



PUBLIC HOUSING QUARTERLY REPORT

FY22 Q2: October - December 2021

Our quarterly reports are designed to provide an overview of the Public Housing Department’s efforts to improve our federal scoring and share preservation efforts of our Public Housing portfolio. To be consistent with the United States Department of Housing and Urban Development (HUD)’s evaluation methods, we include information as it pertains to the Public Housing Assessment System (**PHAS**), which obtains results that are objective, uniform, and verifiable. These metrics are shared for context, but this report is organized by goals set forth in our **Public Housing Master Plan**.

Public Housing’s current PHAS score is based on the October 2019 Real Estate Assessment Center (**REAC**) inspection. Due to COVID, there has not been a graded assessment since that time. HUD did conduct a **Habitability Inspection** on July 27 and 29, 2021, however that was not a graded inspection. Public Housing maintains the “Troubled” status that was assigned from the October 2019 REAC inspection.

The Evaluation Tools are referred to as **PHAS Indicators**. Chapel Hill Public Housing leadership added a fifth indicator, Community Engagement, to identify opportunities for additional connections with tenants. The five indicators are listed below, as well as evaluation measures and steps taken to positively influence those measures.

INDICATOR (our score)	HUD EVALUATION MEASURES	ACTIONS TAKEN TO IMPROVE SCORE
Physical Condition (19/40 points)	<ul style="list-style-type: none"> ▪ Physical inspections 	<ul style="list-style-type: none"> ▪ Building improvements ▪ Repairs
Financial Condition (25/25 points)	<ul style="list-style-type: none"> ▪ Management of funds 	<ul style="list-style-type: none"> ▪ Monitor and process all invoices to ensure they are paid within 30 days
Management (5/25 points)	<ul style="list-style-type: none"> ▪ Tenant Accounts Receivable ▪ Occupancy Rate ▪ Accounts Payable 	<ul style="list-style-type: none"> ▪ Account for reductions in rent due to loss of income during pandemic ▪ Offer timely rent payment incentives ▪ Maintain all payable accounts within current status; paid within 90 days
Capital Fund (5/10 points)	<ul style="list-style-type: none"> ▪ Obligation of HUD funds ▪ Occupancy Rate 	<ul style="list-style-type: none"> ▪ Obligate funds to specific projects – Create timeline to complete projects on time ▪ Decrease time units are vacant
Community Engagement*	<ul style="list-style-type: none"> ▪ Create opportunities to develop and analyze community engagement efforts. 	<ul style="list-style-type: none"> ▪ Continue Monthly newsletter ▪ Coordinate weekly Food Bank ▪ Facilitate Resident’s Council ▪ Survey residents reference programming interest



OUR “NEW NORMAL” IN RESPONSE TO COVID

- Continued COVID related screening process (employees, tenants, and applicants)
- Continued abbreviated monthly safety inspections, including regular Pest Control inspections
- Responded to Emergency and Urgent Work Orders only (maintained record of Routine Work Orders)
- Staggered staffing at Administrative Office
- Continued asking tenants and applicants to schedule appointments before coming to the office



CARES FUNDING EXPENDITURES

On March 27, 2020, the President signed the Coronavirus Aid, Relief, and Economic Security (CARES) Act into law (P.L. 116-136). The CARES Act aimed to provide relief to individuals, businesses and government organizations.

At Chapel Hill Public Housing, we used the CARES funds we received from HUD as an opportunity to provide:

- Translation Enhanced Services: Implementing Language Line translation services has made on-demand translation available to all tenants. The service is used by our Maintenance team while working with our limited English Proficient tenants in their homes, as well as by our Administrative staff to handle questions regarding our processes and in completing Annual Recertifications. The Language Line service adds an additional layer of assistance to our tenants.
- On-Site Equipment to Reduce Risk of Spreading Germs: Installation of various “no touch” equipment throughout the administrative office and Community Centers such as; hand sanitizer stations, hand washing sinks, automatic flush commodes, blow dry hand dryers, bottle filler water fountains, and a temperature check thermometer at the front door.
- PPE Care Packs: Individual care packs made for school-aged tenants. Each bag contained a sealed pack with masks, hand gel, wipes. The packs were customized based on age level to be more suitable for a better fit. The care packs also included a double-wall water bottle, understanding that access to water at school buildings may be limited due to COVID.
- Postage/ Printing: There has been a significant increase in printing and postage costs while increasing our efforts to keep residents informed and being able to translate documents easier and quicker using the Language Line service. We became more intentional about making information more accessible to tenants via mail.
- Annual Recertifications for Tenants: HUD-required Annual Recertifications are now completed via mail to limit in-person contact. CARES funds were used to offset a percentage of salary cost (wages and FICA) for administrative staff to complete recertifications with a mail-in system.



PUBLIC HOUSING MASTER PLAN

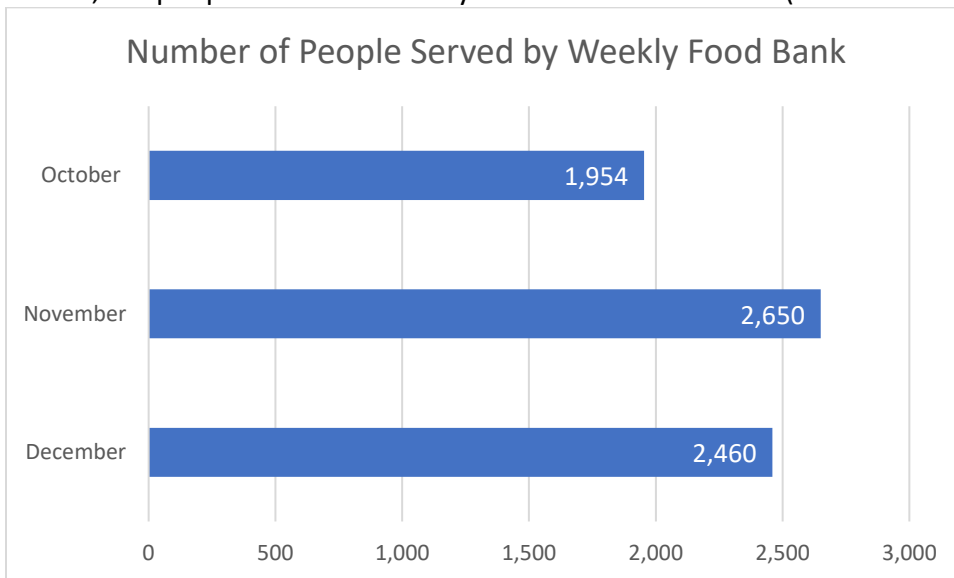
The Public Housing Master Plan was approved in 2019 and is organized into three sections: **Housing Preservation & Creation, Resident Programming, and Core Functions & Organizational Structure.**

Housing Preservation & Creation:

- Our Trinity Re-Imagine Development Partner held the third community engagement meeting in a virtual format
- Appliance Replacement schedule was finalized for future use
- Asphalt Assessment conducted in conjunction with Public Works Department
- Completed and submitted a record of Public Housing's Capital Improvement Plan to the Town

Resident Programming:

- Newsletter mailed each month to every household
- The Resident Council met in October (no meetings in November or December due to the holidays)
- Wellness Committee information shared with tenants
- Over 7,000 people served at weekly Food Bank Distribution (from October to December)



Core Functions & Organizational Structure:

- Hired a new Maintenance Programs Supervisor! He will begin Jan. 10, 2022
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PUBLIC HOUSING TENANTS

- 829 tenants, residing in 289 households in Public Housing's 12 neighborhoods
 - 47% are 18 years old or younger; 43% are adults; 10% are 62 years old or older
 - 72% of households have a female head of household
 - 89 tenants have a documented disability (2%)
- Average household income is \$19,909/ year
 - This is 24% of the current Area Median Income (AMI) of \$86,400
 - 56% of households earn wages from employment
- Average household rent is \$369/month



COMPLETING THE PICTURE

- Sale of small piece of Oakwood
- 5 transfers completed to ensure tenants are in the appropriate bedroom size unit
- Staff completed Deconcentration Plans in 2000, 2010 and 2020. This is a document required by HUD to evaluate placement of public housing tenants based on their household income and number of household members. The intent of this document is to ensure public housing agencies are not "concentrating" extremely low or very low-income households in particular areas of public housing. Per HUD, Public Housing Deconcentration Plans will now be updated annually for the calendar year.
 - In this quarter, data was collected for 2021 to provide an update to the 2020 Deconcentration Plan.

**** NOTES AND DEFINITIONS**

HUD- U.S. Department of Housing and Urban Development

PHAS- Public Housing Assessment System- An assessment tool used by HUD to measure Public Housing Agencies uniformly and consistently.

PHAS Indicators - Four areas of Public Housing Agency operations that are inspected and rated; they are physical condition, financial condition, management, and capital fund.

Habitability Inspection: HUD conducted inspections; does not result in "grade" but does allow PHA to make corrections to any identified needs.