

# ***Making Public Housing History Together***

- ▶ OPENING ***What a Year! Happy and Scrappy***
  - ▶ Colleen Doherty & DHCD Panel
- ▶ CAPITAL UPDATES
  - ▶ Roberta Strongin
- ▶ HOUSING MANAGEMENT UPDATES
  - ▶ Laura Taylor
- ▶ LANGUAGE ACCESS PLAN
  - ▶ Margaux LeClair
- ▶ TENANT ENGAGEMENT
  - ▶ Interactive Dialogue



# ***What a Year!***

- ▶ ***New Capital Initiatives***
- ▶ ***First round HILAPP awards***
- ▶ ***Limited Disposition***
- ▶ ***Updated Design Guidelines***
- ▶ ***Mass LEAP Self-Sufficiency***
- ▶ ***Smoke Free Housing Guidance***
- ▶ ***Performance Benchmarks***



# *Capital Update*

- FY14 Cap Spending*
- CIP Reviews*
- Capital Benchmarks*
- Special Initiatives*
- CPS Recalibration & ADA Assessment*

# ***FY 14 Capital Spending & CIP Reviews***

- ▶ ***On track to hit \$90 million bond cap!***
- ▶ Small Projects & Special Awards
  - ▶ *House Doctor Lite*
  - ▶ *“Use it or Lose it”*
- ▶ CIP reviews and approvals moving along
  - ▶ Solid plan content & project prioritization
  - ▶ Gaps in LHA reporting cause delays in DHCD reviews

# Capital Benchmarks

***DHCD reviewed with NAHRO Housing Committee before sending to LHAs***

April 4th

DHCD sent each LHA spending and CIP submission data

April 18th

Edits/ corrections/ elaborations due

May 16th

Post all capital data on DHCD's website



## Key Program Updates:

# *Capital Benchmarks*

### □ Most recent CIP submission performance:

Status	LHAs	Percentage
Submitted	206	87%
Not submitted	31	13%
Total	237	100%

### □ FF (FY12-13) performance:

3-Yr FF Status as of 7/1/13	Average LHA Utilization
Spent	62%
Contracted, but not spent	34%
Total (Spent + Contracted)	96%

# *Benchmarks – Big Picture*

- ▶ Benchmarks are a valuable tool for accountability & transparency
  - ▶ Priority for DHCD & NAHRO
  - ▶ Part of all continuous improvement efforts
- ▶ 96% is a great accomplishment overall!
- ▶ Helps identify LHAs that might benefit from technical assistance & peer support
- ▶ The next round will come out late fall for FY14 results



# *Special Initiatives - FY 15*

- ▶ Vacancy Awards linked to new DHCD Online Vacancy System
- ▶ Sustainability Awards will be aligned with quarterly CIP submittals
- ▶ Health & Safety Awards - notification in Fall 2014 via PHN
- ▶ HILAPP program will take rolling applications (to align with outside funding)



# ***FY15 Strategy for Vacant Units Over 60 days that need Capital Resources***

- ▶ No longer an application for funds
- ▶ Review through new DHCD Online Vacancy System (Fall 2014)
  - ▶ Must request Waiver #6 in Vacancy System;  
AND
  - ▶ Must do a CIP revision - Add the turnover project to the plan



# ***FY15 Strategy for Vacant Units Over 60 days***

LHA must spend own reserves down to 70% in all cases and prove that other CIP projects can't be deferred.

## **Under \$3,500 (Routine)**

- Review operating budget (incl. extraordinary maintenance) and operating reserves for funding
- Contact HMS re: other possible funding sources

## **\$3,500 to 25,000 (Capital Project)**

- Treated like DHCD emergency reserve request
- PM recommends award

## **\$25,000+ (Capital Project)**

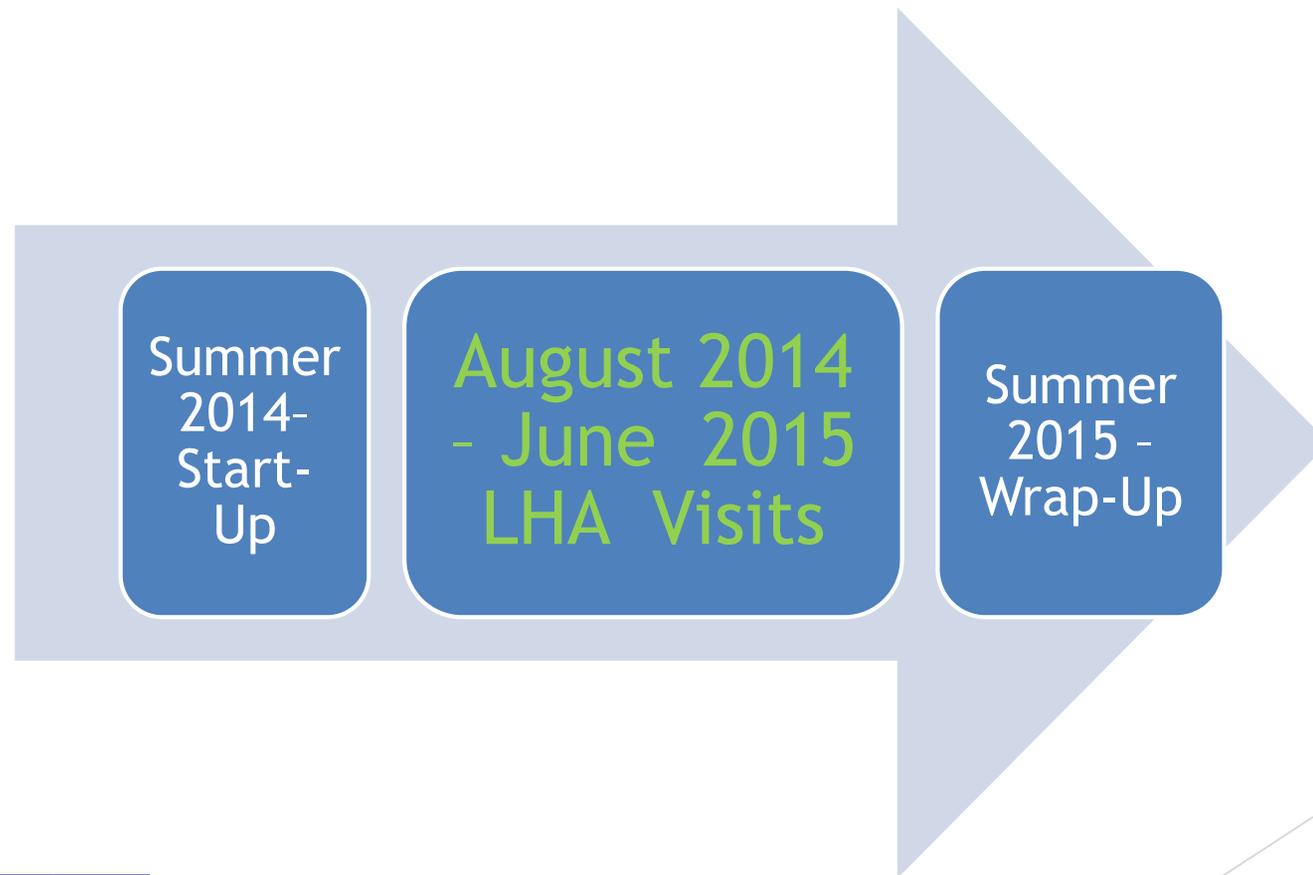
- Case by case situation
- Requires site visit from FMS
- Scope done by DHCD Architect
- HMS and PM recommend award



# *CPS Recalibration & ADA Assessment*

- ▶ Facility Condition Index (FCI) based on age/condition of all facility inventory components.
- ▶ Formula Funding allocated based on ratio of the FCI of an LHA portfolio to statewide portfolio
- ▶ Consultant will update Installation and Expiration years of all facility inventory components.
- ▶ ADA Assessment - planning level evaluation, not code and compliance driven.

# CPS/ ADA Timeline for Site Visits



## *How to Prep for CPS /ADA Visit*

1. DHCD will send PHN in June about process
2. Watch for email from EMG to schedule visit
3. Complete the Pre-Assessment questionnaire
4. Schedule Kickoff meeting with EMG team
5. Notify tenants, especially for sample units
6. Providing necessary escorts and access
7. Review and approve consultant work product.



# *Housing Management/ Operating Update*

- ▶ Operating Benchmarks in Development
- ▶ Standard Management Review
  - ▶ Administratively Collected Data
  - ▶ On-Site Operations Review
  - ▶ On-Site Management Review
- ▶ Independently Procured Audit
- ▶ Board Member Training

# *Operating Benchmarks*

Audit

DHCD Housing  
Management Review

Administratively  
Collected Data

On Site Operations  
Review

On Site  
Maintenance  
Review

Tenant  
Survey



# *Operating Benchmarks*

## Process

- BHM identified key areas and sub areas to evaluate
- Editing each tool to avoid duplication
- NAHRO Working Group giving feedback
  - DHCD Housing Management Review
  - Audit
  - Tenant Survey
- All tools to go live in this calendar year

# *RFQ for Independently Procured Audit*

- RFQ issued COMM-BUYS, due 6/13/14 - *Info in Resource Room*
- LHAs that only have state programs must use one of the pre-qualified CPA firms
- LHAs with state and federal programs can use the same vendor as their federal audit
  - state-aided programs in addendum to the federal audit
- **First Round will be FYE 6/30/14**



# Key Program Updates:

# *Board Member Training Manual*

Mass.gov State Offices & Courts | State A-Z Topics | State Forms No Active Alerts Skip to main

The Official Website of the Executive Office of Housing and Economic Development (EOHED)

## Housing and Economic Development

Search... in Hc

Business Housing Community Consumer

Home > Housing > Public Housing Programs

### Public Housing Programs

Public Housing programs, management plans, documentation, administrative notices, forms and reference materials

[Public Housing Applications & Documentation](#)

[HomeBASE](#)

[Public Housing Administration Notices](#)

[Commission on Public Housing Sustainability & Reform](#)

The purpose of the Commission is to develop recommendations for the sustainability and reform of public housing authorities and the portfolio of state aided public housing that will ensure the long-term viability of public housing as an affordable resource, including reform of the statutory governance structure with a goal of creating practical, cost-effective and modern regional governance structure.

[Public Housing Sustainability and Reform Advisory Committee](#)

Executive Order 539 afforded the Commission for Public Housing Sustainability and Reform a 60 day period from its first meeting to conclude its work and issue a report of its recommendations to the Governor. The Commission concluded its work and issued its report in June 2012. In its report, the Commission recommended that DHCD establish a Public Housing Advisory Committee ("the Advisory Committee.")

[Resources for Local Housing Authorities](#)

[LHA Data Collection](#)



# *Language Access Planning: Why, What, And When?*

## Why?

- ▶ Critical to providing persons with limited English proficiency (“LEP”) meaningful program access
- ▶ Beneficial to program administration and effective interactions with applicants and tenants
- ▶ Subject to federal and state requirements

## What’s in a Plan?

- ▶ Language Access Plan (“LAP”)
  - ▶ Template LAP: available to assist LHAs; to be provided with PHN



# *Language Access Planning*

## What Resources exist?

- ▶ Guidance and resources on DHCD's website and at <http://www.lep.gov>
- ▶ DHCD translated documents (updates on HAFIS)
  - ▶ Includes application, form lease, request, verification and release forms, notices relating to application, eligibility, rent, etc.
  - ▶ Spanish, Portuguese, Chinese, Haitian Creole, Russian, and Cambodian



# *Language Access Planning*

## When must a LAP be in place?

PHN with  
LAP  
guidance by  
June 30.

Planning &  
Tech.  
Assistance -  
Summer

Initial LHA  
certification  
of a LAP to  
DHCD by  
September  
30, 2014

Annual  
certification  
of LAP with  
budget  
certifications  
thereafter

### **Discuss:**

- ▶ Questions? Technical Assistance needs?
- ▶ How this works on Federal side

# *Tenant Engagement: Happy? Scrappy?*

- ▶ This part of the session looks to audience for Best Practices
- ▶ Tenant Survey will be a part of new Operating Benchmarks - one part of tenant engagement
- ▶ We'll take results and summarize and send around - maybe a full session workshop in November?
- ▶ First, an Update on Language Access



# ***Tenant Engagement Question #1***

## ***What are You Trying to Learn?***

- ▶ “Customer” / Resident satisfaction with Overall Housing Experience
- ▶ Satisfaction with Particular Services, such as Maintenance/ Work Order Completion
- ▶ Priorities for Capital Improvements or Additional Resident Services
- ▶ Upcoming Change to Policies - Smoke-Free Housing
- ▶ Energy & Water Conservation
- ▶ Other?



# ***Tenant Engagement Question #2***

## ***What's the best format?***

- ▶ Paper survey - self-administered
- ▶ On-line survey - self-administered
- ▶ Neutral interviewers
- ▶ Tenant Facilitated Focus Group - no prescribed answer formats
- ▶ Management Facilitated Feedback Session- such as CIP review



# *Tenant Engagement Question #3*

## *Sample Survey Questions*

- ▶ Look over questions
- ▶ What's most useful question?
- ▶ What questions should be added?
- ▶ What questions would be best suited for focus group use?



# *Wrap-Up*

- ▶ New Ideas?
- ▶ Concerns?
- ▶ Next Steps?

# Comments & Questions

Thank you for your  
attention &  
participation!

