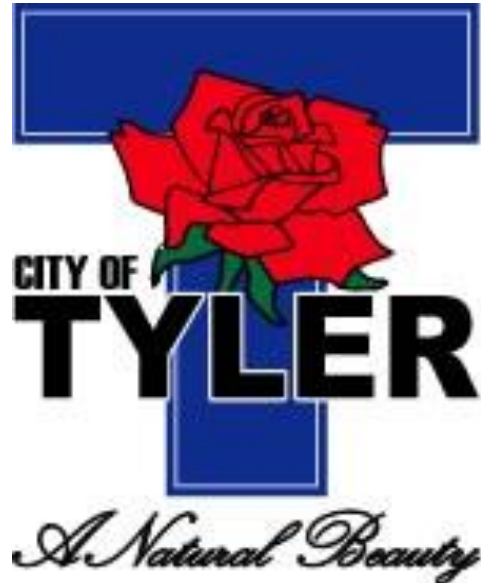


THE CITY OF TYLER



HOUSING AGENCY

FIVE-YEAR PLAN

FY 2020 – FY 2025



Tyler Housing Agency (THA)

FIVE-YEAR PLAN

B.1 MISSION

State the PHA’s mission for serving the needs of low-income, very low-income, and extremely low-income families in the PHA’s jurisdiction for the next five years. (24 CFR §903.6(a)(1)).

Our mission is to provide affordable housing opportunities for low-income households in Smith County in an environment that preserves personal dignity and in a manner that maintains the public trust. In carrying out our mission, we are committed to:

- Ensure equal opportunity in housing for all Americans,
- Increasing housing choices,
- Respect for Tyler Housing Agency (THA) clients and employees,
- Excellence in management and operations,
- Dispersal of assisted housing throughout Smith County,
- Cooperative and respectful working relationships with the public, neighborhood and community organizations and other units of government.

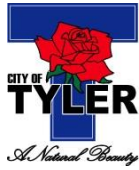
B.2 GOALS AND OBJECTIVES

Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low-income, very low-income and extremely low-income families for the next five years. (24 CFR §903.6(b)(1)).

1. PHA Goal: Expand the supply of assisted housing.
Objective: Increase housing choices for families and individuals, and
2. PHA Goal: Increase assisted housing choices.
Objective: Balance service delivery in all housing market areas.

THA is actively pursuing opportunities to expand housing choices for families and individuals. The THA uses various tools to expand these opportunities including but not limited to the Development of Community Partnerships and Tyler’s Housing Infill Program (HIP). To that end, THA has multiple programs planned or underway which are as follows:

- A. Development of Partnership with the City of Tyler’s Development Center by promoting incentives to local area builders for building decent and affordable homes for low to moderate-income families.
 - a. The incentive program provides incentives for builders to build homes in certain areas of the city. Incentives include:
 - Waiver of re-zoning fees,
 - Waiver of plat fees,
 - Waiver of water and sewer tap fees, and
 - Waiver of building permit fees.



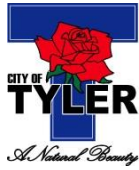
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- B. Development of Partnerships with the Tyler Area Builders Association, Tyler Area Realtor's Association, Tyler Area Chamber of Commerce, Tyler Metro Chamber of Commerce and Tyler Area Landlord/ Broker Association for the promotion and development of new affordable housing stock to be developed and made available to low to moderate income families.
 - C. Development of Partnerships with area financial institutions for financial education, information regarding special financial incentives and resources to be made available to low to moderate income families in order to assist with the purchase of homes.
 - D. Utilization of the City of Tyler's HIP Program that has acquired properties through the Smith County Tax Foreclosure process. These properties are available for purchase, often at a substantially reduced price, to qualified individuals that may include developers, builders and low to moderate-income families. Priority is given to projects that intend to revitalize neighborhoods, provide affordable housing and stimulate economic development in the City of Tyler.
3. PHA Goal: Improve the quality of assisted housing.
Objective: Maintain safe, decent, sanitary units and improve quality of life for residents

THA is founded on the belief that decent, safe and sanitary housing is central to the physical and emotional health, the productivity and the self-esteem of the people it serves.

- A. THA is an active member of East Texas Human Needs Network's (ETHNN) Housing Council, which conducts community needs assessments related to homelessness, affordable housing, etc. One of the projects includes coordinated efforts with other entities to assist renters and tenants with the opportunity to attend specific courses that address maintaining a home, housekeeping skills, etc.
- B. A resource library will be created on THA's website for the purpose of providing information on how to properly clean, maintain and care for housing units.
- C. Housing Choice Voucher (HCV) program regulations set forth basic Housing Quality Standards (HQS), which all units must meet before assistance can be paid on behalf of a family and at least annually throughout the term of the assisted tenancy. THA will continue to perform HQS inspections to meet the criteria for the health and safety of program participants. THA will also participate in the Uniform Physical Condition Standards for Vouchers (UPCS-V) pilot program, which focuses on enhancing the accuracy, consistency and objectivity of the inspection process, and provide more information about the condition of individual housing units.



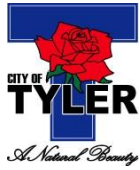
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4. PHA Goal: Ensure equal opportunity and affirmatively further fair housing.
Objective: Promote equal housing opportunities.
- A. As a part of the partnership indicated in Section B.2 item (B), THA will work with said partners to access decent and sanitary housing in all areas and continue utilizing partnerships to market the HCV Program to new community developers in order to create a balanced housing stock throughout the community.
- B. Conduct ongoing fair housing training by professionals that is attended by all agency employees who are in direct contact with the public.
5. PHA Goal: Promote self-sufficiency and asset development of families and individuals.
Objective: Create additional economic independence opportunities for families and Individuals.

THA is dedicated to the promotion of independence and growth of its participants by providing and promoting programs that will assist participants in increasing their earnings and building assets and financial capability.

- A. THA seeks to provide the following:
- a. Structured goal planning;
- b. Access to a variety of referrals for education-
- GED/HS Diploma preparation services through community partners and free GED testing,
 - Literacy Assistance,
 - College readiness-
 1. FASFA,
 - a. Applying for college grants,
 2. SAT Preparation testing,
 - Business start-up;
- c. Access to financial management classes and comprehensive credit counseling-
- Access to credit reports and scores throughout enrollment in the program;



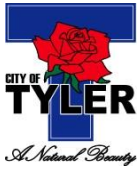
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- d. Job training and employment support-
 - Effective Job Search,
 - Creating an Attention-Grabbing Resume,
 - Interviewing Preparation,
 - Taking Initiative and Remaining Focused,
 - Dependability,
 - Problem Solving;
 - e. Assistance with Homeownership-
 - Homebuyer education,
 - Referrals to down payment assistance programs.
6. PHA Goal: Reconfigure existing facility and update equipment and software.
Objective: Create an environment for citizens and employees that is safe, decent, sanitary and that combats the spread of contagious viruses.

Spray released by speaking is believed to be particularly likely to spread viruses; therefore, auditory and visual privacy must take on deeper importance and an increased priority.

- A. The most important and immediate measure THA will take is to reduce density of citizens and employees in one area. THA will explore bringing citizens and clients into the office (by appointment only) and into low-trafficked side rooms, pods or staging areas as opposed to routing deep into the office for meetings and gatherings. Signage markings will be posted announcing adjusted maximum occupancy levels.
- B. THA will explore new technologies (software, equipment, etc.) allowing for virtual involvement and interaction between citizens and personnel. Hands-on team meetings, trainings, etc. may also be broken up into virtual and physical components, where only a limited number of persons gather in conference rooms and the others tune in and/or participate virtually from other locations throughout the facility and/or even remotely.
- C. Rather than investing in costly remodels THA will explore reconfiguring existing spaces in order to keep citizens and departmental personnel safe while also giving them the peace of mind as the agency basically plans for COVID-19 to be a potential part of our lives and the manner in which we provide services. Additional mitigation will be posted and can be found online (www.cityoftyler.org).



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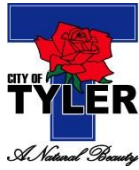
B.3 PROGRESS REPORT

Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. (24 CFR §903.6(b)(2)).

1. Increase The Availability of Decent, Safe and Affordable Housing.
 - A. Expand the supply of assisted housing
 - a. Applying for Additional rental vouchers.
 - Applied for additional vouchers and were awarded eight additional vouchers.
 - b. Leverage private or other public funds to create additional housing opportunities and acquire or build units or developments and have clients from the HCV program access funding for first time homebuyer funds to acquire affordable housing within the community.
 - The City of Tyler promoted the development of affordable housing through its HIP program by providing incentives in order to encourage builders to build homes, which would target THA clients and other low to moderate-income individuals. The program had four builders to take advantage of the program during the time period and produced 10 new homes.
 - B. Improve the quality of assisted housing.
 - a. Improvement of the SEMAP Score.
 - Maintained an average assessment score of 97.2 resulting in an overall performance rating score of a “High Performing” agency.
 - b. Increase customer/ client satisfaction.
 - THA enhanced the partnership with the clients and property owners by providing continuous training and clarification with regards to the THA administrative plan and HUD expectations. Additionally, clients and property owners were provided with written reference, which outlined program requirements and expectations. THA has found that clients and property owners have expressed a greater level of understanding and appreciation of the program and the enhanced communication has flowed positively to other potential property owners and clients.
 - C. Increase assisted Housing Choices Vouchers.
 - a. Conducting outreach efforts to potential voucher property owners.

Marketed the HCV program to potential property owners annually through Fair Housing open houses, property owner workshops and symposiums.
 - b. Increasing voucher payment standards.

THA has maintained its current Fair Market Rent (FMR) payment standard of 100 percent on all bedroom sizes.



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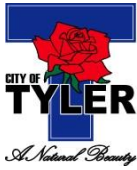
- c. Implementing a voucher homeownership program.
THA applied for the Resident Opportunities and Self-Sufficiency (ROSS) grant and was awarded funds to implement the Family Self-Sufficiency (FSS) program, which assists with but not limited to the following:
 - Structured goal planning,
 - Access to financial management classes and comprehensive credit counseling, and
 - Job training and employment support (job search, enhanced job quality opportunities and/or earning potential).

2. Improve Community Quality of Life and Economic Vitality.

- A. Increase the number and percentage of employed persons in assisted families.
 - a. THA entered into a partnership with Workforce Solutions East Texas (WSET) to provide a variety of work readiness activities and individualized, directed job search assistance for participants to become job-ready and gainfully employed.
 - b. THA co-sponsored annual job fairs with the Texas Workforce Commission (TWC) with an average of 70+ job seekers.
 - c. THA also collaborated with Tyler Municipal Court in order to assist low to moderate-income individual participants with court issued judgment options to reduce debt(s) owed to the City of Tyler through court-approved activities (attending budgeting and finance-related coursework/ workshops with provided childcare). Additionally, clients were educated on alternative methods used to clear their fines and gain on the job training through the courts community service program.

3. Ensure Equal Opportunity in Housing for all Americans.

- A. Ensure equal opportunity and affirmatively further fair housing
 - a. Promoted annual Fair Housing open houses, property owner workshops and renter symposiums.



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B.4 VIOLENCE AGAINST WOMEN ACT (VAWA) GOALS

Provide a statement of the PHA's goals, activities, objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. (24 CFR §903.6(a)(3)).

Safety and Crime Prevention (VAWA).

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 the victim safety in assisted families (24 CFR §903.7(m)(5)).

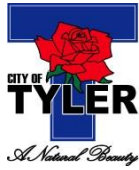
THA collaborates with local law enforcement to determine the needs of the residents and community, working towards a mutual goal of ensuring and improving the safety of residents. THA has undertaken partnerships with local organizations to enable THA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault or stalking.

Measures taken by THA include:

- Partnership with law enforcement to analyze crime statistics over time for crimes committed,
- Partnership with local shelters and non-profit agencies to educate and increase awareness within the community

THA has developed policies and procedures to implement the requirements of VAWA. The victim or threatened victim of an incident or incidents of actual or threatened domestic violence, dating violence, or stalking will not be construed as a serious or repeated violation of the lease, and shall not be good cause for terminating the assistance, tenancy, or occupancy rights of the victim of such violence. THA may terminate the assistance/tenancy to remove a lawful occupant or tenant who engages in criminal acts or threatened acts of violence or stalking to family members or others without terminating the assistance or evicting victimized lawful occupants. THA may honor court orders regarding the rights of access or control of the property and orders issued to protect the victim and to address the distribution or possession of property among household members where the family "breaks up". There is no limitation on the ability of THA to terminate assistance for other good cause unrelated to the incident or incidents of domestic violence, dating violence, or stalking, other than the victim may not be subject to a "more demanding standard" than non-victims may. There is no prohibition on THA terminating assistance if it "can demonstrate an actual and imminent threat to other tenants or those employed at or providing service to the property if that tenant's (victim's) assistance is not terminated". Any protections provided by law which give greater protection to the victim are not superseded by these provisions. THA may require certification by the victim of victim status on such forms as THA and/or HUD shall prescribe or approve.

- THA supports the goals of the VAWA Amendments and will comply with its requirements and will



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continue to administer its housing programs in ways that support and protect residents (including Section 8 Housing Choice Voucher program participants) and applicants who may be victims of domestic violence, dating violence, sexual assault or stalking.

- An emergency transfer plan facilitates a move with continued assistance, by awarding health and safety preferences to qualifying participants threatened with imminent harm.
- THA will not take any adverse action against a resident/participant or applicant solely based on her or his being a victim of such criminal activity, including threats of such activity. “Adverse action” in this context includes denial or termination of housing assistance.
- THA will not subject a victim of domestic violence, dating violence, sexual assault or stalking to a more demanding standard for lease compliance than other residents.

B.5 Significant Amendment or Modification.

Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.

Substantial deviations/ modifications or significant amendments are defined as discretionary changes in the plan or policies of the housing authority that fundamentally change the mission, goals, objectives or plans of the agency and which require the formal approval of the Board (Tyler City Council). An exception to this definition will be made only for changes that are adopted to reflect HUD regulatory requirements and such changes shall not be considered significant amendments or substantial deviations. If a significant amendment or substantial deviation/modification to the PHA Plan occurs, THA will submit a revised PHA Plan.

B.6 Resident Advisory Board (RAB) Comments.

There were no comments/ recommendations from the (RAB); however, there was one (1) public comment received on June 21, 2020 through postal mail regarding the selection process for applicants placed on the waiting list.

The request was for actual Housing personnel to select voucher recipients from the application process and the waiting list versus the use of a computer-generated selection process, which the patron felt reduces an applicant’s time on the waiting list. The patron also suggested the use of program funds to build affordable housing for low-income families near banks, hospitals, grocers, etc.

B.7 Certification by State or Local Officials

See attached Form HUD 50077-SL