

Annual PHA Plan <i>(Standard PHAs and Troubled PHAs)</i>	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-ST is to be completed annually by **STANDARD PHAs or TROUBLED PHAs**. PHAs that meet the definition of a High Performer PHA, Small PHA, HCV-Only PHA or Qualified PHA do not need to submit this form.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both of the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, or at risk of being designated as troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceeds 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceeds 550, and that was designated as a standard performer in the most recent PHAS or SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined, and is not PHAS or SEMAP troubled.

A.	PHA Information.																				
A.1	<p>PHA Name: <u>Springfield Housing Authority</u> PHA Code: <u>MA035</u> PHA Type: <input checked="" type="checkbox"/> Standard PHA <input type="checkbox"/> Troubled PHA PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>04/01/2019</u> PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Public Housing (PH) Units <u>1757</u> Number of Housing Choice Vouchers (HCVs) <u>3001</u> Total Combined Units/Vouchers <u>4758</u> PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission</p> <p>Availability of Information. PHAs must have the elements listed below in sections B and C 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. 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 website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p>Copies of the Annual PHA Plan were available for public review at the following locations: <i>The SHA's Executive Offices at 60 Congress Street, Springfield, MA 01104</i> AMP# 1 & 3 82 Division Street, Springfield, MA 01107 AMP# 2 & 6 35 Saab Court, Springfield, MA 01104 AMP# 4, 5 & 7 20 LaFrance Street, Springfield, MA 01151 AMP# 8 & 9 49 Lionel Benoit Road, Springfield, MA 01109 AMP#10 97 Layzon Brothers Rd., Springfield, MA 01109</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th rowspan="2" style="width: 25%;">Participating PHAs</th> <th rowspan="2" style="width: 10%;">PHA Code</th> <th rowspan="2" style="width: 25%;">Program(s) in the Consortia</th> <th rowspan="2" style="width: 20%;">Program(s) not in the Consortia</th> <th colspan="2" style="width: 20%;">No. of Units in Each Program</th> </tr> <tr> <th style="width: 10%;">PH</th> <th style="width: 10%;">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> </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.	Annual Plan Elements
B.1	<p>Revision of PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> De-concentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Financial Resources.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Rent Determination.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Safety and Crime Prevention.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Pet Policy.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification</p> <p>(b) The PHA must submit its Deconcentration Policy for Field Office Review.</p> <p>(c) If the PHA answered yes for any element, describe the revisions for each element below:</p> <ul style="list-style-type: none"> - The SHA entered into a contract with the Siemens Company to perform an ESCO energy audit of our building systems and recommend top priorities in replacement to produce savings. 50% of energy savings will be applied to identified energy-saving priorities. - The SHA has completed the project of disposition of Marble Street Apartments which were transferred to the City of Springfield on 4/3/2018. The SHA will submit to HUD a plan on using the funds received from the City in the amount of \$820,000. - The Board approved the revision of the HCVP Administration Plan on 2/20/2018. - The Rental Assistance Office staff together with the Deputy Executive Director, a representative of Nan McKay Company and the General Counsel has been working to review the Admin Plan to bring it in full compliance with the SHA practice and the regulations. The revisions are being finalized and will be brought for the Board's approval by the end of 2018. - The process of relocating residents of Marble Street was completed in late 2017. 46 units within MA035000005 were removed from the inventory as per Demolition/ Disposition Application #DDA0007074 approved on 10/6/15. - Due to the high number of the applicants the SHA will be closing its federal waiting lists for 1,2,3 bedroom elderly and family units effective November30th. -
B.2	<p>New Activities.</p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Hope VI or Choice Neighborhoods.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Mixed Finance Modernization or Development.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Demolition and/or Disposition.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Conversion of Public Housing to Tenant Based Assistance.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Conversion of Public Housing to Project-Based Assistance under RAD.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Project Based Vouchers.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Units with Approved Vacancies for Modernization</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).</p> <p>(b) If any of these activities are planned for the current Fiscal Year, describe the activities. For new demolition activities, describe any public housing development or portion thereof, owned by the PHA for which the PHA has applied or will apply for demolition and/or disposition approval under section 18 of the 1937 Act under the separate demolition/disposition approval process. If using Project-Based Vouchers (PBVs), provide the projected number of project based units and general locations, and describe how project basing would be consistent with the PHA Plan.</p> <ul style="list-style-type: none"> - The SHA will submit a plan on using the proceeds from Marble Street transferred to the City in April of 2018. - The SHA has completed converting one more unit within MA035000007 to a handicap accessible apartment. - The SHA is exploring the possibility of occupancy by police officer(s) for its public housing program. - The SHA will be exploring opportunities for MTW and RAD programs. - The SHA will be switching to a new software system. - The SHA will be reviewing a possibility of revising some policies involving admission and program termination policies and design a community re-entry and family reunification pilot program to assist formerly incarcerated individuals to re-enter into community and unite with family members living in Public Housing (the Heading Home Initiative)

<p>B.3</p>	<p>Civil Rights Certification.</p> <p>Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p> <p><i>Attached</i></p>
<p>B.4</p>	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p>
<p>B.5</p>	<p>Progress Report.</p> <p>Provide a description of the PHA’s progress in meeting its Mission and Goals described in the PHA 5-Year Plan.</p> <p><i>The SHA has met many of its strategic goals set out in its 5-Year Plan including improving the quality of assisted housing. Some of the most important achievements in the last 12 months include:</i></p> <ul style="list-style-type: none"> - <i>4 units (including two handicap accessible) constructed in 2017 were added to the SHA inventory in 2018 and a new AMP MA035000011 was created.</i> -<i>The SHA was awarded a grant for Mainstream Vouchers and is working with the City’s Department of Housing on assisting homeless disabled individuals.</i> -<i>In order to better serve the needs of the participants and improve the efficiency the Rental Assistance Department was reorganized and is now managed by two directors - the Director of Compliance and the Director of Operations.</i> - <i>Staff members have attended many trainings including Public Housing Specialist, Public Housing Manager, rent Calculation, Customer Service and Conflict Resolution, training held by Massachusetts Commission Against Discrimination, Reasonable Accommodation, Domestic Violence, Fair Housing and Civil Rights Conference, Conference.</i> - <i>Consulted with Nan McKay staff and SHA legal counsel on the Section 8 Administrative Plan revision.</i> - <i>Continued efforts on addressing the issues of homelessness through partnering with the City of Springfield and the Hampden County Sheriff’s Department (HCSD). The SHA continued providing project-based vouchers to people coming out of incarceration and the HCSD coordinates the provision of a range of services and case management designed to support successful re-entry of formerly incarcerated persons into the community and to prevent recidivism. In 2017-2018 the SHA was working to pursue the Heading Home Initiative, supported by the Vera Institute of Justice. In this initiative the SHA and its partners, including law enforcement, the Regional Employment Board, local community college, social services agencies and health care organizations will review and possibly revise some SHA policies involving admission and program termination policies and design a community re-entry and family reunification pilot program, based on the successful CHESS model, involving existing public housing and Housing Choice Voucher program participants. The SHA hosts and facilitate monthly meetings with City of Springfield and Friends of the Homeless. The SHA also provided assistance to the victims of hurricanes.</i> - <i>Consulted with Nan McKay staff and SHA legal counsel on the Administrative Plan revision. The Plan has been reviewed and revised to bring into compliance with the SHA practice and the regulations.</i> - <i>The Applications Department has maintained an average occupancy rate of at least 97% in the federal public housing portfolio.</i> - <i>The SHA awarded a contract for new software to Yardi and is in the process of preparing to switch to a new system.</i> - <i>The SHA has successfully completed the project on upgrading computers at the SHA community labs providing computer, training, ESL classes and other opportunities for education and career development.</i> - <i>The SHA eliminated security deposits and refunded all residents.</i> - <i>The SHA staff has been working on processing the transfer of the state Section 8 subsidy from Egan and Manhattan Street properties destroyed in tornado several years ago to two similar buildings currently in the state 400-1 program. Submitted the first regular renewal for state Section 8 contract for Gentile Apartments.</i> - <i>Five security cameras were added to the warehouse as per the recommendation of the auditors.</i> - <i>A new District Management office was created to provide better services for the residents;</i> - <i>New software for the early educational initiative Talk!Read!Succeed! was implemented in 2018 to assist in tracking the many different ways the SHA work with SHA families.</i> - <i>TRS program expanded to the 3rd site, Duggan Apartments, in 2017, has been growing.</i> - <i>Many different types of programming and activities including back to school events, nutrition programs, financial literacy training, assistance with job search, literacy activities with parents and children, etc. continued.</i> - <i>The SHA has established several new and continued old partnership and collaborative programs to increase services to the residents and low-income community of Springfield, including programs on Adult Basic Education; monthly food distribution programs; summer school lunches distribution program; exercise program for seniors and persons with disabilities; programs to promote library services for the SHA families; summer employment programs for teens; psychological counselling; Hi-set (formerly known as GED) classes. The SHA works with many community organizations to provide services to its residents, including Springfield Technical Community College, the Regional Employment Board, the Springfield Library, the Springfield School Department. Youth Programming has also expanded to a second site, Duggan Apartments thanks to a CDBG grant.</i> - <i>The SHA continued its efforts on making all properties smoke free. The implementation of the Smoke Free Policy adopted on 3/22/2011 started in April 2012 and the Policy was subsequently updated to include electronic cigarettes and marijuana.</i>

	- <i>Capital Improvement projects for the reported period include: site work at Riverview (MA035000001), creating a new ADA unit at Ashley/Gerrish (MA035000007), Re-roofing for Jennie Lane and Pendleton Apts. (MA035000005), site work at Sullivan (MA035000003), replacement of parking lots, curbing, sidewalks at Central Elderly Apts. MA035000006), boilers and zone valves/thermostats replacement at 18 Saab Ct. (MA035000002).</i>
B.6	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the 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 PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p><i>Attached (the Minutes of the Meeting include the analysis and the plan of action to address RAB's recommendations)</i></p>
B.7	<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><i>Attached</i></p>
B.8	<p>Troubled PHA.</p> <p>(a) Does the PHA have any current Memorandum of Agreement, Performance Improvement Plan, or Recovery Plan in place?</p> <p>Y N N/A <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>
C.	Statement of Capital Improvements. Required for all PHAs completing this form that administer public housing and receive funding from the Capital Fund Program (CFP).
C.1	<p>Capital Improvements. Include a reference here to the most recent HUD-approved 5-Year Action Plan (HUD-50075.2) and the date that it was approved by HUD.</p> <p><i>See Form 50075.2 approved by HUD on 11/14/2015</i></p>

SPRINGFIELD HOUSING AUTHORITY
2019 ANNUAL PLAN
RAB Meeting
October 10, 2018 10:00 AM

Present:

George Corcoran

Raquel Sanchez

Sandra Todd

Jessica Quinonez

Luis DeJesus

Minerva Garcia

Ricardo Rodriguez

Mohamoud Yusuf

Bedel Omar

Elizabeth Wallace

Catherine Stevens

Denise Jordan, Executive Director, Springfield Housing Authority

Nicole Contois, Deputy Executive Director, Springfield Housing Authority

John Healy, Purchasing & Capital Improvements Manager, Springfield Housing Authority

Fidan Gousseynoff, Executive Department Manager, Springfield Housing Authority

Naomi DeChristopher, Capital Improvements/Procurement Assistant, Springfield Housing Authority

Jacqueline Delgado, Language Bridge (*provided interpretation to Spanish*)

John Healy opened the meeting at 10:00 AM by introducing himself and explaining that the goal of the annual RAB meeting is to discuss the Capital Fund. He noted that the Capital Fund must be approved by HUD. He indicated that getting residents' feedback is a very important step in preparing the Annual Plan. He indicated that all capital projects regardless of the scope can very expensive so it is not possible to address all the issues and concerns.

Mr. Healy stated that the items on the Capital Plan for Jennie Lane Apartments are: replacing fencing, repaving the parking lot, replacing ACs in the Community Room and laundry room, repairing catch basins, sidewalks, common entry doors, upgrading handicap ramps. He explained that there is no guarantee that all the items currently in the Plan will be resolved because some emergency things or complications come out that require attention and more funds.

Jessica Quinonez indicated that one air conditioner in the Community Room has been recently replaced by the Tenant Council and another one is not in such a bad condition. She expressed her concern about poor lighting in the development, especially in front of the Community Room. She also questioned whether it would be possible to restore as soon as possible the fencing that was taken down during the roofing project. She noted that without a fence there is a lot of traffic and trespassers, especially to and from the liquor store at the plaza. John Healy explained that due to fire safety concerns the area where the fencing used to be must be accessible but he would consider a possibility of putting a fence but with no lock. Ms. Quinonez also indicated that some doorframes condition is deteriorating and should be assessed before the doors get replaced.

Other residents of Jennie Lane Apartments – Minerva Garcia and Luis DeJesus complained about some maintenance issues in their apartments (old rusted stove with no light, an outlet not properly installed, electrical system getting turned off every time a garbage disposal is activated, no signal to radio box when fire alarm went off). Mr. Healy emphasized the importance of reporting all deficiencies to the property management office.

John Healy reviewed Capital Plan for the next development – Reed Village. He explained that due to the federalization several years ago Reed Village together with Robinson Gardens and Duggan Apartments were considered “new property” and could not be included to the CFP until last year, yet the capital needs in that development are pretty demanding. The biggest project for Reed Village in the 5-year plan is roofs renovation. Mr. Healy indicated that the roofs throughout the development are in a very bad shape with lots of leaks and shingles coming out.

Ricardo Rodriguez, a resident of Reed Village expressed his concern about many problems the tenants at his development have to deal with, including old electrical system, having only one alarm in his apartment which gets tested only once a year during annual inspection, garbage left in hallways, drug dealers, boarders, unauthorized dogs, no security on site. He expressed his hope that the “one strike and you are out” policy would be implemented. Deputy Executive Director Nicole Contois suggested that Mr. Rodriguez meets with her and the Property Manager Brad Fink next week so that he could provide more details about violations. She noted that the management is aware about some of the issues mentioned by Mr. Rodriguez and there is a lease enforcement process in place. Ms. Contois also explained that the Springfield Housing Authority has been trying hard to hire security officers, including issuing a RFP in an attempt to contract security personnel and it was only last two weeks when two officers started working.

The new Executive Director Denise Jordan introduced herself. She stated that this is day 9th of her tenure and she has been visiting some sites and meeting with staff members who are aware about many of the problems mentioned by the RAB meeting participants. Ms. Jordan explained that resolving many problems is a long process and requires a lot of efforts – investigation, legal procedures, and in many cases judges rule in favor of those who violate the lease because they do not want those people to become homeless. With regards to the issues noted by Mr. Rodriguez, Ms. Jordan emphasized the importance of arranging a meeting between him and the Deputy Executive Director and Property Manager. Ms. Jordan also stated that she is planning to hold several meetings with the residents soon to hear their concerns. She indicated that she won’t be able to resolve all the problems but still wants to get the residents vision.

In response to Ricardo Rodriguez’s complaint about old electrical system John Healy stated that the SHA is aware about problems with electrical and plumbing system but it is hard to fix everything with a limited amount of funds available for capital repairs. Nicole Contois expressed her hope that with the Energy Performance Contract the agency will be able to address at least some issues with installing new boilers, high-efficiency toilets, faucets, lights and other fixtures.

John Healy listed the Capital Fund items planned for Robinson Gardens, including site work, repairing parking lots, boilers, thermostat controllers, bathroom updates in handicapped units, water remediation, repairing cracking foundation, bathroom renovations, and dumpster pads. Ivette Fernandez, a resident of Robinson Gardens expressed her concerns about delayed response to emergency calls, the parking spots used by nonresident overnight, not having enough handicapped spaces on the property. She expressed her hope that security cameras will be installed and a community room built in the future. She also expressed an interest in organizing fundraising activities by the residents. Denise Jordan indicated that there are a lot of responsibilities and accountability issues with regards to who controls the money raised.

In response to Ms. Fernandez and Ms. Wallace’s comments regarding out of hours calls, Nicole Contois explained what type of situations are considered an emergency and shall be reported to the property managers who will dispatch a maintenance employee.

Raquel Sanchez from Riverview Apartments inquired whether a handicap ramp by the community room could be repaired. John Healy explained that it is in the to-do list and the issues could not be addressed before due to some

water issues at Riverview. He indicated that the sidewalk by the CR will be repaired to install a ramp but one parking space will be lost. Mr. Healy expressed his appreciation for patience as the agency was trying to complete the project.

Ms. Sanchez complained that visitors have been parking overnight ignoring the signs that say that visitors are only allowed to park between 7:00 am and 10:00 pm and their cars do not get towed away. Ms. Contois explained that for the time of the construction project, the automatic tow away was disabled and she will make sure that it is activated again. Executive Director Jordan emphasized the importance of notifying the residents about it. In response to Ms. Sanchez's question Ms. Contois explained that people with handicap placards/ plates but no resident stickers are not allowed to park on the property. In response to Ms. Wallace's comment Ms. Contois also confirmed that in accordance with the SHA parking policy only residents who have a car registered and insured under their name are allowed to get a sticker. Ms. Sanchez also questioned about how many dogs are allowed to be kept in one apartment and Ms. Contois explained that the SHA has to accommodate needs of all residents requesting reasonable accommodation so sometimes each family member can submit a request.

Raquel Sanchez requested the trash chutes in the basement to be exterminated and sprayed to eliminate the bad odor.

Mr. Healy explained that items are currently included to the Capital Plan for Riverview, including parking lot renovations, replacing cameras in vestibules, upgrading heating controls, hatchway replacement in low rise. He listed other capital needs including elevators and trash compactor that are getting old and need to be replaced. He explained that all these projects require a lot of money and the agency keeps looking for extra sources of funding.

Mohamoud Yusuf from Pendleton Apartments shared his concerns about people partying at night, smoking on the property, and pest control. Mr. Yusuf suggested that the residents' feedback on the work of extermination vendors shall be taken into consideration. Nicole Contois expressed her hope that with hiring new security staff members the situation will improve. John Healy explained that pest control contracts are awarded through RFP and a new vendor just started two months ago. Ms. Jordan emphasized the importance of residents' cooperation and preparing units of extermination properly.

George Corcoran from Central Elderly Apartments expressed his gratitude for the new parking lot. He expressed his concern about the building settling down and about his neighbors or their visitors using drugs and smoking marijuana.

John Healy provided information on the items listed in the Capital Fund for Saab Court, including replacing kitchen cabinets, countertops, repairing floors. He reported that replacing of boilers at 18 Saab Ct. has just been completed. Elizabeth Wallace expressed her concern about people smoking marijuana, deteriorating porches, and that the residents are not allowed to do repairs like painting walls.

At the end of the meeting Mr. Healy indicated that the SHA has to deal with lots of emergency situations and with most of the buildings being very old it is hard to address all the issues and include many items that were discussed to the plan. He expressed his appreciation to the attendees for their time and input.

The meeting ended at 11:50 am.