

B.5 Progress report

PHA Goal: Promote the Authority's mission by expanding and improving the quality of housing

Objective: Improve Public Housing Management (PHAS Score)

Progress: The authority has provided increased training of staff through utilization of tablets during inspections and upgraded software to not only promote efficiency but also quality of tasks and assignments including ongoing plans with a special maintenance team to provide services Authority wide.

The Authority continues to expand its mission to include Fair Housing opportunities within the County and to maintain high performer status in the Public Housing Assessment System (PHAS) by taking a proactive approach in outreach of applicants and decreasing our vacancy rate with management and maintenance teambuilding. Admissions staff assists applicants with all aspects of the application process while promoting the Authority's mission and Fair Housing aspects while special maintenance teams are assigned to various tasks including preventative maintenance and increased training.

Objective: Increase Community Service and Self Sufficiency Opportunities

Progress: The Authority, through its Community Service and Self-Sufficiency Policy, provides a variety of programs and information to assist residents with Community Service requirements and opportunities for Self-Sufficiency throughout the County that includes employment and training programs, teen programs, educational programs, nutritional programs, supportive service programs, healthcare programs, and transportation assistance.

Computer labs, community rooms, and playgrounds are provided for residents to utilize for internet access, special activities, recreation, and programming. The Authority's Resident Advisory Board has contracted a Site Supervisor who provides an educational after school program for children that includes a computer lab for homework assistance, a learning center for reading and educational activities, and opportunities to build social skills by interacting with other children.

Staff members of the Authority are active in area partnerships that promote and expand the Summer Feeding Program and Food Bank throughout the County which includes volunteer opportunities for adults and nutritional and educational opportunities for children.

The Authority has developed a partnership to provide employment to residents and continues to promote participation in the program while also promoting Section 3 and Youthbuild opportunities to all residents. Elderly residents have benefitted from partnerships with area agencies that provide transportation, medical services, cleaning services, meal services and plans, meetings and activities, and self-sufficiency resources which have enhanced independent living.

The Authority plans on increasing programs and partnerships with new and current area social service agencies, to assist all residents with current and future needs and opportunities within their Community Service and Self-Sufficiency Policy. Specific information received from social service agencies and through the Authority is distributed to residents within their monthly rent statement, through Resident Council Meetings, the Authority Website, and on all site community bulletin boards with follow up and documentation available at each resident's re-examination meeting and site office.

Objective: Increase customer satisfaction

Progress: The Authority has updated their website for residents and the community to find valuable information and has implemented a plan to add online payments and online applications in the future. The Authority has provided staff with additional training and resources that focuses on customer service, organization, and assistance.

Objective: Ensure all Public Housing Properties maintain a high standard of health and safety

Progress: The Authority inspects every Public Housing unit quarterly and has trained Operations staff to perform REAC Inspections to assist with maintenance of units with a specific focus on health and safety. The Authority created policies to educate residents on the equipment and procedures after installation of smoke and carbon monoxide detectors in every Public Housing unit. The Authority's emergency maintenance issues are repaired within twenty-four (24) hours of the reported incident. The Authority has an active safety committee that is trained annually on specific building items to maintain certifications and reports monthly to the Director. Staff has completed a non-smoking survey with residents and is currently creating an Authority wide non-smoking policy.

Objective: Increase crime prevention

Progress: The Authority shares information to report crime with its communities to promote community watch programs in an effort to deter crime and foster a safe living environment for our residents. All properties are patrolled by local and state Police departments on a regular basis. A partnership with a local Police Department has developed into the opportunity for a police sub-station in one of our family developments. With the successful implementation of this sub-station we are eager to expand the opportunity at other sites to promote an Authority wide sense of security for all residents.