



# FYB2017 Annual Action Plan End of the Year Report

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July 1, 2017 – June 30, 2018

**Auburn Housing Authority**  
**FYB2017 Annual Action Plan**  
**End of the Year Report**

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## GENERAL

### Summary

The end of the year (EOY) report details the Auburn Housing Authority's (AHA) accomplishments toward meeting the goals and objectives outlined in its Five-Year (FYB2015-FYB2019) Strategic Plan. The EOY report compares the actual performance of activities listed in the FYB2017 Annual Action Plan to be completed July 1, 2017 – June 30, 2018.

The following categories established goals and objectives for FYB2017:

- A. Resident Services
- B. Project-Based Voucher Units: Program Administration
- C. Project-Based Voucher Units: Property Management
- D. Project-Based Voucher Units: Maintenance
- E. Housing Choice Voucher (formerly known as Section 8)
- F. Information Technology
- G. General Administration

### Assessment of the FYB2017 Goals and Objectives:

#### **A. Resident Services**

#### **Activity #1 – Workshops and Counseling Sessions**

#### **Goal**

During FYB2017, the goal was to offer various workshops to project-based voucher (PBV) residents and tenant-based voucher (TBV) participants to include topics on housekeeping, domestic violence, credit counseling, housing counseling, budgeting, housekeeping, and domestic violence. The following was accomplished during the fiscal year.

#### **Objective**

1. Financial (Credit Counseling, Budgeting, Housing Counseling)
  - a. Avoid Financial Exploitation; 12 attendees
  - b. Budget Seminar; 13 attendees
  - c. Empower Yourself Financially/Budgeting; 20 attendees
  - d. Financial Recovery/Credit Counseling; 10 attendees
2. Employment
  - a. Banking Job Workshop; 12 attendees
  - b. Resume Workshop; 16 attendees
  - c. YES Project/Employment Skills, 4 attendees
  - d. Job Fair; 15 attended
3. Health and General
  - a. Unity Wellness, 13 attendees
  - b. Health and Job Fair; 10 attendees
  - c. Parenting Skills Workshop; 5 attendees
4. Housekeeping Workshops
  - a. No activity
5. Domestic Violence Workshop
  - a. No activity

## **Activity #2 – Education and Recreation**

### **Goal**

During FYB2017, AHA planned to offer school-aged children and college students with educational support and enhance recreational activities. The following was accomplished during the fiscal year.

### **Objective**

1. Host resident block parties at each site
  - a. Hosted block parties throughout the year at all sites (6).
  - b. Hosted National Night Out
2. Donate school supplies
  - a. School supplies distributed to school-aged children
  - b. Auburn Public Library donated free books
3. Offer/support sports activities for children
  - a. Sponsored two (2) teams in the SERC MLK Tournament held in LaGrange, GA; 24 attendees
  - b. City of Auburn Parks and Rec offers sports scholarship to AHA's residents.
  - c. Attended the Jungle Book Play, 25 attendees;
  - d. Attended the Aesop Animal Fables play, 20 attendees
  - e. Senior field trip to Jules Collins Smith Museum; 19 attendees
4. After school program
  - a. Hosted after school program at Sparkman and Ridgecrest site; 75 attendees (average)
5. Van for resident services
  - a. No activity due to funding.
6. Offer scholarships
  - a. Offered one (1) \$500 college scholarship

The following programs were also offered during the fiscal year.

1. AU Civic Engagement Activity; 4 attendees
2. Strong Family Initiative
3. Food distribution
4. Hosts Summer Feeding Program;
5. Health Screening; 6 attendees

The following organizations were instrumental in assisting the AHA in carrying out various resident service programs: Church of the Highlands, Regions Bank, True Deliverance Holiness Church, Boys and Girls Club, City of Auburn, AU School of Pharmacy, AU Civic Engagement, Tuskegee Lee Baptist Association and AU Baptist Campus Ministries, Food Bank, Our House, Esperanza House, and AU History Department.

## **B. PBV Units: Program Administration**

### **Activity #1 – Program Administration**

#### Goal

During FYB2017, AHA desired to maintain a high performer status in managing project-based voucher (PBV) units.

#### Objective

1. Maintain a monthly occupancy rate of 96% or higher
  - a. Average annual occupancy rate was 93%. Goal was not met due to an increase in vacancies caused by choice mobility, termination of assistance, and staff turnover.
2. Decrease outstanding balances and reduce tenant write-off

- a. FYB2017 write-offs were \$23,459. The write-offs increased by 26% compared to FYB2016 (\$18,496). The increase was due to terminations of assistance, vacated units and staff turnover. Procedures have been implemented in FYB2018 in an effort to reduce tenant write-offs.
- 3. Reduce evictions by implementing a “Stop Eviction Program”
  - a. AHA provides resources to residents that are past due in rent. AHA offers budgeting workshops and repayment agreements in an effort to reduce evictions due to the non-payment of rent.
- 4. Briefing and move in video
  - a. Briefings are held for all new move-ins.
- 5. Post banning list with pictures sent to each resident or post at each site
  - a. The banning list is posted at AHA Admin Office, Porter and Sparkman community centers. AHA does not have access to pictures. Banning list will not be posted on the website due to legal ramifications.

**Activity #2 – Administrative Office Improvements**

Goal

AHA desired to enhance security at the Administrative Office and to make various improvements to the building.

Objective

- 1. Panic alert system at front counter
  - a. Quotes were obtained. Anticipate installing the panic button during FYB2018.
- 2. Employee parking behind Administrative Office
  - a. Quotes were obtained; however, the proposed project will be included as part of the proposed Ridgecrest redevelopment.
- 3. Warning signal at side gate driveway
  - a. The proposed project will be included as part of the proposed Ridgecrest redevelopment.
- 4. Solid core door at entry with keypad
  - a. The proposed project will be included as part of the proposed Ridgecrest redevelopment.
- 5. Replace roof at Admin Office and garage
  - a. The proposed project will be included as part of the proposed Ridgecrest redevelopment.
- 6. Board room improvements
  - a. Quotes were received. Anticipate improvements will be made during FYB2018.

**C. PBV Units: Property Management**

**Activity #1 – Unit Improvements**

Goal

During FYB2017, AHA planned to continue to make various improvements to dwelling units.

Objective

- 1. All Sites: Replace refrigerators as needed according to PCA schedule.
  - a. Refrigerators are installed on an as needed basis at all sites and according to the 20-year PCA schedule.
- 2. Use higher grade of paint and darker flooring in units (changes made during unit turn over and contingent on cost).
  - a. The AHA is using a higher grade of paint and darker floor tiles during make-ready status on vacant units.
- 3. Install blinds in each unit (test in phases and contingent on cost).
  - a. Blinds have been installed at Sparkman and Porter. Blinds have been measured for the Moton; installation contingent on cost.
- 4. Use higher grade of counter tops (changes made during unit turn over and contingent on cost).

- b. Counter tops are changed to higher grade when identified during annual inspection and during unit turnover.

### **Activity #2 – Unit Safety and Neighborhood Security**

#### Goal

During FYB2017, AHA's goal was to enhance unit safety and neighborhood security.

#### Objective

1. Install stove suppression in each unit (as needed)
  - a. Stove suppression systems have been installed at all sites and units.
2. Security cameras at each site
  - a. Received estimate. Funds budgeted and anticipate installation during FYB2018.

### **Activity #3 – Site Improvements**

#### Goal

During FYB2017, AHA's goals was to make various aesthetics improvements in an effort to improve the living environment of AHA's housing communities.

#### Objective

1. Ridgecrest: clean out fence line
  - a. Activity will be completed during FYB2018.
2. All sites: protective cover at bus stop
  - a. The proposed project will be included as part of the proposed Ridgecrest redevelopment.
3. All sites: speed humps/traffic calming devices
  - a. Speed bumps were installed on Foster Street which benefits the Drake community. Speed bumps are regulated by the City of Auburn.
4. All sites: site beautification (lawn RFP)
  - a. Lawn RFP will be completed by December 2018.
5. All Sites: Plexiglas resident information board
  - a. Information boards are in use at AHA community centers.
6. Auburn Day Care Centers: improvements as needed and according to the Agreement
  - b. AHA continues to adhere to the Lease Agreement. Improvements will be made accordingly. Improvements are anticipated to made as part of the proposed Ridgecrest redevelopment.

### **D. PBV Units: Maintenance**

#### **Activity #1 – Maintenance Process**

#### Goal

During FYB2017, AHA desires to maintain a high level Maintenance Program.

#### Objective

1. Ensure items on PCA are 95 - 100% complete annually
  - a. No activity due to staff turnover and increase in vacancies.
2. Work order monthly completion rate 95 - 100%
  - a. The average work order completion rate was at 99% during FYB2017.
3. Housing Quality Standard (HQS) inspections rate 98 - 100%
  - a. The FYB2017 annual HQS inspection score for AHA was 98%; 164 units inspected 161 units passed initial inspection and/or re-inspection.

4. Preventive maintenance on all public housing units
  - a. Preventive maintenance will be reinstated in FYB2018 due to maintenance staff turnover.
5. Turn around time on vacant units in 13 days
  - a. Turn around time was not met due to maintenance staff turnover and vacancies.

## **E. Housing Choice Voucher**

### **Activity #1 – Program Administration**

#### Goal

During FYB2017, AHA's goal was to maintain a high level HCV Program.

#### Objective

1. SEMAP score of 90-100% to maintain high performer status
  - a. The HCV Program received a High Performer (93) SEMAP rating for FYE2018.

### **Activity #2 – Participants**

#### Goal

During FYB2017, AHA's goal was to improve and enhance services to HCV participants.

#### Objective

1. Quarterly participant workshop
  - a. Activity met via website.
2. Administer the HCV Homeownership Program
  - a. Activity is anticipated to be met during FYB2018.
3. Administer the Non-Elderly Disabled Voucher Program
  - a. Applied for funding during FYB2017. Funding was not awarded.
4. Administer the Family Unification Voucher Program
  - a. NOFA was not available during FYB2017.
5. Visa or MasterCard prepaid cards or direct deposit for participants that receive a utility allowance Check
  - a. Started the procurement process during FYB2017. Anticipate implementation in FYB2018.
6. Amend Retro Rent Policy (required to attend budget counseling session)
  - a. Activity included in the FYB2018 Admin Plan revisions.
7. Prepare a HCV participant brochure
  - a. Activity completed via website.

### **Activity #3 –Landlords**

#### Goal

During FYB2017, AHA desires to improve and enhance services to HCV landlords.

#### Objective

1. Quarterly landlord workshops
  - a. Objective completed via website.
2. Prepare a HCV landlord brochure
  - a. Objective completed via website.
3. Require landlord orientation for new landlords
  - a. New landlords are provided information regarding the HCV program before the unit is added to the program.

## **F. Information Technology**

### **Activity #1 – IT Improvements**

#### Goal

During FYB2017, AHA's goal was to improve and enhance its information technology in an effort to have information accessible for those served by AHA.

#### Objective

1. AHA App
  - a. It is not feasible to invest in an App. Information is available on AHA's website.
2. Newsletter
  - a. Newsletter is pending.

## **G. Affordable Housing**

#### Goal

During FYB2017, AHA desires to increase the supply of affordable housing for low and moderate income families.

#### Objective

1. Property management (public housing and private sector)
  - a. AHA did not have the capacity to manage additional property due to staff turnover.
2. Acquire property for low-income housing development (multi-family/single-family)
  - a. AHA opted not to acquire property for development in FYB2017 due to its Ridgecrest redevelopment initiative.
3. Homeownership Program
  - a. No activity due to staff turnover.

## **H. General Administration**

### **Activity #1 – General Administration**

#### Goal

During FYB2017, the goal was to ensure all intercompany receivables are current.

#### Objective

1. Ensure there are no outstanding accounts receivable balances (with the exception of expenses incurred June 30, 2017) on the books at EOY.
  - a. Objective complete.
2. Employee scholarship fund/Individual Development Account (IDA)
  - a. Do not recommend implementation of the objective due to funding restrictions.
3. Employee Career Ladder Program
  - a. Draft policy is complete.

#### **Describe how frequent the activities are monitored.**

The CEO monitored the progress of completing the objectives on a quarterly basis in an effort to ensure the objectives were completed in a timely manner.



**Describe progress in meeting priority objectives.**

AHA has made significant progress in meeting priority goals and objectives by funding and implementing various high priority activities that were identified in the 5-year Con Plan.

**Describe obstacles in goals and objectives outlined in the FYB2017 Action Plan.**

Staff turnover in the HCV and Multifamily Departments were the major contributing factors in meeting all of the goals and objectives of the FYB2017 Annual Action Plan. However, staff has been hired in both departments and improvements have been made.