

The Providence Housing Authority

FY 2020 Annual Plan

Draft for public comment 2/4/20



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: _____ PHA Code: _____ PHA Type: <input type="checkbox"/> Standard PHA <input type="checkbox"/> Troubled PHA PHA Plan for Fiscal Year Beginning: (MM/YYYY): _____ PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Public Housing (PH) Units _____ Number of Housing Choice Vouchers (HCVs) _____ Total Combined Units/Vouchers _____ PHA Plan Submission Type: <input 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> <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> <tr> <td> </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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<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 and Annual Plan.</p>
<p>B.6</p>	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the PHA Plan?</p> <p>Y N <input type="checkbox"/> <input type="checkbox"/></p> <p>(c) 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>B.7</p>	<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>B.8</p>	<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 type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>
<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).</p>	
<p>C.1</p>	<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>

Instructions for Preparation of Form HUD-50075-ST Annual PHA Plan for Standard and Troubled PHAs

A. PHA Information. All PHAs must complete this section.

A.1 Include the full PHA Name, PHA Code, PHA Type, PHA Fiscal Year Beginning (MM/YYYY), PHA Inventory, Number of Public Housing Units and or 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. ([24 CFR §903.23\(4\)\(e\)](#))

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.

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.” ([24 CFR §903.7](#))

Statement of Housing Needs and Strategy for Addressing Housing Needs. Provide a statement addressing the housing needs of low-income, very low-income and extremely low-income families and a brief description of the PHA’s strategy for addressing the housing needs of families who reside in the jurisdiction served by the PHA. 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\(a\)\(1\)](#)) 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. PHAs must submit a Deconcentration Policy for Field Office review. For additional guidance on what a PHA must do to deconcentrate poverty in its development and comply with fair housing requirements, see [24 CFR 903.2](#). ([24 CFR §903.23\(b\)](#)) Describe the PHA’s admissions policy for deconcentration of poverty and income mixing of lower-income families in public housing. The Deconcentration Policy must describe the PHA’s policy for bringing higher income tenants into lower income developments and lower income tenants into higher income developments. The deconcentration requirements apply to general occupancy and family public housing developments. Refer to 24 CFR §903.2(b)(2) for developments not subject to deconcentration of poverty and income mixing requirements. ([24 CFR §903.7\(b\)](#)) Describe the PHA’s procedures for maintain waiting lists for admission to public housing and address any site-based waiting lists. ([24 CFR §903.7\(b\)](#)). A statement of the PHA’s policies that govern resident or tenant eligibility, selection and admission including admission preferences for both public housing and HCV. ([24 CFR §903.7\(b\)](#)) Describe the unit assignment policies for public housing. ([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 operating, capital and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support public housing or 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 rents charged for public housing and HCV dwelling units, including applicable public housing flat rents, minimum rents, voucher family rent contributions, and payment standard policies. ([24 CFR §903.7\(d\)](#))

Operation and Management. A statement of the rules, standards, and policies of the PHA governing maintenance and management of housing owned, assisted, or operated by the public housing agency (which shall include measures necessary for the prevention or eradication of pest infestation, including cockroaches), and management of the PHA and programs of the PHA. ([24 CFR §903.7\(e\)](#))

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

Homeownership Programs. A description of any Section 5h, Section 32, Section 8y, or HOPE I public housing or Housing Choice Voucher (HCV) homeownership programs (including project number and unit count) administered by the agency or for which the PHA has applied or will apply for approval. ([24 CFR §903.7\(k\)](#))

Community Service and Self Sufficiency Programs. Describe how the PHA will comply with the requirements of community service and treatment of income changes resulting from welfare program requirements. ([24 CFR §903.7\(l\)](#)) A description of: **1)** Any programs relating to services and amenities provided or offered to assisted families; and **2)** Any policies or programs of the PHA for the enhancement of the economic and social self-sufficiency of assisted families, including programs under Section 3 and FSS. ([24 CFR §903.7\(l\)](#))

Safety and Crime Prevention. Describe the PHA’s plan for safety and crime prevention to ensure the safety of the public housing residents. The statement must provide development-by-development or jurisdiction wide-basis: (i) A description of the need for measures to ensure the safety of public housing residents; (ii) A description of any crime prevention activities conducted or to be conducted by the PHA; and (iii) A description of the coordination between the PHA and the appropriate police precincts for carrying out crime prevention measures and activities. ([24 CFR §903.7\(m\)](#)) A description of: **1)** Any activities, services, or programs provided or offered by an agency, either directly or in partnership with other service providers, to child or adult victims of domestic violence, dating violence, sexual assault, or stalking; **2)** Any activities, services, or programs provided or offered by a PHA that helps child and adult victims of domestic violence, dating violence, sexual assault, or stalking, to obtain or maintain housing; and **3)** Any activities, services, or programs

provided or offered by a public housing agency to prevent domestic violence, dating violence, sexual assault, and stalking, or to enhance victim safety in assisted families. (24 CFR §903.7(m)(5))

Pet Policy. Describe the PHA's policies and requirements pertaining to the ownership of pets in public housing. (24 CFR §903.7(n))

Asset Management. State how the agency will carry out its asset management functions with respect to the public housing inventory of the agency, including how the agency will plan for the long-term operating, capital investment, rehabilitation, modernization, disposition, and other needs for such inventory. (24 CFR §903.7(q))

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; b) additions of non-emergency CFP work items (items not included in the current CFP Annual Statement or CFP 5-Year Action Plan) or change in use of replacement reserve funds under the Capital Fund; or c) any change with regard to demolition or disposition, designation, homeownership programs or conversion activities. 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 Activities. If the PHA intends to undertake any new activities related to these elements in the current Fiscal Year, mark "yes" for those elements, and describe the activities to be undertaken in the space provided. If the PHA does not plan to undertake these activities, mark "no."

Hope VI or Choice Neighborhoods. **1)** A description of any housing (including project number (if known) and unit count) for which the PHA will apply for HOPE VI or Choice Neighborhoods; and **2)** A timetable for the submission of applications or proposals. The application and approval process for Hope VI or Choice Neighborhoods is a separate process. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/programs/ph/hope6/index.cfm>. (Notice PIH 2010-30)

Mixed Finance Modernization or Development. **1)** A description of any housing (including project number (if known) and unit count) for which the PHA will apply for Mixed Finance Modernization or Development; and **2)** A timetable for the submission of applications or proposals. The application and approval process for Mixed Finance Modernization or Development is a separate process. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/programs/ph/hope6/index.cfm>. (Notice PIH 2010-30)

Demolition and/or Disposition. Describe any public housing projects owned by the PHA and subject to ACCs (including project number and unit numbers [or addresses]), and the number of affected units along with their sizes and accessibility features) for which the PHA will apply or is currently pending for demolition or disposition; and **(2)** A timetable for the demolition or disposition. This statement must be submitted to the extent that approved and/or pending demolition and/or disposition has changed as described in the PHA's last Annual and/or 5-Year PHA Plan submission. The application and approval process for demolition and/or disposition is a separate process. See guidance on HUD's website at: http://www.hud.gov/offices/pih/centers/sac/demo_dispo/index.cfm. (24 CFR §903.7(h))

Designated Housing for Elderly and Disabled Families. Describe any public housing projects owned, assisted or operated by the PHA (or portions thereof), in the upcoming fiscal year, that the PHA has continually operated as, has designated, or will apply for designation for occupancy by elderly and/or disabled families only. Include the following information: **1)** development name and number; **2)** designation type; **3)** application status; **4)** date the designation was approved, submitted, or planned for submission, and; **5)** the number of units affected. **Note:** The application and approval process for such designations is separate from the PHA Plan process, and PHA Plan approval does not constitute HUD approval of any designation. (24 CFR §903.7(i)(C))

Conversion of Public Housing. Describe any public housing building(s) (including project number and unit count) owned by the PHA that the PHA is required to convert or plans to voluntarily convert to tenant-based assistance; **2)** An analysis of the projects or buildings required to be converted; and **3)** A statement of the amount of assistance received to be used for rental assistance or other housing assistance in connection with such conversion. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/centers/sac/conversion.cfm>. (24 CFR §903.7(j))

Conversion of Public Housing. Describe any public housing building(s) (including project number and unit count) owned by the PHA that the PHA plans to voluntarily convert to project-based assistance under RAD. See additional guidance on HUD's website at: [Notice PIH 2012-32](#)

Occupancy by Over-Income Families. A PHA that owns or operates fewer than two hundred fifty (250) public housing units, may lease a unit in a public housing development to an over-income family (a family whose annual income exceeds the limit for a low income family at the time of initial occupancy), if all the following conditions are satisfied: (1) There are no eligible low income families on the PHA waiting list or applying for public housing assistance when the unit is leased to an over-income family; (2) The PHA has publicized availability of the unit for rental to eligible low income families, including publishing public notice of such availability in a newspaper of general circulation in the jurisdiction at least thirty days before offering the unit to an over-income family; (3) The over-income family rents the unit on a month-to-month basis for a rent that is not less than the PHA's cost to operate the unit; (4) The lease to the over-income family provides that the family agrees to vacate the unit when needed for rental to an eligible family; and (5) The PHA gives the over-income family at least thirty days notice to vacate the unit when the unit is needed for rental to an eligible family. The PHA may incorporate information on occupancy by over-income families into its PHA Plan statement of deconcentration and other policies that govern eligibility, selection, and admissions. See additional guidance on HUD's website at: [Notice PIH 2011-7](#). (24 CFR 960.503) (24 CFR 903.7(b))

Occupancy by Police Officers. The PHA may allow police officers who would not otherwise be eligible for occupancy in public housing, to reside in a public housing dwelling unit. The PHA must include the number and location of the units to be occupied by police officers, and the terms and conditions of their tenancies; and a statement that such occupancy is needed to increase security for public housing residents. A "police officer" means a person determined by the PHA to be, during the period of residence of that person in public housing, employed on a full-time basis as a duly licensed professional police officer by a Federal, State or local government or by any agency of these governments. An officer of an accredited police force of a housing agency may qualify. The PHA may incorporate information on occupancy by police officers into its PHA Plan statement of deconcentration and other policies that govern eligibility, selection, and admissions. See additional guidance on HUD's website at: [Notice PIH 2011-7](#). (24 CFR 960.505) (24 CFR 903.7(b))

Non-Smoking Policies. The PHA may implement non-smoking policies in its public housing program and incorporate this into its PHA Plan statement of operation and management and the rules and standards that will apply to its projects. See additional guidance on HUD’s website at: [Notice PIH 2009-21](#). (24 CFR §903.7(e))

Project-Based Vouchers. Describe any plans to use Housing Choice Vouchers (HCVs) for new project-based vouchers, which must comply with PBV goals, civil rights requirements, Housing Quality Standards (HQS) and deconcentration standards, as stated in 983.57(b)(1) and set forth in the PHA Plan statement of deconcentration and other policies that govern eligibility, selection, and admissions. If using project-based vouchers, provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan. (24 CFR §903.7(b))

Units with Approved Vacancies for Modernization. The PHA must include a statement related to units with approved vacancies that are undergoing modernization in accordance with [24 CFR §990.145\(a\)\(1\)](#).

Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).

For all activities that the PHA plans to undertake in the current Fiscal Year, provide a description of the activity in the space provided.

B.3 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.4 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 §903.7(p))

B.5 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 §903.7(r)(1))

B.6 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)

B.7 Certification by State of Local Officials. Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, must be submitted by the PHA as an electronic attachment to the PHA Plan. (24 CFR §903.15). Note: A PHA may request to change its fiscal year to better coordinate its planning with planning done under the Consolidated Plan process by State or local officials as applicable.

B.8 Troubled PHA. If the PHA is designated troubled, and has a current MOA, improvement plan, or recovery plan in place, mark “yes,” and describe that plan. If the PHA is troubled, but does not have any of these items, mark “no.” If the PHA is not troubled, mark “N/A.” (24 CFR §903.9)

C. Statement of Capital Improvements. PHAs that receive funding from the Capital Fund Program (CFP) must complete this section. (24 CFR 903.7 (g))

C.1 Capital Improvements. In order to comply with this requirement, the PHA must reference the most recent HUD approved Capital Fund 5 Year Action Plan. PHAs can reference the form by including the following language in Section C. 8.0 of the PHA Plan Template: “See HUD Form- 50075.2 approved by HUD on XX/XX/XXXX.”

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 5-Year and Annual PHA Plan.

Public reporting burden for this information collection is estimated to average 9.2 hours 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.

Providence Housing Authority Attachment B.1(a)
Statement of Financial Resources: Planned Sources and Uses

Sources	Planned \$	Planned Uses
1. Federal Grants FY 2020 grants		
a Public Housing Operating Fund	\$19,579,950	
b Public Housing Capital Fund	\$6,436,114	
c HOPE VI Revitalization	\$0	
d HOPE VI Demolition	\$0	
e) Annual Contributions for Section 8 Tenant-Based Assistance	\$20,015,281	
f) Public Housing Drug Elimination Program including any Technical Assistance funds	\$0	
g) Resident Opportunity and Self-Sufficiency Grants	\$1,047,703	
h) Community Development Block Grant	\$109,471	Tot lot at Hartford Park and safety and security improvements at various developments
i Home	\$0	
Other Federal Grants list below	\$0	
HUD Lead-based Paint Capital Funds Program	\$974,440	LBP testing and abatement at Chad Brown, Hartford Park and Manton Heights
Victims of Crime Act	\$141,337	Community Safety Coordinator
SAMHSA State Opioid Response Grant	\$250,000	Joint project with Pawtucket HA to promote wellness and reduce opioid use
Jobs Plus – JPP	\$754,349	
HUD Housing Counseling	\$18,469	
2. Prior Year Federal Grants (unobligated funds only) (list below)		
CFP 2019	\$6,436,114	
CFP 2018	\$2,132,747	
Mainstream Voucher Award 2018	\$188,500	
3. Public Housing Dwelling Rental Income	\$8,315,000	

Sources	Planned \$	Planned Uses
4. Other income		
Excess Utilities	\$86,700	
Investment Income	\$13,005	
Fraud Collection S8	\$15,500	
S8 Port Fees	\$42,000	
Miscellaneous Tenant Charges	\$52,000	
Misc .Income -Antenna Rental/Cox/Office space	\$1,451,304	

Sources	Planned \$	Planned Uses
4. Non-federal sources list below		
State/Local - Rhode Island	\$0	
Rhode Island Housing/Woonasquatucket River Watershed Council	\$155,370	Biking and walking pathway connecting Woonasquatucket Greenway and Manton Heights
Rhode Island Foundation	\$28,886	Funding for security deposits and payment of utility bills of HCV and PH participants to prevent homelessness
United Way of Rhode Island – SUS	\$52,903	
United Way of Rhode Island – POS	\$27,540	
R.I. Division of Elder Affairs	\$14,166	Partially fund security guards in elderly high-rises
City of Providence – Thomas Anton	\$40,000	
HEN – One Neighborhood	\$47,236	
Genesis Center – RIDE	\$63,260	
Washington Trust Icap	\$2,400	
Total Resources	\$68,491,745	

11.12 The PHA's Deconcentration Policy

It is PHA's policy to provide for the deconcentration of poverty and to encourage income mixing by bringing higher income families into lower income developments and lower income families into higher income developments. The PHA may skip families on the waiting list to reach other families with a lower or higher income. This will be done in a uniform and non-discriminating manner.

The PHA will affirmatively market its housing to all eligible income groups. Lower income residents will not be steered toward lower income developments and higher income people will not be steered toward higher income developments.

Prior to the beginning of each fiscal year, the PHA will analyze the income levels of families residing in each of its developments, the income levels of census tracts in which each development is located, and the income levels of the families on the waiting list. Based on this analysis, the PHA will determine the level of marketing strategies and deconcentration incentives to implement.

11.13 Deconcentration Incentives

The PHA may offer one or more incentives to encourage applicant families whose income classification would help meet the deconcentration goals of a particular development.

Various incentives may be used at different times, or under different conditions, but will always be provided in a consistent and nondiscriminatory manner.

11.14 Targeting

Per the QHWRA, in each fiscal year the PHA will reserve at least 40 percent of its new admissions for families who have incomes that do not exceed 30 percent of area median income as published by HUD.

The PHA will follow the statutory requirement that at least 40 percent of newly admitted families in any fiscal year be families whose annual income is at or below 30 percent of the area median income. To ensure that this requirement is met, the PHA will quarterly monitor the incomes of newly admitted families and the incomes of families on the waiting list. If it appears that the requirement to house extremely low-income families will not be met, the PHA will skip higher income families on the waiting list to reach extremely low-income families.

If there are not enough extremely low-income families on the waiting list, the PHA will consider outreach on a non-discriminatory basis to attract extremely low-income families to reach the statutory requirement.

**Providence Housing Authority
Annual Plan FY 2020
Attachment B.2 Statement of New Activities**

Hope VI/Choice Neighborhood and Mixed Finance Modernization or Development/Demolition and/or Disposition/Conversion of Public Housing to Tenant Based Assistance/Conversion of Public Housing to Project-Based assistance Under RAD

PHA plans to consider all strategies noted in HUD's Repositioning of Assets Initiative, including Choice Neighborhood Initiative, demolition and/or disposition under Section 18, conversion of public housing to tenant-based assistance, RAD, and any combination of recapitalization that should be considered to preserve hard units for the low-income families PHA serves.

Update on Approved Disposition of Property

A disposition application was submitted by PHA and approved by HUD in 2007 for a small portion of land located behind its elderly high-rise building known as Dominica Manor in order to permit a neighboring land owner, Talon Realty, LP, to construct shared parking facilities in conjunction with its proposed construction of a new commercial and residential development to be known as Vista Delle Torre. In January 2012, the PHA entered into a Conveyance and Easement Agreement with Talon Realty, LP, that granted to it the right to obtain ownership to the designated portion of land with the understanding that it would pay a fee to the PHA and provide 50 spaces of reserved parking for Dominica Manor residents upon completion of construction. In March 2015, the PHA learned that the Vesting Period specified in its Agreement (which was based on the then current Zoning Ordinance of the City of Providence) was delayed pursuant to State law with passage of R.I.G.L. §4524-61.1. The Housing Authority currently awaits further action by the Talon Realty, LP or the final expiration of its building and zoning approvals.

Project-Based Vouchers

PHA will project-base 50 of its existing allocation of HCV Program vouchers as a strategy to deconcentrate poverty and provide program participants with increased access to units in neighborhoods of opportunity. The PHA issued a Request for Proposals (RFP) seeking landlords from across the City interested in project-basing units. The RFP's evaluation criteria included the awarding of points for responses proposing project-basing in neighborhoods of opportunity and neighborhoods with a high degree of revitalization activity. PHA will explore project-basing up to 30% of its HCV allocation based on the outcome of this pilot project-basing activity.

Units with Approved Vacancies

The PHA anticipates that it will have eight units with approved vacancies for modernization in FY 2019.

Other Capital Grant Programs

PHA has received an award, in the amount of \$974,400, from HUD's Lead-Based Paint Capital Funds Program to conduct lead-based paint testing and abatement at the following developments: Chad Brown; Hartford Park; and Manton Heights. This funding award is in addition to the Capital Fund Award amount already provided to PHA for FY 2018 planned capital projects. Testing has been conducted at all of these developments but additional tests will be conducted if necessary, as well as various lead abatement projects to be completed in FY 2019.

The Housing Authority of the City of Providence

Providence, Rhode Island

Single Audit Reports in Accordance with
Government Auditing Standards and Title 2 U.S. Code of
Federal Regulations Part 200, Uniform Administrative
Requirements, Cost Principles, and Audit Requirements for
Federal Awards (Uniform Guidance)

Year Ended June 30, 2018

The Housing Authority of the City of Providence

SINGLE AUDIT REPORTS IN ACCORDANCE WITH
GOVERNMENT AUDITING STANDARDS AND TITLE 2 U.S. CODE OF
FEDERAL REGULATIONS PART 200, UNIFORM ADMINISTRATIVE REQUIREMENTS, COST
PRINCIPLES, AND AUDIT REQUIREMENTS FOR FEDERAL AWARDS (UNIFORM GUIDANCE)
June 30, 2018

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RSM US LLP

**Independent Auditor's Report on Internal Control Over Financial Reporting and
on Compliance and Other Matters Based on an Audit of Financial Statements
Performed in Accordance with *Government Auditing Standards***

The Board of Commissioners
The Housing Authority of the City of Providence

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of the business-type activities and the blended component unit of The Housing Authority of the City of Providence (the "Authority") as of and for the year ended June 30, 2018, and the related notes to the financial statements, which collectively comprise the Authority's basic financial statements, and have issued our report thereon dated March 14, 2019.

Internal Control over Financial Reporting

In planning and performing our audit of the financial statements, we considered the Authority's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Authority's internal control. Accordingly, we do not express an opinion on the effectiveness of the Authority's internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. *A material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. *A significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we considered to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether the Authority's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

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Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Authority's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Authority's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

RSM US LLP

Boston, Massachusetts
March 14, 2019



RSM US LLP

**Independent Auditor's Report on Compliance for Each Major Federal Program;
Report on Internal Control Over Compliance; and Report on Schedule of Expenditures of
Federal Awards Required by the Uniform Guidance**

The Board of Commissioners
The Housing Authority of the City of Providence

Report on Compliance for Each Major Federal Program

We have audited The Housing Authority of the City of Providence's (the "Authority") compliance with the types of compliance requirements described in the *OMB Compliance Supplement* that could have a direct and material effect on each of Authority's major federal programs for the year ended June 30, 2018. The Authority's major federal programs are identified in the summary of auditor's results section of the accompanying Schedule of Findings and Questioned Costs.

Management's Responsibility

Management is responsible for compliance with federal statutes, regulations, and the terms and conditions of its federal awards applicable to its federal programs.

Auditor's Responsibility

Our responsibility is to express an opinion on compliance for each of the Authority's major federal programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* ("Uniform Guidance"). Those standards and the Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about the Authority's compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of the Authority's compliance.

Opinion on Each Major Federal Program

In our opinion, the Authority complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2018.

Other Matters

The results of our auditing procedures disclosed one instance of noncompliance, which is required to be reported in accordance with the Uniform Guidance and which is described in the accompanying Schedule of Findings and Questioned Costs as item 2018-001. Our opinion on each major federal program is not modified with respect to this matters.

The Authority's response to the noncompliance finding identified in our audit are described in the accompanying Schedule of Findings and Questioned Costs. The Authority's response was not subjected to the auditing procedures applied in the audit of compliance and, accordingly, we express no opinion on the response.

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Report on Internal Control Over Compliance

Management of the Authority is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered the Authority's internal control over compliance with the types of requirements that could have a direct and material effect on each major federal program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of the Authority's internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. *A material weakness in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

Report on Schedule of Expenditures of Federal Awards Required by the Uniform Guidance

We have audited the financial statements of the business-type activities and the blended component unit of the Authority as of and for the year ended June 30, 2018, have issued our report thereon dated March 14, 2019, which contained an unmodified opinion on those financial statements. Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying Schedule of Expenditures of Federal Awards is presented for purposes of additional analysis as required by the Uniform Guidance and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the Schedule of Expenditures of Federal Awards is fairly stated in all material respects in relation to the financial statements as a whole.

RSM US LLP

Boston, Massachusetts
March 14, 2019

The Housing Authority of the City of Providence

Schedule of Expenditures of Federal Awards
Year Ended June 30, 2018

<u>Federal Grantor/Program Title</u>	<u>CFDA Number</u>	<u>Pass-through Grantor's Number</u>	<u>Expenditures</u>
Direct Federal Expenditures			
U.S. Department of Housing and Urban Development:			
Direct:			
Public and Indian Housing	14.850	N/A	\$ <u>15,147,128</u>
Section 8 Project-Based Cluster:			
Lower Income Housing Assistance Program –			
Section 8 Moderate Rehabilitation	14.856	N/A	1,076,146
Section 8 Construction and Substantial			
Rehabilitation	14.182	N/A	<u>457,651</u>
Section 8 Project Based Cluster Subtotal			<u>1,533,797</u>
Community Development Block Grant/Entitlement			
Grants	14.218	N/A	40,649
Community Development Block Grant Manton Heights			
Domestic Hot Water	14.248	N/A	25,000
Housing Counseling Training Program	14.316	N/A	19,580
Resident Opportunity and Supportive Services –			
Service Coordinators	14.870	N/A	227,272
Section 8 Housing Choice Vouchers	14.871	N/A	20,181,833
Public Housing Capital Fund	14.872	N/A	5,383,332
HUD Jobs Plus Initiative	14.895	N/A	626,649
Family Self-Sufficiency Program	14.896	N/A	198,158
Juvenile Reentry Assistance Program	14.897	N/A	<u>52,547</u>
Total U.S. Department of Housing and Urban Development			<u>43,435,945</u>
Pass-through Federal Expenditures			
U.S. Department of Transportation:			
Passed through the Rhode Island Department of Transportation National Priority Safety Programs	20.616	2015-OS-023	5,016
U.S. Department of Health and Human Services:			
Passed through ONE Neighborhood Builders HEZ Diabetes	93.758	BJA2013-1472	<u>5,000</u>
Total Pass-through Federal Expenditures			<u>10,016</u>
Total Federal Expenditures			<u>\$ 43,445,961</u>

See notes to the schedule of expenditures of federal awards.

The Housing Authority of the City of Providence

Notes to Schedule of Expenditures of Federal Awards
Year Ended June 30, 2018

1. BASIS OF PRESENTATION

The accompanying schedule of expenditures of federal awards (the "Schedule") includes the federal award activity of Housing Authority of the City of Providence (the "Authority") under programs of the federal government for the year ended June 30, 2018. The information in this Schedule is presented in accordance with the requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Because the Schedule presents only a selected portion of the operations of the Authority, it is not intended to and does not present the financial position, changes in net assets, or cash flows of the Authority.

The accompanying Schedule includes all the grant activity of the business type activities and blended component unit of the Authority.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Expenditures reported on the Schedule are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in the Uniform Guidance, wherein certain types of expenditures are not allowable or are limited as to reimbursement. Negative amounts shown on the Schedule represent adjustments or credits made in the normal course of business to amounts reported as expenditures in prior years. Pass-through entity identifying numbers are presented where available.

3. INDIRECT COST RATE

The amount expended includes \$204,120 claimed as an indirect cost recovery using an approved indirect cost rate of 20 percent.

4. SUBRECIPIENTS

The Authority furnished federal funds to one subrecipient during the year ended June 30, 2018. Under the Juvenile Re-Entry Assistance Program (JRAP), the Authority was awarded \$52,547, of which \$50,915 was passed through to Rhode Island Legal Services for program related assistance. The remainder of \$1,632 was retained by the Authority as reimbursement of administrative oversight services performed.

The Housing Authority of the City of Providence

Schedule of Findings and Questioned Costs
Year Ended June 30, 2018

I. Summary of Auditor's Results

Financial Statements

Type of auditor's report issued: Unmodified

Internal control over financial reporting:

- Material weaknesses identified? Yes No
- Significant deficiencies identified? Yes None Reported

Noncompliance material to financial statements noted? Yes No

Federal Awards

Internal control over major programs:

- Material weaknesses identified? Yes No
- Significant deficiencies identified? Yes None Reported

Type of auditor's report issued on compliance for major programs: Unmodified

Any audit findings disclosed that are required to be reported in accordance with section 2 CFR 200.516(a)? Yes No

Identification of major programs:

<u>CFDA Number</u>	<u>Name of Federal Program or Cluster</u>
14.871	Section 8 Housing Choice Voucher Program
14.856 & 14.182	Section 8 Project-Based Cluster

Dollar threshold used to distinguish between type A and type B programs \$ 1,303,379

Auditee qualified as low-risk auditee? Yes No

The Housing Authority of the City of Providence

Schedule of Findings and Questioned Costs (Continued)
Year Ended June 30, 2018

II. Financial Statement Findings

A. Internal Control over Financial Reporting

No matters to report.

B. Compliance Findings

No matters to report.

III. Findings and Questioned Costs for Federal Awards

A. Internal Control over Compliance

No matters to report.

B. Compliance and Other Matters

2018-001 Section 8 Project-Based Cluster – Reporting

U.S. Department of Housing and Urban Development:
Section 8 Project-Based Cluster: CFDA – 14.856 & 14.182

Criteria

As part of the Section 8 project-based programs under the U.S Department of Housing and Urban Development (HUD) the Authority is required to prepare HUD-52663, *Requisition for Partial Payment of Annual Contributions*, 90 days before the beginning of their fiscal year and transmit to HUD.

Statement of Condition

Form HUD-52663 for fiscal year ending June 30, 2018 was filed on April 11, 2017, 81 days prior to the beginning of the fiscal year. Therefore, the Authority did not meet the requirement of filing 90 days before the beginning of fiscal year ending June 30, 2018.

Cause of Condition

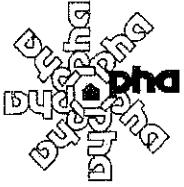
The delinquent report filing was attributable to the prioritization of department resources towards operations over reporting.

Effect of Condition

The Authority received no warnings, sanctions, fines or other penalties from HUD for the delinquent report. As such, the late report has not had any perceived effect on the accuracy of amounts requested from HUD for fiscal year ending June 30, 2018 or the approval of budget reports for fiscal year ending June 30, 2019.

Recommendation

The Authority should implement controls to ensure completion of required HUD forms in a timely manner.



PROVIDENCE HOUSING AUTHORITY

ADMINISTRATION OFFICES

100 BROAD STREET

PROVIDENCE, RI 02903



2018-001 Audit Finding – Section 8 Project Based Cluster – Reporting

Management's Response:

The Management of the Providence Housing Authority agrees with this finding.

Controls have been implemented to ensure timely filing to HUD.

A handwritten signature in black ink, appearing to read 'L R Poole', written over a horizontal line.

Linda R Poole, Director of Finance

3/11/19

Date

The Housing Authority of the City of Providence

Schedule of Prior Year Audit Findings
Year Ended June 30, 2017

II. Financial Statement Findings

A. Internal Control Findings

No matters to report.

B. Compliance Findings

No matters to report.

III. Findings and Questioned Costs for Federal Awards

A. Internal Control

No matters to report.

B. Compliance Findings

No matters to report.

**FY 2020 Annual Plan
Progress Report on Goals
Attachment B.5**

Providence Housing Authority's Update on Goals and Objectives in Previous 5-Year Plan

1. Continue to operate and adhere with federal, state and local mandates as well as formal regulations associated with public housing authorities.

During the period of the current 5-year Plan, the PHA has continually updated and revised its Administrative Plans for both the Housing Choice Voucher and Public Housing programs. In FY 2019, PHA revised its policy concerning the treatment of an over-income family when a second annual income determination indicates the family's income continues to be in excess of 120% of median area income; the revised policy requires the family to move out of public housing after the second determination of over 120% of AMI status. Throughout FY 2020, PHA will monitor the number of residents whose family income has exceeded 120% of the area median income. Also, in FY 2019, PHA sought and received HUD approval for a renewal of the elder-only designation of Dominica Manor and Carroll Tower. Throughout FY 2019 and into 2020, staff have engaged in reviewing and revising the Administrative Plan for the Public Housing Program to reflect updates in HUD regulations and PHA policies and procedures. A copy of the revised Admissions and Continuing Occupancy Plan for Public Housing is affixed as Attachment B.3 (a). Highlights of revisions in FY 2020 include: updates to the format of the plan, additional information about more recent regulations not previously incorporated in the ACOP, and changes to the transfer policy.

Update on the Vera Institute of Justice Project

As a result of a collaboration with the Vera Institute of Justice in FY 2017, PHA revised its public housing applicant screening policy in FY 2017 to decrease the look-back period when considering involvement in criminal behavior from 10 years to 5 years for felony criminal acts, remove consideration of involvement in misdemeanor criminal activity in screening considerations, and provide all applicants with a history of criminal activity the opportunity of a review meeting with PHA to discuss criminal history and provide evidence of mitigating circumstances or rehabilitation prior to any decision-making concerning eligibility. PHA implemented the new policy in FY 2018. In FY 2019, the PHA and a local filmmaker developed a video that highlights the way the PHA's new policy on criminal backgrounds for public housing admissions has positively impacted tenants affected by the policy change and their families. The video was shown at the April 2019 Board of Commissioners meeting and will also be shared in the future on social media to increase awareness of the policy and the continued positive impacts and equitable access to public housing program the policy change fostered.

Accessibility, Reasonable Accommodation, and VAWA

In FY 2019, the Facilities Management Department completed renovations necessary for the creation of three fully handicapped accessible units. In order to continue to ensure prompt and consistent responses to requests for reasonable accommodations, PHA's multi-disciplinary committee, led by PHA's Reasonable Accommodation Coordinator (Director of Tenant Selection and Property Management) continues to meet to review and respond to all requests. This committee, comprised of Facilities Management, Leased Housing, and Property Management representatives, as well as the Executive Director, meets twice per month to review and act upon requests. The PHA has designated the Associate Director of Property Management to serve as the agency's VAWA Coordinator; she is responsible for receiving and responding to all VAWA protection requests from residents from all properties. This coordination system ensures a prompt and consistent response to VAWA requests. The PHA's Victims of Crime Act (VOCA) grant-funded Community Support Coordinator worked closely with the VAWA Coordinator in FY 2019 to facilitate safety planning and relocation when necessary. The PHA's Community Support Coordinator received 113 referrals and served 72 families in calendar year 2019, including 53 victims of domestic violence and their 36 minor children who were witnesses to domestic violence. This service to victims and their families included emergency relocation, assistance in obtaining protective orders, communication between PHA departments to support safety planning, and counseling provided by the PHA's partner agency Sojourner House.

2. Continue to (1) research and explore modern, affordable housing strategies and programs, (2) generate opportunities with public, non-profit and private partnerships that result in the creation of affordable housing and (3) seek membership in appropriate organizations advocating for affordable housing (Choice, comprehensive neighborhood revitalization initiatives, the Rental Assistance Demonstration).

Two members of the PHA staff maintained active membership of the Rhode Island Continuum of Care (RiCoC) and in other activities designed to proactively address and prevent homelessness. In FY 2019 and into the current year, PHA and partners in the RiCoC, having previously identified a significant need for housing resources for non-elderly persons (between the ages of 18

to 61) with a disability who are transitioning out of institutional settings, at serious risk of institutionalization, homeless, or at risk of becoming homeless, developed an outreach strategy to engage landlords to serve the 50 participants of the Mainstream Voucher program. Partners, including the PHA's Ameri-Corps Vista volunteer, provided support and housing navigation services necessary to assist participants in leasing-up units. A \$50,000 grant from the Rhode Island Foundation, in collaboration with the Pawtucket Housing Authority, provided funds for security deposits and outstanding utility bills as a means of addressing two common obstacles to leasing units. This strategy also included a well-publicized community outreach campaign, known as *38 in 100* (days), that served to publicize the need for units and engage landlords in the effort to house the vulnerable population served by the Mainstream Housing Voucher Program. As of 1/31/20, 38 ____ participants have leased units.

In FY 2019, PHA issued a Request for Proposals for landlords interested in project-basing units. PHA received 17 proposals totaling 170 units and awarded vouchers to 8 projects owned by four different organizations. The vouchers will support 22 existing units, 21 units being substantially rehabilitated and 7 new construction units. Of the 50 project-based units, 38 are leased, five are pending lease up; the remaining new construction units expected to come online and be leased in 2021.

The PHA was a past recipient of a Choice Neighborhoods Initiatives (CNI) Planning Grant (2010) for the Manton Heights public housing site and the Olneyville neighborhood. The PHA officially submitted the final Transformation Plan ("Build Olneyville Plan") to HUD on June 27, 2014. Although PHA and its community partners were not successful in securing a Choice Neighborhood Implementation Plan due to a lack of ability to secure matching funds, the collaboration remains strong and the PHA continuously seeks and supports opportunities for neighborhood revitalization, redevelopment, and creation of mixed-income communities. Notable development has occurred in the Choice Neighborhood Transformation Plan target area, including the renovation of a former factory on King Street into 60 housing units by a developer known as Trinity Financial. Fifty-four of the sixty units were designated by the owner as affordable housing units. Although this development passed a City inspection and the owners obtained a certificate of occupancy, the property did not pass HQS standards because units did not have a window in the bedrooms. PHA filed a request for a waiver from the HQS standard; HUD approved a waiver in FY 2019, which allowed 20 low-income families to use their HCV vouchers to access these new units at the King Street development. The PHA looks forward to a new affordable housing project being undertaken by CNI partner One Neighborhood Builders that involves the creation of 30 units of affordable housing and a child care center on a parcel of land abutting the Manton Heights development. One Neighborhood Builders was awarded seven project-based vouchers from the PHA, and these vouchers helped leverage additional funding for the project by increasing the project's score in its successful application for nine percent tax credits this past year.

Throughout FY 2019, various inquiries were made to determine the PHA's interest in the purchase and/or leasing of unused land adjacent to PHA properties. In the future, with HUD approval, the PHA would like to consider the purchase and/or leasing of land in order to enhance operations, property amenities and/or the surrounding neighborhood.

In FY 2019 PHA staff participated in NAHRO, Nan McKay, and CLPHA training events and conferences concerning RAD components 1 and 2. The PHA continues to consider all strategies noted in HUD's Repositioning of Assets Initiative, including Choice Neighborhood Initiative, demolition and/or disposition under Section 18, project-basing vouchers, conversion of public housing to tenant-based assistance, RAD, and any combination of recapitalization that should be considered to preserve hard units for the low-income families PHA serves. PHA utilized technical assistance services made available by HUD in FY 2019 and the current year to begin consideration of repositioning strategies. Before the end of calendar year 2020, PHA anticipates conducting a feasibility assessment to determine which repositioning strategies would support the preservation of affordable housing for the people the PHA serves. In addition, PHA continues active membership in professional industry groups and keeps abreast of and engaged in efforts designed to advocate for affordable housing.

3. Continue to create, maintain and nourish sustainable partnerships with community stakeholders in order to increase opportunities that positively impact PHA residents, properties and employees.

PHA continues to engage in a wide range of sustainable partnerships with community stakeholders in order to increase opportunities that positively impact PHA residents, properties and employees. The following are examples of the fruits of the PHA's efforts to create and maintain partnerships:

Source of Income Legislation

PHA has been an active member of a collaborative effort to establish a state law in Rhode Island that would prohibit discrimination based upon a family's source of income, as well as a city-level ordinance that would do the same in Providence. In FY 2019, PHA, in collaboration with Rhode Island Housing, conducted a survey among HCV participants who sought to move

to another unit with a voucher. Sixty-one percent of the in the survey respondents reported that a landlord had declined to rent a unit to a family specifically because the family had voucher.

Wellness Resource Center /SAMHSA State Opioid Response Grants (SOR):

The Rhode Island Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals (BHDDH) was the recipient of Federal Fiscal Year 2019 SAMHSA State Opioid Response Grant (SOR). The program aims to address the opioid crisis by increasing access to medication-assisted treatment, reducing unmet treatment need, and reducing opioid overdose related deaths through the provision of prevention, treatment and recovery activities for opioid use disorder (including prescription opioids, heroin and illicit fentanyl and fentanyl analogs). Through this grant, BHDDH awarded a contract to PHA, in the amount of \$300,000 to ensure trauma-informed housing retention services are provided to young adults and families who experience conditions that place them at higher risk for opioid use disorder including, involvement with the Department of Youth and Families, housing instability, and low-income status. PHA partnered with Pawtucket Housing Authority and Family Service of Rhode Island to use the funds to pilot the Wellness Resource Center initiative at both housing authorities, with PHA administering the grant funds. In addition to fostering housing stability through access to treatment and recovery support, the program provided opioid abuse awareness training and prevention strategies to PHA residents, program participants, and employees. The program served over 90 residents of Providence and Pawtucket Housing Authorities in calendar year 2019. The Wellness Resource Center has received an additional \$250,000 grant from BHDDH to continue the program through September of 2020.

Health Equity Zone (HEZ) Community Health Worker Program

PHA staff serve as active members of two Health Equity Zones (HEZ) in Providence. The HEZ serving the central section of Providence, which includes Hartford Park, Manton Heights, Parenti Villa and Kilmartin Plaza, allocated funds to support a part-time community health worker. This health outreach worker, who works closely with the Wellness Resource Center Program Coordinator, Resident Services Coordinator assigned to Hartford Park and the VOCA Community Safety Coordinator, provides valuable information and support to residents seeking equitable access to health care and social determinants of health.

ConnectHomeUSA: Digital Equity and Inclusion Initiative

As a stand-alone member of ConnectHome USA, PHA recognizes that Internet access and digital literacy are critical in our efforts to promote resident self-sufficiency and close the digital divide. PHA has long provided residents with access to computer labs and technology education. Although these labs are important components to our Resident Services programming, in-home access to low-cost Internet and technology continue to be key resident empowerment and self-sufficiency goals for our communities. PHA joined the State of Rhode Island's Office of Innovation as one of several housing authorities in the State to participate in a national digital inclusion pilot project led by HUD and EveryoneOn called ConnectHomeUSA. The initiative led to funding for digital literacy training for residents and PHA joined Pawtucket Housing and Rhode Island Housing in a pilot to collect data as part of our annual re-certification process regarding digital access. The data being produced by the pilot project is providing valuable information necessary to develop new digital literacy initiatives. Among new initiatives in FY 2019, PHA received seven tablets, cases and keyboards, along with two years of service from T-Mobile, as part of our ConnectHome digital equity work from the RI Office of Innovation. The tablets were deployed at Dexter Manor with a focus on digital literacy and health/wellness as part of the PHA's Wellness Resource Center work. This is a small pilot to identify ways PHA can utilize technology to engage and improve outcomes for its elderly/disabled residents. Also in FY 2019, the Providence Rotary Charities Foundation awarded the PHA \$1,000 for the summer youth employment program that supported the purchase of Chromebooks for 20 youth. The ChromeBooks were awarded to mark the youths' completion of the summer program and to assist them in future employment and academic pursuits. In FY 2019, ConnectRI (through the State's Office of Innovate) collaborated with PHA to apply for an AmeriCorps VISTA from the Connect Home USA program to build both organizations' capacity around digital equity work. We were successfully awarded an AmeriCorps VISTA and hiring/supervision will be mostly through the Office of Innovation. The VISTA will work in 2020 on identifying resources, developing curriculums, and securing devices to support our work. RIHousing also provided the PHA with a donation of 4 desktop computers to add to a building computer lab. We are working with IT and Resident Services to identify a site for these new devices and get them installed for resident use.

Census 2020

The Providence Community Opportunity Corporation, the PHA's non-profit affiliate, received \$5,000 from the RI Foundation to conduct outreach to PHA residents and voucher holders regarding the importance of participating in the 2020 Census. The Rhode Island State Office of Innovation plans to apply in the 2nd round of Census funding for resident leader stipends and technology training working with housing authorities across the state to assist organizations in setting up of accessible stations where residents can take the Census and training of resident volunteers who would assist their neighbors in completing the questionnaire

Family Support:

In the summer of 2019, the Providence Children and Youth Cabinet provided the Strong African American Families program for residents of the Chad Brown development. The program provided sessions in which parents and youth discussed such issues as drug use, peer pressure, self-esteem, and safe sex practices; the program was well-received.

Food Insecurity and Access to Fresh Fruits and Vegetables.

In FY 2019, PHA continued three important initiatives that address food insecurity and access to fresh fruits and vegetables for public housing residents, especially elders and persons with disabilities: *Parenti Villa Food Pantry*, *Food on the Move Mobile* market, and the expansion of the Senior Box Program that provides boxes of food monthly to 167 vulnerable residents. At Parenti Villa, 12 resident volunteers team-up with PHA staff each month to distribute a wealth of fresh produce, canned goods, and other vital food items, serving more than 80 households monthly. In late 2019, the Rhode Island Food Bank began experiencing decreased donations of foodstuffs, provided decreasing amounts of food items for food pantries. The PHA has utilized funding from grant sources to augment what is available from the Food Bank. In December 2019, PHA conducted an employee food drive to assist food pantries in PHA sites. At four of the PHA's six sites for elders and persons with disabilities, residents had access to fresh, nutritious and affordable fresh fruit and vegetables at weekly *Food on the Move* mobile markets in FY 2019. This partnership with *Food on the Move* results in residents receiving a discount when they use SNAP benefits to purchase produce at these mobile markets. Unfortunately, *Food on the Move* suspended operations in September due to a need to restructure its operations. The organization anticipates a resumption of programming in early 2020.

Manton Project Bike and Walking Path Project.

A partnership, among PHA, the City of Providence, the Acquisition and Rehabilitation Program of Rhode Island Housing, and the Woonahquacket River Watershed Council, will create a new resource for the residents of the Manton Heights development and the surrounding community. The path will connect Salmon Street, the Manton Heights development, and the Woonahquacket River Greenway via a new sidewalk and winding path in 2020. New signage, fencing, and plantings will create a more secure, visible, and easy to maintain amenity for neighborhood residents utilizing the Greenway for exercise, recreation, or transportation in general. In January 2020, PHA submitted to HUD the proposed agreement with RI Housing for approval as the \$132,370 in funding will come to us as a forgivable loan secured with a mortgage on the Manton Heights development. We worked closely with the Office of Public Housing Investment in the process.

Intergenerational Programming

In collaboration with One Neighborhood Builders, Tufts Health Care, and the Hartford Park Tower Tenant Council, a multi-session, intergenerational program was provided to residents in the summer of 2019. The program featured storytelling, arts and crafts, and cooking activities with teens and elders. The program was well received, with residents requesting additional intergenerational programs; PHA intends to pursue additional programming as a way of building bridges between youth elders, as well as decreasing isolation in elders.

4. Continue to provide quality service to meet stakeholder expectations through conducting a comprehensive service satisfaction survey, updating operational goals and monitoring performance management indicators.

In FY 2019, PHA began a Strategic Planning and 5-Year Plan project by designing and advertising an RFP for a consultant to assist the PHA in carrying out a comprehensive strategic planning process. PHA contracted with the Bronner Group as its strategic planning consultant. PHA and the Bronner Group designed and disseminated customer satisfaction surveys to public housing residents, HCV participants, landlords, vendors and staff. Four hundred-seventy-three residents, 113 HCV participants, 94 landlords, 123 employees, and 36 vendors returned surveys to the Bronner Group. In addition, the Bronner Group conducted a focus group with the PHA's Resident Advisory Board and conducted interviews with 33 community stakeholders to gain insight from local government, community agencies, and partners. In addition, the Board was engaged in two retreats and 150 staff members participated in planning activities. The survey results, focus group input, and interviews with stakeholders yielded valuable information that has been applied to our strategic planning process and the development of the Five-Year Plan. PHA expects that the Board of Commissioners will approve the new strategic plan in March of 2020- the board reviewed and gave positive feedback to an outline of the plan in January that informs our proposed five-year plan being released for comment. PHA will use the results of the strategic planning surveys as benchmarks for measuring progress in many areas of its strategic plan goals and strategies.

PHA continued to engage in regularly scheduled walk-throughs of properties by a multi-disciplinary team of staff. These events provide an opportunity for staff and residents to interact; walk-throughs often involve home visits to residents to gather

information about customer satisfaction levels and resident needs for services and programs. Monthly Resident Advisory Board meetings continue to provide an opportunity for staff to obtain valuable feedback from resident leaders concerning the needs for services and programs, as well as a wide range of customer service issues. FY 2019, PHA completed the production of a bilingual orientation video. The goal of the video is to provide applicants with comprehensive information regarding their lease, house rules, opportunities, programs, amenities and policies in order to maximize their housing experience and establish clear expectations between residents and management. In FY 2020 this video will be integrated into the final stage of the public housing admissions process, in which a staff member has been assigned to conduct the orientation and accompany the new resident when he/she views a unit and signs the lease as a means of bridging the transition from being an applicant to becoming a member of a PHA community.

As a means of updating operational goals and monitoring performance management indicators, all Departments continued to be required to provide detailed, written reports on a monthly basis that serve to update the Board and Executive Team on the status of performance management goals and indicators. These reports, coupled with monthly senior staff meetings, inform decision-making regarding overcoming obstacles to meeting operational goals and performance management indicator benchmarks, as well as guiding updates to and developing new strategies for meeting goals and performance indicator benchmarks. These reports may be revised in the coming year to optimize monitoring of progress with our new five year plan.

5. Continue to cultivate Resident Advisory Board and Resident Association relations and communication to maintain transparency and provide a forum for valuable resident participation in planning activities guided by PHA goals and objectives.

In FY 2019, PHA supported the Resident Advisory Board (RAB) by providing skill-building workshops about effective communication and conflict resolution in response to members' request for such training. The PHA's Office of Strategy and Development (OSD) assisted the RAB during FY 2019 in reviewing and updating the RAB's bylaws. As a result, the RAB adopted new bylaws that established two-year terms rather than one-year terms, beginning in FY2020. Also in FY 2019, the PHA's OSD designed a robust resident outreach campaign that sought to: 1) Raise awareness of the RAB and the important role it plays in planning and governance of the PHA; 2) Explain the process by which residents could be nominated by peers to serve on the RAB; and 3) Generate interest in RAB elections to result in an expansion of RAB membership and representation from all PHA communities and the Housing Choice Voucher program. The campaign included mailers sent to all resident households, discussion of the RAB election process in monthly Tenant-Management meetings at all developments, and posters displayed in highly visible locations. The campaign ended in July of 2019 and resulted in a 20-member RAB (double the previous size) with more than half of the membership not having served in the previous year. Sites such as Dominica Manor, Coddling Court and Parenti Villa, which had no representation last year, now have five members combined representing the residents. Also added to the RAB in FY 2019 was a representative of the HCV program.

6. Continue to improve the appearance of PHA properties, reduce work order and unit turnaround time, reduce energy consumption and costs as well as conduct authority wide inspections and proper procurement processes.

Appearance of Properties

In FY 2019, the PH continued its "Walk-through Initiative" in which the directors and staff of Property Management, Facilities Management and Resident Services Departments walked the grounds of developments. The main purpose of this initiative is to increase the PHA's presence on the grounds, promote resident engagement and stimulate staff and resident accountability in all PHA communities. Regularly scheduled walk-throughs of properties conducted by these teams assisted in identifying development appearance issues for which the Facilities Management Department implemented prompt corrective action. During FY 2019 and into FY 2020, the Facilities Management Department undertook a landscaping improvement project that included trimming of trees and bushes, installation of new landscaping elements and plantings, all of which were well-received by residents.

In FY 2019, PHA piloted a new program to test the feasibility of using new products during the unit turn-around process that would increase both durability and to make units less institutional for PHA families. Included in the pilot project was the use of different painting palettes, planking flooring, and hard-core wooden doors. The reaction from residents has been highly favorable.

In FY 2019, the PHA accomplished the following upgrades to its public housing portfolio:

- Three buildings were vinyl sided and two units were converted to fully handicapped accessible units at Hartford Park;

- Architectural drawings were created for the Manton Heights Pathway and the basketball court was resurfaced and repainted and backboards and rims were replaced, with assistance from grants, at Manton Heights;
- Lead testing was completed at Chad Brown and Admiral Terrace;
- Four roofs ,windows, doors, the cedar fence and front and back porches were replaced at the Scattered Site unit at 87-89 Harrison Street and the unit was repainted. Also, at Scattered Site units, plank flooring was installed at unit turnaround;
- The boiler was replaced at Dexter Manor I and the roof was replaced at Dexter Manor II;
- Fire sprinklers/fire alarm system was installed at Dominica Manor;
- Asbestos removal, concrete repairs and painting to the 2 stairwells were completed at Carroll Tower;
- One unit was converted into a handicapped accessible unit at Parenti Villa; and
- Picnic tables and benches were installed at Kilmartin Plaza through CDBG funding.

In FY 2020, PHA anticipates completing the following projects:

- Boiler and pump replacement at Manton Heights;
- Fire Sprinkler/fire alarm replacement at 335 Hartford, Carroll Towers, Parenti Villa and Dexter I & II;
- Vinyl siding of buildings at Hartford and Scattered Sites;
- Elevator modernization at Kilmartin and Dexter I & II;
- Installation of heat pumps, air regulators, high energy roof top exhaust fans and high efficiency ECM pumps for Domestic hot water at Kilmartin, Carroll and Parenti;
- Lead removal and/or encapsulation at Hartford, Manton and Chad/Ad through HUD grant;
- Manton Heights pathway project;
- Asbestos removal and plank flooring installation at 285 Chad Brown building;
- Tot lot installation at Hartford Park; and
- Young adult playground at Admiral Terrace.

Reducing Work Order and Unit Turnaround Time

During FY 2019, there were 38,303 work order (WO) requests; a 1% increase from FY 2018 (37,779). The average length of time to complete a WO was 11 days in FY 2019 compared to 7.4 days in FY 2018. There was a 11% decrease in the number of vacancies in FY 2019, with 299 vacant units authority-wide; PHA experienced 334 vacancies in FY 2018. The average vacancy days for unit turnaround decreased slightly to 31.23 days in FY 2019; unit turnaround time was 32 days in FY 2018. The Facilities Management Department continued to deploy a Unit Turnaround Task Force, comprised of an inter-disciplinary team of maintenance staff, which was deployed to design and implement a vacancy reduction strategy in developments whenever a pre-determined vacancy threshold occurs in a development. The team coordinated closely with Property Management and Applications staff to forecast vacancies and ensure prompt leasing of returned units. During FY 2019, the Property Management, all three Departments continuously worked as a team towards achieving a common goal - improving unit turn-around time. Once a unit is marked *ready for lease*, Property Management staff works with Tenant Selection staff to ensure that the next suitable applicant is ready to move when the unit becomes available.

Reducing Energy Consumption Costs

The PHA continues to investigate alternative energy sources and new energy saving technologies, including discussions with firms about the feasibility of addressing energy savings through projects such as solar, geo-thermal and co-generation projects at PHA sites. Meetings with various energy program providers included discussions of potential energy saving offers involving Remote Net Metering Solar Programs and Renewable Energy Opportunities involving Renewable Energy Credits. These topics offer new possibilities where the PHA may obtain energy savings based on selection and choice of energy providers. The Facilities Management Department continued to partner with National Grid and RISE Engineering, National Grid's regional program administrator of the EnergyWise program. RISE has provided energy assessments and upgrades that have lowered energy-related operating costs. Some of the upgrades were provided at no cost to PHA, the cost of others was covered by ratepayer-funded financial incentives and rebates. Included in energy upgrades to date have been RISE Engineering replacing 46 energy efficient hot water distribution pumps, hot water boiler primary pumps, domestic hot water pumps and domestic hot water recirculation pumps saving the Authority an estimated \$31,800 in electric savings annually. The cost of this project was \$435,000 to complete at no cost to the Authority. RISE Engineering has replaced all exterior and common area light fixtures and bulbs to LED at Coddington Court and Roger Williams; this will save the PHA an estimated \$14,211 in electrical savings annually.

The cost for these projects was \$93,778 at no cost to Authority. National Grid installed Cozy Radiator Labs (\$123,000 project cost) on all radiators at 335 Hartford High-rise at no cost to the Authority. PHA is partnering with nine other local Housing Authorities and a consultant to develop a solar net metering RFP to be released in February 2020, anticipating that we may be able to select a development partner and seek HUD approval to contract as soon as the Spring of 2020.

Authority-wide Inspections

PHA contracted with Nan McKay & Associates in FY 2019; it is currently utilizing USIG in FY 2020 to conduct annual inspections of all PHA units. PHA will pilot a new inspection program in FY 2020 that involves specially-trained PHA staff conducting unit inspections in the next fiscal year.

Proper Procurement Process

The Procurement Department added two new staff members in FY 2019, a Procurement Officer and Purchasing Agent, who joined the one existing purchasing agent. In FY 2019, the new Procurement Officer completed Standard Operational Procedures for purchasing staff and requisitioners; including protocols for all spending thresholds and micro, small and sealed-bid/construction type projects. PHA has updated the internal requisition form to enhance data collection practices. The Department also worked in collaboration with PHA's Legal Counsel to develop updated "boiler plate" service and construction contracts. As of December 2019, senior managers and facility management staff have undergone procurement operational training. This includes the project managers assigned to construction projects as well as the Foremen and Maintenance Mechanics. Prior to the end of FY 2020, PHA will train other departments who have requisitioning needs.

As of December 2019, PHA is reformatting the warehouse at 40 Laurel Hill Avenue/Facility Management building to stock high volume products. PHA has added security cameras and developed updated internal controls. We are conducting trend and price analysis with our more commonly used products so that the PHA can better negotiate bulk prices with vendors. In January 2020, the Procurement Department provided hands-on technical assistance at each development's stock room. PHA will be analyzing the current scanning and inventory practices and help staff better align their work with PHA policy. This work will continue and evolve as PHA moves to stock more inventory at our central warehouse.

The Procurement Office now advertises any public offerings on the provhousing.org/procurement-bid/ webpage so anyone interested in doing business with the PHA has access to the information. PHA now utilizes the email address procurement@provhousing.org so it can better triage and respond to needs, as multiple staff members receive mail from this address.

7. Continue to maintain public housing occupancy rates above 97%, stream line the application process and improve tenant collections.

A total of 6,128 applicant families were waiting for public housing at the PHA at the end of FY 2019. An additional 503 tenant families were waiting for a transfer to a more suitable unit. Throughout FY 2019, the PHA maintained a consistently high occupancy rate of 98% or greater, which increases the waiting period for applicants. At 6/30/19, the PHA-wide occupancy rate was 99.1%, with four of the PHA's 13 developments at 100% occupancy; these numbers are very similar to 6/30/18. This PHA accomplishment is attributed to enhanced communication between Tenant Selection, Property Management, and Facilities Management supervisory staff in a teamwork approach that better tracks vacancies and fosters unity of effort in attaining a shared goal of a 98% occupancy rate. This occupancy accomplishment is also attributed to a new system of processing applications that assigns concrete tasks in the application screening process to individual staff, as well as to property management staff prioritizing the showing and leasing of units in the field. The Facilities Management Department's Vacancy Turnaround Task Force supported maintaining occupancy rates above 97% by applying specialized strategies to developments with vacancy rates exceeding pre-determined benchmarks. Facilities Maintenance staff are exploring the application of more durable materials as a strategy in decreasing unit turnaround time. In addition, the PHA plans to implement additional unit inspections conducted by specially-trained PHA staff during FY 2020 as a means of more quickly detecting necessary repairs and addressing them prior to vacancy.

To improve collections, the Property Management Department supervisor tracks the collection rates of each property manager and participates in developing general and site-based strategies to improve tenant collections. PHA ended FY 2019 with an authority-wide collection rate of 89%; the same as FY 2018; the PHA's rent collection goal for FY 2019 was a 93% collection rate. FY 2019 was challenging in that two experienced Property Managers retired from their positions and two new Property Managers were on-boarded. The on-site management teams have been persistently working on improving and stabilizing the rent collection rate. Strategies employed in FY 2019 included the request for inclusion of a clause in every court repayment

agreement that requires the resident to make timely rent payment for the next twelve months, a measure, that when coupled with a referral to financial literacy training, often results in residents developing improved rent payment habits. The Property Management Department seeks to collect all money owed and to avoid any legal action, but at times the only remaining option is legal action and termination. The Property Manager must determine as soon as possible when a resident will not cooperate with referrals for services and methodically pursue all the necessary steps to protect the PHA from further losses by taking appropriate legal action, up to and including termination of the tenancy of such a resident. In the coming year, PHA will review the effectiveness of existing collections strategies, develop new strategies, and institute training to deploy new strategies.

8. Continue to maintain Section 8 leasing rates (at least 95%), monitor the de-concentration policy and rent reasonableness standards, develop innovative methods to re-open the waiting list, maximize administrative fees, expand the VASH voucher program and refer participants to the Family Self-Sufficiency and Homeownership Programs.

HCV Program Performance

PHA has consistently utilized budget authority at or above 97% and PHA accomplished high performer status once again in FY 2019. The Department closely monitored the de-concentration policy and received the de-concentration bonus points on SEMAP this year. PHA expanded its HCV by receiving 50 Mainstream Program vouchers in FY 2019.

Improving Customer Service

In FY 2019, the Department piloted a new allocation of staff duties designed to improve customer service through consistent staff contact. The Department moved from work assignments based on functions, such as annual recertification, interim recertification, and moving to assignments where staff were assigned specific participants as a caseload. This new system will be monitored in 2020 to determine how it positively impacts customer service and work flow.

RI Centralized HCV Waiting List

The PHA's Leased Housing Department and Office of Strategy and Development (OSD) worked closely with Rhode Island Housing during FY 2019 to prepare for the joining of the Centralized (online) Waiting List (CWL) on June 6, 2019 (this was the first opening of PHA's HCV waitlist since 2016). Advertisements were posted in the Providence Journal and Nuevos Horizontes and PHA staff participated in community outreach efforts to engage partners who will assist potential applicants with setting up an account or using their existing accounts on the CWL website to apply for the PHA Housing Choice Voucher Program. This opening of the list allowed new applicants who are eligible for homeless and institutional settings preferences to potentially be issued Mainstream vouchers.

Mainstream Voucher Program 38 in 100 Family Challenge

OSD and Leased Housing spearheaded communications efforts in FY 2019 to lease the Mainstream vouchers in partnership with Crossroads RI (a non-profit dedicated to helping homeless and at-risk individuals secure stable homes), the Continuum of Care (CoC), RI Coalition for the Homeless, and RIHousing. In August of 2019, the partnership launched an outreach campaign known as the *38 in 100 Family Challenge* to attract landlord participation in the effort to help 38 Mainstream Voucher Program families find housing and end their homelessness.

Increasing Landlord Participation in the HCV Program

To outreach to and attract more landlords to participate in the HCV program and to educate existing HCV program landlords, OSD and the Leased Housing Department collaborated with the City's Human Relations Commission, city councilors, neighborhood councils and CDCs to plan a series of workshops for the fall of 2019. Over 75 landlords attended these informational sessions through 12/31/19. Within these presentations, PHA staff solicited information about the needs of landlords and ways in which the program could be marketed to new landlords. In addition, PHA provided all HCV landlords with the opportunity to advise PHA about their experience with and needs concerning the HCV program by designing and engaging them in a customer satisfaction survey. PHA plans continued engagement with landlords in FY 2020.

FSS and Homeownership

In FY 2019, 10 HCV families became new homeowners through the PHA Homeownership Program. At the end of FY 2019, PHA had 53 homeowner families in the program. In addition to these families, since the programs' inception in 2003, 33 other families became homeowners and graduated from the program. In FY 2019, 145 HCV families were participants in the FSS program. In FY 2019, PHA assigned an FSS Coordinator to be on-site one day each week in the Leased Housing Department to increase awareness of the program and the number of HCV participant referrals to and engagement with the FSS Program. The Department now also facilitates outreach to families who could benefit from FSS by forwarding a monthly mailing list of participants who have zero income and facilitates outreach to families eligible for homeownership by forwarding a monthly

mailing list of families whose income meets levels required for homeownership to the Resident Services Department. In 2020, the department will also collaborate with Resident Services to schedule quarterly program briefings about both programs.

9. Continue to address the education, economic, social services and healthcare needs of youth, adults, and the elderly and disabled populations through direct service, referrals and creative partnerships. The PHA will increase homeownership rates (PH, S8) and explore the Job Plus Pilot Program and opportunities for new digital literacy and youth programming.

In FY 2019, the PHA's Resident Services Department provided a wide array of services to 1,408 residents through on-going programs. The chart below outlines the caseloads for these programs:

Program	FY 2019 Caseload
Jobs Plus Providence	339
Family Self-Sufficiency	145
Resident Service Coordinator Programs (RSC)	226
Financial Opportunity Center	122
Homeownership	187
Adult Education	62
Victims of Crime Act Community Support Coordinator	54
Youth Programs	256
Job Training Programs (Digital Literacy and Home Depot Painters Training)	79
Total Residents Served	1,408

In FY 2019, PHA programs produced notable outcomes for PHA residents. The chart below highlights FY 2019 resident outcomes from our established programs.

JOBS Plus Providence	
Benchmark	Outcome for program to through 6/30/19
Number of households who had earnings disregarded due to the JPEID.	283
Total amount of rent disregarded through the JPEID	\$1,084,071
Program to date we have a total of participants that maintained a job longer than 180 days	41
Participants were employed prior to starting the program and have stayed employed throughout the lifetime of the program-	119
Family Self-Sufficiency Program	
Outcome	Number of Residents Attaining Outcome
Received Financial Counseling	95
Obtained Health Benefits	85
Obtained Industry Recognized Credential	2
Obtained Post-Secondary Degree	3
Obtained employment	79
Increased income	120
Moved to non-subsidized housing	10
Purchased home without voucher (HCV)	4
Financial Opportunity Center	
Outcome	Number of Residents Attaining Outcome
Obtained Employment	40
Retained Employment: 3 months	28
Retained Employment: 6 months	41
Retained Employment: 12 months	19
Increased Credit Score	11
Increased Earned Income	14

Purchased home with voucher	7
Purchased home without voucher	5

Jobs Plus Providence

PHA received a Jobs Plus grant in FY 2017. 2020 marks the fourth and final year of this impactful program, and PHA is engaged in developing strategies for building on the successful components of the program to develop new program elements and align existing PHA programs, such as the Financial Opportunity Center and the Family Self-Sufficiency Program to bring increased economic and employment opportunities to residents at all PHA properties. In FY 2019, PHA conducted focus groups with staff and residents and conducted resident surveys to gain insight into the which Jobs Plus strategies produced desired outcomes and where new strategies could yield increased positive outcomes. The results this survey fueled discussion in a planning retreat in the summer of 2019. During this last year of the program, PHA staff will be working closely with JPP participants to provide the support needed for residents to successfully plan for the transition from the JPEID to income-based rent in October of 2020. One way in which the PHA's Job Plus team is assisting residents to be ready for the transition is a new program component centered on credit repair and settling debt. One of the JPP Employment Case Managers, who has a financial background, was able to work with participants resulting in residents eliminating a total of \$68,699.50 in debt through 12/31/19. In December 2019, the Jobs Plus team presented at HUD's annual Jobs Plus Conference in Austin, TX. The presentation centered on the importance of budgeting and the establishment of a family savings plan that creates a solid foundation for a better future. Key to the PHA's approach to budgeting and savings is the recognition that spending habits are often the driving force in whether a resident can maintain a healthy financial status and we encourage residents to consider new ways of thinking when it comes to money. During the workshop, the team discussed the techniques the PHA has used to strategically guide residents to achieve their financial goals.

Summer Youth Employment Program

In partnership with the City of Providence and a host of community employers, PHA participated in the City's *One Providence Summer Youth Program* in the summer of 2018 with 17 youth. In the summer of 2019, PHA engaged 19 youth in the program. This six-week program included work readiness skills development, career exploration, and paid internships at a variety of businesses, public agencies and non-profit organizations. In order to expose summer interns to different careers, guest speakers were invited to present every Friday. Youth were placed in the following locations; CVS Retail Stores, Providence Children's Museum, PHA Resident Services Department, PHA Finance Department, PHA Office of Strategy and Development, PHA Facilities Maintenance and in the PHA Property Management Offices. Throughout the program youth were educated on various topics spanning career and health and wellness. The following partners presented: FBI, Sojourner House, University of Rhode Island (Media Education Lab), and The Institute of Entrepreneurship & Leadership. PHA is currently applying to participate in the program for a third summer in 2020.

Healthy Youth Development and Leadership

PHA partnered with the Providence Public Library to deliver the Teen Squad program designed to develop leadership, public speaking, and teamwork skills among youth residing in the Chad Brown development. Teens created and delivered well-received digital presentations that capped their participation in the program and were celebrated for their participation in a graduation ceremony attended by their families. PHA anticipates repeating this program in **FY 2020**. In collaboration with the YMCA of Providence, PHA provided youth residing in Coddington Court with the *Culinary Arts Academy*, an eight-week program designed to introduce them to careers in the culinary arts industry. The program included a meal prepared by youth and a graduation ceremony, attended by parents, which honored the youth for their participation. Parents praised the program and requested that PHA consider additional programs for youth in the development. In FY 2019 PHA has partnered with the North American Family Institute to complete a three-week session of the Youth Police Initiative and have brought 6 public housing youth participants together with Providence police officers for leadership development and story sharing exercises.

Digital Literacy Class FY19-FY20

In partnership with The Rhode Island Family Literacy Initiative (RIFLI) through the Providence Public Library (PPL), three Digital Literacy students are enrolled in a continuation class at Roger Williams University. This opportunity will add to their computer literacy credentials, which will allow them to upskill and earn a living wage. A total of four Digital Literacy students are now hired by the Providence Public Library as part-time Assistant Digital Literacy Teachers in Pawtucket, RI.

Success Closet

Often, PHA staff note that residents encounter a lack of appropriate work attire as an obstacle to employment. Resident Services staff, supported by donations of clothing, accessories, and toiletries from PHA staff, continued to operate the *Success Closet*. The *Success Closet* is a free boutique where residents, with assistance from Financial Opportunity Center and Jobs Plus

staff, can select suitable clothing and related items necessary for making a positive first impression and securing employment. Staff provided residents who secure employment with referrals to additional sources of clothing required for employment.

Resident Opportunities and Self-Sufficiency Program (ROSS)

ROSS Resident Service Coordinators continue to engage in a wide array of activity designed to meet the needs of all residents, including assessing needs, connecting residents to community resources, developing and nurturing relationships with community partners, and fostering self-sufficiency and workforce development in family developments. In FY 2019, the PHA created and funded a new position of Direct Service Community Support Specialist. The position is charged with providing direct services specifically to residents of elderly and disabled developments to prevent social isolation. The Community Support Specialist served 55 unduplicated residents in the first six months of the program by conducting 145 home visits and providing 234 services.

Family Self-Sufficiency Program

PHA provided public housing residents and HCV participants with the opportunity to improve family income and attain self-sufficiency through involvement in its long-standing Family Self-Sufficiency (FSS) program. In FY 2019, the program maintained a caseload of 145 families with 50% of participants being from the HCV program and 50% from public housing. In FY 2019, PHA distributed \$275,423 in FSS escrow funds to graduates of the program.

Adult Education

During FY2019, 62 PHA residents received Adult Education support through the combined efforts of AE Program Specialist, JPP and FSS job counsellors, and Resident Service Coordinators. Among the services provided for these residents were referrals, testing, case management, registrations and enrollment. 42 of these 62 PHA residents were enrolled and participated in PIPA consortium classes (other education referrals included RIRAL, RIFLI, Dorcas International, and CrossRoadsRI).

Homeownership Program

PHA continued to provide residents and HCV participants with information, referrals, and coaching necessary to become homeowners. In FY 2019, PHA partnered with Primary Residential Mortgage, Inc. to facilitate seminars and two financial workshops. In HUD FY 2019, 12 families became homeowners, in comparison to 14 in FY 2018. One homeowner came from public housing, one from the Providence community who utilized Homeownership classes, and ten families were HCV program participants. Of the ten HCV families, seven left the HCV program after purchasing the home and three purchased the home with the use of a voucher. Prices for single family homes in Providence continue to increase, making it more difficult for our participants to become homeowners. In the current fiscal year, PHA is developing plans to provide increased post-purchase coaching and counseling to support maintaining homeownership, with an emphasis on families nearly the end of program participation. The PHA's post purchase support to homeowners includes educational programs such as energy efficiency, debt management, and information about resources available to homeowners.

Collaboration with the Sherlock Center on Disabilities at Rhode Island College

PHA outreached to the Sherlock Center on Disabilities at Rhode Island College in FY 2019 to develop a partnership that will bring a range of information to residents who receive SSI and SSDI and who wish to pursue employment without those losing benefits on which they must rely. In FY 2019 PHA distributed information about public information sessions provided by the Center in the community. In November 2019, the Center provided a well-received presentation to RAB members; RAB members have advised that there is a significant number of residents with disabilities who need for information about they how to preserve benefits while pursuing part-time employment. In the spring of 2020, PHA will begin hosting presentations at PHA sites.

10. Continue to provide security and safety to residents by advocating for more housing unit officers, nourishing community relations, maintaining partnerships with federal, state and local law enforcement agencies, tracking and monitoring crime trends and seeking funding opportunities to support and enhance safety initiatives and methods.

For FY 2019 and continuing in 2020, the Security Department continued to be staffed by 1 Providence Police Sergeant, 6 Providence Police Officers assigned to the Public Housing Unit and a total of 15 PHA Security staff, including 11 guards. The PHA Security Officers provide security, both stationary and roving, to the PHA elderly/disabled high-rises. The fiscal year staffing of 11 Security Officers is deemed adequate in providing effective security to these buildings. The security camera system is a secondary means to provide security to these buildings. The Director of Security as well as the Security Night Supervisor and Fraud Investigator provide for the necessary oversight of the Security Department. These three staff share the overall responsibility for the oversight and the provision of effective policing and security services to the PHA and its residents. The monitoring of the Authority's 262 security cameras is crucial in detecting and investigating criminal activity. The camera

system has also been proven to be a very important part of crime prevention. The monitoring responsibility is shared between the Security Department and Facilities Department dispatchers.

Although the number of fatal opioid overdose deaths in Providence and Rhode Island decreased for a second consecutive year in FY 2019, the number of non-fatal opioid-related emergency department visits increased. Law enforcement notes an increase in the circulation of counterfeit opioid prescription medications, many of which contain lethal amounts of illegally-made fentanyl. The Security Department worked in tandem with the Wellness Resource Center program to raise awareness of dangers of opioids of all kinds and promote Narcan use training events. The Department also publicized the availability of prevention and treatment resources by making prompt referrals to the Center concerning opioid-related emergency responses to PHA addresses.

In FY 2019, the Security and Safety Department completed a project that populated its database with additional fields, including fields that allow Department staff to more effectively track No Contact Orders, Domestic Violence Protection Orders, and No Trespass Orders to promote the safety of residents and staff. In the current year, this expanded database allows Security and Management staff and the VOCA Community Support Coordinator to have the same information in the same format.

The Security Director, other key PHA staff, Housing Police Unit members, and Providence Police Department (PPD) supervisors continued to closely review incident reports and PHA crime statistics to note trends and plan for effective, site-based safety measures and crime suppression, intervention and prevention strategies. The PHA Security and Safety Department logged 196 reported crimes/incidents in FY 2019, compared to 263 in FY 2018. In FY 2019, 25% of reported crimes were Part 1 Crimes (category includes murder, rape, robbery, assault, B & E, larceny, and motor vehicle theft) and 75% were Part 2 Crimes (simple assault, stolen property, malicious mischief, weapons offenses, prostitution/vice, other sex offenses, narcotics, gambling, family and children, DUI, liquor violations, disorderly conduct, all other offenses); these percentages mirror FY 2018. It should be noted that for the second consecutive year there were no murders or rapes reported on PHA property in FY 2019. In addition to response to calls concerning crime, the Department responded to 1,153 calls for service in FY 2019; response to calls for service totaled 1,873 in FY 2018. Calls for service figures include safety checks, emergency situations, meeting attendance, and motor vehicle summonses and tags.

The Safety and Security Department worked closely with the VOCA Community Support Coordinator, with emphasis on follow-up with adults and children who were the victims of domestic violence. PHA has been awarded a FY 2020 VOCA grant renewal from the Rhode Island Department of Public Safety to fund the Community Safety Coordinator's provision of direct services to persons affected by crime who reside in PHA developments or participate in the HCV program. In FY 2019, the VOCA Coordinator developed heightened awareness among residents, program participants, and staff of the impact of crime and violence, as well as available prevention and intervention resources in the community. Safety and Security Department staff meet with the Coordinator daily to share information to ensure that she has the information necessary to be aware of a victim of a crime and to effectively liaise with other PHA Departments, the Providence Police Department, the court system, and appropriate agencies to support the victim and assist in promoting his/her safety.

The Youth and Police Initiative (YPI), coordinated by the Resident Services Department that celebrated its 11th year of operation in FY 2019, continued to build positive relationships between youth and police and expose youth to careers in law enforcement. This year, PHA conducted one YPI training program serving youth from the Coddling Court, Chad Brown and scattered site developments. Following these trainings, Providence Police and the PHA's Security Department reported an increase in positive interactions with youth and families, as well as parents expressing thanks for the program, requesting assistance in addressing issues with children, and reporting information about safety and crime concerns that enabled law enforcement and staff to act to protect the community. In the current year, Providence youth participated in an inter-agency YPI event in Boston with youth from that City's program.

In 2019, PHA collaborated with the Providence Police Department to develop and deliver a well-received *Best Practices in Policing with Public Housing Communities* seminar for police academy cadets. This seminar, delivered by an officer assigned to the Providence Police Public Housing Unit, not only introduced cadets to best practices but also served to dispel myths and stereotypes about public housing residents. By the end of this 2020, PHA anticipates partnering with the Providence Police Department to develop a Police Explorer Program as a follow-up for older youth who participated in the existing Youth and Police Initiative. The program will follow the Law Enforcement Explorer Program that provides career orientation and experience for youth contemplating a career in the field of criminal justice. The program will serve both males and females, ages 14 – 21 and will provide a personal awareness of the criminal justice system through training, practical experiences, and other activities. The program will have a focus on leadership development and fostering trusting relationships between youth and police officers and

police and the community. In addition, the Safety and Security Department anticipates working with the VOCA Coordinator to develop a program to be known as Youth Peace Ambassadors that will provide youth with both leadership and violence prevention skills.

11. Continue to ensure adherence of legal risk management, safety and insurance best practices as well as maintain the PHA Safety Committee to promote policies to make the PHA a safe and healthy place to live and work.

In FY 2019, PHA reviewed the agency's process for reporting, documenting, and responding to injury and/or loss claims filed by residents, guests and visitors to PHA properties and revised procedures and forms utilized for documenting and responding to claims. During the year, PHA provided training to all Facilities Management, Property Management and Resident Services staff to implement the new forms and procedures. In addition, PHA created a new internal claim reporting checklist that simplified the reporting process; this change has resulted in more formal reporting practices from staff. The PHAs Risk Management Coordinator and Safety Committee noted a negative trend on the claims database in FY 2019 concerning an increase in employee-caused vehicle accidents. PHA addressed this trend by engaging staff in Defensive Driver and Winter Preparedness training and emphasized the importance of reporting accidents immediately to risk management. PHA staff and the Safety Committee continue to conduct ground inspections. In January 2019, the PHA's property insurance carrier, AIG, completed robust inspection at Dexter Manor. The main negative from the inspection was the lack of sprinklers in half of the building, which the PHA will complete addressing in FY 2020. A sprinkler system was installed at Dominica Manor in FY 2019; PHA anticipates completing sprinkler system installations Hartford Tower, Carrol Tower, Parenti Villa in FY 2020 and awarded a contract to a vendor for these three projects in January 2020.

The PHA Safety Committee, an interdepartmental group of employees led by the Director of Security continued to meet bi-monthly to review safety information, plan training activity, and develop programming. The Committee conducted safety inspections of grounds and common areas of developments to note any safety issues which require correction.

PHA, through its Office of Strategy and Development worked with PFD to bring interactive fire safety and prevention training sessions to all elderly developments in 2019. In FY 2020, PHA and the PFD will develop fire safety and prevention training for family developments. In FY 2020, PHA and its partners will begin developing emergency preparedness plans for family developments.

12. Continue to maintain and improve finance procedures to assure regulatory compliance, refine reporting systems (based on the most recent audit review), advance department cross training and improve the newly acquired payroll system.

In FY 2019, the PHA Finance Department underwent a significant change in personnel due to the retirement of several long-term staff. In late FY 2019 and early FY 2020, the Department on-boarded four new staff and two existing staff assumed new positions within the Department. In 2019, the Finance Department continued to conduct cross-training of staff to ensure coverage of key functions in the event of staffing changes. Also, in 2019, the Department Director, Associate Director and a Staff Accountant attended a week-long training conducted by BDO USA. The training provided staff with a host of tools Finance Department staff can use to best maintain and improve the financial performance of the PHA. In particular, the training included innovative ways for using the Two-Year Tool to optimize utilization of HCV Program resources.

13. Continue to maintain, reorganize and improve the general infrastructure of the organization and ensure compliance with Section 3 requirements.

General Infrastructure

In FY 2019, PHA continued to look at its organizational structure and discuss possible changes to address agency needs, improve efficiency and effectiveness, as well as address succession planning for future retirements as a component of the agency's strategic planning initiative.

Among activity in FY 2019 were:

- Promotion of one of the Associate Directors of the Resident Services Department to Department Director;
- Revision and update of PHA policies, including the employee handbook;
- Automation of new hire process to establish electronic on-boarding;
- Automation of employment application tracking;

- Research of performance evaluation systems; and
- Methods of increase professional development;

Section 3 Goals

In FY 2019, PHA surpassed its Section 3 Goal of 30% of new hires being Section 3 hires. Of the 35 new hires in the fiscal year, 11 or 31.42% of new hires were Section 3 hires. In the coming year, PHA will continue to raise resident awareness of employment opportunities by posting all job vacancies on resident bulletin boards, distributing job vacancy information to Resident Advisory Board members, coordinating with the Resident Services Department and the Job Plus Program, and by participating in job fairs geared toward Section 3 eligible persons. Unfortunately, the Housing Authority did not meet its contracting goal for FY 2019. PHA makes every effort to provide contracting opportunities to Section 3 qualified residents/business concerns. Bid documents contain information on Section 3 preferences. The Section 3 preference is explained in detail during pre-bid conferences. A Section 3 clause has been incorporated into each contract entered into with the PHA and is reiterated during contract signing and pre-construction meetings. In addition, this past year a direct mailing was sent to contractor/vendors providing information on Section 3 business requirements, compliance, as well as information on how to certify as a Section 3 business. Unfortunately, Section 3 businesses are few and far between and those that do exist, do not submit bids packages for consideration. PHA will continue to make every effort to comply with HUDs mandate in the coming year.

14. Continue (1) to ensure that the PHA computer hardware, software and network are updated and upgraded to maximize operational efficiency, (2) maintain a secure digital environment and (3) provide support and technological tools to employees and residents of the PHA.

To provide the PHA with the highest level of secure and efficient technological tools, the PHA's IT Department engaged in the following planning initiatives in FY 2019 that will be completed prior to the end of FY 2020:

- Run Vulnerability Scan / Penetration Test – the PHA partnered with Janus Associates to run the PHA's first vulnerability scan and penetration test. The tests were run in July; in November PHA worked with Janus Associated for assistance with resolving findings from this test;
- Email Encryption and Cyber Security Trainings – the PHA partnered with Rapidscale to install and support Mimecast (Email Encryption) and Ataata (cyber security trainings). Staff now encrypts all emails with PII data. On the first of each month, a cyber security training video is emailed to all staff who accesses a PHA computer; each video is a minute or two in length and covers cyber security topics likely to impact PHA users and systems;
- Upgrade Blueprint VM to Windows Server 2016 – the PHA partnered with Focus Technology to upgrade its Blueprint VM (Virtual Machine) from Windows Server 2003 to Windows Server 2016. This was a complicated project, PHA could not just upgrade to Windows Server 20016. The Blueprint VM was using a 32-bit processor, but Windows Server 2016 requires a 64-bit processor. Furthermore, the software being used to access our digitalized blue prints, SP Search, the vendor is no longer in business. Focus Technology created a new VM running Windows 2016, was able to copy and get the SP Search installed and operational on the new VM, and copy all the digitalized files to the new VM; staff now has access to the blue prints from this new VM. The old VM and its files will be deleted from our Virtual Environment once PHA has final confirmation that this VM is fully operational;
- Computer Replacements - eight computers used by FM Admin (1), Finance (3), Executive (1) Strategy and Development (1) and IT (2) staff have been replaced with Dell OptiPlex 7470. In late December or early January 2020, ten Resident Services staff members will also have computes replaced;
- Upgrade VM's running Windows Server 2008 to Windows Server 2016 – PHA partnered with ATG Group to upgrade all VM's using Windows Server 2008 to Windows Server 2016, Microsoft support for Windows Server 2008 ends on January 14, 2020.
- SQL server - while upgrading the VM's to Windows Server 2016, PHA also upgraded the SQL Server to 2016 as well;
- Create/Publish RFP for Virtual Environment Managed Services - an RFP was published in November for a vendor to manage the PHA's Virtual Environment. Part of this RFP was to review the PHA's current Disaster Recovery (DR) Plan and make recommendations/changes (if necessary); PHA will run a test of its DR plan each April or May;

- Upgrade Continuum software to latest version on the two computers in the Security Department and one in the Facilities Maintenance Dispatch office – this project was required for the Continuum VM to be upgraded to Windows Server 2016. All three computers were upgraded;
- Create/Publish RFP for Network Consultant – the FM Admin, Security and IT staff are working on creating an RFP for a vendor to review our current network, create a report listing its strengths and weakness, assist staff with creating an RFP to support and manage our network, assist staff with reviewing proposals and selecting a vendor to support and manage the network. The schedule is to publish this RFP mid-December 2019;
- Create/Publish RFP for Network Contract- with the assistance of the vendor selected for the Network Consultant, PHA will create an RFP for a vendor to support and manage our network; and
- Create/Publish RFP for Cyber Security Monitoring – this project is currently in the planning stages; the purpose of this RFP is to partner with a vendor for cyber security monitoring. The vendor selected would be required to create a Cyber Security plan and be responsible for network and email monitoring, supporting and resolving all cyber security issues.