit by third party contractor. -**The Hialeah Housing Authority has contracted with UPCS Inspections and they conduct annual property/units inspections Annually-Complete and On-Going.**

B.3 Objective # 5: Annual analysis of family developments to continue to de-concentrate poverty and assure income-mixing.- Perform annual deconcentration analysis. – **The following is the 2019 de-concentration analysis, this report certifies and assures income mixing efforts executed by the HHA and shows compliance with HUD’s and the HHA’s de- concentration goals and objectives with De-concentration of poverty and income mixing in all of its family developments:**

<u>Development</u>	<u>85% Percentile</u>	<u>115% Percentile</u>	<u>Average Income</u>
1. Hoffman Gardens (prj. 004)	\$18,964.00	\$25,657.00	\$22,310.00
2. Donald Scott (prj. 005)	\$17,578.00	\$23,782.00	\$20,680.00
3. Bright Villas (prj. 010)	\$26,082.00	\$35,287.00	\$30,685.00
4. Dale Bennet (prj. 012)	\$26,660.00	\$36,069.00	\$31,365.00
5. Raul Martinez (prj. 016)	\$30,278.00	\$40,965.00	\$35,622.00
6. Project 21	\$25,919.00	\$35,067.00	\$30,493.00

The Department will continue to affirmatively further fair housing and will strive to ensure income mixing continues at 100% of the average income for its family development.

Objective # 6- As part of the tenant annual re-examination, the property manager must conduct a unit inspection and then generate a work order if needed. **Complete and On-Going.**

Objective #7 Provide on-site security at public housing properties. **The Hialeah Housing Authority provides the Police In Residence program (HUD Approved), to six (6) family properties with one resident officer in each in order to minimize crime and continue providing residents with additional safety and the peaceful enjoyment of the property. Complete and On-Going.**

Goal # 3 Decrease Energy Consumption Agency-Wide by 20%

Objective # 1 Educate Public Housing Residents about reduced energy and water use, and conservation of resources annually. – **The Family Self-Sufficiency Coordinators and the Elderly Service Coordinators provide energy consumption reduction seminars to residents throughout the year. Complete and Ongoing.**

Objective # 2 Explore incentive programs to reduce energy consumption at all properties through annual meetings with FPL, or green companies.- **Complete and Ongoing.**

Objective # 3 Conduct and Energy Audit every 5 years and incorporate the audit findings into Housing Authority plans for the purchase of new energy efficient systems. **Complete and On-Going.**

Objective #4 -The Hialeah Housing Authority is replacing the interior and exterior lighting with LED lights with operating subsidies. This process will be completed throughout all of the public housing properties by the end 2019.

B.3 Goal # 3 Identify and Deploy Technology to Enhance Operational Effectiveness and Efficiency throughout the Agency

Objective # 1 Implement an Electronic Document Management System within the next 5 years (2015-2019).

The implementation of Electronic Document Management at the Sec 8 HCV program and Tenant Selection Departments was successfully completed and is in good working operation. The large volume of physical files will be shredded once the five (5) years retention period expires. The HHA's IT Department is presently in working on transitioning the operations of the Public Housing Department to complete the transition to Electronic Document Management with an expected completion date in 2019.

- 2015—Purchase hardware and begin implementation of the Electronic Document Management System in the Housing CHOICE Voucher Department and train staff on the system-**Completed**
- 2016-- Purchase hardware and begin implementation of the Electronic Document Management System in the Public Housing, Purchasing and Finance Departments and train staff on the system-**In Progress**
- 2017 Implement Electronic Signature-**In Progress**
- 2018 Section 8 Electronic Document System Implemented-**Completed**
- 2019- Public Housing System to go Paperless-**In Progress**

Conversion to the Electronic Document Management System is progressing. A new telephony Mitel System across all departments has been completed. The purchase of Fujitsu scanners for the Housing Choice Voucher Program was purchased. Digitization of tenant pictures has begun. An RFP was issued and File Vision was selected to tailor the Housing Authority's Section 8 work flow and forms.

Objective # 2 Implement automation of the asset management systems on a single unified platform for asset lifecycle and maintenance management by 2018-**Work in Progress-Planning Phase-expected completion time is for the third quarter of 2021.**

Objective # 3 Work on system enhancement to improve customer service and productivity efficiencies (2015-2019). System enhancements will include:

- Building up direct fiber optic connection from main data center to inspections department-**Completed.**
- Installation of a Fax server. **Work in Progress-Planning Phase**
- Upgrading Internet and Intranet network communications to provide faster on-line transactions. **Complete**
- Review and enhance disaster recovery policies, procedures and processes related to recovery or continuation of the technology infrastructure due to natural or human induced disasters-**Contract with Amazon for Offsite Backup Storage was completed as well as other local and remote sites from the Housing Authority. All in total there are 2 back-up sites and 4 different storage repositories.**

Objective # 4 Integrate more efficient communications with customers via email and sms text notification of appointments, important schedules or alert notifications. **Work in Progress- Planning Phase**

Objective #5 Implement online customer self-service website allowing applicants to quickly and easily submit applications, check status, revise outdated information, create service requests and receive important service related updates. **Completed.**

Goal # 5 Major Work Items will be Completed through the Capital Fund Program

Objective #1- Major work items that will be completed in 2015 include: Ashley Plaza: Front Entrance Improvements; Holland Hall: Emergency Generator; Vivian Villas: Exterior Paint, VCA Improvements; Hoffman Gardens: Balcony Lighting Improvements, Parking Lot Improvements, VCA Improvements; Seminola Villas: MGR’s Office Improvements; Milander Manor: replace A/C Units, Kitchen/Bath Cabinet Replacement; La Esperanza: Interior and Exterior Painting; Bright Villas: New Windows, Exterior Painting, Tankless Water Heater; Dale Bennett: New Windows, Exterior Painting; Martinez Pavilion: New Windows, Exterior Painting, VCA Improvements; Ruth Tinsman: None; Project 21: New Kitchen Cabinets, Repaint Units.

Ashley Plaza: Front Entrance Improvements:	Project Completed
Holland Hall: Emergency Generator:	Project Completed
Vivian Villas: Exterior Paint:	Item moved to year 2021.
Vivian Villas VCA Improvements:	Project Completed
Hoffman Gardens: Parking Lot Improvements:	Project Completed
Seminola Villas: MGR’s Office Improvements:	Project Completed
Milander Manor A/C Unit Replacement:	Project Completed
Milander Kitchen/Bath Cabinet Replacement:	Suspended until VCA Compliance is Complete
La Esperanza: Interior Painting:	Item moved to year 2020
La Esperanza Exterior Painting:	Project Completed
Bright Villas: New Windows:	Suspended until VCA Compliance is Complete
Bright Villas Exterior Painting:	Project completed.
Dale Bennett: New Windows:	Suspended until VCA Compliance is Complete
Dale Bennett: Exterior Painting:	Project completed.
Martinez Pavilion: New Windows:	Suspended until VCA Compliance is Complete
Martinez Pavilion: Exterior Painting:	Project completed

B.3	Dale Bennett: Exterior Painting:	Project completed.
	Dale Bennett: New Windows:	Suspended until VCA Compliance is Complete
	Bright Villas Exterior Painting:	Project completed.
	Martinez Pavilion: New Windows:	Suspended until VCA Compliance is Complete
	Martinez Pavilion: Exterior Painting:	Project completed
	Objective #2- Major work items that will be completed in 2016 include: Ashley Plaza: Emergency Generator, Units A/C Replacement, Parking Lot Improvements, Tankless Water Heater; Holland Hall: Kitchen/Bath Replacement, New Roof, Unit's A/C Replacement; Vivian Villas: Emergency Generator, replace Parking Lot and Perimeter Fence and Gates; Hoffman Gardens: Paint Units; Seminola Villas: Unit's A/C Replacement, VCA Improvements; Milander Manor: VCA Improvements; La Esperanza: A/C Units Placement, Unit Replacement, New Railings; Bright Villas: VCA Improvements ; Dale Bennett: None; Martinez Pavilion: Repaint Units; Ruth Tinsman: None; Project 21: New Roof, A/C Units Replacement, Doors Replacement.	
	Ashley Plaza: Emergency Generator:	Suspended until VCA Compliance is Complete
	Ashley Plaza: Units A/C Replacement:	Project Completed
	Ashley Plaza: Parking Lot Improvements:	Project Completed
	Holland Hall: Kitchen/Bath Replacement:	In Progress to be finished in 2019
	Holland Hall: New Roof:	Project Completed
	Holland Hall Unit's A/C Replacement:	Suspended until VCA Compliance is Complete
	Vivian Villas: Emergency Generator:	Project Completed
	Vivian Villas: Replace Parking	Project Completed
	Vivian Villas: Fence and Gates Building Entry Renovations	Suspended until VCA Compliance is Complete
	Hoffman Gardens: Paint Units:	Suspended until VCA Compliance is Complete
	Seminola Villas: Unit's A/C Replacement:	Suspended until VCA Compliance is Complete
	Seminola Villas: VCA Improvements:	Completed
	Milander Manor: VCA Improvements:	Item Moved to year 2020.
	La Esperanza: A/C Units Placement:	Completed
	La Esperanza Elderly: New Railings:	Completed
Bright Villas: Retile Units:	Completed	
Dale Bennett: None	N/A	

B.3	La Esperanza: Retile Units-Family:	In-Progress.
	La Esperanza: Elderly: None	N/A
	Bright Villas: None; Dale Bennett: None:	N/A
	Martinez Pavilion: None:	N/A
	Ruth Tinsman: None:	N/A
	Project 21: Parking Lot Improvements:	Completed
	Objective #4- Major work items that will be completed in 2018 include: Ashley Plaza: Kitchen Cabinet Replacement, Interior Painting of units; Holland Hall: None; Vivian Villas: Kitchen Cabinet Replacement, Appliance Replacement; Hoffman Gardens: None; Seminola Villas: Retile Units; Milander Manor: Interior Painting of Units and Common Areas; La Esperanza-Family: Retile Units; Bright Villas: None; Dale Bennett: None; Martinez Pavilion: None; Ruth Tinsman: None; Project 21: VCA Improvements.	
	Ashley Plaza: Kitchen Cabinet Replacement	Suspended until VCA Compliance is Complete
	Interior Painting of Units	Suspended until VCA Compliance is Complete
	Holland Hall:	None
	Vivian Villas: Kitchen Cabinet Replacement	Suspended until VCA Compliance is Complete
	Appliance Replacement	Suspended until VCA Compliance is Complete
	Hoffman Gardens:	None
	Seminola Villas: Retile Units	Complete
	Milander Manor: Interior Painting of Units and Common Areas	Suspended until VCA Compliance is Complete
	La Esperanza-Family:	None
	Bright Villas:	None
	Dale Bennett:	None
	Raul Martinez Pavilion:	None
	Ruth Tinsman:	None
Project 21: Accessibility Improvements as Per Current VCA Compliance Agreement-Non-Housing	Completed	

B.3 Progress - The HHA's final SEMAP score for the fiscal year ended 12/31/18 was 96% obtaining a rating of High Performer with a total of 130 points. The Utility allowance study was completed June 4, 2019 and implemented effective September 1, 2019.

Goal #7 – Increase the availability of decent, safe and affordable housing by applying for grants as funding becomes available.

Objective #1 – Apply for additional rental vouchers in order to assist a larger amount of needy families. We have contracted with Abbie J. Weist, Inc., grant writer, to monitor HUD website and apply when NOFA's are available seeking to increase the number of families assisted.

Progress – Currently, the Hialeah Housing Authority has applied for new Mainstream and HUD/VASH Vouchers in 2019. The Hialeah Housing Authority was awarded 50 Mainstream Housing Vouchers effective November 1, 2018 and the Hialeah Housing Authority has also been awarded 81 Family Unification Vouchers effective January 1, 2019.

Goal #8 – Reduce excess paper consumption.

Objective #1 – Implement a document Management System.

Progress – The Hialeah Housing Authority has entered into contract with FileVision and the implementation of the document management software was implemented. The conversion of tenant files started in April 2018 and is now completed, the Section 8 Department now is in the process of converting all landlord files to paperless, the goal is to be paperless by the middle of 2020.

Goal #9 - Develop Strategies to Optimize Staff Performance and Productivity

Objective #1 – Boost employee morale and help them develop a positive attitude by helping them increase their knowledge and sense of security.

- Provide training and professional development for staff
- Cross train, coach and listen to suggestions
- Communicate clear goals and expectations
- Encourage open communication and feedback
- Create / Maintain team environment

Progress - HHA in its commitment to provide continuous education / training sent an additional group of Section 8 employees to an Excel seminar in 2017; a beginner's session for new employees and advanced training for others. Also in 2017, supervisory staff attended a Lindsey training for updates on the latest enhancements done by our software provider. In addition a Lindsey staff member was contracted by HHA to come to our facilities and train staff on how to better utilize all features available to save time and work more efficiently. Two Section 8 employees attended a NAHRO training on Eligibility Occupancy and Rent Calculation in 2018. We also provided additional in house training to Section 8 staff to ensure there is backup for all positions.

B.3 AT the time of this writing, an in-house seminar on Quality Assurance is being scheduled for the with NAHRO for the HCV Program. Surrounding housing authorities will be invited to attend as well as to minimize the cost for the training.

Goal #10 – Promote Family Self Sufficiency (FSS)

Objective #1 – Enhance the FSS Program

- Increase enrollment
- Continue to build partnerships with outside organizations that can benefit our clients
- Develop strategies to increase the number of working families
- Motivate as many families as possible to enroll in GED programs

Progress: In 2018 the FSS Program enrolled 18 new Participants, (7) from PH and (11) in the Section 8 Program and in 2019 there was (1) new Participant in Public Housing and (15) in Section 8 for a total of (16) new participants in the FSS Program. In 2018 there were (5) FSS Public Housing clients that graduated from the Program and in 2019, as of this writing there were (7) Public Housing clients that graduated from the program. In 2018 there were (4) FSS HCV clients that graduated from the Program and in 2019, as of this writing there were (11) HCV clients that graduated from the program.

The HHA has established the following FSS partnerships:

- Florida Telecommunications, Aida Vazquez, Representative-Cordless and corded phones or persons with mild to severe hearing loss
- Doral Human Resources Consulting, LLC – Dunia Cuneo, HR Consultant – Resume Writing, job interview workshops
- The Cleo Institute – Olivia Collins, Program Manager - A climate education for all residents: Emergency preparedness and not wanting to be the next Katrina. Heat and health vulnerability
- Community Coalition Inc., - School Youth Program
- Suited for Success- Yoli Lopez, Office Manager – Woman’s program Dress for Success Miami
- University Of Florida/IFAS Extension-Parks, Recreation and Open Spaces Department- Zakkiyya Osuigwe-Extension Agent –Child Safety
- LBA Academy Charter High School- Latin Builders Association Construction And Business Management Academy – Aida Vazquez, Out Reach Manager
- Florida Highway Safety and Motor Vehicles - Participated in our Back to School Event during the summer that was held in our main building. Children were able to get a free Florida ID as long as they were receiving state assistance
- Hope for Miami / U Turn
- Everyone On
- Head Start FIU Amerigroup Real Solutions - Healthcare
- Miami Dade County Public Parenting Academy Miami Dade Library easy access to get school library
- Target Support Service
- Sedanos Supermarket Support Service

B.3

- Amigos for Kids - The goals of parenting education are to strengthen families by providing relevant, effective education and support and to encourage an optimal environment for the healthy growth and development of parents and children
- Ocean Bank - Help by supporting our back to school program
- Florida Highway Safety and Motor Vehicles - Participated in our Back to School Event during the summer that was held in our main building. Children were able to get a free Florida ID as long as they were receiving state assistance
- Clearpoint- Provides participants with Credit Counseling Services, Financial Education and Homebuyer Educational classes
- Opa-Locka Community Development Corporation or (OLCDC) – Empowers families to make smart money management decisions that best fit the circumstances of their lives. Homeowner educational classes are designed to guide first-time buyers through the home buying process as well as provide financial empowerment as well.
- Capital One- Participants benefit from Financial Education and Homebuyer Educational Classes. They are guided on ways to improve their credit by use of the Credit wise application.
- Catalyst Miami- The mission is to identify and collectively solve issues adversely affecting low-income communities throughout Miami-Dade County

Goal #11 – Increase Customer Satisfaction

Objective #1 - The HHA’s objective is to ensure the complete satisfaction of its residents, applicants, vendors and employees, while complying with regulations, policies and procedures.

- **Hold regular meetings with staff and emphasize they follow proper instructions for greeting clients and ensuring that their needs are met each time they visit or call the agency.**

- **Ensure staff at the front desk attend seminars to follow customer service protocol**

Note: Progress has been achieved by hiring two additional receptionists and assigning a full time customer service clerk at the front desk as well as ensuring staff follow the written procedures.

Progress – In an effort to reduce the workload of the reception staff, avoid keeping customers on hold for a prolonged period of time and provide an even better customer service HHA has assigned a direct line to Section 8 / Tenant Selection and Inspections supervisory personnel as well as all S8 Occupancy Specialists and staff in charge of Rent Reasonableness.

Goal #12 – Increase Fair Housing Awareness Regulations and Policy

Objective #1 – Continue to conduct semiannual Fair Housing Training for new employees and refresher courses for employees who have attended previous training in order to keep them informed of the latest changes in regulations.

Progress - We continue to offer one fair housing training for HHA staff no later than the end of June for new employees, and one refresher annual training for current employees no later than the end of November of each year. So far there have been no changes in the regulations or policy.

B.3 This year's semiannual training was conducted on June 7, 2019 and 15 new employees attended. The next annual is scheduled for November 2019. Please note that 120 current employees attended the last annual on November 28, 2018.

Goal #13 – Contact all FUP applicants purged from the 2008 and 2010 waitlists to offer them an opportunity to participate in HHA's HCV Program to comply with the VCA Agreement.

Objective #1 –To reinstate and reprocess for eligibility FUP applicants no more than 120 calendar days from the date of the VCA agreement.

Note: We have identified 407 FUP applicants who are still without housing assistance and have reached out to them via regular mail to inform / offer them the opportunity to participate in the HHA's HCV Program. Reinstated families will be placed at the top of the waiting list.-

Progress – The Tenant Selection staff processed all FUP applicants on the waiting list for eligibility and vouchers issued to those approved. There are currently no remaining applicants on the waiting list. Completed.

Goal #14 – Attain the elimination of the utility reimbursement checks and implement direct deposit directly with the utility company.

Objective #1 – Eliminate unnecessary expenses and save money by eliminating envelopes, postage stamps and paper check.

Progress - It had been the practice of the HHA to pay the utility reimbursement to the utility company and the family on a monthly basis. We are pleased to inform that the Hialeah Housing Authority has met this goal by successfully eliminating the individual utility reimbursement checks and transitioning to just one monthly check payable to the utility company, when the check is printed a listing is generated itemizing the name, account number and amount for each tenant. This procedure has reduced cost by eliminating excess envelopes, paper checks, postage and employee time. We already implemented direct deposit for FPL and are no longer sending a paper check.

Goal #15-Ensure Equal Opportunity and Affirmatively Further Fair Housing

Objective #1-Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability. **Complete and On-Going.**

Objective #2- Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability. **Complete and On-Going.**

Objective #3-Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required. **Complete and On-Going.**

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.

Please find attached FL066a01 for a copy of the Hialeah Housing Authority's Violence Against Women Act Policy, it includes: 1) Purpose and Applicability; 2) Goals and Objectives; 3) Definitions; 4) Notifications Provided; 5) Admissions and Screening; Termination of Tenancy or Assistance; 6) Verification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking; 7) Non-Citizen Self-Petitioner Verification; 8) Emergency Transfer Plan; 8) Other Remedies; 9) Relationships with Service Providers; 10) Notifications; 11) VAWA and Other Laws; and, 12) Amendments.

Also Please find attached (FL066b01AppendixIOwnerPacket) for a copy of the Hialeah Housing Authority's Violence Against Women Act Policy insert in the HCV Owners Packet.

The Homestead Housing Authority has established partnerships and resources to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. The activities and resources include:

The Hialeah Housing Authority works in partnership with the Hialeah Police Department's Domestic Violence Unit who work with the Miami-Dade County Community Action and Human Services. They currently operate two Domestic Violence Centers (shelters); Safespace North & South, two transitional housing facilities; Inn Transition North & South, three Domestic Violence Outreach Units, and the Coordinated Victims Assistance Center (CVAC). The programs offer protection and supportive services to victims of domestic violence and their dependents. The Department also provides crisis intervention and advocacy services, including counseling, information and referral, safe shelter, transportation, emergency financial assistance, food and clothing, among other services.

Violence Intervention and Prevention Services for Families are available. These programs focus on in home early intervention to prevent recurrence of abuse and neglect by empowering families while preserving child safety. The program works to prevent children being removed from their homes through the provision of a wide range of family preservation services. Individual treatment and family group counseling services are offered for family violence victims and batterers. The program also provides crisis intervention and assistance to victims of violent crimes, domestic crimes, counseling information and referral, safe shelter, transportation, emergency financial assistance, emergency food and clothing, and advocacy support.

(2) any activities, services, or programs provided, to child or adult victims of domestic violence, dating violence, sexual assault, and stalking to obtain or maintain housing;

It is the policy of the Hialeah Housing Authority to assist child or adult victims of domestic violence, dating violence, sexual assault, and stalking maintain housing by terminating the assistance to remove a lawful occupant or tenant who engages in criminal acts or threatened acts of violence or stalking to family members or others without terminating the assistance or evicting victimized lawful occupants.

(3) any activities, services, or programs provided or offered to prevent domestic violence, dating violence, sexual assault, and stalking.

B.5

The Hialeah Housing Authority distributes pamphlets from all of the above named programs regarding their services to all new clients receiving assistance under the Housing Choice Voucher Program and the Public Housing Program.

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

In accordance with HUD regulations, (24 CFR 903.7@3)(ii) and PIH Notice 1999-15), the Hialeah Housing Authority has defined below the criteria that it will use for determining substantial deviation from its (5) year plan and significant amendment or modification to its Annual Plan.

Criteria for “Substantial Deviation” from the (5) Year Plan includes:

A major change to the Hialeah Housing Authority (5) Year Plan pertaining to its mission, goals and objectives would constitute a “Substantial Deviation”. Creation of new programs, or major revisions or elimination of existing Housing Choice Voucher or Public Housing Programs or Services that have a fiscal impact of greater than 20% of the respective program budgets.

Criteria for “Significant Amendment or Modification” of the Hialeah Housing Authority Annual Plan program includes:

- Changes that revises the Hialeah Housing Authority’s mission, goals or objectives;
- Changes to rent or admission policies or organization of the waiting list;
- Additions of a Capital Fund Project or non-emergency work items that are not in the current annual statement or (5) Year action Plan in an amount equal to or greater than \$500,000.00;
- Changes in the use of replacement reserve funds under the Capital Fund program in an amount equal to or greater than \$500,000.00;
- Demolition, disposition, designation, Homeownership, RAD conversion, Capital Fund Financing, development, or mixed financing; Any other event or activity that the Authority’s Board of Commissioners determines to be a “Significant Amendment or Modification”

“Significant Amendments or Modifications” that are not defined as being significant include:

- The transfer of work projects from one grant year to another in the Capital Fund Program (fungibility), which are included in the approved Capital Fund (5) Year Action Plan;
- The transfer of funds in the Capital Fund Program from one line item to another within the same grant year budget;
- Additional work projects funded by the Capital Fund Program not included in the (5) Year Action Plan, which have been deemed emergencies;
- Any changes in the Housing Choice Voucher Administrative Plan or Public Housing Admissions and Continued Occupancy Policy, which are not specifically described in the HUD PHA (5) Year and Annual Plan or required PHA Plan elements;
- Changes that are required due o HUD mandates, regulations, federal statutes, state or local laws/ordinances or as a result of a declared national emergency or local emergency;
- Changes which are funded by sources other than federal funds will not require Plan amendment or modification.

<p>B.5</p>	<p>A significant Amendment or Substantial Deviation/Modification as referenced in the Quality Housing and Work Responsibility Act of 1998, Section 511, (g), may not be adopted, other than at a duly called meeting of the governing board of the Public Housing Agency that is open to the public after a 45 day public notice; and be implemented, until notification of the amendment or modification is provided to the Secretary of the Department of Housing and Urban Development and approved.</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>PLEASE SEE ATTACHED-FL0660c01, FL066d01; FL066e01; FL066f01; FL066g01, FL066h01, FL066i01, FL066j01, FL066k01, FL066l01, FL066m01, and FL066n01 for resident meeting notes, sign-in Sheets, analysis of the recommendations from residents living at Ashley Plaza, Holland Hall, Hoffman Gardens, Vivian Villas, Donald F. Scott Villas, Project 21, Milander Manor, Bright Villas, Dale Bennett, Raul Martinez Pavilion, Ruth A. Tinsman Pavilion, La Esperanza-elderly, La Esperanza-Family and decisions made by the Hialeah Housing Authority on the 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> <p>(Please see attached FL066o01 for the signed form HUD-50077 SM-HP, PHA Certifications of Compliance with the PHA Plans and Related Regulation).</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.
