

Streamlined Annual PHA Plan (HCV Only PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 02/29/2016
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. Form HUD-50075-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

Definitions.

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

A.	PHA Information.																																			
A.1	<p>PHA Name: Housing Authority of Snohomish County PHA Code: WA039 PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>07/2019</u> PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Housing Choice Vouchers (HCVs): 3,811 PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission</p> <p>Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website.</p> <p>HASCO's Agency Plan is available on our website and in hard copy format in the lobby of our main office (12711 4th Ave W, Everett, WA 98204). Hard copies were also provided to each RAB participant on the day of the meeting for review. HASCO invited the public to comment on our Agency Plan via invitation on HASCO's website, fliers posted at our main office, and a call for participation via email to all HASCO Section 8 recipients. Please see the attached flier and HASCO's web notice/email content that our Agency Plan draft is available for review and feedback is requested.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below)</p>																																			
	<table border="1"> <thead> <tr> <th data-bbox="180 1478 456 1528">Participating PHAs</th> <th data-bbox="456 1478 586 1528">PHA Code</th> <th data-bbox="586 1478 886 1528">Program(s) in the Consortia</th> <th data-bbox="886 1478 1159 1528">Program(s) not in the Consortia</th> <th data-bbox="1159 1478 1469 1528">No. of Units in Each Program</th> </tr> </thead> <tbody> <tr> <td data-bbox="180 1528 456 1579">Lead HA:</td> <td data-bbox="456 1528 586 1579"></td> <td data-bbox="586 1528 886 1579"></td> <td data-bbox="886 1528 1159 1579"></td> <td data-bbox="1159 1528 1469 1579"></td> </tr> <tr> <td data-bbox="180 1579 456 1629"></td> <td data-bbox="456 1579 586 1629"></td> <td data-bbox="586 1579 886 1629"></td> <td data-bbox="886 1579 1159 1629"></td> <td data-bbox="1159 1579 1469 1629"></td> </tr> <tr> <td data-bbox="180 1629 456 1680"></td> <td data-bbox="456 1629 586 1680"></td> <td data-bbox="586 1629 886 1680"></td> <td data-bbox="886 1629 1159 1680"></td> <td data-bbox="1159 1629 1469 1680"></td> </tr> <tr> <td data-bbox="180 1680 456 1730"></td> <td data-bbox="456 1680 586 1730"></td> <td data-bbox="586 1680 886 1730"></td> <td data-bbox="886 1680 1159 1730"></td> <td data-bbox="1159 1680 1469 1730"></td> </tr> <tr> <td data-bbox="180 1730 456 1780"></td> <td data-bbox="456 1730 586 1780"></td> <td data-bbox="586 1730 886 1780"></td> <td data-bbox="886 1730 1159 1780"></td> <td data-bbox="1159 1730 1469 1780"></td> </tr> <tr> <td data-bbox="180 1780 456 1831"></td> <td data-bbox="456 1780 586 1831"></td> <td data-bbox="586 1780 886 1831"></td> <td data-bbox="886 1780 1159 1831"></td> <td data-bbox="1159 1780 1469 1831"></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	Lead HA:																													
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B. Annual Plan.

B.1 Revision of PHA Plan Elements.

(a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?

Y N

- Housing Needs and Strategy for Addressing Housing Needs.
- Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.
- Financial Resources.
- Rent Determination.
- Operation and Management.
- Informal Review and Hearing Procedures.
- Homeownership Programs.
- Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.
- Substantial Deviation.
- Significant Amendment/Modification.

(b) If the PHA answered yes for any element, describe the revisions for each element(s):

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions: In October 2018 the HASCO Board of Commissioners adopted a limited local preference for 50 vouchers in connection with its award and implementation of 50 Mainstream vouchers. The preference is for families with at least one non-elderly disabled adult member who is homeless, at risk of homelessness, living in an institution, or at risk of institutionalization. In addition, HASCO clarified policies surrounding verification of all local preferences and which voucher programs use a one-step or a two-step application process.

HASCO established an initial voucher term of 90 days, and specialists have the authority to grant another 90 days in extensions upon request. This is a strategic decision to provide check-in points with the voucher holders to identify lease-up challenges.

HASCO expects to implement the following preference during the fiscal year beginning July 1, 2018 (FY2019):

- A local preference to support the Keeping Families Together Initiative for homeless families involved with the child welfare system.

HASCO is considering adoption of the following local preferences during the fiscal year beginning July 1, 2019 (FY2020):

- A local preference for families that voluntarily exit from the program due to income progression, to encourage higher income families to exit the program earlier than required in order to make more vouchers available to families on the waitlist.
- A local preference for families that are ready to exit permanent supportive housing, but still need rental subsidy to remain housed in order to make more permanent supportive housing slots available to families that need that resource.

Financial Resources: A statement of HASCO’s financial resources is found in the agency’s annual financial audit and budget report, both of which are updated annually and are located [on HASCO’s website](#).

Rent Determination: HASCO updated the policy to only conduct interim reexaminations in limited circumstances to encourage participants to increase their incomes.

HASCO is considering adoption of the following policy changes during the fiscal year beginning July 1, 2019 (FY2020):

- Implementation of tiered payment standards for different geographic areas
- Implementation of a separate, higher payment standard for VASH vouchers to increase lease-up success (would require submission of a waiver request to HUD and HUD approval of the waiver before implementation)

Operation and Management:

- HASCO updated the Section 8 Administrative Plan to reflect current HUD regulations and agency policy.
 - Section 2 Part I: Nondiscrimination: added Washington state law prohibiting discrimination based on source of income (effective September 20, 2018).
 - Sections 4-I.B Applying For Assistance, 4-III.B. Selection and HCV Funding Sources, and 4-III.C. Selection Method: Changes to incorporate Mainstream targeted voucher program, clarification about application process for targeted voucher programs and PBV units, addition of the Mainstream local preference, and information regarding acceptable documentation to verify that an applicant qualifies for a local preference.
 - Section 5-II.B Determining Family Unit (Voucher) Size: As of March 2019, HASCO expects to have implemented a change in its HCV subsidy standard to issue a one-bedroom voucher for the head of household and spouse/co-head plus one bedroom for each two additional people in the household, regardless of the age or gender of the household members.
 - Section 5-II.E Voucher Term and Extensions: Revised section on Suspensions of Voucher Term to reflect HUD regulatory change that the PHA must suspend the voucher term (stop the clock) once the family turns in a RFTA
 - Section 8-I.B Additional Local Requirements and 8-I.C Life-Threatening Conditions: Re-added references to PHA Policies that clarified requirements for HQS inspections.
 - Section 9-I.H Changes in Lease or Rent: Clarified that rent increase requests must have a single rent amount listed.
 - Section 11-II.C Changes Affecting Income or Expenses: Effective 8/1/2018, HASCO will conduct an interim reexamination when families experience an increase in income only if the increase was a result of adding a new household member or if an individual in the household changed from zero income to having income of any type. Increases in income due to pay raises,

	<p>benefits increasing, COLA's, or switching from one income source to another must be reported but will not result in an interim reexamination.</p> <ul style="list-style-type: none"> ○ Appendices: Removed the appendix on overcrowding as it has been updated in Section 17. Removed the appendix on administering the Ending Homelessness Program as the program ended in 2005. Removed the Appendix on Local Preferences Overview for Non-Project Based Voucher Assistance as it is incorporated in section 4-III. Removed the copy of HUD-5381 from the end of the Admin Plan as it was duplicative of Exhibit 16-3. ○ Glossary: Added acronyms and definitions associated with the Mainstream voucher program, the Mainstream local preference, and other targeted voucher programs administered by HASCO. <ul style="list-style-type: none"> ● As it relates to HASCO's Keeping Families Together initiative and Snohomish County's Youth Homelessness Demonstration Program Grant, HASCO will continue exploring the possibility of project basing FUP vouchers. ● HASCO is exploring new partnerships between Vision House and East Terrace III to provide a better continuum of care to meet the needs of homeless families with children. ● SOPs are being updated to reflect evolution of procedures with the digital client file system and ongoing improvements in process. ● HASCO is following HUD's implementation of the MTW expansion and is considering whether to apply for a policy intervention cohort. ● HASCO was awarded 50 Mainstream vouchers with lease-up to begin by 12/1/2018 with a requirement to have at least 40 leased up by 12/1/2019. HASCO has a full-time policy analyst on staff who assesses and applies for appropriate funding when opportunities are announced. ● With the suspension of the AFH requirement, HASCO is working with EHA and Root Policy to conduct a new Analysis of Impediments to Fair Housing, including soliciting feedback from applicants, clients and program partners. HASCO plans to use the recommendations in the report to make policy and procedural changes to increase access to housing resources. ● HASCO is participating in the Everett Safe Streets Supportive Housing project by providing 5 VASH project-based vouchers for a new complex that will provide supportive housing for 65 currently homeless individuals. HASCO is participating in the HopeWorks Station II project by providing 15 VASH project-based vouchers for a new complex that will provide supportive housing with an employment focus for 65 currently homeless and very low-income individuals and families. ● Piloted TBA internal auditing procedures will go into full effect on 1/1/2019 including individualized feedback on a monthly basis to each of the specialists as well as analysis of trends for whole-team training. <p>Self-Sufficiency Programs: HASCO has developed new relationships with area non-profits which provide employment and education resources for families on the Section 8 program.</p>
<p>B.2</p>	<p>New Activities</p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?</p> <p>Y N <input checked="" type="checkbox"/> <input type="checkbox"/> Project Based Vouchers.</p> <p>(b) If this activity is planned for the current Fiscal Year, describe the activities. Provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.</p> <p>HASCO is currently under AHAP for 20 VASH PBVs. Five will be located at 6100 Berkshire Drive in Everett and 15 will be located at the 3300 block of Broadway in Everett. HASCO anticipates executing HAP contracts for both of the projects during the fiscal year ending June 30, 2020. These vouchers were awarded competitively, and this activity is consistent with HASCO's objectives to receive additional VASH vouchers and to strategically invest voucher resources to prevent and end homelessness.</p> <p>In addition, HASCO anticipates the possibility of project-basing up to 50 Family Unification Program (FUP) vouchers at one or more properties located in Snohomish County. This potential project-basing would be part of the collaborative work HASCO has been undertaking with Snohomish County government and partners in neighboring jurisdictions as part of the Keeping Families Together initiative and is consistent with HASCO's objective to support community efforts to prevent and end homelessness with strategic investment of voucher program resources.</p> <p>HASCO also anticipates the possibility of providing additional PBV assistance within our operating jurisdiction to projects that receive funding from other public funders (i.e. the city or Snohomish County). Based on current project-basing activities, an additional 668 vouchers could be project-based. This is also consistent with HASCO's goal to support community efforts to prevent and end homelessness with strategic investment of voucher program resources.</p> <p>HASCO was awarded 65 additional VASH vouchers by HUD in CY2018. We anticipate project-basing a portion of those vouchers at one or more properties located in Snohomish County. This is consistent with our agency goals and objectives laid out in HASCO's Agency Plan, particularly the objectives of increasing our pool of vouchers by working with HUD and the VA to receive additional VASH vouchers; and of working with our local community to determine needs and solutions by supporting community efforts to prevent and end homelessness with strategic investment of voucher program resources.</p>
<p>B.3</p>	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N N/A <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>

<p>B.4</p>	<p>Civil Rights Certification</p> <p>Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan. Please see attached document.</p>
<p>B.5</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. Please see attached documents.</p>
<p>B.6</p>	<p>Progress Report.</p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan. Please see the attached 5-Year Goals and Objectives Progress Report for 2018.</p>
<p>B.7</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 checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(a) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>Please see attached RAB comments.</p>

HOUSING AUTHORITY OF SNOHOMISH COUNTY
 CY2015-CY2019
 PUBLIC HOUSING AGENCY PLAN
 5-YEAR GOALS AND OBJECTIVES
 Progress CY2018

PHA Goal	Objective	Progress
Preserve HASCO's existing housing vouchers	Manage flat and decreasing resources to serve the existing families on the Section 8 program.	<p>2015: No new general-purpose vouchers have been appropriated; however, the Public Housing disposition increased the voucher program by 209 new vouchers. Despite the ongoing cuts in HAP and Admin fees from sequestration in 2013, HASCO has continued to serve existing families and has not had to terminate any families due to lack of resources from HUD</p> <p>2016: HASCO has continued to serve existing families and has not had to terminate any families due to lack of resources.</p> <p>2017: TBA has begun the process of reviewing Occupancy Standards and Interim processes to eliminate inefficiency to maximize resources.</p> <p>2018: HASCO is exploring a change in the HCV subsidy standard to issue a one-bedroom voucher for the head of household and spouse/co-head plus one bedroom for each two additional people in the household, regardless of the age or gender of the household members</p>
	Continue to analyze the most effective way to utilize project-basing to provide rent-subsidized housing for senior/disabled households and families	<p>2015: HASCO implemented policy changes for family Project-Based Voucher (PBV) units to reduce workload for staff and is phasing out several service-enriched PBV contracts at properties where the landlord and service provider are different entities.</p> <p>2016: HASCO restructured staff responsibilities to create two PBV Housing Specialist positions responsible for most aspects of HASCO's PBV program and consolidated all PBV program administration within HASCO's TBA Department.</p> <p>2017: Continued the model of two PBV specialists because of success; switched 6 vouchers from Maple Leaf Meadows to Twin Lakes Landing to enable owner to leverage additional resources. HASCO will consider project-basing special purpose vouchers. HASCO began providing supportive housing case management at East Terrace III.</p> <p>2018: As it relates to HASCO's Keeping Families Together initiative and Snohomish County's Youth Homelessness Demonstration Program Grant, HASCO will continue exploring the possibility of project basing FUP vouchers. HASCO is exploring new partnerships between Vision House and East Terrace III to provide better continuum of care to meet the needs of homeless families with children.</p>

PHA Goal	Objective	Progress
	<p>Implement agency-wide process improvements and program changes to preserve our ability to serve as many families as possible in the Housing Choice Voucher (HCV) program.</p>	<p>2015: TBA department has begun reorganizing the various workflows and staff duties while simultaneously providing feedback on implementing a system to digitize the participant files with a goal of digitizing all client files in 2016.</p> <p>2016: HASCO’s Tenant-Based Assistance department has been restructured into two separate divisions and each staff person is responsible for managing all of the processes for the clients in their caseload, rather than dividing processes between two staff. All 3700+ client files have been digitized.</p> <p>2017: TBA management created and implemented Standard Operating Procedures (SOPs) to make sure all staff receive the same training and are performing processes the same way.</p> <p>2018: SOPs are being updated to reflect evolution of procedures with the digital client file system and ongoing improvements in process. Began recruitment process for an Admin Specialist position created for TBA department to support ongoing improvements in documentation.</p>
	<p>To improve efficiency, pursue regulatory relief from HCV program rules and continue to use current relief provided</p>	<p>2015: HASCO obtained a waiver from HUD to continue streamlined annual recertifications for fixed-income households on the voucher program.</p> <p>2016: HASCO explored the feasibility of a regional Moving to Work (MTW) partnership and the possibility of participating in the MTW expansion. TBA management updated policies in the Administrative Plan to eliminate non-mandatory processing by staff and reporting by participants</p> <p>2017: TBA management created a committee of Senior Housing Specialists (Green Hat Committee) to offer suggestions on streamlining processes and policy language to create efficiency. Implemented 20% sample for PBV inspections to eliminate unnecessary inspection volume.</p> <p>2018: HASCO is following HUD’s implementation of the MTW expansion and is considering whether to apply for a policy intervention cohort.</p>

PHA Goal	Objective	Progress
	Continue to offer the homeownership option to voucher program participants, in partnership with HomeSight	<p>2015: HASCO has made approximately 30 referrals to HomeSight, resulting in two clients prequalified.</p> <p>2016: As a result of a HUD determination that HASCO’s program model is inconsistent with the regulations, and the low participation rate in the program relative to staff effort, the program has been ended. Staff will continue to administer files for clients who previously purchased homes through the program.</p> <p>2017: Two designated Senior Housing Specialists continue to manage the homeownership files HASCO still has open. HomeSight is offered as an outside resource for homebuyer education and credit counseling to participants and members of the public who are interested in buying homes.</p> <p>2018: No change since last report.</p>
Use voucher program resources to assist as many households as possible	Increase voucher turnover to free up slots by promoting economic self-sufficiency for work-able households	<p>2015: HASCO implemented the Economic Opportunity Initiative to provide intensive job-focused supportive services to families with the longest HCV program tenure.</p> <p>2016: No progress to report</p> <p>2017: HASCO’s Community Service Department (CSR) refers participants to job training programs with Goodwill, Farestart, JobCorps, ANEW and WorkSource. PBV participants at East Terrace III have been linked to GED programs. HASCO is considering a local preference for families that voluntarily exit from the program due to income progression, to encourage higher income families to exit the program earlier than required to make more vouchers available to families on the waitlist.</p> <p>2018: HASCO has developed new relationships with area non-profits which provide employment and education resources for families on the Section 8 program. HASCO updated the policy to only conduct interim reexaminations in limited circumstances to encourage participants to increase their incomes.</p>
	Maintain a high voucher utilization rate	<p>2015: HASCO’s voucher utilization rate was 95.9% for the calendar year.</p> <p>2016: HASCO’s voucher utilization rate was 97.6% for the calendar year.</p> <p>2017: HASCO’s voucher utilization rate was 98.86%.</p> <p>2018: HASCO’s voucher utilization rate was 98.61% for the calendar year.</p>

PHA Goal	Objective	Progress
	<p>Analyze new admission lease-up timeframes and voucher expiration rates, and adjust policies and payment standards accordingly to ensure that sufficient numbers of voucher holders can lease up in our rental market</p>	<p>2016: HASCO is in the planning stages of implementing these changes. 2017: TBA began the process of gathering and analyzing data to determine how changing the amount of time a participant has to lease up has directly caused increased utilization. Participated in a private rent survey and petitioned HUD for an increased fair market rent. HASCO is also exploring the possibility of requesting a waiver to implement a separate, higher payment standard for VASH vouchers to increase lease-up success. HASCO is considering implementing a tiered payment standard for different geographic areas. 2018: Payment Standards increased over 20% as a result of the private rent survey and HUD petition. HASCO established an initial voucher term of 90 days and specialists have the authority to grant another 90 days in extensions upon request. This is a strategic decision to provide check-in points with the tenants to identify lease-up challenges. HASCO is exploring the possibility of implementing multiple payment standards for different parts of the County.</p>
	<p>Analyze PBV utilization on an ongoing basis and reallocate underutilized PBVs back to HCVs</p>	<p>2016: HASCO is in the planning stages of implementing these changes. 2017: TBA began the process of gathering data to determine an accurate PBV utilization rate. 2018: PBV units have been sufficiently utilized and no contracts have required modification. TBA continues to monitor PBV utilization on an ongoing basis.</p>
<p>Increase HASCO's pool of housing vouchers</p>	<p>Work with HUD and the VA to receive additional Veterans Administration Supportive Housing (VASH) vouchers over the next 5 years</p>	<p>2015: HASCO was awarded 12 regular VASH vouchers and 20 VASH PBVs in support of the Sebastian's Place project. 2016: HASCO was awarded 6 regular VASH vouchers and an additional 25 VASH PBVs in support of new permanent supportive housing for veterans in Snohomish County. All 20 Sebastian's Place VASH PBVs were leased up within about 1 month after the housing units were available for occupancy. 2017: HASCO was awarded 25 VASH PBVs to three projects with units coming on line in 2019. 2018: HASCO was awarded 65 regular VASH vouchers and signed AHAPs with two projects in the City of Everett.</p>
	<p>Continue to explore opportunities to obtain new vouchers as they are made available</p>	<p>2015: No new opportunities have become available. 2016: No new opportunities have become available. 2017: The owners at Athena and Fairview Apartment complexes opted out of providing subsidized units and HASCO received vouchers through HUD to continue subsidizing those families. HASCO plans to apply for new allocations of special purpose vouchers HUD anticipates making available. 2018: HASCO was awarded 50 Mainstream vouchers with lease-up to begin by 12/1/2018 and a requirement to have at least 40 leased up by 12/1/2019. HASCO has a full-time policy analyst on staff who assesses and applies for appropriate funding when opportunities are announced.</p>

PHA Goal	Objective	Progress
Ensure access to a quality living environment for HCV program participants	Provide relevant resources to HCV program participants to help them locate housing in areas of opportunity	2016: Updated briefing map, landlord resources
	Implement updated procedures in compliance with the Final Lead-Safe Housing Rule	2017: HASCO and SHD began negotiation of a new Memorandum of Understanding.
Empower HCV participants to increase self-sufficiency and asset development	Make program referrals and provide supportive services programs for HCV program participants when appropriate	<p>2015: HASCO averages eight to ten referrals per month for supportive services such as food banks, senior services, and Dental vans.</p> <p>2016: HASCO continues to average eight to ten referrals per month for supportive services.</p> <p>2017: HASCO increased its referrals to an average of 11 per month. Community Services began a “Lobby Day” to intentionally make their staff visible in the main office lobby in order to connect with and refer participants. HASCO made a change to directly provide supportive services to families living in East Terrace III PBV units.</p> <p>2018: HASCO increased its referrals to an average of 25 per month. WorkSource is participating in one Lobby Day per month to provide information on employment services. A group contact list established for quarterly mailing regarding resources and program activities. Community Services department presents during new tenant briefings to educate participants on resource and referral opportunities.</p>
	Refer HCV participants to IDA (individual development account) programs when funds are available	<p>2015: HASCO currently has no new IDA accounts, however, we are researching College Savings Accounts for youth.</p> <p>2016: HASCO currently has no new IDA accounts.</p> <p>2017: United Way and Snohomish County no longer sponsor an IDA program. No new opportunities for participation in IDA programs are available.</p> <p>2018: No progress to report.</p>

PHA Goal	Objective	Progress
Ensure equal opportunity and affirmatively further fair housing	Continue to implement recommendations of the Fair Housing Analysis of Impediments and future analyses	<p>2015: Staff have begun analyzing the new Fair Housing final rule and Assessment of Fair Housing requirements. TBA Management continues to review notices pertaining to owners or landlords regarding FHEO incidents and also reviews third party newsletters on this same subject. All TBA staff are trained to provide referrals to the Seattle FHEO and local legal agencies. Local Fair Housing training in Feb 2015 was made available for TBA staff and clients who wished to attend. TBA Management also provides Housing 101 training that includes FHEO information for the Apartment Operators Association 2/19/15 and for the County arranged housing event in March 2015 for disabled persons. Information is also available in the HASCO Website.</p> <p>2016: HASCO has begun to plan for the new Assessment of Fair Housing requirement. Staff continue to be trained as needed on fair housing.</p> <p>2017: HASCO executed an MOU with Snohomish County, Everett, Marysville, and Everett Housing Authority (EHA) to collaborate on a countywide AFH report.</p> <p>2018: With the suspension of the AFH requirement, HASCO, in coordination with EHA, hired Root Policy to conduct a new Analysis of Impediments to Fair Housing including soliciting feedback from applicants, clients and program partners.</p>
	Continue to comply with the Violence Against Women Act (VAWA), to protect applicants and participants who are victims of domestic violence	<p>2015: TBA Management staff continues to review notices and guidance, and participate in webinars, related to VAWA. TBA has also provided a Housing 101 training, including VAWA information, to landlord and tenant groups, and makes information about VAWA available on the HASCO website.</p> <p>2016: HUD's 91066 VAWA form is enclosed in each annual packet and provided to any program participant who indicates their household is breaking up or that they may be at risk for experiencing domestic violence.</p> <p>2017: TBA Management updated its Admin Plan and reporting procedure to reflect the new guidance given in PIH Notice 2017-08.</p> <p>2018: No progress to report.</p>
	Continue to implement policies that enable people with Limited English Proficiency (LEP) to participate in HASCO programs	<p>2015: TBA Management provides guidance/training to TBA staff for handling interpretations and translations including incorporating specific language in correspondence for clients to request assistance. All staff received training on working with LEP clients and interpreters.</p> <p>2016: No change from 2015.</p> <p>2017: All new staff who work with clients continue to be trained in handling interpretation and translations as needed.</p> <p>2018: HASCO, in coordination with EHA, has hired Root Policy to identify areas of improvement related to LEP and develop a Language Access Plan to ensure appropriate language assistance is provided.</p>

PHA Goal	Objective	Progress
	Continue using a formal process to review reasonable accommodation requests, including those from HCV program participants	<p>2015: The Reasonable Accommodation (RA) committee reviewed 71 requests so far. 53 were approved and 18 denied. The committee noticed a significant increase in RA requests this year after new agency policies and procedures were implemented.</p> <p>2016: The RA committee received 152 requests from voucher program participants; 125 were approved and 27 were denied.</p> <p>2017: The RA committee received 95 requests; 72 were approved and 23 were denied.</p> <p>2018: The RA committee received 105 requests; 84 were approved and 21 were denied. With personal identifiers removed, data was shared with Root Policy for use in the Analysis of Impediments to ensure the furthering of fair housing.</p>
Work with the local community to determine needs and solutions	Support community efforts to prevent and end homelessness with strategic investment of voucher program resources	<p>2015: HASCO continued to provide PBVs for very low-income and homeless families with children. HASCO signed a PBV HAP contract with Housing Hope for 24 PBV units at their Monroe Family Village project and all units were leased up.</p> <p>2016: HASCO awarded Housing Hope’s Twin Lakes Landing project 6 PBVS and signed an AHAP. HASCO applied for and received a competitive allocation of 25 new VASH PBVs.</p> <p>2017: HASCO awarded 25 VASH PBVs to three projects with units coming on line in 2019 to end veteran homelessness. HASCO participated in the CSH Keeping Families Together training academy with a regional team of stakeholders to develop a plan to more effectively target and deliver permanent supportive housing to homeless families involved in the child welfare system. HASCO executed a PBV HAP contract for Twin Lakes Landing. HASCO continues involvement with the regional Investing in Families Initiative of the Gates Foundation. HASCO is considering a local preference for families that are ready to exit permanent supportive housing but still need rental subsidy to remain housed.</p> <p>2018: HASCO signed AHAPs with the Everett Safe Streets Supportive Housing project (5 VASH PBVs) for a new complex in the City of Everett that will provide housing for 65 currently homeless individuals and with the HopeWorks Station II project (15 VASH PBVs) for a new complex in the City of Everett that will provide housing for 65 homeless and low-income families and individuals. HASCO’s award of 50 Mainstream vouchers will provide additional assistance to families with non-elderly disabled member(s) who are currently homeless, institutionalized, or at risk of homelessness or institutionalization. HASCO is also participating in the development of Snohomish County’s Youth Homelessness Demonstration Program action plan.</p>

PHA Goal	Objective	Progress
Reduce the HCV program's environmental impact	Continue to explore and implement ways to reduce vehicle miles travelled, greenhouse gas emissions, and paper usage by staff, clients, and partners (including landlords)	<p>2015: HASCO has reduced our environmental impact by establishing direct deposit for landlords, eliminating the need to print checks. We have also created Partner and Wait List portals, to allow easy access to information. Commonly-requested forms have been added to our website, eliminating the need for partners and clients to make a trip to our office.</p> <p>2016: TBA staff implemented FileVision, a file management program that has enabled them to digitize all client files. In addition, Inspections staff have begun implemented biennial Housing Quality Standards inspections.</p> <p>2017: HASCO set up a kiosk in the lobby to encourage participants to electronically submit information to Housing Specialists. HASCO continues to explore how to use technology more effectively to communicate with our participants without paper.</p> <p>2018: HASCO continues to identify ways to reduce the use of paper and ensure centralized copies of electronic files.</p>
Measure HCV program outcomes	Explore ways to integrate performance measurement into HASCO's HCV program	<p>2015: No progress to report. HASCO plans to place a renewed focus on this objective once several internal streamlining initiatives are fully implemented.</p> <p>2016: Waiting until internal streamlining measures are fully implemented.</p> <p>2017: Basic metrics have been established to measure the voucher program's effectiveness. Additionally, HASCO completed preliminary research on dashboard software.</p> <p>2018: HASCO reviews HCV and PBV utilization and vacancy metrics on a monthly basis to ensure sufficient utilization of voucher program resources. HASCO is also establishing metrics and developing a data sharing process with program partners for the Mainstream voucher program.</p>
	Implement performance measurement where feasible	<p>2015: No progress to report.</p> <p>2016: No progress to report.</p> <p>2017: TBA designed internal auditing procedures to identify areas of strength and weakness within the department.</p> <p>2018: TBA internal auditing procedures have been piloted and will go into full effect on 1/1/2019, including individualized feedback on a monthly basis to each of the specialists as well as analysis of trends for whole-team training.</p>

**Resident Advisory Board
Meeting Notes
December 5, 2018**

Attendance: Tamra Moore, Chris Grenner, Sharon Sussman, Debbie Lauer, Pamela Kercheval, Jannette Marshall, Nancy Ames, Patricia Story

HASCO Staff: Tom Eadie, Jenna Christenson, Sarah Max, Jodie Halsne, Lida Khoshal, Cecilia Forbes, Su Mon Han, Theresa Snow, Phyllis Renteria, Melanie Golden

Root Policy Staff: Mehgie Tabar

The meeting began with introductions of HASCO and Root Policy staff to Resident Advisory Board (RAB) participants. Sarah Max presented background on the Agency Plan and Resident Advisory Board, updates on the goals set by HASCO in the Agency Plan, and a brief description of voucher types and special programs administered by HASCO.

Key updates: HASCO currently serves 3,811 families throughout the county and in several special programs, but no longer directly administers public housing properties. The Agency Plan will maintain focus on the Housing Choice and Project Based Voucher programs while working toward the stated goals and objectives and updating the Administrative Plan to keep up-to-date information available to participants.

Other new items: HASCO was recently awarded an additional 50 Mainstream Housing Choice Vouchers, collaborating with community partners to best support participants. HASCO formalized Standard Operating Procedures which will be maintained annually to ensure consistent application of policies. Discrimination statements in the Administrative Plan are being updated to include the new Source of Income law (SOID) which prohibits landlords from refusing to rent or otherwise discriminate based solely on a family's source of income (such as use of Housing Choice Vouchers)

Following the presentation, HASCO staff requested feedback from the Resident Advisory Board regarding the draft Agency Plan and HASCO's priorities for the upcoming year. The Board provided the following questions:

Q: Do Landlords have to go through background checks to participate in the program?

A: There are no specific requirements; HASCO will consider any unit for which a RFTA is received. Landlords may still turn tenants away for reasons other than their source of income.

Expressed Concern: Landlords will purposefully set rent too high for voucher-holders, or the local rent is rising too fast.

A: HASCO staff explained that our assistance amounts are occasionally re-calculated to keep up with the local rental market, and that many landlords have approached us to ask how they can be involved in the program. HASCO recently held a meeting with several landlords to discuss just this sort of issue. Additionally, landlords cannot charge different rates to assisted renters than they do non-assisted renters, except for Tax Credit properties, but these differences may show up in non-discriminatory ways, such as through temporary deals or grandfathered policies.

Q: Are landlords allowed to charge "surprise" fees (laundry machine rental, maintenance fees, move-in fees, unknown utilities)? Can things be changed so that landlords are required to notify prospective tenants of these charges prior to signing the lease? Can appliances be rent-to-own through landlords?

A: Landlords *should* inform their prospective tenants of these charges, but a good renting practice is to ask questions about these charges before signing the lease or submitting the Request for Tenancy Approval (RFTA). One of the residents recommended that these questions be asked and answered over e-mail to create a paper trail.

Expressed Concern: Some landlords are turning people down because it “takes too long” to lease up an HCV tenant, and the landlord needs their unit filled immediately; landlords will make up reasons to deny prospective tenants.

A: HASCO can address the issue of timing, but not landlord policies or landlord-tenant issues. Inspections are usually performed within 2-3 days, as long as everyone is on top of their paperwork. Inspectors technically have up to 10 business days to perform the inspection, but HASCO’s practices generally result in shorter inspection waits.

Q: Where can I get a RFTA?

A: Contact your Housing Specialist. A RFTA is provided to new participants during the briefing. Housing Specialists will include estimated maximum rents with the RFTA so participants know their rent limits.

Q: If a tenant is already in housing and wants to move, how long do they have?

A: Participants can ask their Housing Specialist for a new maximum rent estimate and RFTA to look for a unit at any time. Participants in Project Based Voucher units can begin looking for a unit a few months before their initial 12-month lease ends to prepare for their move, but they must wait until their lease ends to receive a Housing Choice Voucher and actually move. A newly issued voucher typically expires 90 days from when it issued. The Housing Specialists can provide up to a total of 90 days in extensions. Further extensions may be available if necessary due to a disability or other approved reasonable accommodation request.

Q: If there are damages to the unit that the landlord is not taking care of, will HASCO force the tenant to move?

A: HASCO’s abatement policy may lead to the end of a contract with the Landlord for the HASCO’s portion of the rent. Abatements occur rarely, and abatements that lead to the end of a contract are exceptionally rare. Participants are still responsible for their own portion of the rent even while this process takes place. The Landlord cannot evict them for HASCO’s abated payments, but if the contract does ultimately end, the participant would move to a new unit that meets the Housing Quality Standards, so a new contract can be established.

Q: When a PBV participant reaches the end of their year, are they forced to move?

A: No. The voucher is tied to the unit, but after the year is up the participant may remain in the unit. There was some confusion among participants, because their personal experience and/or anecdotal evidence did not match with this answer. It was then stressed that some PBV units do have certain qualifications and requirements, and that tenants may remain in those units for as long as they qualify. Additionally, some units may face Tax Credit requirements that can cause tenants to be asked to leave, but Tax Credit and Project-Based are not the same thing.

Q: Can a landlord force a tenant in a Project Based Voucher (PBV) unit to move to a different unit and then additionally force them to pay extra to move under the forced circumstances?

A: If the tenant is in a PBV unit and becomes over-housed, they would likely be issued a Housing Choice Voucher and could choose to live anywhere. Most landlords are helpful in these situations.

Q: Do Housing Specialists help clients find new units, or explain the processes involved?

A: Housing Specialists can help clients understand the moving process and participant rights in the program, but HASCO does not currently have Housing Navigators to help finding specific units.

Q: Does HASCO offer “one-year” programs?

A: Under special circumstances, yes. A tenant must qualify for relevant services at a Project Based Voucher (PBV) unit. Housing Choice Vouchers (HCVs) belong to individuals and can be used anywhere that the tenant qualifies for. Not all PBV units have these supportive services.

Q: Can a landlord force tenants to pay a new deposit (or other move-in fees) for a unit transfer within the same complex?

A: It is within the landlord’s rights to consider the move as the end of one contract and the start of a new one, with all the elements of both of those events. In some cases, the refunded deposit for the previous unit may be applied to the new unit. However, HASCO cannot control landlord policies in this regard.

Follow-up question: Can they also require a new background check for unit transfers?

A: This depends on the landlord’s policies. Additionally, Project Based Voucher (PBV) landlords generally don’t require that tenants move.

Q: Are apartments the only allowable unit type?

A: No; acceptable unit types also include mobile homes and houses, and the maximum rent estimates provided by the Housing Specialist will show the rent caps for those unit types.

Follow-up question: How long does it take to get the estimates?

A: About five minutes, if the Housing Specialist is available at the time.

Q: Is there a rent-to-own housing program?

A: HASCO has indefinitely suspended our participation in the Homeownership program. While options for this may exist on the private market, a voucher cannot be used to purchase a home at this time.

Q: What is “Rafta?” What falls under it? If I’m under Rafta, can I still go from a Project Based Voucher (PBV) to a Housing Choice Voucher (HCV)?

A: “Rafta” is in-house jargon for the RFTA – or “Request for Tenancy Approval.” It is the document the landlord completes with information about the rental unit, amenities, and charges. The information on the RFTA is used to determine rent reasonableness, establish actual allowable rent, and inform the inspection process. Staff also recognized that they’d been using jargon during the meeting without properly educating the residents on those terms.

Q: In regard to the FUP vouchers: Is there an alternative to Child Protective Services (CPS), such as a liaison of some kind?

A: No. To receive a FUP voucher, a reference from a family’s CPS agent is required.

Q: If a resident fosters or adopts children, how does that affect a voucher?

A: Additional family members generally increases the voucher size. Foster children, however, do not increase the voucher size until they are with the family for a year and anticipated to stay.

Q: Is there a cap on rent increases per year?

A: Landlords can change rent amount at any time allowed by their lease. The new rent amount must be reasonable; that is, comparable to other nearby rent in the area for similar units. There is no dollar limit on how much an individual rent increase can be.

Q: Can you add people to your household that you are not related to?

A: Yes. HASCO does not define a participant's family. New family members must follow rules, their income must be included in the voucher calculations, and adult family members gain rights to the voucher. A brief description of the Family Break-Up Policy was included.

Q: How will a lump sum payment affect my rent?

A: HASCO does not consider lump sum payments when determining rent. However, if that lump sum becomes an asset that generates interest, it may then also alter the rent portions.

Q: What should a resident do if a landlord treats them differently from the next renter?

A: The landlord cannot charge Housing Choice Voucher (HCV) tenants for things that they don't charge to non-HCV tenants. However, rents may vary between units due to move-in specials, concessions, policy transitions, or grandfathered tenants. Any of these could make it appear that a landlord is treating tenants differently even if they are not. If anyone feels like they are being discriminated against, they can contact support services such as Dispute Resolution at Volunteers of America (<https://www.voaww.org/drc>) for assistance.

Q: Are there 10 new vouchers for youth out of foster care... or is that the total?

A: That's the total.

Expressed Concern: That's not enough. Are there any future plans to expand that number?

A: HASCO is constantly looking for new program opportunities. No other vouchers of this type are available at this time, but HASCO will apply for more as soon as they become available. The last time more became available was fairly recent, but HASCO did not meet the strict criteria. We hope that more of these vouchers will be available next year.

Q: If a resident is single & homeless, but not quite a senior, and has a disability, what can they do?

A: Our waiting list has been closed for years; HASCO is trying to cut down the wait time, but it's still over 2,000 households long with an 8-year wait. Residents expressed surprise at the length of the waiting list. Staff noted that some clients may still be able to get into Project Based Voucher (PBV) units, and that this great need for vouchers is why we are always looking for more.

Q: Is access to a Project Based Voucher (PBV) unit different and separate from Coordinated Entry (211)?

A: Yes, they are completely different programs.

Q: Are there additional ways to get the word out, especially through schools? Is there a way to inform more people about the Voucher programs and push that knowledge through to those who need it most?

A: HASCO is currently working with a branding agency to learn better ways to inform the public on HASCO's mission, programs, and services.

Suggestion: School liaison(s).

A: HASCO may be able to keep those liaisons informed and share this with our other partners.

Q: Does foster care work with Section 8?

A: Yes, but with some caveats: HASCO needs verification up-front of the foster child's social security number and anticipated length of stay. Participants should contact their housing specialist for individualized information.

Unrelated Suggestion: Look up Unified Seattle on Facebook. It's a tenant organization.



Public Comment Invited!

2019-2020 Public Housing Agency Plan Update

The Housing Authority of Snohomish County (HASCO) is seeking public comment on its draft Public Housing Agency Plan Update, effective July 1, 2019 through June 30, 2020.

The public review and comment period runs from January 18, 2019 through March 4, 2019. The PHA Plan draft is available online: www.hasco.org or in the Main Office lobby.

A public hearing on the Plan will be held on March 19, 2018, at 12:00 PM, at HASCO's Main Office (12711 4th Ave W, Everett, WA 98204). HASCO's office is accessible to people with disabilities.

Comments may be submitted by mail or email, but must be submitted in writing.

Submit written comments by Monday, March 4, 2019 at 4:30 p.m.

HASCO

Attn: April Nielson

12711 4th Ave. W, Everett, WA 98024

Email: anielson@hasco.org

www.hasco.org



Jan 18, 2019

HASCO seeks comments on Draft 2019-2020 Agency Plan

by HASCO

HASCO is currently seeking public comment on its draft 2019-2020 Public Housing Agency Plan Update during a 45-day review period which runs from January 18, 2019 through March 04, 2019. The Agency Plan is a HUD requirement and outlines HASCO's goals and objectives for the coming year. The Plan is also available for review at our office between 8:00 AM and 4:30 PM on regular business days. To be considered for incorporation into the Plan, comments must be submitted in writing by mail to HASCO, Attn: April Nielson at 12711 4th Ave W, Everett, WA 98204 or by e-mail to anielson@hasco.org by 4:30 PM on March 04, 2019.

A Public Hearing on the Agency Plan will be held in the HASCO Board Room (12711 4th Ave W, Everett, WA 98204) on March 19, 2019 at 12:00 PM. HASCO's office is accessible to people with disabilities.