



Building on Success

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Resident Advisory Board Agenda

Saturday, April 6, 2019 – 10:00 A.M.

- I. Welcome and Introductions**

- II. Review of Proposed Annual PHA Plan FY 2019-2020**

- III. Annual Progress Report Goals and Objectives FY 2017-2018**

- IV. Resident Advisory Board Comments and Discussion**

- V. Adjournment**

Streamlined Annual PHA Plan (HCV Only 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-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

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 and 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	PHA Name: <u>Broward County Housing Authority</u> PHA Code: <u>FL079</u> PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>10/2019</u> PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Housing Choice Vouchers (HCVs) <u>5730</u> PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission				
<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 of 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 the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website.</p>					
<input type="checkbox"/> PHA Consortia: (Check box if submitting a joint 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
	Lead HA:				

B.	Annual Plan.
B.1	<p>Revision of PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Financial Resources.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Rent Determination.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Informal Review and Hearing Procedures.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</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) If the PHA answered yes for any element, describe the revisions for each element(s):</p> <p>The Assisted Housing (AH) department was restructured with the creation of three (3) Directors that focus on the areas of Compliance, Special Programs and Housing Choice Voucher assistance. While working in their area of specialization, the Directors will also work together to provide oversight in the department as a whole.</p>
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 checked="" type="checkbox"/> <input type="checkbox"/> Project Based Vouchers.</p> <p>(b) If this activity is planned for the current Fiscal Year, describe the activities. Provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.</p> <p>Broward County Housing Authority is reviewing a process to project base approximately five hundred (500) Housing Choice Vouchers, contingent on budget availability. The location of the project based assistance will be consistent with the goals of deconcentrating poverty and expanding housing and economic opportunities in accordance with Housing Urban Development (HUD) regulations and guidance. A number of census tracts will be targeted to increase the dedicated supply of quality affordable housing in the private market.</p> <p>Broward County Housing Authority will consider properties owned by its related affiliates, which includes the following tax credit properties: Crystal Lake, East Village Apartments, Highland Gardens II, Oakland Preserve, Progresso Point, Tallman Pines I, and Tallman Pines II. Project-basing is consistent with the Authority's mission and goals to increase housing choices in the community. It is also consistent with the Authority's strategies for addressing housing needs throughout Broward County.</p>
B.3	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N N/A</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>
B.4	<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>
B.5	<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>

B.6	<p>Progress Report.</p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan.</p>
B.7	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the PHA Plan? TO BE COMPLETED AFTER RAB MEETING.</p> <p>Y N <input type="checkbox"/> <input type="checkbox"/></p> <p>(a) 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 style="text-align: center;">TO BE COMPLETED AFTER RAB MEETING.</p>

Instructions for Preparation of Form HUD-50075-HCV Annual PHA Plan for HCV Only PHAs

A. PHA Information. All PHAs must complete this section. ([24 CFR §903.23\(4\)\(e\)](#))

A.1 Include the full **PHA Name**, **PHA Code**, **PHA Type**, **PHA Fiscal Year Beginning** (MM/YYYY), **Number of Housing Choice Vouchers (HCVs)**, **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the public hearing and proposed PHA Plan.

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table. ([24 CFR §943.128\(a\)](#))

B. Annual Plan. All PHAs must complete this section. ([24 CFR §903.11\(c\)\(3\)](#))

B.1 Revision of PHA Plan Elements. PHAs must:

Identify specifically which plan elements listed below that have been revised by the PHA. To specify which elements have been revised, mark the "yes" box. If an element has not been revised, mark "no."

Housing Needs and Strategy for Addressing Housing Needs. Provide a statement addressing the housing needs of low-income, very low-income families who reside in the PHA's jurisdiction and other families who are on the Section 8 tenant-based waiting list. The statement must identify the housing needs of (i) families with incomes below 30 percent of area median income (extremely low-income), (ii) elderly families and families with disabilities, and (iii) households of various races and ethnic groups residing in the jurisdiction or on the waiting list based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. ([24 CFR §903.7\(a\)\(1\)](#) and [24 CFR §903.7\(a\)\(2\)\(i\)](#)). Provide a description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. ([24 CFR §903.7\(a\)\(2\)\(ii\)](#))

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. A statement of the PHA's policies that govern resident or tenant eligibility, selection and admission including admission preferences for HCV. ([24 CFR §903.7\(b\)](#))

Financial Resources. A statement of financial resources, including a listing by general categories, of the PHA's anticipated resources, such as PHA HCV funding and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources. ([24 CFR §903.7\(c\)](#))

Rent Determination. A statement of the policies of the PHA governing rental contributions of families receiving tenant-based assistance, discretionary minimum tenant rents, and payment standard policies. ([24 CFR §903.7\(d\)](#))

Operation and Management. A statement that includes a description of PHA management organization, and a listing of the programs administered by the PHA. ([24 CFR §903.7\(e\)\(3\)\(4\)](#)).

Informal Review and Hearing Procedures. A description of the informal hearing and review procedures that the PHA makes available to its applicants. ([24 CFR §903.7\(f\)](#))

Homeownership Programs. A statement describing any homeownership programs (including project number and unit count) administered by the agency under section 8y of the 1937 Act, or for which the PHA has applied or will apply for approval. ([24 CFR §903.7\(k\)](#))

Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements. A description of any PHA programs relating to services and amenities coordinated, promoted, or provided by the PHA for assisted families, including those resulting from the

PHA's partnership with other entities, for the enhancement of the economic and social self-sufficiency of assisted families, including programs provided or offered as a result of the PHA's partnerships with other entities, and activities under section 3 of the Housing and Community Development Act of 1968 and under requirements for the Family Self-Sufficiency Program and others. Include the program's size (including required and actual size of the FSS program) and means of allocating assistance to households. (24 CFR §903.7(l)(i)) Describe how the PHA will comply with the requirements of section 12(c) and (d) of the 1937 Act that relate to treatment of income changes resulting from welfare program requirements. (24 CFR §903.7(l)(iii)).

Substantial Deviation. PHA must provide its criteria for determining a "substantial deviation" to its 5-Year Plan. (24 CFR §903.7(r)(2)(i))

Significant Amendment/Modification. PHA must provide its criteria for determining a "Significant Amendment or Modification" to its 5-Year and Annual Plan. Should the PHA fail to define 'significant amendment/modification', HUD will consider the following to be 'significant amendments or modifications': a) changes to rent or admissions policies or organization of the waiting list; or b) any change with regard to homeownership programs. See guidance on HUD's website at: [Notice PIH 1999-51](#). (24 CFR §903.7(r)(2)(ii))

If any boxes are marked "yes", describe the revision(s) to those element(s) in the space provided.

B.2 New Activity. If the PHA intends to undertake new activity using Housing Choice Vouchers (HCVs) for new Project-Based Vouchers (PBVs) in the current Fiscal Year, mark "yes" for this element, and describe the activities to be undertaken in the space provided. If the PHA does not plan to undertake this activity, mark "no." (24 CFR §983.57(b)(1) and Section 8(13)(C) of the United States Housing Act of 1937.

Project-Based Vouchers (PBV). Describe any plans to use HCVs for new project-based vouchers. If using PBVs, provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.

B.3 Most Recent Fiscal Year Audit. If the results of the most recent fiscal year audit for the PHA included any findings, mark "yes" and describe those findings in the space provided. (24 CFR §903.11(c)(3), 24 CFR §903.7(p))

B.4 Civil Rights Certification. Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulation*, must be submitted by the PHA as an electronic attachment to the PHA Plan. This includes all certifications relating to Civil Rights and related regulations. A PHA will be considered in compliance with the AFFH Certification if: it can document that it examines its programs and proposed programs to identify any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction's initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction. (24 CFR §903.7(o))

B.5 Certification by State or Local Officials. Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, including the manner in which the applicable plan contents are consistent with the Consolidated Plans, must be submitted by the PHA as an electronic attachment to the PHA Plan. (24 CFR §903.15)

B.6 Progress Report. For all Annual Plans following submission of the first Annual Plan, a PHA must include a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year PHA Plan. (24 CFR §903.11(c)(3), 24 CFR §903.7(r)(1))

B.7 Resident Advisory Board (RAB) comments. If the RAB provided comments to the annual plan, mark "yes," submit the 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 §903.13(c), 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 Annual PHA Plan. The Annual PHA Plan provides 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 for serving the needs of low- income, very low- income, and extremely low- income families.

Public reporting burden for this information collection is estimated to average 4.5 hour 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

Broward County Housing Authority

Five Year FY 2015 - 2019 Goals and Objectives

Fiscal Year 2017-2018 – Annual Update

GOAL ONE: DEVELOP ADDITIONAL AFFORDABLE HOUSING OPPORTUNITIES FOR THE COMMUNITY.

Objectives 1.1: Develop and maintain affordable housing programs by aggressively pursuing all federal, state and local funding announcements to benefit residents of every municipality in the county and actively promote the participation of Broward County’s rental property owners in all Broward County Housing Authority (BCHA) sponsored programs.

- Broward County Housing Authority (BCHA) was awarded funding during the Department of Housing and Urban Development (HUD) Fiscal Year (FY) 2017 Mainstream competition. This program will provide Housing Choice Voucher (HCV) assistance to seventy-nine (79) Non-Elderly Disabled persons/families that are homeless, at risk of homelessness, in an institution or at risk of placement in an institution.
- Broward County Housing Authority (BCHA) was selected by the Broward County Homeless Initiative Partnership (BCHIP) to provide new Permanent Supportive Housing (PSH) assistance to thirty-four (34) individuals/families under a new initiative; combining governmental resources and community business partners. Supportive Services are provided by Broward County Family Success (BCFS).
- Broward County Housing Authority (BCHA) operates the U.S. Department of Housing and Urban Development – Veterans Affairs Supportive Housing (HUD-VASH) Program in conjunction with the Department of Veteran Affairs (VA). This program combines the U.S. Department of Housing and Urban Development (HUD) Housing Choice Voucher (HCV) rental assistance for homeless veterans with case management and clinical services provided by the Veterans Administration. BCHA was selected and awarded an additional fifteen (15) VASH vouchers which increases the number of VASH families we serve and currently has funding to support a total of 229 VASH vouchers.
- BCHA operates the Family Self Sufficiency (FSS) Program. This is a volunteer program offered to all HCV participants to enroll to become independent and work towards self-sufficiency. BCHA coordinates existing public and private resources incorporating them into personal development plans to assist FSS participants. BCHA applied and received FSS program funding in the amount of \$227,487.
- BCHA administers the Shelter Plus Care (SPC) Program through the Broward County Continuum of Care. This program is designed to provide tenant-based permanent supportive housing to homeless persons with disabilities in collaboration with the

Broward County Homeless Initiative Partnership, and various community agencies including, but not limited to: Henderson Behavioral Health, Archways, Chrysalis and Broward County Elderly and Veteran Services. BCHA applied and received SPC funding in the amount of \$3,825,751.48.

- BCHA operates the HOME Program in conjunction with the Broward County Family Success Administration Division (FSAD), Housing Options Programs. This program is designed to link rental assistance to supportive services for homeless households and provides housing for a minimum of twelve (12) months. BCHA applied and received HOME program funding in the amount of \$76,515.
- BCHA conducts onsite quarterly landlord workshops to recruit, educate and retain owners while ensuring families have access to all types and ranges of affordable housing in our jurisdiction, particularly housing outside areas of poverty or minority concentration. Thirty four (34) owners attended our Landlord workshop while other owners requested materials by mail for review while expressing an interest to attend upcoming workshops. A total of 650 landlords were added to our program during this period.
- BCHA continues to serve residents in the community through our Housing Counseling Program. This program offers assistance to interested First Time Homebuyers, families needing mortgage assistance and foreclosure prevention. We continue to seek funding grants through HUD and Broward County, and other available resources to preserve this service to the community at large. BCHA applied and received Housing Counseling program funding in the amount of \$65,000 through the Community Development Block Grant (CDBG), \$23,415 through HUD's Comprehensive Grant, \$69,706 through the State Housing Initiative Partnership (SHIP) Home Preservation FORUM from 2017 thru 2019 and \$100,000 through the State Housing Initiative Partnership (SHIP) Foreclosure Prevention, and \$9,985 through Florida's Hardest Hit Fund (HHF) and Principal Reduction (PR) Program.

Objectives 1.2: Continue to maximize full lease-up and program utilization in all programs to ensure Broward County Housing Authority (BCHA) is serving the maximum number of families.

- We are continuously monitoring our budget utilization. Meetings are held monthly to review the impact of movement to our families and to review the best course of action to ensure continuous maximum service; which includes the number of families we serve.
- BCHA for FY 2017-2018, maintained a Budget Utilization of one-hundred percent (100%) in the Housing Choice Voucher (HCV) program.

Objectives 1.3: Dispose of the remaining Broward County Housing Authority (BCHA) land under Declaration of Trust (DOT) with the U.S. Department of Housing and Urban Development (HUD) to allow for the future development of affordable housing.

- The Authority plans to submit an amended disposition plan of development to the Department Housing and Urban Development (HUD) for the vacant lots located at the Schooler Humphries Villas in Deerfield Beach, Florida, during the 2018-2019 Fiscal Year. We are contemplating the development of approximately 120 units comprised of one (1) and two (2) bedroom units.

GOAL TWO: IMPROVE THE QUALITY OF ASSISTED HOUSING.

Objectives 2.1: Maintain level of performance to achieve high performer scores Section Eight Management Assessment Program (SEMAP).

- BCHA continues to be a high performing agency under the Section 8 Management Assessment Program (SEMAP) standards and received a high performance score of ninety-seven percent (97%) for FY 2017-2018. We will continue to review areas to develop improvement to maintain the same high performance standards.

Objectives 2.2: Develop assessment survey to measure BCHA's customer service to focus on areas needing improvement.

- In an effort to improve customer service a customer satisfaction survey has been developed to measure customer service agency wide. The anticipated rollout is April 2019. The survey will be accessible by the public using the following methods: online and paper format in English, Spanish, and Creole.

GOAL THREE: INCREASE ASSISTED HOUSING CHOICES.

Objectives 3.1: Conduct outreach efforts to potential voucher landlords.

- BCHA continues partnering with owners and maintain positive relationships with current owners. Quarterly outreach Landlord Workshops are conducted in an effort to educate existing and prospective landlords while introducing new prospective owners to the Housing Choice Voucher (HCV) programs and provide additional information of changes to continue to promote programs while increasing housing choices for our participating families.

- We have increased the number of participating landlords, and through the U.S. Department of Housing and Urban Development – Veterans Affairs Supportive Housing (HUD-VASH) Housing Liaison outreach efforts in the community we have engaged new owners to participate in renting to the Homeless Veteran population. We will continue to develop methods to continue partnering with owners.

Objectives 3.2: Work to expand the Housing Choice Voucher (HCV) Family Self Sufficiency (FSS) Program.

- BCHA continues to successfully operate a Family Self Sufficiency (FSS) program for interested participants and has maintained great results while promoting continued working relationships with these families. We have expanded our Family Self Sufficiency (FSS) program beyond our seventy-five (75) mandatory slots, which currently includes a total of one-hundred seventy-nine (179) enrolled families. BCHA is involved in the Family Self Sufficiency (FSS)/Family Unification Program (FUP) youth demonstration and has continued a partnership with ChildNet and Fort Lauderdale Independent Training and Education (FLITE) Center to provide services to assist eligible youth in becoming self-sufficient. We currently have twelve (12) participants enrolled in the Family Self Sufficiency (FSS)/Family Unification Program (FUP) and are currently working with other interested participants. Our goal is to provide service to a total of fifteen (15) eligible youths.

GOAL FOUR: FOSTER AN ORGANIZATIONAL CULTURE THAT VALUES AND ENCOURAGES INDIVIDUAL AND TEAM COMMITMENT TO HOUSING AUTHORITY GOALS AND OBJECTIVES.

Objectives 4.1: Concentrate on efforts to improve management functions.

- In Assisted Housing (AH), an additional Compliance position was created to ensure continued compliance as well as ongoing education/training of staff. This effort is expected to continue to provide feedback to implement necessary changes for efficiency and accuracy.
- The Assisted Housing (AH) department was restructured this year with the creation of three (3) Directors that focus on the areas of Compliance, Special Programs and Housing Choice Voucher assistance. While working in their area of specialization, the Directors will also work together to provide oversight in the department as a whole.

Objectives 4.2: Recognize the potential and strengths that each individual brings to Broward County Housing Authority (BCHA) by providing a positive work environment, based on mutual purpose and respect.

- With the continued assistance of Human Resources the Assisted Housing department works on methods for team building. The work environment was improved for efficiencies. Recognized strengths created a positive work environment due to staff's contribution which was instrumental in this development.

Objectives 4.3: Offer all staff enhanced opportunities to improve work skills and competencies by promoting attendance at training sessions both on site and in the community.

BCHA continues to offer many opportunities to all staff to enhance and improve work skills and competencies. Numerous onsite, online and offsite trainings are scheduled to accommodate the request of staff needs in an effort to develop self enhancement and improvement for future work opportunities for all. Staff achieved certifications for various trainings, workshops and classes including but not limited to:

- Active Shooter Training
- Annual Security Awareness Training
- A-Z Grant Writing Series Training
- Comprehensive Housing Counseling (HC) Training
- Contract Provider Training
- Cyber Attack and Awareness Prevention Training
- Disaster Recovery Training
- Emphasys Updates Training
- Enterprise Income Verification (EIV) Training
- Family Unification Program/Family Self Sufficiency Training
- Fair Housing Training
- Foreclosure Prevention and Counseling Training
- Harassment/Workplace Violence Prevention Training
- Housing First Training
- Housing Inventory Chart Training
- Investigations Training
- National Grant Management Association (NGMA) Training
- Notice of Funding Availability (NOFA) Grant Training
- Online Webinars
- Online Security Training
- PIH Information Center (PIC) Training
- Point in Time (PIT) Count Training
- Service Point User Training
- Sunshine Law Training

Objectives 4.4: Provide targeted training opportunities for staff interested in growth and advancement into other positions within BCHA.

- Training opportunities are identified in an effort to offer opportunity to interested staff to promote advancement and growth.

Objectives 4.5: Fully utilize technologies to improve staff efficiency and effectiveness in provision of service to our customers and specifically target training to assist in increasing staff's computer skills.

- Through the use of tablet Personal Computer (PC) and Broadband Internet access, BCHA is able to provide real time field inspection results to our staff to inform customers on the status of their unit(s) improving staff efficiency and effective delivery of services.
- BCHA is completing the final changes to the website. The new website will be published within the current fiscal year.

GOAL FIVE: INCREASE COLLABORATIONS, EXPAND AND ENHANCE BCHA'S PUBLIC IMAGE.

Objective 5.1: Increase BCHA's interaction with the county and local municipalities through regular contact with elected officials and appropriate community development staff.

- Through collaboration with neighboring cities, BCHA continues to provide information to the general public and prospective owners regarding the Housing Choice Voucher (HCV) programs to dispel misconceptions related to housing assistance throughout the community. BCHA conducts outreach to recruit prospective landlords and education through quarterly landlord workshops while consistently interacting with County staff and community partners on the concerns of affordable housing and programs and lack of housing availability.

Objective 5.2: Continue BCHA's positive image building through promotion of increased involvement by staff in the community through service on boards, task forces and commissions related to promoting and sustaining housing opportunities.

BCHA has a representative on the following Boards or committees:

- Affordable Housing Task Force
- Board of Directors of the Florida Association of Housing and Redevelopment Officials (FAHRO)
- Board Member of Fort Lauderdale Independent Training and Education (FLITE) Center
- Board Member of South Florida Hunger Coalition

- Board Member of Coordinating Council of Broward
- Broward County Continuum of Care (COC)
- Broward Housing Council
- Career Source Broward One Stop Committee
- City of Fort Lauderdale Community Services Board (CSB)
- City of Sunrise Affordable Housing Committee
- City of Tamarac Affordable Housing Committee
- Continuum of Care subcommittees – Homeless Youth and Families, Chronic Work Group, Homeless Stakeholders and Providers, Permanent Housing Committee
- HEART Partner and Advisory Board
- Junior League State of Public Affairs

BCHA has partnerships with the following Broward County businesses:

- Henderson Behavioral Health
- Archways, Inc.
- Chrysalis Health
- Broward Behavioral Health Coalition
- Broward Elderly and Veterans Administration
- United States Veteran’s Administration
- Kids in Distress of Broward and Palm Beach Counties (KID)
- HOPE South Florida (HOPESFL)
- Broward County Family Success Administration Division
- Center for Independent Living – Broward
- Broward County Homeless Initiative Partnership
- ChildNET
- Fort Lauderdale Independent Training and Education (FLITE) Center

Objective 5.3: Perform outreach and education activities regarding affordable housing needs and agency activities.

- The Assisted Housing department continues to attend neighborhood and Home Owner Associations meetings to educate the general public about the Housing Choice Voucher (HCV) Programs and misconceptions of the housing programs.

Objective 5.4: Dispel misconceptions related to Section 8 Program, affordable housing and other assisted housing through community education.

- The Assisted Housing department continues to host onsite Quarterly Landlord Workshops in an effort to educate the general public and prospective owners about the Housing Choice Voucher (HCV) Programs as well as attend Homeowner Association meetings.

Objective 5.5: Develop assessment survey to determine the services that are needed and wanted by residents.

- BCHA continues to review services that are needed and wanted by residents of the Broward County area.
- Surveys are continuously reviewed and developed in preparation to capture the services needed and desired by our Family Self Sufficiency (FSS) Participants.

Objective 5.6: Develop and promote strong working relationships with social service providers so that Broward County Housing Authority (BCHA) residents eligible for their services are identified and appropriately served.

- BCHA continues to collaborate with local partners in an effort to support our local residents and programs which include, but is not limited to: ChildNet, Flite Center, Henderson Behavioral Health, Archways, Chrysalis, Broward County Elderly and Veterans Services, Mission United, Kids in Distress and United Way.

Objective 5.7: Develop strong purchasing relationships with internal departments and vendor community.

- BCHA developed a strong purchasing relationship with its internal departments through our procurement policies, procedural manual and building strong communication with the internal departments to ascertain their current and future needs.
- BCHA further developed our strong purchasing relationships with our vendor community by our involvement in the local National Institute of Governmental Purchasing's (NIGP) Chapter Reserve Trade Show, participating in our local Co-Operative Purchasing group and through our internal Vendor Registry.
- Attend annual Reverse Trade Shows. BCHA's continued attendance at this show displays the housing authority's commitment to outreach to the local business community.

GOAL SIX: PRESERVE BCHA'S SOUND FISCAL POSITION AND INTERNAL PROFICIENCY.

Objective 6.1: Control expenditures and maintain revenues while seeking other non-U.S. Department of Housing and Urban Development (HUD) revenue sources needed to sustain and develop new housing and programs.

- BCHA submitted a balanced budget for the 2018-2019 Fiscal Year (FY) and maintained budgetary control and accountability over all programs throughout the year. BCHA has benefitted from increasing short term interest rates, investing in money market and Certificate of Deposit (CD) accounts earning substantially higher interest income than in recent years.

Objective 6.2: Complete physical and management needs assessment as basis for on-going planning.

- BCHA converted its public housing inventory of three hundred and seventy-three (373) units to Project-Based Rental Assistance (PBRA) through HUD's Rental Assistance Demonstration (RAD) Program in 2015. This program no longer falls under the direction of the Office of Public and Indian Housing (PIH) and is not considered part of the PHA Plan; therefore this goal is no longer applicable.

Objective 6.3: Develop integrated purchasing strategies to procure supplies, materials and services necessary for the delivery of BCHA services.

- BCHA continues to monitor the delivery of services through purchasing. This is done through competitive awarded contracts to garner the best offers in a fair and competitive manner such as using Piggy-back contracts, competitive negotiations and price (the lowest qualifies and responsive bidder).
- BCHA continues to review policies and required procedures for procurement to comply with the U.S. Department of Housing (HUD) and State guidelines.

Objective 6.4: Continue to review the method and manner in which we do our work in order to accomplish our mission and embrace our vision.

- We are reviewing our internal controls and segregation of duties as technology has evolved since our last Information Technology (IT) risk assessment. We also had IT internal and external penetration tests to evaluate our vulnerabilities to cybersecurity risks. We also have reported our IT cybersecurity plan to our audit committee and will report to them periodically on the status of the plan. For 2018, we are preparing our first

ever Comprehensive Annual Financial Report (CAFR) to provide enhanced information on our mission and accomplishments.

Objective 6.5: Establish and implement Information Technology (IT) Strategy and improve Information Technology (IT) Governance.

- BCHA Information Technology (IT) policy has been drafted and will be presented to the Board of Commissioners in April 2019.

Objective 6.6: Develop and implement a Disaster Recovery Strategy (DRS)

- The BCHA has contracted with Agility services to provide temporary office space and generator supported workstations in a trailer. BCHA is also re-examining its Disaster plan and will evaluate other options and plans to run a desktop exercise to test various disaster scenarios. The BCHA is using cloud backup services and cloud hosting of its Enterprise Resource Planning (ERP) software to allow for continuity of operations in the event of a disaster. The BCHA also plans to roll out a pilot program for staff to work remotely for additional flexibility in the event of a disaster.
- As part of the overall organizations Disaster Recovery Strategy (DRS), the IT department is in the process of executing a Microsoft Azure cloud base solution in the event of a disaster. This will reduce the downtime during an outage, allowing key staff to continue to process payroll, Housing Assistance Payment (HAP) and Utility Allowance Payment (UAP), reexamination and inspections.

GOAL SEVEN: EXAMINE THE POSSIBILITY OF BECOMING A “MOVING TO WORK” MTW) AGENCY.

- Broward County Housing Authority (BCHA) is reviewing the guidelines to apply for the Moving to Work (MTW) Demonstration Program for Fiscal Year (FY) 2019 under Cohort # 2 – Rent Reform.