

ATTACHMENT A
HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA
PROGRESS IN MEETING MISSION AND GOALS

Goal: Expand the Supply of Assisted Housing

Progress Report:

- Received 4 RAD awards for the Las Deltas property in order to convert the 214 units to project-based vouchers that can be leveraged to develop a greater number of new units;
- Awarded 185 units of project-based vouchers (PBV) and 119 units of Rental Assistance Demonstration (RAD) PBV to 11 projects throughout Contra Costa County. These vouchers (including the project-based vouchers) helped fund 591 units of new affordable housing;
- Continued to partner with the County to maximize utilization of Shelter-Plus Care program. Now serve over 325 households;
- Housed nearly 194 veteran households through the VASH program;
- Transitioned an 11-unit HUD Multi-Family housing development to Enhanced Vouchers;
- Successfully placed 3 households into the HCV Homeownership Program;
- Maintained average occupancy at most properties of 98% or better.

Future Actions

- Continue to offer and leverage project-based vouchers to spur affordable housing development, particularly in conjunction with the County's HOME and CDBG loan programs;
- Seek additional VASH funding. To date, HACCC has been awarded 147 VASH Vouchers and continues to work with the VA Medical Center to house veterans;
- Seek to project-base VASH vouchers by identifying developers who may be interested in such funding if it becomes available;
- Continue to work with CSG Advisors in order to identify funding mechanisms to rehabilitate or redevelop all of its public housing properties. If the analysis indicates redevelopment or conversion to RAD or other project-based solutions are viable options, then pursue such funding as a means to spur development of new affordable housing in addition to rehabilitation/preservation of existing public housing;
- Work with the City of Antioch to identify funding to resume the funding of rental rehabilitation loans
- Continue to work with homeless housing and service providers to develop a preference for transitional housing graduates which will be operational in 2018;
- Seek any HUD funding for additional units that becomes available.
- Seek other relevant housing funds that become available.

Goal: Improve the Quality of Assisted Housing

Progress Report:

- Utilized over \$7 million in capital funds to maintain properties including extensive interior modernization at Bayo Vista and exterior modernizations at several large sites. Entire properties were reroofed, repainted, or repaved. New windows, flooring, and cabinetry replaced old components and security features (new site lighting and door locks for example);
- New styles of interior finishes are being utilized in public housing units to upgrade the appearance of units so that they more closely emulate market-rate units;
- As part of an ongoing rehabilitation process, HACCC has now rehabilitated almost all offline units (with the exception of Las Deltas in North Richmond). Apart from Las Deltas, every public housing property now has an average occupancy rate that is at or above 98%;
- Work order turnaround times continued to improve through the implementation of new processes;
- PASS scores for public housing unit inspections continued to improve.
- Continued to operate medical office in the Bayo Vista development, operated in collaboration with Life Long Medical services.
- HACCC contracted with CSG Advisors in order to identify funding mechanisms to rehabilitate or redevelop all of its public housing properties. HACCC now has a plan in place to update and preserve existing public housing where it makes financial sense to do so and to provide adequate funding for these units over the long term

Future Actions

- Based on the CSG plan, major modernization programs are expected to begin at one or more of the public housing properties once sources of funding are identified and secured. Based on preliminary analysis, modernization is expected to continue well beyond the next five-year plan; A Phase II EPC may be considered as part of the modernization process.
- Will continue to implement new styles of interior finishes in order to improve the appearance of units;
- Phased site improvements at all public housing properties are in the planning stage. Work will include supplemental ADA improvements and landscape modernization.
- Will continue to partner with regional housing authorities and cities to conduct landlord workshops and informational meetings regarding the voucher program;
- HACCC will continue to improve work order turnaround time through automation and training;
- HACCC will improve inspection protocols by implementing new software that will more easily allow integrating the outcome of inspections into the work order system. Will transition to handheld inspection devices for the HCV Program;
- HACCC staff will continue to emphasize good housekeeping and curb appeal with tenants and maintenance staff;

Goal: Provide an Improved Living Environment

Progress Report:

- Provided funding for additional police/Sheriff patrols at the three largest public housing communities;
- Continued to work with several County and local agencies, to coordinated funding to increase programs at public housing properties.
- Continued to coordinate communication between management staff and sheriff and local law enforcement officers at public housing properties;
- Surveillance cameras continued to benefit properties;
- Increased the number of RAB members
- Continued to coordinate youth activities in El Pueblo Housing Development. The Center provides a variety of activities including recreational, afterschool program and library programs;
- Expanded the number of RAB meetings held annually
- Partnered with the County to offer Head Start facilities at four public housing properties;
- Continued operation of a variety of social, nutrition and service programs at our properties.
- Provided medical services to public housing and low-income residents of the Rodeo area, through a new medical office operated by Lifelong Medical at the Bayo Vista Development.

Future Actions

- Seek to re-establish the De-concentration Bonus in SEMAP;
- Utilize increased site presence by managers to encourage formation of more resident councils;
- Utilize increased site presence by managers to hold more frequent meetings with tenants;
- Increase and improve common area lighting in all housing communities;
- Continue funding additional police/Sheriff patrols as long as budget permits;
- Continue to work with law enforcement to improve response time;
- Increase use of surveillance cameras as needed;
- Seek funding to have Security Services at public housing sites in East County
- Seek grants or other funding that will facilitate expanded services for HACCC's clients;
- Seek partnerships with local community agencies to increase and strengthen services offered to public housing tenants and voucher clients;
- Continue to improve and enforce public housing screening policies and procedures.

Goal: Promote Self-sufficiency and Asset Development of Assisted Households

Progress Report:

- Since January of 2016, HACCC had 26 participants graduate from its FSS Program with over \$453,057 in escrow;
- Employed Section 3 hires through construction contracts, employment training and jobs programs, or direct hires in a variety of contracts;
- Partnered with the Workforce Development Board to sign an MOU that aligns common goals for self-sufficiency for low income families in Contra Costa County;
- Continue to partner with REACH to utilize Section 3 employees to increase landscaping and grounds keeping services to HACCC's property in North Richmond.

Future Actions

- Continue to operate HACCC's self-sufficiency programs despite surpassing HUD's participation/graduation requirements;
- Expand voucher self-sufficiency services (if not escrow accounts) to public housing tenants where feasible;
- Seek other funding that will facilitate expanded services for HACCC's clients;
- Expand the FSS Program Coordinating Committee (PCC) to seek partnerships with local community agencies to increase and strengthen services offered to public housing tenants and voucher clients;
- Provide or attract supportive services designed to improve resident employability;
- Provide or attract supportive services to increase independence for the elderly or families with disabilities;
- Continue existing policies that permit voucher homeownership;
- Continue to enforce the Community Services Requirements policy;
- Provide Section 3 employment and training opportunities for residents where feasible

Goal: Ensure Equal Opportunity in Housing

Progress Report:

- Established a Reasonable Accommodation roundtable for both Public Housing and HCV Managers
- Continued to train on the Violence Against Women Act for all HCV and public housing managers.
- Conducted Reasonable Accommodation training to all HCV and public housing staff;
- Continued to train on Limited English Proficiency requirements for all HCV and public housing managers.
- Continued to use other external and internal legal providers to conduct Fair Housing training for staff.

Future Actions

- Provide updated fair housing and ADA training for all staff.
- Provide updated training on the Violence Against Women Act for all staff.
- Provide updated training on Limited English Proficiency requirements for all staff.
- Continue to expand network of service providers who can assist with outreach for day-to-day client services, wait list openings and other events.
- Work with network of social service providers to conduct outreach to families and individuals who are disabled, homeless or who have limited English proficiency when HACCC open its HCV and public housing wait lists.
- Continue providing services in multiple languages as appropriate.
- Review and revise HACCC's existing reasonable accommodation policies and procedures as needed.